



City of Westminster

Committee Agenda

Title:

Environment and Customer Services Policy and Scrutiny Committee

Meeting Date:

Monday 9th November, 2015

Time:

7.00 pm

Venue:

Rooms 5, 6 & 7 - 17th Floor, City Hall

Members:

Councillors:

Ian Adams (Chairman)
Thomas Crockett
Paul Dimoldenberg
Louise Hyams
Karen Scarborough
Cameron Thomson
Jason Williams



Members of the public are welcome to attend the meeting and listen to the discussion Part 1 of the Agenda

Admission to the public gallery is by ticket, issued from the ground floor reception at City Hall from 6.30pm. If you have a disability and require any special assistance please contact the Committee Officer (details listed below) in advance of the meeting.



An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, please contact the Senior Committee and Governance Officer, Jonathan Deacon.

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Email: jdeacon@westminster.gov.uk

Corporate Website: www.westminster.gov.uk

Note for Members: Members are reminded that Officer contacts are shown at the end of each report and Members are welcome to raise questions in advance of the meeting. With regard to item 2, guidance on declarations of interests is included in the Code of Governance; if Members and Officers have any particular questions they should contact the Head of Committee and Governance Services in advance of the meeting please.

AGENDA

PART 1 (IN PUBLIC)

1. MEMBERSHIP

To note any changes to the membership.

2. DECLARATIONS OF INTEREST

To receive declarations of interest by Members and Officers of any personal or prejudicial interests.

3. MINUTES

To approve the minutes of the meeting held on Tuesday 8 September 2015.

(Pages 1 - 10)

4. UPDATE FROM CABINET MEMBERS

Question and Answer session at the meeting with the Cabinet Member for Sustainability And Parking and the Cabinet Member for City Management and Customer Services.

Written updates from the Cabinet Member for the Built Environment (Appendix 1), the Cabinet Member for City Management and Customer Services (to follow) and the Cabinet Member for Sustainability And Parking (to follow).

(Pages 11 - 20)

5. BAKER STREET TWO WAY PROJECT

Report of the Head of Strategic Transport Planning and Public Realm.

(Pages 21 - 122)

6. CROSSRAIL LINE 2

Report of the Head of Strategic Transport Planning & Public Realm.

(Pages 123 - 148)

7. CYCLING STRATEGY

Report – to follow.

8. PRESS RELEASES

The Committee to consider whether it wishes to issue any press releases in relation to its work.

9. ANNUAL WORK PROGRAMME AND ACTION TRACKER

Report of the Scrutiny Manager.

10. ANY OTHER BUSINESS THE CHAIRMEN CONSIDERS URGENT

(Pages 149 -
156)

**Charlie Parker
Chief Executive
30 October 2015**

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City of Westminster

Minutes

Minutes of a meeting of the **ENVIRONMENT POLICY & SCRUTINY COMMITTEE** held at 7:00pm on Tuesday 8 September 2015 in Committee Rooms 1A, 1B and 1C, 17th Floor, City Hall, 64 Victoria Street, SW1

Members of Committee: Councillors Ian Adams (Chairman), Barbara Arzymanow, Thomas Crockett, Peter Cuthbertson, Paul Dimoldenberg, Karen Scarborough, Cameron Thomson and Jason Williams.

Also Present: Councillor Robert Davis, Cabinet Member for the Built Environment.

1. MEMBERSHIP

- 1.1 Apologies for absence were received from Councillors Louise Hyams and Jacqui Wilkinson. Councillor Barbara Arzymanow replaced Councillor Hyams and Councillor Peter Cuthbertson replaced Councillor Wilkinson.
- 1.2 Jonathan Deacon, Senior Committee & Governance Officer, opened the meeting. Councillor Ian Adams had advised him prior to the meeting that he was likely to be delayed but would definitely be in attendance later in the meeting. Councillor Adams had proposed that Councillor Cameron Thomson chaired the meeting until he arrived. This required a resolution to be passed by the Committee.
- 1.3 **RESOLVED:** That Councillor Thomson chair the meeting until such time as Councillor Adams is in attendance.

2. DECLARATIONS OF INTEREST

- 2.1 Councillor Paul Dimoldenberg declared in respect of the Baker Street Two Way Project agenda item that he lives on the corner of Marylebone Road and Lisson Grove. He did not consider this to be a prejudicial interest that would require him to withdraw from the meeting for this item.

3. MINUTES

- 3.1 **RESOLVED:** That the minutes of the meeting held on Monday 22 June 2015 be signed by the Chairman as a correct record of proceedings.

4. UPDATE FROM CABINET MEMBERS

- 4.1 The Committee received written updates from the Cabinet Member for the Built Environment, the Cabinet Member for City Management and the Cabinet Member for Sustainability and Parking on significant matters within their portfolios.
- 4.2 The Chairman welcomed Councillor Robert Davis, Cabinet Member for the Built Environment to the meeting. The Committee put questions to and received responses from Councillor Davis on a number of matters that were relevant to the Built Environment portfolio, including the following:
- Councillor Davis was asked whether he would consider looking at enacting non-immediate Article 4 Directions to protect public houses in addition to combating the loss of office space to residential accommodation and the proliferation of basement extensions. It was believed that Wandsworth had adopted this measure to protect public houses. He replied that it was not possible to charge a fee for the Article 4 Directions which meant there were limited resources. However, he would be willing to investigate this option.
 - He advised that the Marylebone and Maida Hill Neighbourhood Forums had recently been designated. Two neighbourhood forums that were yet to be designated were Pimlico and Churchill Gardens.
 - He stated that the principle of the sponsorship of the Marble Arch maze / digital advent calendar had only been discussed at this stage. It had not yet been decided who the sponsor would be. The proposals would generate income for the City and add to the festive activities.
 - In response to a question on the motivation for the Baker Street Two Way Project, Councillor Davis replied that its inspiration was the success of the Piccadilly Two Way Scheme which improved the flow of traffic in Piccadilly, St James's and Pall Mall and removed the one way urban motorway, creating a friendlier public realm. The Council and Transport for London ('TfL') had worked on proposals for the Baker Street Two Way Project to design a public realm scheme that would be more user friendly for pedestrians, residents and businesses. The public consultation had now concluded and he and the officers would re-examine the proposals and take on board what the residents were writing in their submissions.
 - Councillor Davis was asked if the proposals were intended to deliver something which was more pedestrian, bus and cycle friendly, where would the cars and heavier vehicles be diverted to? Also had consideration been given to use of short term car parks for park and ride schemes? The Cabinet Member replied that the Council/TfL modelling showed that most traffic was looking to head north/south and not east/west. They would use Gloucester Place or Baker Street and there would be no need for traffic to divert to side streets. It was up to the Council to persuade local residents of this. In terms of introducing a park

and ride scheme, he had been involved with a previous Council scheme in partnership with a commercial company which had operated from the Council's car park under Hyde Park which was underused. This had given people the opportunity to travel to Oxford Street but was not taken up in numbers and had been discontinued as it was not commercially viable. He would be willing to re-explore the possibility of a park and ride scheme including in partnership with other London boroughs.

- The current position regarding the Victoria – Nine Elms Bridge was that there was no commitment in place as yet that the Bridge would be built and the Council reiterated its strong objections to the proposals.
- The Cabinet Member was asked whether given that he was seen to be a firm advocate of the Baker Street Two Way Project, the matter should be one for the whole Council to take instead. Councillor Davis responded that it had been decided many years ago that a Cabinet system would be established. He was promoting a scheme which officers were consulting on and there were many examples of this in Westminster and in local government generally. If a Cabinet Member did not see the merits of a scheme in principle initially it was unlikely that the concept would be brought into the public domain. He had become a decision maker on this issue following public realm becoming part of his portfolio as a result of Councillor Argar's resignation. He would take into account what was stated in the consultation responses and make the necessary changes before taking any decision. He would also consult and be seeking the support of ward councillors and Cabinet colleagues before doing so.
- Councillor Davis was asked whether he had received the same feedback that the Member had received in terms of applications for neighbourhood forums being a lengthy process. He replied that the reason for this was the lack of resources with a great deal of work being undertaken across the borough by a small team including in terms of investigating the legal aspects and preparing the reports and also working with and supporting the forums. There were instances where the forums took time to undertake the work themselves. The forum representatives were new to the process and had other time commitments including day jobs.

4.3 **RESOLVED:** That the contents of the Cabinet Member Updates be noted.

5. DRAFT CODE OF CONSTRUCTION PRACTICE

- 5.1 The Committee received a report on the current work to update the Council's Code of Construction Practice which had previously been published in 2008. The report also sought the Committee's views on key matters for consideration. Barry Smith, Head of City Policy & Strategy, introduced the report. The revised Code was in line with updates having taken place in relation to policies and good practice. It was also felt that the revised Code should be more attuned to the scale and nature of development in Westminster, particularly smaller to medium sized developments with their impact on residents. This included the works involved in basement

developments. Officers had sought to widen the scope of the Code so that there were three levels of schemes. Level one included large infrastructure type projects such as Crossrail and also other strategic developments. Level 2 included large mixed use developments and level 3 applied to minor commercial / householder developments.

- 5.2 Mr Smith stated that currently the Code was secured by planning condition and the compliance monitoring was funded by Section 106 agreement. Town planning legislation and regulations in themselves provided limited powers to control the construction process and its impacts. The Code offered an appropriate mechanism for doing this through other regulatory powers. Mr Smith advised that given funding constraints, under the new Code the financial responsibility for enforcement management would shift to the developer or the householder in the case of basements.
- 5.3 Mr Smith referred to the fact that the Council was currently out to consultation on the basements policy which was due to conclude the day after this meeting. An appendix to the draft Code of Construction Practice report proposed that if the Council was to charge for construction management impacts and recoup costs, an average estimate would be approximately £8k for a service provided under the Code relating to a basement development. This included advice to applicants on their construction management plan, noise and dust mitigation and monitoring and site visits.
- 5.4 Mr Smith and Nina Miles, Principal Policy Officer, took Members through what were perceived to be the six key issues at the current time for developing the new Code prior to there being a public consultation. These included should the Code be extended to a wider number of developments and should a cost neutral regime be adopted? It was only possible to charge in order to recover the Council's costs. Also what were the Committee's views on the working hours that should be permitted for developments, particularly basements? Should works not be permitted at weekends to give neighbours some peace and quiet or would this unduly delay the construction process? Also should specific encouragement be given to construction firms to employ a local workforce with up to 10% of their total workforce being comprised of local people? It was also proposed that the revised Code would include measures to create awareness of cyclists by HGV vehicles on construction sites.
- 5.5 Officers advised Members of the following in response to questions from the Committee:
- Officers had received advice on the legal implications of the proposals for the new Code from Counsel and Tri-Borough legal services, including relating to the fact that the power to charge is subject to several constraints under Section 3 of the Localism Act 2011. Officers would also explore with legal advisers the possibility of judicial review of the new Code. How the Code was used across the boroughs depended on their individual circumstances. Westminster's took into account best practice and the experiences of other more central London boroughs, including in relation to basement extensions. Officers were not aware of any legal

challenge regarding the concept of the Code. Officers would also consider producing a matrix document setting out the charges.

- Ms Miles emphasised that it was being proposed that the companies involved in 'Level 1' strategic schemes were required as part of their Site Environmental Monitoring Plan to demonstrate how they would use their best endeavours to ensure that 10% of the total workforce comprised of local people. It was appreciated that in some cases recruiting 10% of the workforce purely from Westminster could be a difficult requirement to fulfil and the definition of 'local' could be widened to central London or London boroughs as a whole. Mr Smith in response to a question stated that officers would be able to explore links between the skills for construction sites and the education sector.
- Officers could look at whether there should be different approaches across Westminster in terms of the construction hours operated depending on the residential nature of the localities.
- Barbara Terres, Team Manager Crossrail & Environmental Sciences, informed Members that monitoring of the major sites would be carried out by the Environmental Inspectorate. Construction sites were always a balance between the work being carried out in a reasonable timeframe and the work taking place in such a way that it will have the least impact on the community.
- Planning enforcement would deal with contraventions of the planning permission and conditions. If noise nuisance was being created on site, it was appropriate for residents to contact the Council's Noise Team. Parking contraventions were more likely to be picked up by the Council's marshalls. Residents were able to complain about parking contraventions on the Council's website and this would be received by the Council's parking contractor.
- It was expected that the Cabinet Member Report seeking public consultation on the revised Code would be submitted in approximately the next six weeks to two months.

5.6 **RESOLVED:**

1. That the Committee believes that the revised Code need to be proportionate in terms of a charging regime and should seek to address the needs of all the stakeholders for individual schemes.
2. That the majority of the Committee support the principles of the revised Code including the emphasis on extending the Code to a wider number of developments, limiting working hours for developments, particularly in relation to noisy basements works, to weekdays only where appropriate and also taking steps to encourage construction firms to employ local

people as part of the workforce. The timing of the work for the new Code is welcomed, particularly given the current basements policy work.

The Committee recommended that:

- 1) officers give consideration to how the rollout of the scheme will be promoted and publicised so that residents are aware of the available options when a development is taking place; and,
- 2) the public consultation is of a sufficient length to ensure that stakeholders are aware and able to respond. Members would wish to be kept informed of progress regarding the revised Code.

During item 5, Councillor Adams arrived and replaced Councillor Thomson as the Chairman at the meeting.

6. BAKER STREET TWO WAY PROJECT

- 6.1 Graham King, Head of Strategic Transport Planning & Public Realm provided the Committee with a verbal update on the Project. The public consultation exercise that the Council had carried out had run for two months until the beginning of August 2015 and over 1500 responses had been received. Officers were currently analysing and reviewing all of the responses in great depth and were sharing information with colleagues in TfL. TfL has responsibility for traffic signals, buses and specific roads in the area and had contributed significantly to the funding of the Project. A very detailed response from Council officers to the public consultation was expected by the end of September. A full report would be provided to the Committee for the next meeting on 9 November which would be prior to any decision making process by the Cabinet Member in respect of the Project.
- 6.2 Mr King stated that officers would continue to consult the St Marylebone Society & the North Marylebone Traffic Group and Marylebone Association on the issues they have raised particularly on the matter of the displacement of traffic onto residential streets. The two amenity societies had addressed the Committee at the previous meeting in June at the University of Westminster Campus in Marylebone Road and had submitted detailed comments in the public consultation. Officers were also due to meet shortly with a group called Marylebone First, located slightly to the west of Gloucester Place. There would be a response from Officers to detailed comments about specific design issues and impacts to some of the institutions in the area. These included Francis Holland School and St Cyprian's Church at Clarence Gate that were situated on a key junction. There was St Mary's Church School in Bryanston Square and St Mary's Church in York Street and also London Business School's submission in relation to their use of Council House in Marylebone Road and also their premises in Park Road.
- 6.3 Mr King stated that a number of residents had made the point that they had not received the information the Council had supplied with the consultation. He advised that officers were continuing to examine this and had checked with

the delivery companies why these had not been received. It was known that the vehicles had been to the correct locations as a result of tracking systems. There had been several hundred cases of delivery company employees being refused access. 11500 leaflets had been produced and 2000 had been directly mailed. Although there were some residents who had said that they had not been able to comment, Mr King was confident that responses had been received from across the area affected by the proposals covered all the potential issues. The Council now had an invaluable database to ensure that information could be forwarded to local groups who represent a wide range of interests.

6.4 Mr King advised Members of the following in response to questions from the Committee:

- In response to a question as to whether the Committee would have access to a summary of the comments received in the public consultation, Mr King assured Members that this would be available in time for the next meeting on 9 November. He would continue to keep the Committee and Ward Members informed of developments. In terms of the timing of a Cabinet Member decision, this would be influenced by what people had set out in the consultation responses. If a technical and legal issue arose, it would be necessary to look at whether a decision could be taken then or if there was a need for further consultation. After a Cabinet Member decision was taken, there would be the requirement to have one more level of consultation relating to parking and loading which was critical for a number of the small businesses, particularly in the southern part of the Project area.
- There had been a wide range of views expressed, including from cyclists who had suggested segregated cycle lanes in Gloucester Place which would impact on pedestrians and other road users. By November, the Council expected that TfL would be consulting on Cycle Superhighway 11 which would set out options which were likely to lessen the demand for segregated cycle lanes in Gloucester Place. The proposed traffic measures were put forward with having improved pedestrian facilities, such as crossings, in mind. Council officers and traffic consultants had been considering whether there were further ways of conveying what was proposed in respect of the Project's traffic measures. Computers with the latest form of visual simulation showing real time traffic movements had been used at the public meetings.
- Of the 1500 responses received for the public consultation, the majority were residential with a significant number also from businesses. In response to a question asking whether the public consultation submissions to the south of Marylebone Road tended to be more in support of the scheme than the north, Mr King replied that a lot of the concerns stated in the representations in the northern part of the Project area were based on the belief that the works to the junctions would lead to 'ratrunning' in their area. That was not born out in any of the Council's / TfL's traffic modelling. There was support in the north for the removal of

the 'racetrack feel' of an urban motorway. In general it was the case that some in the south were of the view that the measures would be beneficial with the exception of some residents in York Street and Upper Montagu Street who believed that traffic was being re-directed towards those roads. Mr King added that it was not envisaged that there would be a significant adverse impact on York Street and Upper Montagu Street as a result of the Project proposals.

- Mr King stated that the Council expected to receive results from the TfL consultation on proposed changes to bus routes in the Baker Street/Gloucester Place area by the end of September. The consultation had closed on 4 September.
- The area outside Marylebone Station run by Chiltern Railways and the route from the junction of Harewood Avenue to Baker Street was one of the specific design issues and impacts to institutions in the area Mr King had previously referred to. The specific issues there included the conflicts between the pedestrian use of the footway, parking (including by taxis and bicycles) and how buses enter and exit the area. The frontage of the Station was private land. Chiltern Railways had a scheduled rail project called Evergreen 3 and the Council needed further discussion on the impacts and relationships to the proposals. The Council's Baker Street Two Way Project measures included an improved crossing of Gloucester Place at Dorset Square which in part addressed these concerns.

6.5 **RESOLVED:** That as requested by Members, officers continue to keep the Committee informed of developments in respect of the Baker Street Two Way Project.

7. **PRESS RELEASES**

7.1 The Committee decided not to produce a press release in relation to the items on the agenda at this time.

8. **WORK PROGRAMME AND ACTION TRACKER**

8.1 Mark Ewbank, Scrutiny Manager, introduced the report. The Committee considered the items in the Work Programme for the Council year 2015/16. In addition to the Baker Street Two Way Project, it was agreed that the items scheduled on the agenda for the next meeting in November would be Crossrail 2 and the Cycle Superhighway.

8.2 **RESOLVED:** That the items in the Work Programme for rounds 3 (the meeting on 9 November 2015) to 6 (the meeting on 12 April 2016) in 2015/16 be as set out in the report.

9. **ANY OTHER BUSINESS**


9.1 There was no additional business for the Committee to consider.

10. CLOSE OF MEETING

10.1 Meeting ended at 9.11 p.m.

Chairman: _____ Date: _____

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 City of Westminster	<h2 style="margin: 0;">Environment and Customer Services Policy and Scrutiny Committee</h2>
Title of Report:	Update from Cabinet Members
Date:	9 November 2015
<p>This report sets out the briefing updates from the three Cabinet Members whose portfolios are scrutinised by the Environment and Customer Services Policy and Scrutiny Committee.</p> <p>Cabinet Member for the Built Environment (Appendix 1)</p> <p>Cabinet Member for City Management and Customer Services (Appendix 2 – to follow)</p> <p>Cabinet Member for Sustainability and Parking (Appendix 3 – to follow)</p> <p>The Cabinet Member for City Management and Customer Services, Councillor Melvyn Caplan and the Cabinet Member for Sustainability and Parking, Councillor Heather Acton are scheduled to attend the Environment Policy and Scrutiny meeting on 9 November 2015 to answer questions from Members of the Committee. The updates are intended to provide Committee Members with advanced information and to assist them in the preparation of possible questions.</p>	

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Environment and Customer Services Policy and Scrutiny Committee Briefing

Date: Monday 9th November 2015

Briefing of: Cllr Robert Davis MBE DL, Deputy Leader and
Cabinet Member for the Built Environment

Please contact: Matt Greet ext. 2852
mgreet@westminster.gov.uk

1. Development Planning

Permitted development rights – office to residential conversions

- 1.1 In October the government announced that the permitted development rights which allow office (B1 use) to residential (C3 use) conversions to be undertaken without submitting a planning application, would be made permanent. However, the exemption to these rights previously granted to Westminster's Central Activity Zone (CAZ) would stay in place until 2019.
- 1.2 It had previously been anticipated that this exemption would be removed by the government and so, back in July, we submitted an Article 4 direction to help prevent such conversions in the CAZ. In light of the extension of the exemption, our direction will now be withdrawn, as well as re-drawn. This will allow us to continue to work with the Mayor and our neighbouring boroughs on ensuring Article 4's properly translate over administrative boundaries.

Staffing

- 1.3 As noted in my previous report to the Committee, Godfrey Woods has been promoted to be Deputy of Planning with a city-wide remit. Accordingly I am happy to advise that Amanda Coulson and Steve Brandon have been successful in their applications for the vacant team leader posts within our Planning Team. Amanda will become the new team leader for North team, whilst Steve will become the team leader for Central Team where he has been acting up. Additionally, Mike Chatten will move from his current position in North team to head up South team.

2. Neighbourhood Planning

Designated Neighbourhood Forums

- 2.1 The Mayfair Neighbourhood Forum was designated in January 2014. The forum held a general meeting on 5th October and has produced a 'Consultation Report' which outlines the activity they undertook during the summer months. This report highlighted five key issues which the forum will try to focus on – a balanced range of housing, retention of existing and provision of new office accommodation, focussing the night time economy away from residential areas, improving amenity in public spaces and ensuring no net loss of parking.
- 2.2 The Soho Neighbourhood Forum was designated in July 2014. Our officer has been facilitating discussion of the key issues that the forum want to focus on, which so far revolve around living in Soho, working in Soho, and the wider built environment.
- 2.3 The Westbourne Neighbourhood Forum was designated in July 2014. The forum has engaged with AECOM, the consultants appointed by the Government neighbourhood fund known as Locality, to assist with their drawing up of a neighbourhood plan. Our officer is continuing to meet with the forum to discuss this process further.

- 2.4 The Church Street Ward Neighbourhood Forum was designated in July 2014. The forum are currently using a vacant unit on Church Street as a 'pop-up' consultation space to help engage with the local community.
- 2.5 The Belgravia Neighbourhood Forum was designated in October 2014. Our officer continues to assist the forum in presenting its programme of work to local residents.
- 2.6 The Notting Hill East Neighbourhood Forum was designated in October 2014. The forum are in the process of organising a walkabout with various officers during within the next month to identify issues and topics of interest.
- 2.7 The St. James's Neighbourhood Forum was formally designated on 5th February 2015. The forum held its first Steering Group meeting on 14th October and is in the process of applying for their grant from Locality.
- 2.8 The Fitzrovia West Neighbourhood Forum was formally designated on 5th February. The key issues the forum will be looking into include affordable housing, development pressures, independent businesses, public realm, transport, greening, and night time activity. The forum have organised separate working groups to assess these issues.
- 2.9 The Victoria Neighbourhood Forum was designated on 20th July. The forum will hold their inaugural meeting on 4th November.
- 2.10 The Knightsbridge Neighbourhood Forums was designated on 20th July. Our officer is currently engaged with the forum as they discuss their various areas of focus.
- 2.11 The Marylebone Neighbourhood Forum was designated on 7th September. Our officer is working with the forum's appointed neighbourhood planning consultants.
- 2.12 The Maida Hill Neighbourhood Forum was designated on 7th September. They have begun discussions of a forward programme with our officer.
- 2.13 The Pimlico and Churchill Gardens Estate Neighbourhood Forums were designated on 9th October.

3. Westminster's City Plan

- 3.1 I have previously outlined our intention to enact non-immediate Article 4 Directions to help protect Westminster from trends which are harmful to its character or prospects. An Article 4 Direction is an order made by the City Council which withdraws permitted development rights for certain works, thereby requiring a planning application to be submitted.

In April this year, the government amended the national Town and Country Planning Order to allow a premises to be changed from an A1 use (shops) to an A2 use (financial and professional services) without a planning application under permitted development rights. This has had a damaging effect on vital retail promenades across the city, particularly in areas such as Clifton Road, as local shops are lost to estate agents and related uses. As such, on 23rd October, I wrote to the Secretary of State

to give notice of a non-immediate Article 4 Direction filed by the City Council, which will remove this right from the Core Central Activities Zone, as well as our Named Streets and Parades, from October next year.

- 3.2 As highlighted in my previous reports to the committee, in light of certain immediate pressures on the built environment in Westminster, I have sought to fast-track certain elements of the overall City Plan revisions which we have been consulting on since October 2013.
- 3.3 One of the most important components of this fast-tracking has been my efforts to bring forward a revised basements policy by the end of the calendar year.

Thanks to the successful consultation period undertaken by officers between July and September, our emerging policy received minimal objections. Under the advice laid out in the National Planning Policy Framework, local authorities are able to begin applying, or 'give weight', to emerging policy before it has been to Examination in Public, in cases where the new policy is in its advanced stages and has received few unresolved objections.

Therefore, since 1st November, applications for residential basement developments have been subject to key elements of our emerging policy. In summary, those revisions ensure that basement developments to existing residential buildings, or buildings originally built for residential purposes, must:

- not extend beneath more than 50% of the site area
- provide a satisfactory landscaping scheme
- not result in the loss of trees deemed as having townscape, ecological or amenity value
- use natural ventilation wherever possible
- incorporate sustainable urban drainage measures
- protect the character and appearance of the existing building, garden setting and surrounding area

Additionally, there are also further elements of our new basements policy which were commented on during the public consultation. These have been classed as objections, but in reality simply call on us to go further. Therefore, whilst those requests to employ a stricter approach are considered, we will also apply the following elements of the new policy from 1st November onwards, in advance of the Examination in Public:

- limiting basement development to a single additional storey
- properly protect heritage assets and safeguard significant archaeological sites
- require a detailed structural method statement from a qualified engineer

- 3.4 The mixed use and office to residential conversion revision also completed its statutory consultation in September. Whilst our new approach to determining applications for office to residential conversion has been in place since 1st September, it has always been my intention to partner this with an updated mixed use policy. The current framework for requiring residential provision equal to commercial uplift is out of date and predicated on a market which struggles to bring forward any

kind of housing, as it was in the 1990s when the current mixed use policy was written. Given the rash of office losses to residential uses which we have seen over the past 4 years, some 125,000 square metres, this is clearly not the case anymore.

As such, I am keen that our mixed use policy encourages office development, in what is the engine-room of the nation's economy, by allowing extra commercial space to be provided without the requirement to also find additional housing. This of course will be balanced with the absolute need for new housing developments in the city, but will reflect the need to weigh that commitment against promoting economic growth.

- 3.5 Our single local plan document entitled the Westminster City Plan, which will unify all those different policies we have proposed, is expected to be ready for consultation in the New Year.

4. Development of a Westminster Community Infrastructure Levy (CIL)

- 4.1 The Westminster Draft CIL Charging Schedule was submitted to the Planning Inspectorate on 9th October. The Inspectorate will now set a timetable for its implementation.
- 4.2 Work is continuing on the governance options for the CIL and how it is monitored, collected and spent, as well as reviewing Section 106 processes to improve efficiency and transparency.

5. Crossrail

Crossrail Line 1

- 5.1 A decision is imminent on the application to reinstate the London Underground worksite at Marylebone Lane to provide improved public realm adjacent to the new entrance to Bond Street Underground Station. This will include hard and soft landscaping and provision for the ventilation for a beneath-ground substation. The upgrade of London Underground's Bond Street Station is being undertaken in conjunction with the Crossrail works and will provide access to and interchange with Crossrail when it opens in December 2018.
- 5.2 Applications for other Crossrail public realm reinstatement works at Bond Street, Paddington and Tottenham Court Road stations are now expected later this year as discussions on details continue. The aim is for all such works and the completion of the over site developments to be complete by December 2018.
- 5.3 Great Portland Estate have also commissioned the public realm consultancy Publica to develop a public realm strategy for Hanover Square and the gardens, including the surrounding area, as part of longer term public realm improvements to the area. I am working closely with all parties to develop these proposals and ensure their proper implementation. Public consultation on these schemes will follow early next year.

Crossrail Line 2

- 5.4 The revised Crossrail Line 2 Safeguarding Directions were issued on 24th May with immediate effect. Many of the City Council's concerns have been met, specifically the removal of Soho Square Gardens as an Area of Surface Interest. The revised safeguarding now includes the roads around the Square but not the Gardens.
- 5.5 TfL are developing the route within the updated safeguarded boundaries, as well as the branch lines at either end of the Crossrail 2 route, in readiness for a further round of public consultation this autumn. The next round of consultation will provide more detail on the scheme and stations, reflecting the concerns expressed during the safeguarding consultation.
- 5.6 Officers will continue to work closely with TfL in developing the proposals in Westminster, a series of meetings have taken place TfL in the lead up to the autumn and the public consultation.
- 5.7 TfL is keen to provide key stakeholders with an opportunity to share their views and identify key local issues prior to the next formal consultation in the autumn. TfL are working with the City Council to set up two Crossrail 2 Community Working Groups in Victoria and Tottenham Court Road. The public consultation commenced on 27th October and runs until 8th January 2016. Officers will be reviewing the latest proposals and a report has been submitted to the Committee, whose comments will be incorporated into a fuller response to be reported to me in early January. In the meantime discussion on key issues already identified on local impacts in Victoria and Soho will continue.

6. Victoria Area Schemes

- 6.1 London Underground's Victoria Station Upgrade works are progressing as planned, with the new northern ticket hall due to open in 2016, alongside Phase 1 of Land Securities' Nova scheme. The original pedestrian crossing on Bressenden Place by Victoria Street will be brought back into use within the next month. Officers are currently reviewing the options for retaining the temporary pedestrian crossing on Victoria Street by the Cathedral piazza. This crossing had been intended to be removed upon reintroduction of the original crossing, but given its benefit to pedestrians a funding arrangement is being finalised to bring it up to permanent standard.
- 6.2 TfL are reviewing options for the possible relocation of Victoria Coach Station to make way for Crossrail Line 2 works to the departures hall site in the early 2020s. Whilst Network Rail continue to develop their masterplan for improvements within the Station, their bridge strengthening works to Ebury, Elizabeth and Eccleston Bridges are due to start soon.
- 6.3 TfL are also progressing work to consider options for the reconfiguration of Terminus Place immediately to the north of Victoria Mainline Station to improve the public realm and the efficiency of bus operations there. Officers attended a meeting looking at this

project on 8th October and there are quarterly meetings now booked for them to discuss the forward programme with their TfL counterparts.

7. Proposals for Introducing a Two-Way Operation to Baker Street

- 7.1 The public consultation on the proposed Baker Street Two Way project closed on 31st July. In September, an update note was sent to all those respondents who had given us permission to contact them after the consultation closed. This note outlined a number of changes which will be made to the design before the scheme is taken forward. The alterations are being made following some very clear issues emerging from the public consultation which I am committed to addressing before the project is taken forwards.
- 7.2 The project is a substantive item on the Committee's agenda for the meeting on 9th November.

8. Special Events

- 8.1 The 2015 Christmas installation at Eros on Piccadilly Circus began its build on 29th October, ready for unveiling in mid-November. This year will see the presents display returning to the famous statue, along with the surrounding electronic hoardings.
- 8.2 Building on the success of the Observation Wheel over the summer, later this month work will start on the installation of our digital festive calendar at Marble Arch. The calendar will be the largest outdoor screen in Europe and feature a countdown to Christmas, ensuring that everyone who passes through the area enjoys a bit more of the spirit of the season.

9. Green plaques

- 9.1 On 12th October Cllr Steve Summers unveiled Westminster's 113th green plaque, this time commemorating the National Sporting Club in King Street, Covent Garden. The club was founded in 1891 and has been credited with doing more for the sport of boxing in Great Britain than any other organisation. Its first president was Hugh Lowther, the 5th Earl of Lonsdale, after whom the famous title belt is named, and Cllr Summers was joined on stage by 8th Earl of Lonsdale to unveil the plaque with him.
- 9.2 Elsewhere, a summary of the forward programme of green plaques is below:
- William Henry Hudson at 14 Leinster Square in Bayswater. Hudson authored the acclaimed romance novel 'Green Mansions', as well as being an accomplished naturalist and founding member of the Royal Society for the Protection of Birds.
 - Cecilia Vajda at 105 Hallam Street, W1. Throughout a long and distinguished career in music as a teacher, conductor, performer, lecturer, writer and

scholar, Vajda also become the foremost authority on the work of Hungarian composer Zoltán Kodály and his famed teaching methods.

- William Shipley at 25 Henrietta Street, Covent Garden. As well as being a celebrated drawing master, in 1754 at site of Rawthmell's Coffee House Shipley founded an arts society which went on to become The Royal Society of Arts.



City of Westminster

Environment and Customer Services Policy and Scrutiny Committee

Date:	09 November 2015
Classification:	For General Release
Title:	Baker Street Two Way Project
Report of:	Graham King, Head of Strategic Transport Planning and Public Realm
Cabinet Member Portfolio	Councillor Robert Davis MBE DL, Deputy Leader and Cabinet Member for the Built Environment
Wards Involved:	Marylebone High Street; Bryanston and Dorset Square; Regent's Park
Policy Context:	Westminster's City Plan: Strategic Policies (2013) emphasise the need to prioritise pedestrian movement and support sustainable transport options, reducing reliance on private motor vehicles thereby improving air quality and public health. Public realm enhancements and improvements around mainline stations are supported. The need to carefully manage freight and servicing to minimise adverse impacts is also acknowledged.
Financial Summary:	There are no financial implications arising from this report.
Report Author and Contact Details:	Graham King, Head of Strategic Transport Planning and Public Realm, gking@westminster.gov.uk

1. EXECUTIVE SUMMARY

- 1.1 This report provides an update on Baker Street Two Way project since the last report to this committee on 22 June 2015, appends the consultation response report and officer's response to key issues raised and informs on next steps.

2. KEY MATTERS FOR THE COMMITTEE'S CONSIDERATION

- 2.1 The purpose of this report is:
- i. To provide an update on Baker Street Two Way project since the last meeting including results of public consultation.
 - ii. To invite comments on the note and its appendices.
 - iii. To note future programme.

3. PROGRESS UPDATE

- 3.1 A report was presented to the Environment Policy and Scrutiny Committee in June 2015 to provide an update on the project, note Members' views related to this project and also related to potential further schemes. The meeting was held at University of Westminster and involved a site visit led by officers and representations from the two amenity societies.
- 3.2 Public consultation was undertaken for a period of ten weeks from 26 May to 31 July. This consultation process involved a leaflet drop, a website with all information on proposed scheme, five public exhibitions and meetings with amenity societies and other local groups. A consultation questionnaire was provided on the website and also as a paper copy at public exhibitions, libraries and if requested by individuals or resident groups.

4.0 CONSULTATION RESPONSE

- 4.1 In total, 1438 responses were received to the consultation questionnaire. In addition, 140 emails and 35 letters were also received during the consultation. These have been included in the analysis of consultation responses. This amounts to the biggest response to any Westminster consultation exercise. Around 220 people attended the five public exhibitions held during the consultation period. The analysis of this consultation response is provided in a report as Appendix A.
- 4.2 At present there is a petition against the Baker Street Two Way project on the Westminster City Council website. This received 433 signatories and closed on the 15 October 2015. The details of the petition below -

*We the undersigned petition Westminster City Council to:
'reject all proposals for the Baker Street and Gloucester Place Two-Way
Traffic Scheme.'*

Created by: Mr Steven Dollond

The petition's details read: We call upon Westminster City Council, the Mayor of London and Transport for London to reject all proposals for the Baker Street/ Gloucester Place Two-Way Traffic Scheme.

- 1) The proposed scheme is not needed and has not been demanded by local residents, businesses or road users.*
- 2) It would damage the quality of life for residents by diverting traffic into the residential streets of the Dorset Square Conservation Area and other residential streets on the south side of Marylebone Rd where air pollution and the risk of accidents would increase.*
- 3) It would increase journey times on Baker St, Gloucester Pl and Marylebone Rd for buses, coaches, taxis, delivery vehicles and emergency services.*
- 4) It would push up rents for shops and restaurants on Baker St, many of which may be forced out of business by higher rents and the loss of parking / unloading spaces. The existing one-way system is very successful in maintaining traffic flows, providing spaces for parking / unloading and keeping traffic out of residential side streets. The two-way scheme is being promoted by landowners and property developers who would gain enormously from this unjustifiable waste of taxpayers' money.*

In addition, another petition is understood to be presented to the full Council meeting on 11th November by Councillor Mohammed.

- 4.3 In addition, some further comments have been received after the consultation finished. These comments will be considered during the next stage of design development and follow comments already received. All comments received will be included in the eventual Cabinet Member report along with the comments of this Committee.
- 4.4 Officers' and consultants' response to general traffic and environmental issues raised during consultation is provided as Appendix B.

5. NEXT STEPS

- 5.1 Meetings with the following residents' associations/ groups, schools other stakeholders will be organised to discuss their concerns/ issues and possible design changes over the coming weeks.
 - St. Marylebone Society
 - Marylebone Association
 - North Marylebone Traffic Group
 - Marylebone First
 - Residents of Blandford Estate
 - Francis Holland School and St Cyprian's Church
 - St Mary's School and Church
 - London Business School

- Chiltern Railways in respect of Marylebone Station

5.2 The City Council has been successful in its Low Emission Neighbourhood (LEN) bid for the Bryanston & Dorset Square/ Marylebone ward area, which was supported by the Estates and BIDs.

5.3 This will be followed by a formal re-consultation on changes to the proposed scheme. This consultation is likely to be undertaken in early 2016. This will be followed by a Cabinet Member report seeking approval to proceed to the next stage of design. Subject to the result of consultation and approval, a statutory Traffic Management Orders (TMO) consultation will be undertaken.

5.4 Given the level and depth of comments received and the potential responses set out in Appendix B, a further formal consultation is proposed following the discussions with stakeholders referred to in 5.1 above.

6. RECOMMENDATIONS

6.1 That progress since last meeting in June 2015 be noted.

6.2 That the Committee's comment on the report and its appendices, for incorporation into the eventual Cabinet Member report.

6.3 That future programme and next steps be noted.

7. APPENDICES

7.1 Appendix A contains the consultation response report

7.2 Appendix B contains officers' and consultants' response to key issues raised during consultation

If you have any queries about this Report or wish to inspect any of the Background Papers please contact:

**Graham King, Head of Strategic Transport Planning and Public Realm –
gking@westminster.gov.uk**

APPENDICES

Appendix A – Consultation response report

Appendix B – Response to key issues

BACKGROUND PAPERS

1. Environment Policy and Scrutiny Report, June 2015

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ASPIRATION

CHOICE

HERITAGE

Baker Street Two Way Consultation: Consultation Response Report

Evaluation and Performance Team



City of Westminster

Date: October 30, 2015

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1 Introduction

This report summarises the responses to an extensive public consultation which has been undertaken regarding proposals to turn Baker Street and Gloucester Place from one way streets, into two ways streets.

Baker Street and Gloucester Place were originally residential streets, however over time Baker Street has evolved into a main thoroughfare, lined by retail and office buildings. The current one way traffic system on Baker Street and Gloucester Place was implemented in the 1960s and creates multiple lanes of fast moving traffic on both streets. As a result the dominance of vehicles has divided streets and residential communities.

The proposals for this area seek to return these streets to a two way traffic flow.

The aims of these proposals are to deliver:

- Simplification of the network by making it two way
- Creation of a stronger sense of community
- Less cluttered footways along Baker Street and Gloucester Place, and footway widening in some areas to reduce pedestrian congestion
- Better pedestrian signage/way finding throughout the area to make it easier and more convenient to move around
- Improvements to over 50 signal crossing locations throughout the area, with 23 new controlled pedestrian crossing locations, and more opportunity to cross safely
- More places for people to park their bicycles, the introduction of advanced cycle stop lines at traffic signals and new cycle lanes on Gloucester Place, making the area easier and safer to cycle through
- Easier vehicle access to local businesses, which in turn will help them grow and serve the community
- Improvements to the public realm, including new footway and carriageway materials, as well as new street lighting
- More trees and greenery where possible.

The aims of the public consultation were to:

- Present the proposed scheme for consultation
- Encourage and gather a broad range views on the proposed scheme
- Gauge overall views on the scheme and specific elements of the proposals
- Understand overall views by geographic area
- Understand any issues or concerns for residents, businesses, visitors, workers and organisations.

1.1 Executive Summary

The public consultation on the Baker Street Two Way project opened on the 26 May and ran for 10 weeks until the 31 July 2015. The council chose a consultation period of 10 weeks which was deemed adequate to enable a broad range of views to be gathered¹. The consultation programme covered online, print and face-to face channels in order to encourage a broad range of responses from different groups.

1.1.1 Consultation Response

A very broad range of responses were received across the consultation channels, with a high number of responses to the consultation questionnaire.

The purpose of the consultation was to identify information that the council should consider in decision making for the next stage of the Baker Street Two Way project proposals. The consultation was not designed to be a representative questionnaire of the local population. As the council received over 1,400 responses to the consultation questionnaire, we are confident we have captured all the major issues which need to be considered in relation to the proposed Baker Street Two Way project. In particular there were a number of specific concerns for those living north of Marylebone Road and north-west of Gloucester Place and residents in these areas were mobilised to share their views, which accounts for the high concentration of responses we received from these areas.

It should also be noted that the response from visitors (374) was affected by a set of over 100 responses received from cyclists, who offered duplicate responses to a number of questions. These duplicate responses have been treated as individual responses in the analysis, as there were some slight differences across the non-duplicated answers.

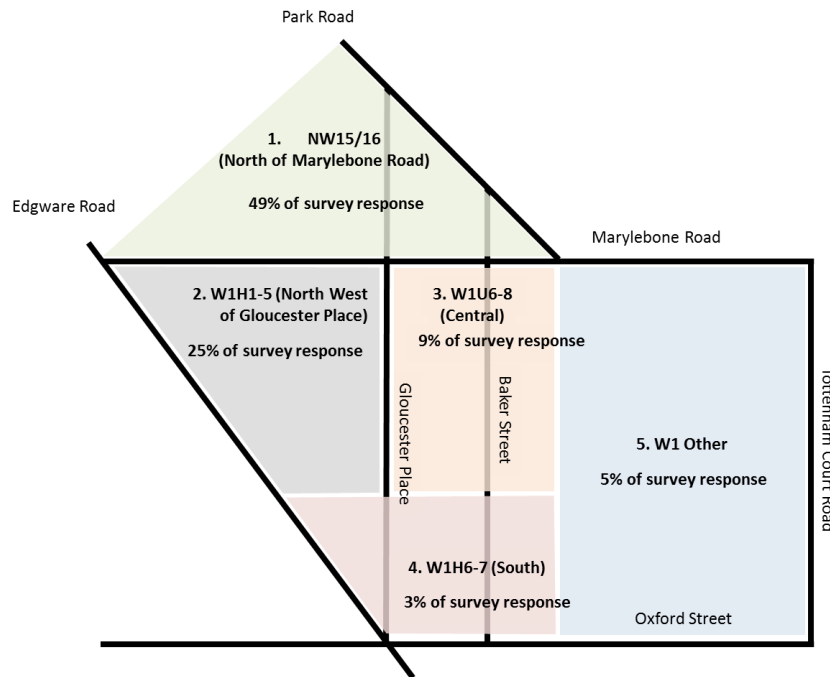
The consultation response analysis in section 1.1.2 is based on the feedback we received from a mix of residents, workers, visitors, local businesses and stakeholder groups.

The profile of questionnaire responses is below:

- 682 residents
- 454 workers
- 374 visitors
- 117 business owners/representatives
- 26 stakeholders (representatives from Residents Associations/Amenity Societies)

Within the 682 respondents who identified themselves as residents, 74% were concentrated in two geographical areas - north of Marylebone Road and north-west of Gloucester Place. Nine percent of responses came from outside of the consultation area.

¹ A recent similar consultation run by Camden Council on transforming the Tottenham Court Road one way system into a two way system ran for seven weeks from 9 June to 1 August 2014.



Note: Map is not to scale but designed to show broad locations of postcode areas

Source: 682 resident responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

1.1.2 Key Findings from the Consultation Questionnaire

Overall, support and opposition to the proposed Baker Street Two Way project differs significantly by respondent type, geographical area and by individual elements proposed within the scheme.

Taking the Baker Street Two Way project as a whole, 39% of all respondents support it and 57% oppose it. The remaining 4% of respondents are neutral. Among workers and businesses owners, support for the project overall increases to 66% and 57% respectively. Opposition is highest among residents and visitors, both 70%.

However, when looking at the specific changes the proposed scheme would deliver – support is much higher. Half of all respondents (49%) support changing Baker Street and Gloucester Place to two way flow, with 40% opposing this and the remaining 11% are neutral.

There is also strong support for:

- Creating a new 'straight across' crossing on Marylebone Road (75% support)
- Increasing the number of pedestrian crossings (69% support)
- Providing cycle lanes on Gloucester Place (61% support)
- Widening footways (60% support)

When analysing those who oppose the project overall, there is still support for specific elements of the proposals:

- Creating a new 'straight across' crossing on Marylebone Road (62% support)
- Increasing the number of pedestrian crossings (58% support)
- Providing cycle lanes on Gloucester Place (50% support)

However, fewer in this group support the widening of footways (41% support).

Among those who oppose the Baker Street Two Way project as a whole, there are a number of very specific concerns in relation to the proposals which seem to be driving this opposition.

Among the 474 residents who oppose the project, the main concerns are:

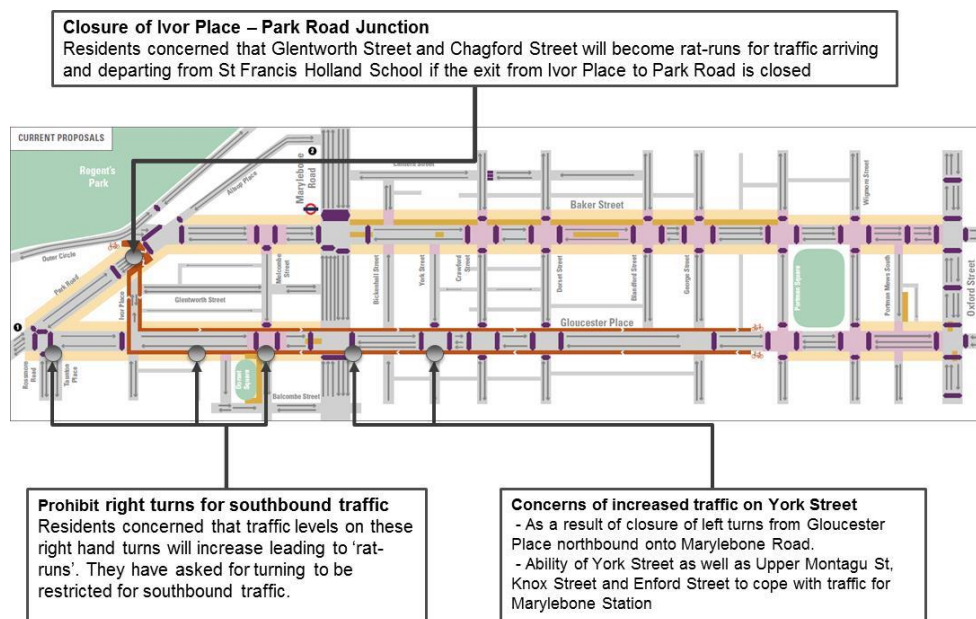
- Air pollution increases
- Increased traffic congestion
- Redirection of traffic onto small residential streets
- Concern that the proposals will not deliver on promises detailed

Among the 263 visitors who oppose the scheme the main concerns are:

- The proposals do not go far enough to reduce the dominance of car and goods traffic
- Lack of 24/7 cycle lanes on Gloucester Place
- Lack of space for cycling on Gloucester Place

A high proportion of the concerns among residents relate to proposed vehicle turning movements. Namely, right turns from southbound traffic on Gloucester Place onto smaller side roads, closing the Ivor Place exit onto Park Road and banning vehicles from turning left from Gloucester Place onto Marylebone Road (as detailed in figure 1.0).

Figure 1.0



Analysis of resident responses by postcode shows that overall support for the Baker Street Two Way project is far higher among those living in postcodes 'W1U6-8' and 'W1 other' than those living in 'NW15/16' and 'W1H1-5'. The issues of most concern to residents living in 'NW15/16' and 'W1H1-5' postcode areas are:

- Air pollution increases
- Redirection of traffic onto residential streets
- Increased traffic congestion
- Concern that the proposals will not deliver on promises detailed

1.1.3 Email and letter responses

Email responses provided greater context to the questionnaire findings. Many respondents expressed a level of scepticism about the traffic modelling used to develop the proposed scheme. Respondents stated that either there was insufficient data included in the consultation materials to support assertions made about traffic flows or that the models were entirely incorrect. Respondents stated that, contrary to the model forecasts, there would be a redistribution of traffic from main roads to residential streets leading to increased pollution and reduced pedestrian safety.

Those providing feedback through letters and/or emails often located their concerns geographically, pointing to a few key junctions and streets. Many residents requested that turnings off north Gloucester Place should be made 'ahead only' to prevent traffic from travelling down residential streets. There were also concerns about increased traffic on York Street and the closure of the left turn onto Marylebone Road from Gloucester Place.

1.1.4 Communications

A broad range of communications were used to inform the local area about the consultation including:

- A leaflet distributed to 13,000 households
- 5 exhibitions
- Social media and emails
- A range of meetings with the St Marylebone Society, Marylebone Association, North Marylebone Traffic Group (NMTG), Marylebone Community First, St Mary's School
- Leaflets and banners at other public events/areas - food markets, Summer Festival (30 June to 1 July) and Wimbledon Live public event (7 to 10 July)

There were some concerns voiced over the leaflet distribution by some residents, for example those living on the Blandford Estate, both within the questionnaire and via contact with council officers. The council is aware of difficulties which sometimes occur with delivery of non-addressee post to mansion blocks. The approach for distribution of this consultation leaflet was the same as standard council practice.

Thirty two percent of residents within the questionnaire said they had heard about the consultation via the leaflet, and other forms of communication were undertaken in order to reach as many local residents, workers and visitors as possible. Despite concerns about the leaflet, a high number of responses from a range of different groups and viewpoints were received.

A more detailed overview of the communications approach can be found in section 1.3.

At the end of the questionnaire respondents were asked if they would like the council to keep in touch with them about the results of this consultation. Of the 1,438 respondents, 642 left contact details for further communications.

1.1.5 Next steps

The next phase of the Baker Street Two Way project proposal is taking concerns raised into account and will come forward with responses.

On 16th September, an update e-mail was sent to all consultation respondents who had consented to their contact details being used. The update made clear that, whilst there were elements of the scheme which people had highlighted as favourable, there were also clear specific aspects which had generated opposition in the local area. As such it is proposed that a number of specific revisions should be considered in the design of the scheme. These include:

- Removing the banned left turn from Gloucester Place onto Marylebone Road;
- Retain the current two way operation west of Gloucester Place on York Street;
- Critically reviewing the current designs for Ivor Place, as well as those covering the Dorset Square Conservation Area.

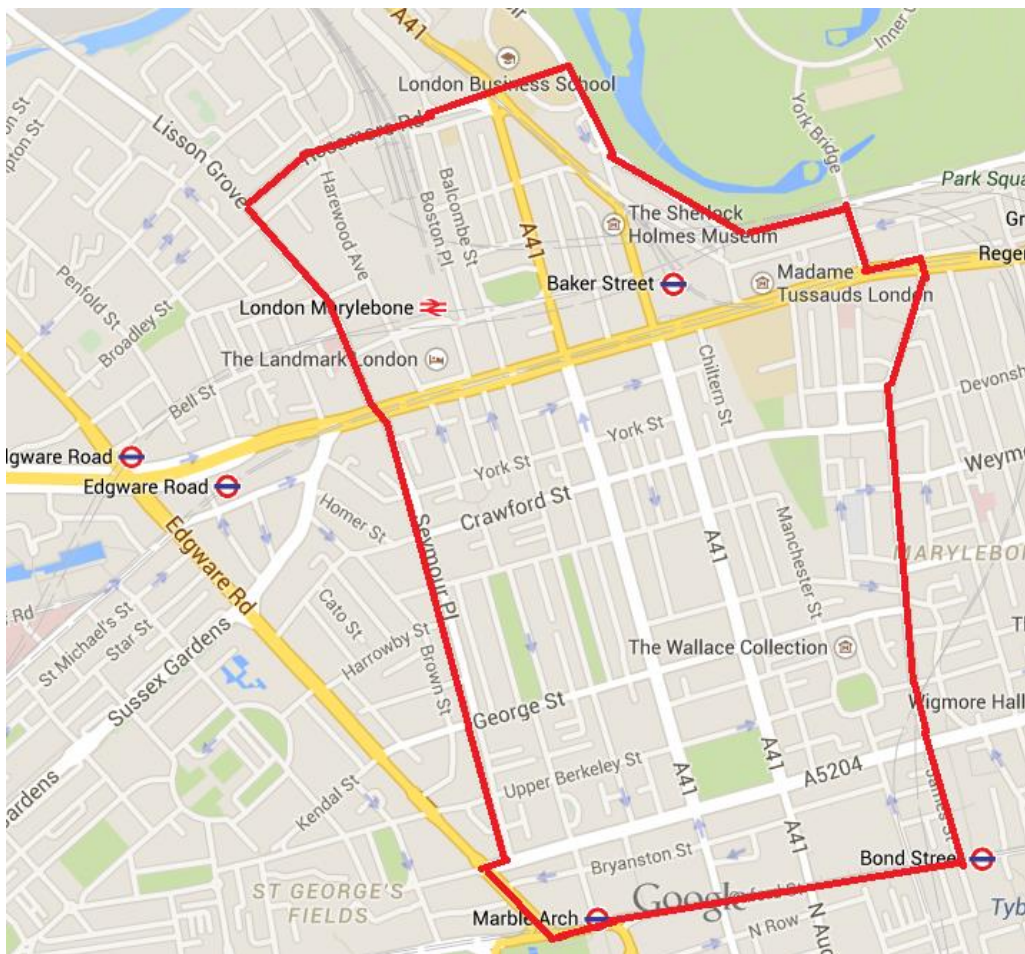
The City Council will re-consult on any alterations made to the design, once they have addressed the main concerns of people in the area and which builds on the aspects of the scheme which people have supported.

1.2 Consultation Programme

Public consultation on the proposed Baker Street Two Way project commenced on the 26 May and lasted for 10 weeks until the 31 July 2015. Extensive information about the Baker Street Two Way project was available on the website www.bakerstreettwo-way.co.uk as well as the consultation questionnaire.

The consultation programme covered both online, printed and face-to-face channels in order to encourage a broad range of responses from different groups including residents, workers, visitors, business owners/representatives and organisations such as Residents Associations and Amenity groups.

The area being consulted on is shown on the map below.



Website

A website was created specifically to communicate the proposed plans and house the online questionnaire link and all project documentation. The documents available on this site included:

1. Consultation leaflet
2. Drawings showing proposed scheme (A3 size)
3. Drawings showing proposed scheme (A0 size)
4. Drawings showing existing and proposed permitted vehicle movements
5. Existing and proposed traffic flow table – listed by street
6. Drawings showing initial proposals for changes to parking and loading
7. Right turn options on to the Marylebone Road
8. Before/After images
9. Online questionnaire

All the above documentation was made available at each of the five exhibitions, along with banners and A0 size boards about the plans.

Consultation Material

A full list of consultation material that appeared on the website is detailed below:

- 1 consultation leaflet
- 22 detailed maps showing the proposed scheme
- 2 maps comparing existing vehicle movements with proposed vehicle movements
- 1 traffic flow table comparing current and proposed traffic flows
- 7 parking and loading maps
- 1 document detailing the Marylebone Road right turn options
- 14 before and after images
- Consultation questionnaire
- Link to TfL Bus Consultation (which ran from 30 June to 4 September)

Additionally the Baker Street Quarter Partnership produced an infographic (<http://www.bakerstreetquarter.co.uk/uploads/news/Infographic.pdf>) illustrating the benefits of the project.

Consultation Questionnaire

The consultation questionnaire was accessible online via the Baker Street Two Way website. Additionally, paper copies of the questionnaire were made available at all exhibitions as well as Church Street and Marylebone Libraries or could be requested by residents as and when needed. Completed hard copies could be returned to Westminster City Council via post or could be handed in at one of the exhibitions or libraries where copies were distributed. The questionnaire was also advertised on the consultation leaflet, which was posted to 13,000 households and businesses, and was included on all other communications.

Early Engagement

Before the public consultation began Westminster City Council (WCC) undertook a number of early engagement exercises. WCC gave a presentation on the proposal to the Marylebone Area Forum in early 2014. There were also meetings with the two main amenity societies in November 2014 and council officers also attended a public meeting in January 2015 organised by the St Marylebone Society and the North Marylebone Traffic Group.

Email and Phone Number

A dedicated email address (bstw@westminster.gov.uk) and phone number were provided to allow members of the public to request paper copies of the questionnaire, ask questions and put forward their views and comments.

Exhibitions

Five public exhibitions were held during the consultation period. A range of materials were displayed at each session, including 11 banners, drawings, plans and a traffic modelling simulation movie. A copy of the printed materials available at each session are detailed in section seven. Additionally, council officers, consultants and TfL representatives were on hand to discuss the proposals, address concerns, answer questions and receive feedback from attendees. The dates and times of these meetings are listed below:

St Cyprian's Clarence Gate, Glentworth Street

- Wednesday 10 June 4pm–6pm
- Thursday 11 June 4pm–6pm
- Saturday 13 June 12pm–4pm

Park Plaza Sherlock Holmes, 108 Baker Street

- Thursday 2 July 4pm–7pm
- Saturday 4 July 12pm–4pm

Other meetings

In addition to these exhibitions Westminster City Council officers organised and/or attended a number of meetings:

- Monday 22 June - Environment policy and scrutiny committee meeting –
 - Representation from WCC, the St Marylebone Society, Marylebone Association and the Baker Street Quarter Partnership were present
- 6 July – meeting with representatives from St Marylebone Society and Marylebone Association
- 28 July – meeting with representatives from North Marylebone Traffic Group (NMTG)
- 16 July – meeting organised by Marylebone Community First
- 23 July – meeting with headmistress of St Mary School
- 14 Sept – meeting with representatives from Marylebone Community First, head of St Mary School and other residents

TfL Bus Consultation

Transport for London launched a bus consultation which ran from 30 June to 4 September 2015, which incorporated the possible changes to the bus services in the area. A summary of the responses received via the TfL bus consultation, which incorporated comments about the wider Baker Street Two Way project proposals, are detailed later in this report.

1.3 Communications Programme

In order to widely publicise the consultation, a range of communications channels were used.

Leaflet

Between the 26 and 27 May a total of 11,500 leaflets were delivered to addresses in the local area. Due to some issues with delivery to some addresses, an additional 1,500 leaflets were distributed. Further details on the leaflet distribution can be found in section eight. The leaflets contained information about the proposed scheme, the public exhibitions and directed readers to find out more information from the website: www.bakerstreetwoway.co.uk

In the questionnaire, 32% of residents said they heard about the Baker Street Two Way project through the leaflets distributed by Westminster City Council.

Other Communications

A total of 49 local groups and 44 statutory organisations were contacted about the consultation. All Westminster Councillors were informed of the consultation via the Westminster Information Brief. Ward Councillors from Bryanston and Dorset Square, Marylebone High Street and Regent's Park wards received a letter about the consultation from Councillor Robert Davis, Deputy Leader and Cabinet Member for the Built Environment.

Social media was also used by Westminster City Council (@CityWestminster), Baker Street Quarter Partnership (@BakerStreetQ) and TfL to publicise the consultation.

Baker Street Quarter Partnership (BSQP)

BSQP used a number of different communications activities and methods to publicise the consultation with its members and the wider community. These included:

- Member business briefing event in May attended by 62 business representatives
- Newsletter lead article on 26 May, 29 June, 20 July. Reach of c3,000 per edition
- Website content on home page and sub-pages which has received 16,577 page views to date
- Content on building screen displays prior to four public outdoor cinema evenings (24/25/30 June and 1 July) – with an audience of c.450
- Consultation leaflets available at public Food Markets in May and June - total audience of c5000
- Banners and consultation leaflets present at a two day public Summer Festival (30 June-1 July) with 6,251 attendees in total
- Banners and consultation leaflets present at the four day Wimbledon Live public event, (7-10 July) with c2,500 attendees in total
- Direct emails to all members regarding the questionnaire closing date
- Presentation to board members and steering group members
- Infographic distributed to members and non-member retailers in the Quarter (c300 businesses)
- Infographic on website
- Facilitated Marylebone Journal interview feature
- Regular social media activity (Twitter and Facebook).

Marylebone Association

- Newsletter – with a reach of just under 1,000 email addresses, 75% of which are residents and 25% businesses and other parties. Plus other activities.

St Marylebone Society

- Two emails during the consultation period to c300 recipients
- Leafleting of the Dorset Square area in association with the Dorset Square Trust, North Marylebone Traffic Group and mansion block associations
- Two public meetings and a workshop.

North Marylebone Traffic Group

- Emails sent to members during the consultation period
- Leafleting of the Dorset Square area in association with the Dorset Square Trust, St Marylebone Society and mansion block associations

The Portman Estate Communications

The Portman Estate was also involved in publicising the consultation via emails to:

- 278 residents
- 43 retailers
- 124 businesses
- 12 hotels and clubs
- Freeholders/head lease

TfL Communications

TfL launched a bus consultation for the Baker Street and Gloucester Place area at the end of June to coincide with the Baker Street Two Way project consultation. Across TfL's communications, there were links through to the Baker Street Two Way project consultation. For example there was a link to the www.bakerstreetwoway.co.uk site from the top of the bus consultation website as well as links in the below communications:

- Stakeholder email (sent to around 500 people)
- Oyster database email (sent to around 68,000 people)
- Media release and press office also put forward item for Metro Travel Page
- Social media (tweets)
- Link on www.bakerstreetwoway.co.uk
- TfL website <https://consultations.tfl.gov.uk/buses/baker-street>

1.4 Responses to the consultation

A high number of consultation responses were received from residents, workers, visitors, businesses and organisations. A breakdown of the feedback received is summarised below.

Consultation Questionnaire

The consultation questionnaire was available both online via the www.bakerstreettway.co.uk website, as well as in hard copy at all the exhibitions, Church Street Library and Marylebone Library. Hard copies were also available on request to both individuals and groups.

In total, 1,438² people responded to the questionnaire, of which, 682 were residents (47%), 454 were local employees (32%), 374 were regular visitors (26%), 117 were business owners (8%) and 26 were stakeholder groups³ (2%). A high proportion of those who responded as a visitor to the area are cyclists and were able to rally support for cycling issues and measures in the questionnaire response. Maps showing the distribution of responses by type of respondent and geographical area can be found in the maps in section 10.

Business Responses

There was a mix of businesses who responded to the consultation from the office, retail, food and beverage, leisure and other sectors.

Stakeholder Response

Westminster City Council Councillors, Resident's Associations and Statutory Section 6 Consultees were contacted as part of this consultation. The full list of Section 6 stakeholders contacted about the consultation can be found at the back of this report.

In addition, responses were also received via the following channels:

Email responses

140 emails were received during the consultation from a mixture of residents, businesses and stakeholders.

Letter responses

35 letters were received the consultation from a mixture of residents, businesses and stakeholders.

Exhibition attendance

Around 220 people attended the five exhibitions held during the consultation period.

Petitions

At present there is a petition against the Baker Street Two Way project on the Westminster City Council website. This received 433 signatures and closed on the 15 October 2015.

² The total of respondents is higher than the total number of questionnaire responses. This is due to respondents being able to tick more than one option regarding whether they are a resident, worker, visitor, business owner and/or from a stakeholder group.

³ Representatives from Residents Associations/Amenity Societies/Statutory Consultees

Analysis Methodology

Around 1,500 people responded to the online consultation questionnaire or completed the paper version, however, once the data was cleaned the final number of responses dropped slightly to 1,438 after a number of exact duplicates were detected during the data cleansing.

Some of the questions in the consultation questionnaire allowed the respondent to tick multiple answers. Therefore in some of the analysis the sum of the response to a question may be higher than 100%. In other cases, the total response to a single answer question may add up to slightly over 100% due to rounding of decimal points.

All the open ended questions in the consultation questionnaire were coded into themes to allow the responses to be quantified. This encompassed reading every response to these questions and creation of a code frame.

Policy and Scrutiny (P&S) Committee

At a P&S Committee meeting, which took place at Westminster City Hall in June, the Committee heard from St Marylebone Society and the Marylebone Association and the Baker Street Quarter Partnership and submitted their response to the Baker Street Two Way Project proposals to Councillor Robert Davis, Deputy Leader and Cabinet Member for the Built Environment.

2 Questionnaire Response Analysis

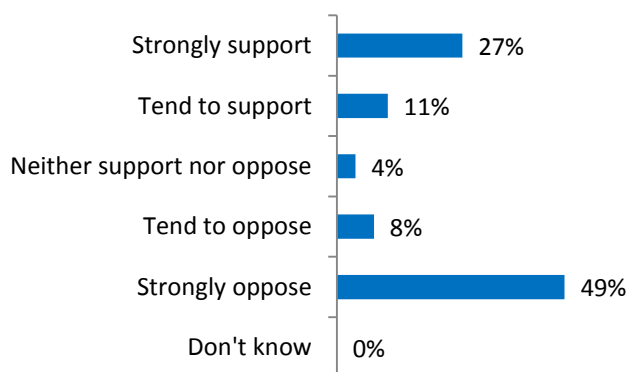
The consultation questionnaire asked respondents to comment on how they felt about the Baker Street Two Way project as a whole and on specific elements of the proposals. This section details the response received to the consultation questionnaire. Analysis is reported in the order of the questionnaire.

2.1 Q1: Overall support and opposition to the proposed scheme

Respondents were asked whether they support or oppose the proposed scheme. Twenty seven percent strongly support the scheme with 11%⁴ saying they tend to support it. However, there are a higher proportion of respondents who oppose the scheme. Forty nine percent of those who responded said they strongly oppose the scheme, while 8% said they tend to oppose the scheme.

Figure 2.0

Q1. Overall, to what extent do you support or oppose the proposed scheme?



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

Support by respondent type

Support and opposition to the scheme varies considerably across different respondent groups. Residents are the most likely to oppose the scheme, while those working in the area are most likely to support it. Business owners and representatives are also more likely to support (57%) than oppose (41%) the proposed scheme.

⁴ The total percentage of those who strongly support and tend to support the proposal is 39% this is due to rounding of decimal points.

	Total	Resident	<i>(Summary: Not a resident⁵)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>No. of responses</i>	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	27%	13%	41%	53%	17%	44%	31%
Tend to support	11%	12%	11%	13%	10%	14%	0%
Neither support nor oppose	4%	5%	3%	2%	3%	2%	12%
Tend to oppose	8%	9%	6%	4%	9%	4%	12%
Strongly oppose	49%	61%	39%	28%	61%	37%	42%
Don't know	0%	1%	0%	0%	0%	0%	4%
Support	39%	25%	52%	66%	26%	57%	31%
Oppose	57%	70%	45%	32%	70%	41%	54%
Net support	-18%	-45%	6%	34%	-44%	16%	-23%

Postcode analysis of resident responses

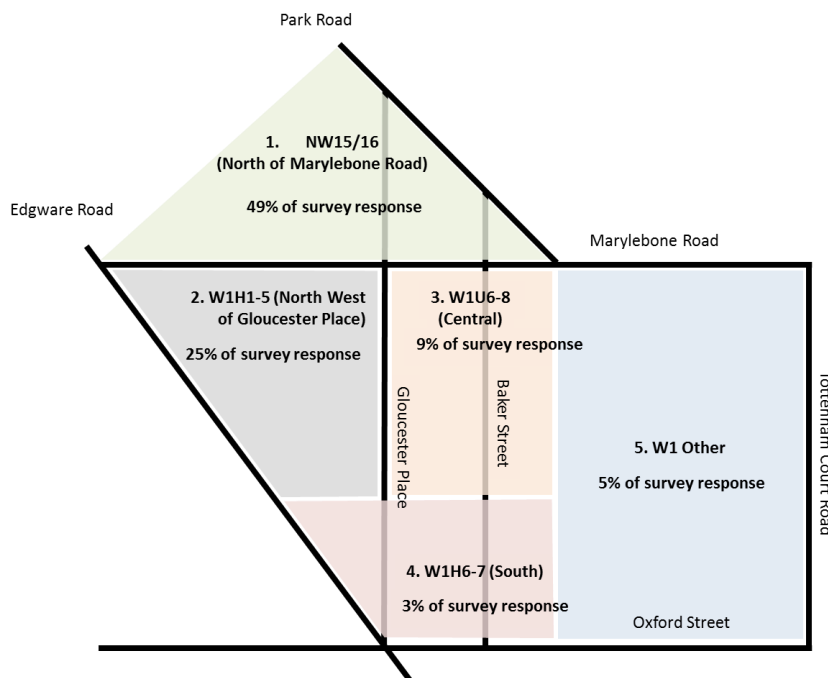
This analysis includes responses from residents only. 682 respondents identified themselves as residents. Within the questionnaire respondents were asked to give their postcode to enable analysis of responses by geographical area. The table below shows the breakdown of responses by postcode areas.

Area	Number of responses	% of residents responses
1. NW15/16	333	49%
2. W1H1-5	170	25%
3. W1U6-8	59	9%
4. W1H6-7	22	3%
5. W1 Other	34	5%
6. All others	64	9%

As the demonstrated in the table above and figure 2.2, the majority of responses were from north of Marylebone Road and north-west of Gloucester Place (74%).

⁵ This is the total number of respondents who did not state themselves to be a resident but instead a worker, visitor, business owner/representative or stakeholder. The total number of responses here is different to the total number of worker, visitor, business owner/representative and stakeholders as respondents were able to tick more than one box.

Figure 2.2



Note: Map is not to scale but designed to show broad locations of postcode areas

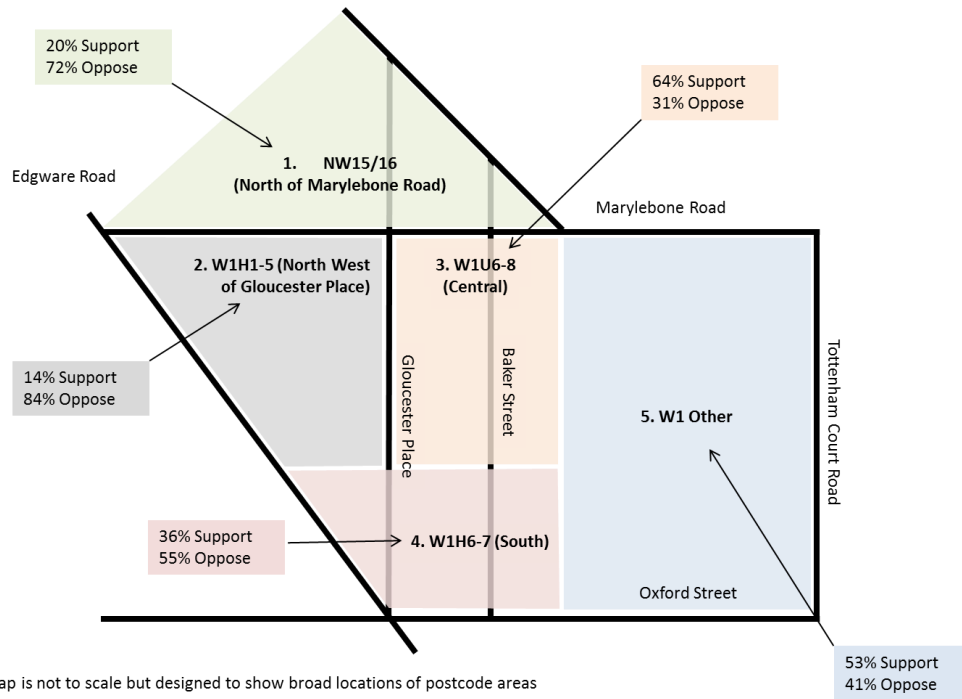
Source: 682 resident responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

Analysis by postcode sector shows that opposition to the proposed scheme is highest among those who live north-west of Gloucester Place (84%), followed by those living north of Marylebone Road (72%). Those living in the central area (W1U6-8) and other W1 areas are much more likely to support the proposals than others (64% and 53%).

Q1. Overall, to what extent do you support or oppose the proposed scheme?

	TOTAL	NW15/16 (N of Marylebone Rd)	W1H1-5 (NW of Gloucester Pl)	W1U6-8 (Central)	W1H6-7 (South)	W1 Other	All others
<i>Number of resident responses</i>	682	333	170	59	22	34	64
Strongly support	13%	6%	8%	46%	32%	44%	9%
Tend to support	12%	14%	5%	19%	5%	9%	14%
Neither support nor oppose	5%	8%	2%	2%	9%	6%	2%
Tend to oppose	9%	10%	9%	5%	5%	6%	11%
Strongly oppose	61%	62%	75%	25%	50%	35%	64%
Don't know	1%	0%	1%	3%	0%	0%	0%
Support	25%	20%	14%	64%	36%	53%	23%
Oppose	70%	72%	84%	31%	55%	41%	75%
Net support	-45%	-52%	-71%	34%	-18%	12%	-52%

Figure 2.3



Source: 682 resident responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

Q2: Why do you support or oppose the scheme?

Respondents were then asked to state the reasons for their response to Question 1. This was an open question. In total, 1,327 people provided a response, with an average of 38 words written per response. Responses have been coded thematically into groups for analysis.

Comments from those who strongly or tend to support the proposed scheme

Overall 39% of respondents support the proposed scheme. The most common areas of comment among this group relate to creating a better street environment and feeling the proposals will make the area safer for pedestrians.

Comments	No.	% of all those who said they support the proposals (558)	% of all respondents (1,438)
This will create a better street environment	126	23%	9%
This is safer/better for pedestrians/I support crossings	70	13%	5%
General positive comment ⁶	44	8%	3%
This will create an improved cycling experience	34	6%	2%
This will improve traffic flow	27	5%	2%
This will reduce speeding	26	5%	2%
There is a need to change motorway feel of area	24	4%	2%
This will be good for businesses	22	4%	2%
Proposals should be/will be less motor vehicle centric/keep for buses/cycles/pedestrians	17	3%	1%
The plans will decrease journey time/better journeys	17	3%	1%
General buses/bus routes/bus stops/bus journeys comment	15	3%	1%
This will improve air quality	14	3%	1%
I think the traffic calming measures are good	14	3%	1%
The current system not working	9	2%	1%
There will be less noise	7	1%	0%
This will reduce traffic congestion	6	1%	0%
I am concerned about redirection of traffic onto residential roads	5	1%	0%
This will increase traffic congestion/will reduce traffic flow	5	1%	0%
This will allow better access to the area/amenities	5	1%	0%
Other comments ⁷	59	11%	4%
<i>No comment left at Q2</i>	<i>111</i>	<i>n/a</i>	<i>8%</i>

⁶ These comments were coded as general due to a lack of a specific reason being given for supporting the scheme

⁷ Other comments at Question 2 are defined as those where less than five respondents mentioned a specific issue/comment.

Comments from those who strongly or tend to oppose the proposed scheme

Overall, 57% of all respondents oppose the proposed scheme. The most common reasons stated as to why these respondents oppose the scheme relate to air quality and scepticism around whether the proposed changes will benefit the area as a whole – with perceived problems of increased traffic congestion and redirection of traffic onto residential side streets.

Comments	No.	% of all those who said they oppose the proposals (816)	% of all respondents (1,438)
This will increase air pollution/I am concerned about air pollution	144	18%	10%
This plan is too motor vehicle centric/keep for buses/cycles/pedestrians	140	17%	10%
This will increase traffic congestion/reduce traffic flow	118	14%	8%
This is not needed/should keep one way/will not benefit area/deliver as promised	114	14%	8%
There will be redirection of traffic onto residential roads	90	11%	6%
I am concerned over safety of pedestrians	59	7%	4%
There is a lack of cycling provision	56	7%	4%
This will create more noise pollution	55	7%	4%
We need heavy vehicle restrictions	46	6%	3%
This will have a negative impact on residents	39	5%	3%
This creates cycling danger/I am concerned over safety of cyclists	38	5%	3%
This will create rat runs – Glentworth Street/Ivor Place/Taunton Mews/Taunton Place/Dorset Square/Chagford Street/Balcombe St	33	4%	2%
This will negatively impact on parking	31	4%	2%
I am concerned over safety of children/students	28	3%	2%
This will negatively impact Glentworth St/Ivor Place/Dorset Sq/Chagford St	25	3%	2%
This will increase accidents	24	3%	2%
I am concerned about conservation	24	3%	2%
I oppose closing the Ivor Place exit onto Park Rd	22	3%	2%
I oppose the banned left turn at Gloucester Place onto Marylebone Road	20	2%	1%
This is a waste of tax payer's money	20	2%	1%
This will create rat runs - general	18	2%	1%
Comment about buses/bus routes/bus stops/bus journeys	14	2%	1%
This will negatively impact on school	14	2%	1%
This is detrimental to the North of Marylebone Road area	13	2%	1%
I want segregated cycle lanes	12	1%	1%
This is being done for commercial benefit	12	1%	1%
There is a lack of communications/transparency about this	11	1%	1%
This needs to reduce traffic speeds/improve safety	10	1%	1%
General negative comment ⁸	8	1%	1%
This is bad for businesses	7	1%	0%
This will negatively impact on safety/needs to make area safer	7	1%	0%
I am concerned about emergency vehicle access	7	1%	0%
There will be loading/unloading issues	6	1%	0%
This will increase journey times	5	1%	0%
I oppose right turn into/negative impact on Allsop Place	5	1%	0%
Other comments ⁹	28	3%	2%
No comment left at Q2	111	n/a	8%

⁸ These comments were coded as general due to a lack of a specific reason being given for opposing the scheme

⁹ Other comments at Question 2 are defined as those where less than five respondents mentioned a specific issue/comment.

Among those who oppose the Baker Street Two Way project as a whole, there are differences across respondent type regarding issues of most concern. Among the residents who oppose the project, the main concerns are air pollution increases, increased traffic congestion, redirection of traffic onto small residential streets and concern that the proposals will not deliver on promises detailed.

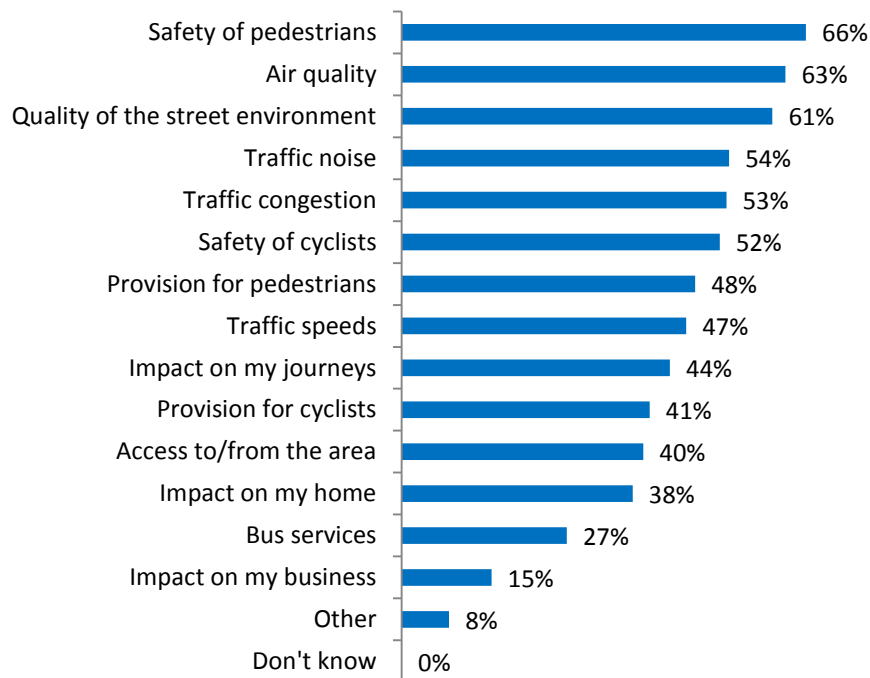
Among visitors who oppose the scheme the main concerns are; the proposals do not go far enough to reduce the dominance of car and goods traffic, lack of 24/7 cycle lanes on Gloucester Place and lack of space for cycling on Gloucester Place.

2.2 Q3: Important issues relating to the proposed scheme

Respondents were asked which specific issues are most important to them when thinking about the proposed scheme. The most important issue relating to the scheme is pedestrian safety, with two thirds of respondents stating this. This is closely followed by air quality. Other top issues are the quality of the street environment, traffic noise and traffic congestion. Of the potential issues listed in the questionnaire, respondents were least likely to consider the impact on bus services (27%) and businesses (15%) as important issues.

Figure 2.4

Q3: Which, if any, of the following issues are most important to you when thinking about your views on the proposed scheme?



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015¹⁰

Other comments on 'Important Issues'

In total 104 respondents offered a comment after selecting 'other' at question 3. Many of those who left a comment here took the opportunity to embellish on an issue listed in the first part of the question. The most frequently mentioned comments related to safety of pedestrians, children and cyclists, additional traffic and traffic congestion on residential streets and air quality.

¹⁰ Respondents were asked to 'select all which apply' so the total sum of percentages is greater than 100%

Comment	No.	% of question responses (104)	% of all respondents (1,438)
Safety of pedestrians/children/cyclists	20	19%	1%
Congestion/more traffic in residential streets	19	18%	1%
Environmental impact of scheme/air quality	9	9%	1%
Cost of scheme	8	8%	1%
Parking issues	6	6%	0%
Negative impact on area – general	4	4%	0%
Access to and from area	3	3%	0%
Conservation concerns – buildings	3	3%	0%
Emergency services access	3	3%	0%
Other comments ¹¹	32	31%	2%
<i>No comment</i>	1,334	<i>n/a</i>	93%

Differences by type of respondent

The table overleaf shows how the importance of various issues differ by type of respondent. The main concerns of residents are impact on their home (76%) and air quality (74%), closely followed by traffic noise (72%).

The top issues for workers are safety of pedestrians and quality of the street environment, while visitors raise concerns about cycling – including safety of cyclists (79%) and provision for cyclists (76%). Top issues for stakeholders are air quality, safety of pedestrians and quality of the street environment. Finally, top issues for businesses are the quality of the street environment and impact on businesses.

¹¹ Other comments at Question 3 are defined as those where less than three respondents mentioned a specific issue/comment.

	TOTAL	Resident	<i>(Summary: Not a resident)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Safety of pedestrians	66%	64%	68%	69%	69%	55%	69%
Air quality	63%	74%	53%	50%	65%	56%	73%
Quality of the street environment	61%	63%	58%	61%	62%	61%	69%
Traffic noise	54%	72%	37%	42%	36%	49%	62%
Traffic congestion	53%	67%	41%	48%	38%	56%	46%
Safety of cyclists	52%	41%	62%	53%	79%	45%	65%
Provision for pedestrians	48%	38%	57%	54%	60%	44%	58%
Traffic speeds	47%	49%	45%	47%	44%	47%	58%
Impact on my journeys	44%	41%	46%	52%	48%	38%	27%
Provision for cyclists	41%	26%	54%	39%	76%	38%	58%
Access to/from the area	40%	43%	36%	42%	33%	43%	35%
Impact on home	38%	76%	4%	15%	5%	21%	23%
Bus services	27%	28%	27%	31%	25%	28%	27%
Impact on my business	15%	6%	23%	30%	6%	58%	15%
Other	8%	11%	5%	7%	6%	12%	15%

Concerns among support and opposition groups

Those who support or opposed the scheme have different concerns about its impact on the local area. Below is the top 5 issues amongst respondents who strongly support, tend to support, tend to oppose and strongly oppose the Baker Street Two Way project overall.

Response to Q1 – overall support for proposed scheme				
Rank	Strongly Support	Tend to Support	Tend to Oppose	Strongly Oppose
<i>Sample size</i>	395	163	110	706
1	Safety of pedestrians (70%)	Safety of pedestrians (67%)	Air quality (66%)	Air quality (73%)
2	Quality of street environment (67%)	Quality of street environment (61%)	Traffic noise (60%)	Safety of pedestrians (67%)
3	Provision for pedestrians (58%)	Provision for pedestrians (57%)	Traffic congestions (58%)	Traffic noise (62%)
4	Traffic speed (55%)	Air quality (55%)	Safety of pedestrians (54%)/Quality of street environment (54%)	Quality of street environment (59%)/Traffic congestion (59%)
5	Safety of cyclists (52%)	Safety of cyclists (54%)	Safety of cyclists (49%)	Safety of cyclists (53%)

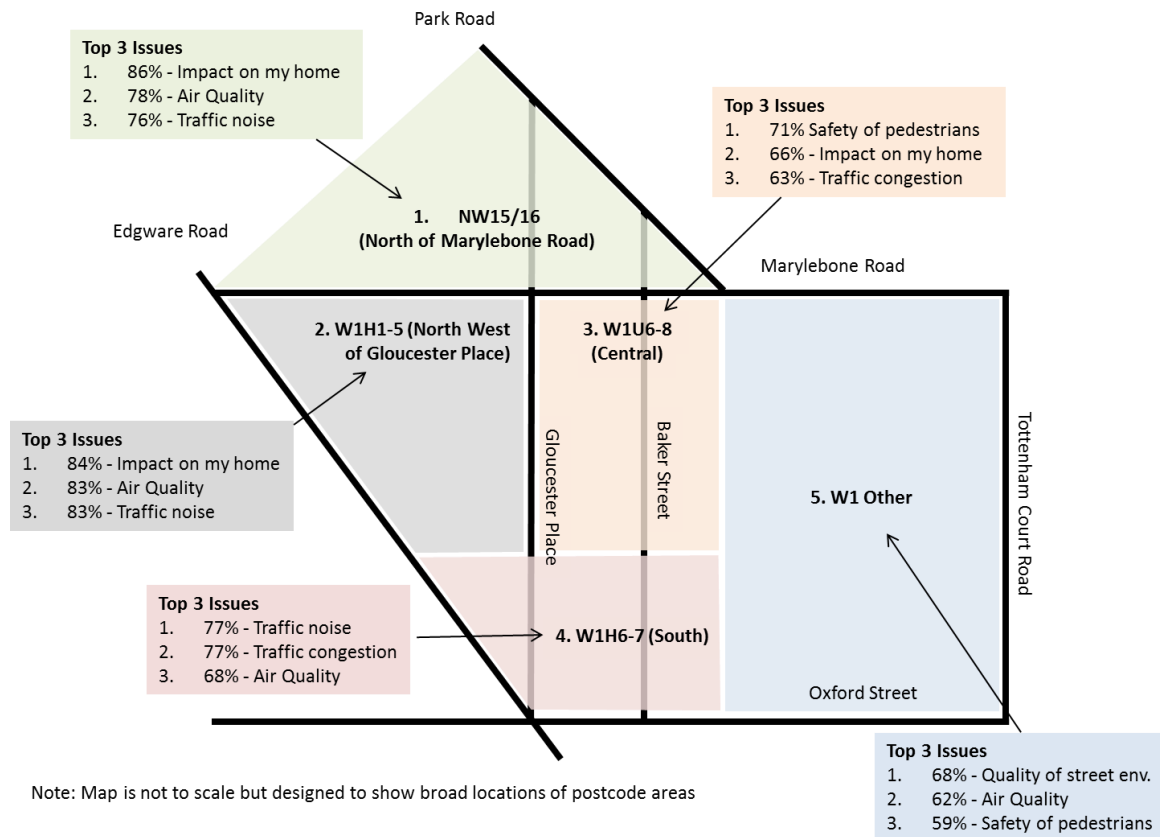
Postcode analysis of resident responses

Analysis by postcode shows that concern about the impact on resident's homes is the greatest concern for those living north of Marylebone Road and north-west of Gloucester Place (86% and 84%), followed by air quality (78% and 83% respectively). Traffic noise is also a major concern for those living north-west of Gloucester Place (83%). Safety of pedestrians is the main concern for those living in the W1U6-8 central area. Those in W1H6-7 are most concerned about traffic congestion and noise (both 77%).

	TOTAL	NW15/16 (N of Marylebone Rd)	W1H1-5 (NW of Gloucester Pl)	W1U6-8 (Central)	W1H6-7 (South)	W1 Other	All others
<i>Number of resident responses</i>	682	333	170	59	22	34	64
Impact on home	76%	86%	84%	66%	64%	53%	25%
Air quality	74%	78%	83%	46%	68%	62%	64%
Traffic noise	72%	76%	83%	56%	77%	38%	52%
Traffic congestion	67%	65%	79%	63%	77%	56%	53%
Safety of pedestrians	64%	65%	67%	71%	64%	59%	52%
Quality of the street environment	63%	62%	70%	61%	59%	68%	52%
Traffic speeds	49%	49%	54%	51%	45%	35%	39%
Access to/from area	43%	44%	43%	47%	41%	29%	45%
Impact on journeys	41%	36%	41%	51%	59%	38%	58%
Safety of cyclists	41%	35%	39%	44%	45%	44%	67%
Provision for pedestrians	38%	37%	38%	46%	27%	44%	41%
Bus services	28%	26%	22%	41%	27%	35%	36%
Provision for cyclists	26%	20%	24%	27%	32%	50%	50%
Impact on business	6%	5%	5%	5%	23%	12%	3%
Other	11%	14%	10%	3%	9%	15%	6%
Don't know	0%	0%	0%	0%	0%	3%	0%

Figure 2.5

Q3: Which, if any, of the following issues are most important to you when thinking about your views on the proposed scheme?



Source: 682 resident responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

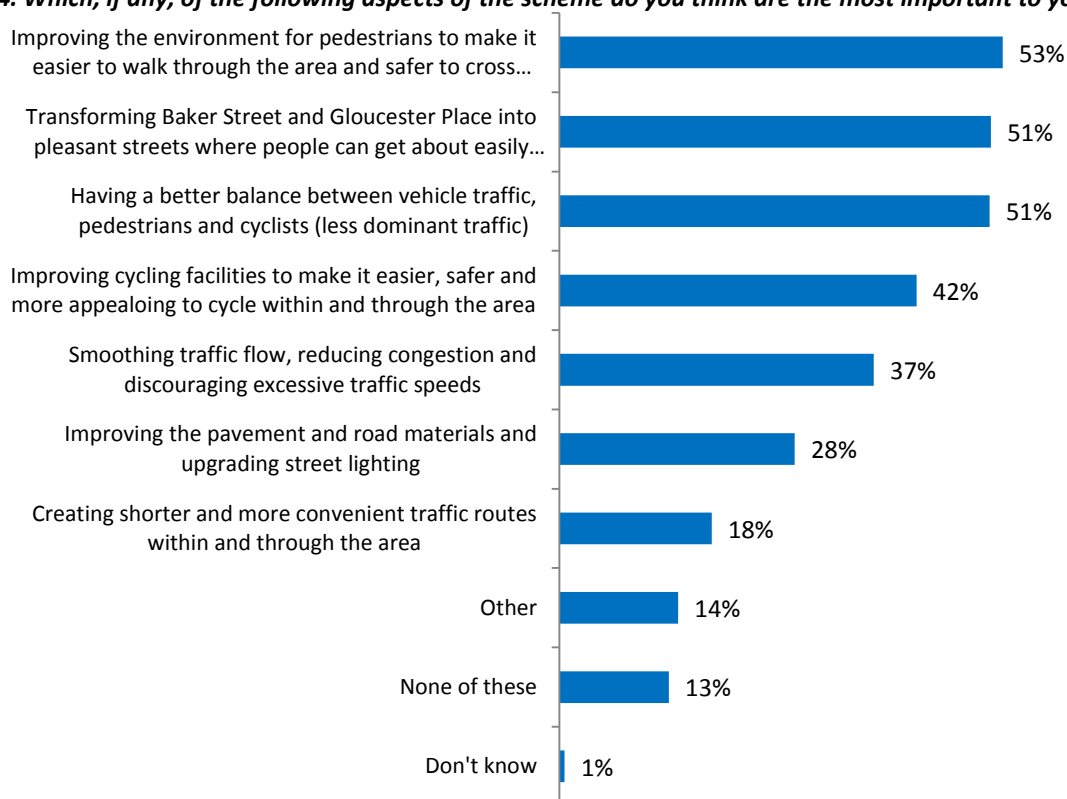
2.3 Q4 – Importance of specific aspects of the scheme

Respondents were asked how important some specific aspects of the scheme are to them. The most important are deemed to be *‘Improving the environment for pedestrians to make it easier to walk through the area and safer to cross the road’* (53%), closely followed by *‘Transforming Baker Street and Gloucester Place into pleasant streets where people can get about easily and safely, relax and spend time’* and *‘Having a better balance between vehicle traffic, pedestrians and cyclists’* – both 51%.

Of the aspects listed in the questionnaire, *‘creating shorter and more convenient traffic routes within and through the area’* is least likely to be considered important (18%).

Figure 2.6

Q4. Which, if any, of the following aspects of the scheme do you think are the most important to you?



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015¹²

Other comments

Overall, 199 respondents left an ‘other’ comment for this question, and each respondent provided an average of 14 words. The most common comments related to concerns about the potential for additional traffic and traffic congestion on residential streets, followed by concerns that the proposed scheme will not achieve its aims. However, a number of respondents commented on perceived positive impacts of the scheme, including reductions in traffic congestion and improving the environment for pedestrians and cyclists.

¹² Respondents were asked to ‘select all which apply’ so the total sum of percentages is greater than 100%

Comment	No.	% of question responses (199)	% of all respondents (1,438)
Concern about increased congestion/more traffic in residential streets	46	23%	3%
Scheme will not achieve aims	25	13%	2%
Reducing traffic congestion	20	10%	1%
Not needed/keep one way	16	8%	1%
Creating a better street environment for pedestrians/cycling	10	5%	1%
Concerns about a negative impact on residents	9	5%	1%
Reducing pollution/environmental impact	9	5%	1%
Better public transport/cycling /walking facilities/connections	6	3%	0%
Negative impact on area	6	3%	0%
Access to/from area	5	3%	0%
Improving cycling/safety for cyclists	5	3%	0%
Improving safety	5	3%	0%
Parking	5	3%	0%
Conservation concerns	2	1%	0%
Cost	2	1%	0%
Reduce heavy vehicles	2	1%	0%
Other comments ¹³	35	18%	2%
<i>No comment</i>	1,239	<i>n/a</i>	86%

Nine percent of those who left a comment on this question were concerned about the wording of this question. Many stated they could not provide a response to this question as the phrasing was skewed towards giving positive answers.

Differences by type of respondent

The table overleaf analyses the responses to this question by different types of respondent. The most important aspect of the scheme for residents is *improving the environment for pedestrians to make it easier to walk through the area and safer to cross the road* (41%) whereas for workers and businesses the most important aspect is *transforming Baker Street and Gloucester Place into pleasant streets where people can get about easily and safely, relax and spend time* (68% and 62% respectively). Residents are more likely to say ‘none of these’ are important to them than other groups (21%).

¹³ Other comments at Question 4 are defined as those where less than two respondents mentioned a specific issue/comment.

	TOTAL	Resident	<i>(Summary: Not a resident)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Improving the environment for pedestrians to make it easier to walk through the area and safer to cross the road	53%	41%	63%	65%	59%	50%	69%
Transforming Baker Street and Gloucester Place into pleasant streets where people can get about easily and safely, relax and spend time	51%	32%	68%	68%	60%	62%	65%
Having a better balance between vehicle traffic, pedestrians and cyclists (less dominant traffic)	51%	35%	66%	62%	69%	50%	62%
Improving cycling facilities to make it easier, safer and more appealing to cycle within and through the area	42%	26%	58%	45%	73%	44%	50%
Smoothing traffic flow, reducing congestion and discouraging excessive traffic speeds	37%	33%	41%	48%	29%	44%	50%
Improving the pavement and road materials and upgrading street lighting	28%	24%	32%	37%	20%	40%	35%
Creating shorter and more convenient traffic routes within and through the area	18%	12%	23%	27%	14%	24%	27%
None of these	13%	21%	6%	7%	5%	12%	12%
Other	14%	23%	6%	9%	8%	15%	15%
Don't know	1%	1%	0%	0%	1%	1%	0%

2.4 Q5: Support for specific proposals

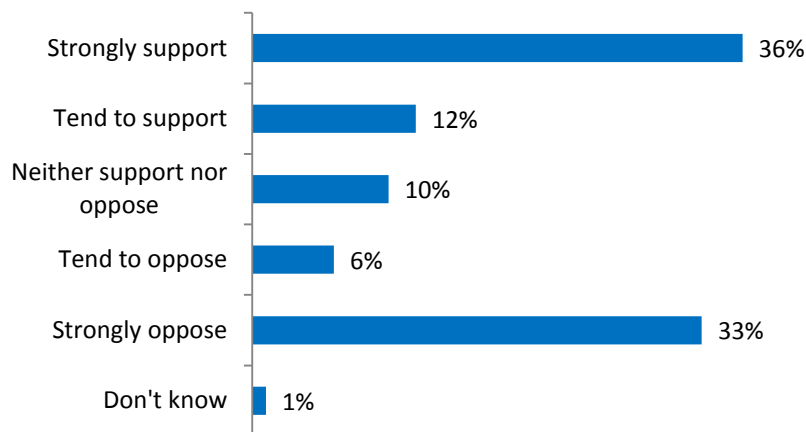
Respondents were then asked whether they support or oppose a number of specific proposals within the overall proposed scheme.

Changing Baker Street and Gloucester Place to two way flow

When asked for their views on changing Baker Street and Gloucester Place to a two way system, 48% of respondents support the changes overall with 36% being in strong support. However, 39% oppose this particular proposal, of which 33% strongly oppose.

Figure 2.7

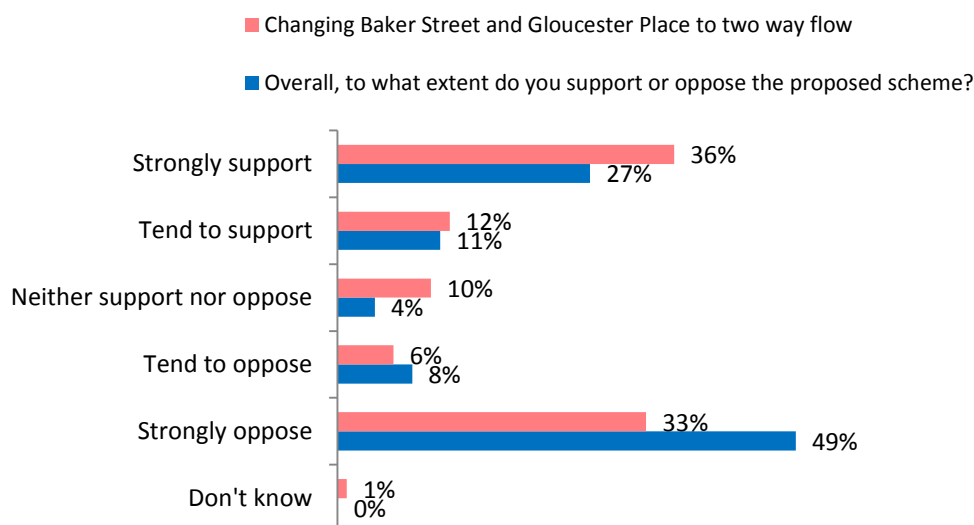
Q5. How much do you support or oppose each of the following elements of the proposed scheme? Changing Baker Street and Gloucester Place to two way flow.



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

As shown in figure 2.8, 48% of respondents support the principle of making Baker Street and Gloucester Place two way, but as shown in the analysis of responses to Q1 only two in five (39%) support the proposed Baker Street Two Way scheme overall. Further analysis shows that a quarter (25%) of those who support the principle of two way traffic flow (Q5) do not support the scheme as presented (Q1).

Figure 2.8



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

Differences by type of respondent

Support for two way flow differs significantly across the respondent groups. Twenty nine percent of residents support it, compared to 70% of workers, 60% of business owners/representatives and 58% of visitors.

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	36%	17%	54%	56%	44%	44%	35%
Tend to support	12%	11%	13%	14%	13%	15%	4%
Neither support nor oppose	10%	10%	11%	8%	14%	8%	19%
Tend to oppose	6%	8%	5%	3%	7%	3%	12%
Strongly oppose	33%	53%	15%	18%	20%	28%	19%
Don't know	1%	1%	2%	1%	2%	1%	12%
Support	49%	29%	67%	70%	58%	60%	38%
Oppose	40%	61%	20%	21%	27%	32%	31%
Net support	9%	-32%	47%	48%	31%	28%	8%

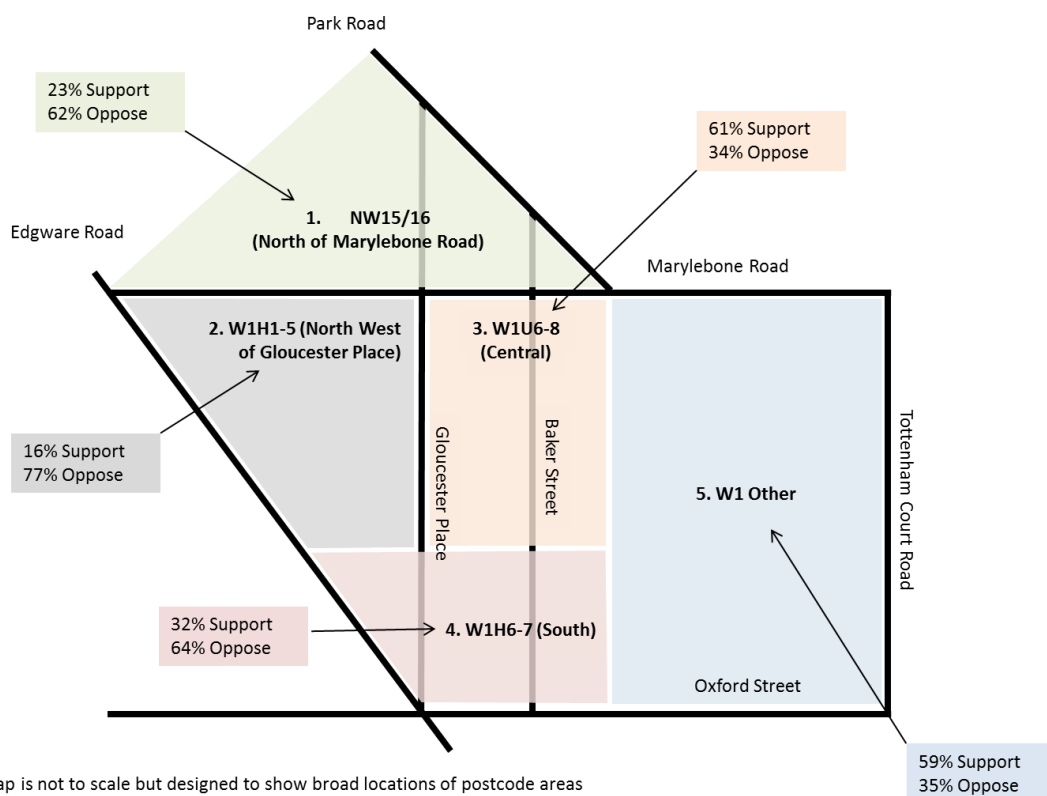
Postcode analysis of resident responses

The strongest opposition to this element of the proposals comes from those living north-west of Gloucester Place (77%). Strongest support for this element comes from those living in the W1U6-8 areas.

	TOTAL	NW15/16 (N of Marylebone Rd)	W1H1-5 (NW of Gloucester Pl)	W1U6-8 (Central)	W1H6-7 (South)	W1 Other	All others
<i>Number of resident responses</i>	682	333	170	59	22	34	64
Strongly support	17%	9%	9%	47%	23%	50%	34%
Tend to support	11%	14%	7%	14%	9%	9%	11%
Neither support nor oppose	10%	14%	6%	3%	5%	6%	6%
Tend to oppose	8%	9%	8%	3%	9%	0%	8%
Strongly oppose	53%	54%	69%	31%	55%	35%	41%
Don't know	1%	1%	1%	2%	0%	0%	0%
Support	29%	23%	16%	61%	32%	59%	45%
Oppose	61%	62%	77%	34%	64%	35%	48%
Net support	-32%	-40%	-61%	27%	-32%	24%	-3%

Figure 2.9

Q5. How much do you support or oppose each of the following elements of the proposed scheme? Changing Baker Street and Gloucester Place to two way flow.



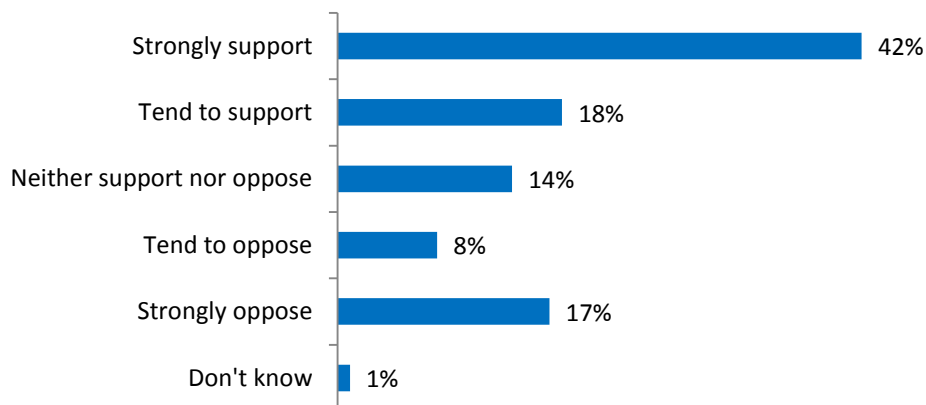
Source: 682 resident responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

Widening footways

When asked for their views on widening footways for better pedestrian access, 60% of respondents support this element of the scheme with 42% being in strong support. Only 25% of respondents are opposed to this part of the proposed scheme (17% strongly opposed).

Figure 2.10

Q5. How much do you support or oppose each of the following elements of the proposed scheme? Widening the footways on Baker Street.



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

Differences by type of respondent

Again, there are significant differences between groups, with workers and visitors being most likely to support this element of the proposed scheme and residents being least supportive.

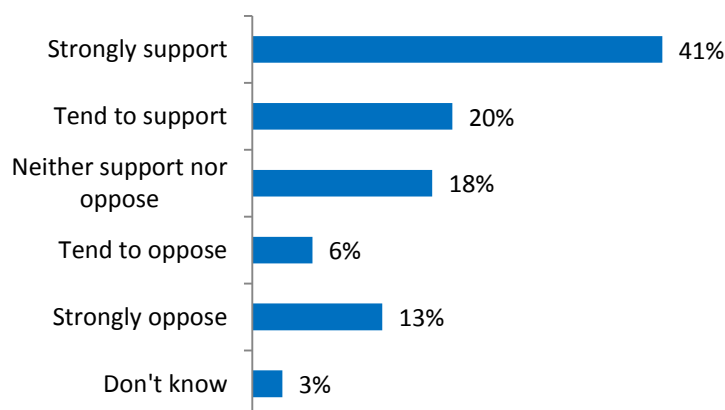
	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	42%	22%	59%	57%	53%	46%	38%
Tend to support	18%	20%	16%	16%	19%	12%	19%
Neither support nor oppose	14%	17%	11%	9%	12%	16%	19%
Tend to oppose	8%	11%	5%	6%	6%	3%	4%
Strongly oppose	17%	28%	6%	11%	7%	21%	8%
Don't know	1%	1%	1%	0%	1%	1%	12%
Support	60%	42%	76%	74%	72%	58%	58%
Oppose	25%	40%	12%	17%	14%	25%	12%
Net support	35%	2%	64%	57%	59%	33%	46%

Providing formal cycle lanes on Gloucester Place

Sixty one percent of respondents support the provision of formal cycle lanes¹⁴ with 41% strongly supporting the measure. Nineteen percent are opposed to the introduction of formal cycle lanes with 13% strongly opposing.

Figure 2.11

Q5. How much do you support or oppose each of the following elements of the proposed scheme? Providing formal cycle lanes on Gloucester Place.



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

Differences by type of respondent

Thirty one percent of residents oppose the provision of cycle lanes on Gloucester Place. Among non-residents support is much stronger – 75%, with visitors being the most supportive (80%).

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	41%	21%	58%	50%	66%	35%	38%
Tend to support	20%	23%	17%	18%	14%	23%	8%
Neither support nor oppose	18%	22%	15%	18%	10%	25%	12%
Tend to oppose	6%	9%	3%	3%	3%	4%	15%
Strongly oppose	13%	22%	5%	9%	6%	12%	12%
Don't know	3%	3%	2%	2%	1%	1%	15%
Support	61%	44%	75%	68%	80%	58%	46%
Oppose	19%	31%	8%	12%	10%	16%	27%
Net support	42%	13%	68%	56%	70%	42%	19%

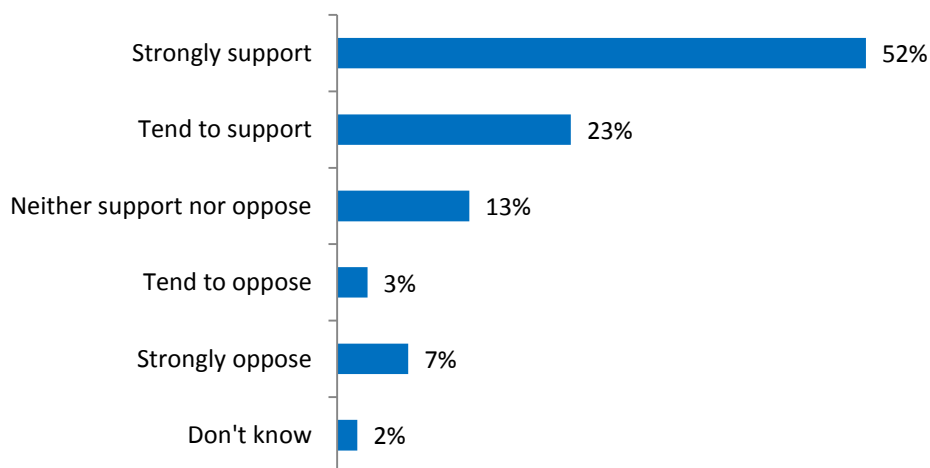
¹⁴ A cycle lane is defined as 'part of a carriageway marked with a formal lane marking and allocated for use by cyclists. Traffic Signs Regulations(TSRGD, 2015). Mandatory cycle lanes are marked lanes for exclusive use of cyclists during the advertised hours of operation. It is an offence for other vehicles to enter, unless they are exempted. Separate parking restrictions are needed in order for them to be fully effective. Advisory cycle lanes are an area intended for, but not legally restricted to, cyclists' use. Other vehicles are permitted to enter or cross it.

Provision of new 'straight across' pedestrian crossings over Marylebone Road

Seventy five percent of respondents support a new 'straight across' crossing over Marylebone Road, 52% strongly support it. Ten percent oppose the new crossing - 7% of which strongly oppose the crossing.

Figure 2.12

Q5. How much do you support or oppose each of the following elements of the proposed scheme? Provision of new straight across pedestrian crossings over the Marylebone Road.



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

Differences by type of respondent

Support for new straight across crossings is greatest among visitors and workers (84% and 81%). Although lower than other groups, support for this element of the scheme among residents is fairly high compared to other scheme elements, with two thirds in support (64%).

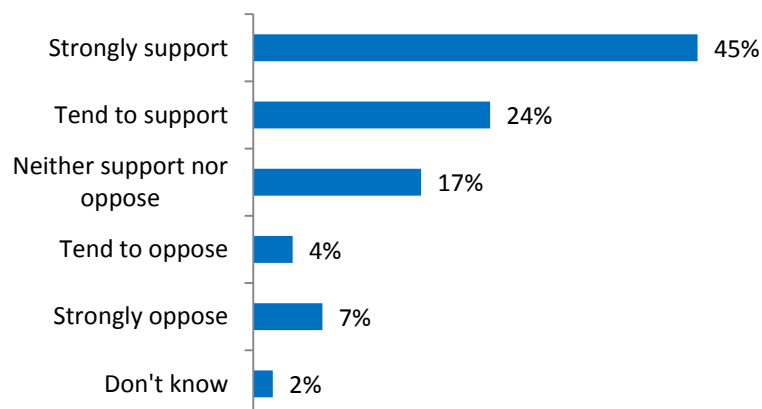
	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	52%	37%	65%	61%	65%	49%	46%
Tend to support	23%	27%	19%	20%	19%	25%	19%
Neither support nor oppose	13%	18%	9%	9%	8%	14%	12%
Tend to oppose	3%	4%	2%	2%	2%	5%	0%
Strongly oppose	7%	11%	3%	5%	4%	6%	8%
Don't know	2%	3%	2%	3%	2%	2%	15%
Support	75%	64%	84%	81%	84%	74%	65%
Oppose	10%	15%	5%	7%	6%	11%	8%
Net support	65%	49%	79%	74%	78%	62%	58%

Provision of more green man pedestrian crossing facilities throughout the area

Sixty nine percent of respondents support the proposed introduction of green man crossings, with 45% strongly in favour. Eleven percent oppose the plans, with 7% strongly opposing them.

Figure 2.13

Q5. How much do you support or oppose each of the following elements of the proposed scheme? Provision of more green man pedestrian crossing facilities throughout the area.



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

Differences by type of respondent

Support for additional green man crossings is again greatest among visitors and workers (81% and 78%), while there is also support amongst residents (56%).

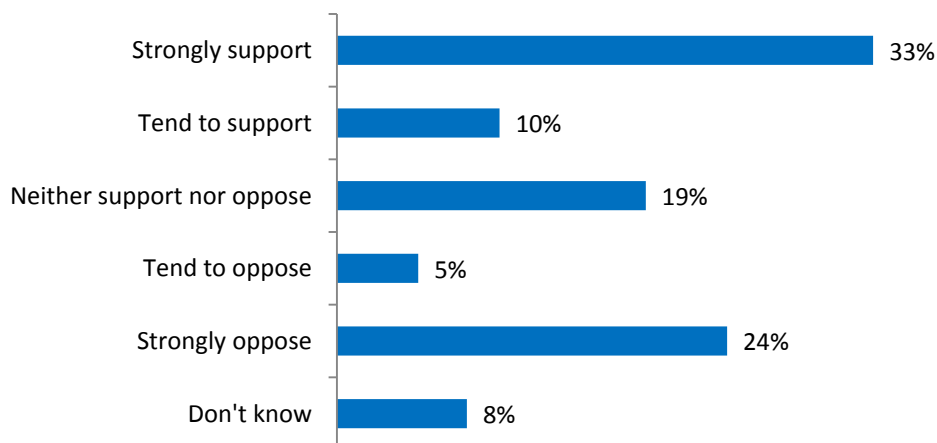
	TOTAL	Resident	Summary: (Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	45%	30%	59%	55%	59%	42%	54%
Tend to support	24%	26%	22%	23%	22%	26%	15%
Neither support nor oppose	17%	25%	11%	11%	11%	17%	12%
Tend to oppose	4%	6%	2%	3%	2%	5%	4%
Strongly oppose	7%	10%	4%	6%	4%	9%	8%
Don't know	2%	3%	1%	2%	1%	2%	8%
Support	69%	56%	81%	78%	81%	68%	69%
Oppose	11%	16%	6%	9%	6%	14%	12%
Net support	58%	40%	75%	69%	75%	54%	58%

Closing Ivor Place junction with Park Road to providing a two way segregated cycle track

Forty three percent of respondents support the closure of the Ivor Place – Park Road junction with 33% strongly supporting this element of the proposed scheme, while 29% oppose this closure, 24% of whom strongly oppose this.

Figure 2.14

Q5. How much do you support or oppose each of the following elements of the proposed scheme? Closing Ivor Place junction with Park Road to provide a two way cycle track.



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

Differences by groups of respondents

Half of residents oppose this aspect of the proposed scheme (49%), which is considerably greater opposition than among the other groups. In particular, visitors are strongly supportive of this element of the scheme (71% support). This is perhaps not surprising as a high proportion of those who responded as a visitor to the area are cyclists.

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	33%	14%	50%	37%	64%	24%	42%
Tend to support	10%	9%	11%	15%	7%	15%	0%
Neither support nor oppose	19%	19%	19%	26%	6%	27%	19%
Tend to oppose	5%	9%	2%	3%	3%	7%	0%
Strongly oppose	24%	40%	10%	10%	16%	17%	19%
Don't know	8%	10%	8%	9%	4%	10%	19%
Support	43%	23%	61%	52%	71%	38%	42%
Oppose	29%	49%	12%	14%	18%	24%	19%
Net support	13%	-25%	49%	38%	52%	15%	23%

2.5 Q6: Comments about specific scheme element – open question

Respondents were subsequently asked for any comments they had on the specific elements of the proposals as listed at question 5. 736 respondents left a comment. The average number of words written was 49. The most common responses to this question related to a perceived lack of provision for cycling, followed by negative comments about the proposals generally.

Q6. Do you have any comments about any of these elements?

Comment	No.	% of question responses (736)	% of all respondents (1,438)
Cyclists – risk for cyclists, improvements not good enough	258	35%	18%
General negative comment, including no benefit/improvement, waste of money	144	20%	10%
Traffic increases in quiet/ residential roads	95	13%	7%
Concerns about impact of closing Ivor Place exit with Park Street on Glentworth Street and Francis Holland school – particular on school pick/drop off access	92	13%	6%
Traffic congestion concerns	71	10%	5%
Traffic – noise/pollution concerns	63	9%	4%
Rat runs/ more traffic on Dorset Square, Glentworth Street/ Ivor Place/Balcombe St/Taunton Mews/Taunton Place/Chagford Street	52	7%	4%
Pedestrians – concerns for safety/ease of crossing	52	7%	4%
Residents – no benefit/worse for residents, not listening to residents	46	6%	3%
Pedestrians – this is an improvement for pedestrians	33	4%	2%
Accidents (on roads – traffic) - increased risk, safety concerns -	31	4%	2%
School access/drop off concerns	30	4%	2%
Cyclists – this is an improvement for cyclists	24	3%	2%
Oppose banned left turn from Gloucester Place to Marylebone Rd due to impact on York Street	14	2%	1%
Specific positive comment: improvement in safety, speed restrictions, congestion	13	2%	1%
Traffic speeding	4	1%	0%
School issues – any mentions	4	1%	0%
Other answer ¹⁵	77	10%	5%
No comment	702	n/a	49%

There were a number of duplicate comments within this question. The below comment appeared 115 times:

“A two-way cycle track on the east side of the road is an option for resolving this failure. At junctions cyclists should be protected from left turning vehicles. Cyclists should also be able to turn right more safely and easily, particularly from Gloucester Place towards Regent’s Park, and from Baker Street onto Outer Circle.”

¹⁵ Other comments at Question 6 are defined as those where less than four respondents mentioned a specific issue/comment.

This comment appeared 102 times:

“Cyclists need safe Space for Cycling on Gloucester Place. It is unacceptable to propose sacrificing the northbound mandatory cycle lane between George Street and York Street in favour of car parking, forcing cyclists out into the dooring zone and busy carriageway.”

2.6 Q7: Marylebone Right Turns

Respondents were asked to choose between two options which will assist southbound vehicles wishing to turn right onto Marylebone Road. The table below shows that almost half of respondents do not have a preference on this.

Q7. Which ONE of the following scheme options listed below do you prefer?

Options	No.	%
<i>Number of responses</i>	<i>1,438</i>	
(Option 1) New right turn from A41 Park Road on to Rossmore Road, which is intended to provide a more direct route for local traffic to avoid Baker Street	252	18%
(Option 2) New right turn from A41 Park Road on to Rossmore Road and a new right-turn facility from Allsop Place onto Marylebone Road	186	13%
No preference	672	47%
Other	148	10%
Don't know	171	12%

Differences by type of respondent

Analysis by respondent type shows that those who responded as residents were most likely to have an opinion on the options. Residents were also the group to offer the most other comments on this proposal. A summary of the 'other' comments received is detailed below.

	TOTAL	Resident	<i>(Summary: Not a resident)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Option 1	18%	20%	16%	21%	9%	20%	28%
Option 2	13%	20%	7%	11%	5%	7%	8%
No preference	47%	32%	61%	49%	70%	49%	44%
Other	10%	17%	4%	6%	5%	16%	16%
Don't know	12%	12%	12%	12%	11%	9%	4%

Other comments

There were 137 comments received about Marylebone right turns. The most common area of comment related to all the options presented being unsatisfactory.

Comment	No.	% of question responses (137)	% of all respondents (1,438)
All are unsatisfactory/will increase traffic on residential roads	62	45%	4%
No changes needed	26	19%	2%
No extra traffic down residential roads	8	6%	1%
No right turn onto Rossmore Rd	6	4%	0%
Disapprove of scheme - general	5	4%	0%
New right turn from Allsop Place onto Marylebone Road only	5	4%	0%
Other comment ¹⁶	27	20%	2%
<i>No comment</i>	<i>1,301</i>	<i>n/a</i>	<i>90%</i>

¹⁶ Other comments at Question 7 are defined as those where less than five respondents mentioned a specific issue/comment.

2.7 Q8: Cycle Lanes - Hours of Operation

Respondents were informed that the proposed cycle lanes along Gloucester Place could not operate 24 hours a day, due to the need to allow loading and parking at certain times. Respondents were then asked which option they prefer for provision of cycle lanes along Gloucester Place.

Twenty nine percent would prefer cycle lanes to operate 7am to 7pm Monday to Saturday, whereas 13% would prefer them to operate 7am to 10am and 4pm to 7pm Monday to Saturday. Fifteen percent have no preference and 16% would prefer there to be no cycle lanes at all. Twenty three percent of respondents gave an 'other' answer. The majority of these consisted of a preference for 24/7 cycle lanes, as detailed below.

Q8. Which ONE of the options listed below do you prefer for the provision of cycle lanes along Gloucester Place?

Options	No.	%
<i>Number of responses</i>	1,438	
Cycle lanes to operate 7am to 7pm (Monday to Saturday)	410	29%
Cycle lanes to operate 7am to 10am and 4pm to 7pm (Monday to Saturday)	183	13%
No cycle lanes at all	231	16%
No preference	218	15%
Other	330	23%
Don't know	58	4%

Other suggestions

In total, 330 respondents offered an 'other' comment for this question. Two thirds of these comments asked for cycle lanes to be in operation 24 hours a day and seven days a week. The vast majority of these comments came from the visitor respondent group, a large proportion of whom are cyclists.

Comment	No.	% of question responses (330)	% of all respondents (1,438)
24 hours a day, 7 days a week	220	67%	15%
There should be segregated lanes	36	11%	3%
Cycle lanes – 7am to 7pm all week	8	2%	1%
Cycle lanes should be on side roads	7	2%	0%
None of the options are suitable	6	2%	0%
No change to current system	5	2%	0%
No cycle lanes on Gloucester Place	5	2%	0%
Cycle lanes – 7am to 9pm all week	4	1%	0%
Other comments ¹⁷	46	14%	3%
<i>No comment</i>	1,108	<i>n/a</i>	77%

¹⁷ Other comments at Question 2 are defined as those where less than four respondents mentioned a specific issue/comment.

Differences by type of respondent

The table below summarises the responses by different groups. Workers are most likely to support 7am to 7pm cycle lanes (36%), while residents are most likely to want no cycle lanes at all (28%). A large number of visitors (57%) gave other responses as discussed above.

	TOTAL	Resident	<i>(Summary: Not a resident)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Cycle lanes to operate 7am to 7pm	29%	26%	31%	36%	24%	29%	31%
Cycle lanes to operate 7am to 10am and 4pm to 7pm (Monday to Saturday)	13%	13%	13%	16%	5%	20%	0%
No cycle lanes at all	16%	28%	5%	9%	6%	10%	12%
No preference	15%	16%	15%	18%	5%	21%	15%
Other	23%	13%	32%	17%	57%	17%	35%
Don't know	4%	5%	4%	4%	2%	3%	8%

2.8 Q9: Parking and loading arrangements

A number of changes to parking and loading/unloading arrangements are proposed as part of the scheme; however these changes are indicative only at this stage. A more detailed statutory Traffic Management Order (TMO) consultation on changes to parking and loading restrictions will be undertaken at a later date. This was indicated in the wording for this question.

However, respondents were still asked for any comments or concerns they had regarding the proposed changes for specific areas. Overall, 233 respondents offered a comment on this, with an average of 34 words per respondent.

The most common comments related to access concerns for residents when parking and businesses when loading/unloading.

Q9. Do you have any comments regarding these proposed changes to loading and unloading and parking restrictions?

Comment	No.	% of question responses (233)	% of all respondents (1,438)
Access – concerns for residents - parking spaces and visitors and deliveries	87	37%	6%
Access – concerns for businesses (loading, deliveries)+ specific times	65	28%	5%
General negative comment, including no benefit/improvement, waste of money	29	12%	2%
Traffic congestion concerns	26	11%	2%
Cycle lanes – clash with loading areas/parking dangerous – should be better	21	9%	1%
Proper enforcement of parking restrictions	19	8%	1%
Too difficult to understand, not explained well, web site poor or not working	18	8%	1%
No benefits to residents	14	6%	1%
School access/drop off concerns	7	3%	0%
Specific positive comment	4	2%	0%
Oppose ban left turn from Gloucester Place to Marylebone Rd due to impact on York Street	4	2%	0%
Impact of closing Ivor Place exit with Park Street on Glentworth Street and Francis Holland school – particular on school pick/drop off access	3	1%	0%
Rat runs/ more traffic on Dorset Square, Glentworth Street/ Ivor Place/Balcombe St/ Taunton Mews/ Taunton Place/ Chagford Street	3	1%	0%
Other comments ¹⁸	16	7%	1%
<i>No comment</i>	1,205	<i>n/a</i>	84%

¹⁸ Other comments at Question 9 are defined as those where less than three respondents mentioned a specific issue/comment.

2.9 Q10. Changes to vehicle turning movements

A number of proposed changes to vehicle turning movements are contained within the proposals and respondents were asked if they had any comments to offer on the changes to permitted vehicle movements. In total, 416 respondents offered a comment on this, with an average of 51 words per respondent.

The key issues raised include concerns about redirection of traffic onto residential streets and the creation of 'rat-runs' as a result of changes to permitted vehicle turning movements.

Q10. A number of changes to vehicle movements are being proposed as part of this scheme. These include changes to turns allowed at junctions, the direction of traffic and permitted movements onto link roads.

Do you have any comments regarding these changes to permitted vehicle movements?

Comment	No.	% of question responses (416)	% of all respondents (1,438)
Traffic increases in quiet/ residential roads	138	33%	10%
Rat runs/ more traffic on Dorset Square, Glentworth Street/ Ivor Place/Balcombe St/ Taunton Mews/ Taunton Place/ Chagford Street	99	24%	7%
Traffic congestion concerns	69	17%	5%
Oppose ban left turn from Gloucester Place to Marylebone Rd due to impact on York Street	67	16%	5%
Oppose right turn at Gloucester Place into Ivor Place/ Taunton Mews/Taunton Place/ Huntsworth Mews/ Rossmore Rd	64	15%	4%
Pedestrians – concerns about safety, crossings	61	15%	4%
Traffic – noise/pollution	61	15%	4%
General negative comment, including no benefit/improvement, waste of money	52	13%	4%
Impact of closing Ivor Place exit with Park Street on Glentworth Street and Francis Holland school – particular on school pick/drop off access	48	12%	3%
Accidents (on roads – traffic) - increased risk, safety concerns	30	7%	2%
Leave it as it is/ works well now/ present arrangements satisfactory	29	7%	2%
Access – concerns for businesses (loading) and about parking	29	7%	2%
Cyclists – needs to be safer for cyclists -	19	5%	1%
Allsop Place – new turn is bad idea, problematic, more congestion	11	3%	1%
Specific positive comment: improvement in safety, speed restrictions, congestion	10	2%	1%
General positive comment	6	1%	0%
Other (or unspecified) junctions – negative comments	34	8%	2%
Other comments ¹⁹	40	10%	3%
No comment	1,022	n/a	71%

¹⁹ Other comments at Question 10 are defined as those where less than four respondents mentioned a specific issue/comment.

2.10 Q11, 12 and 13: Further elements for comment

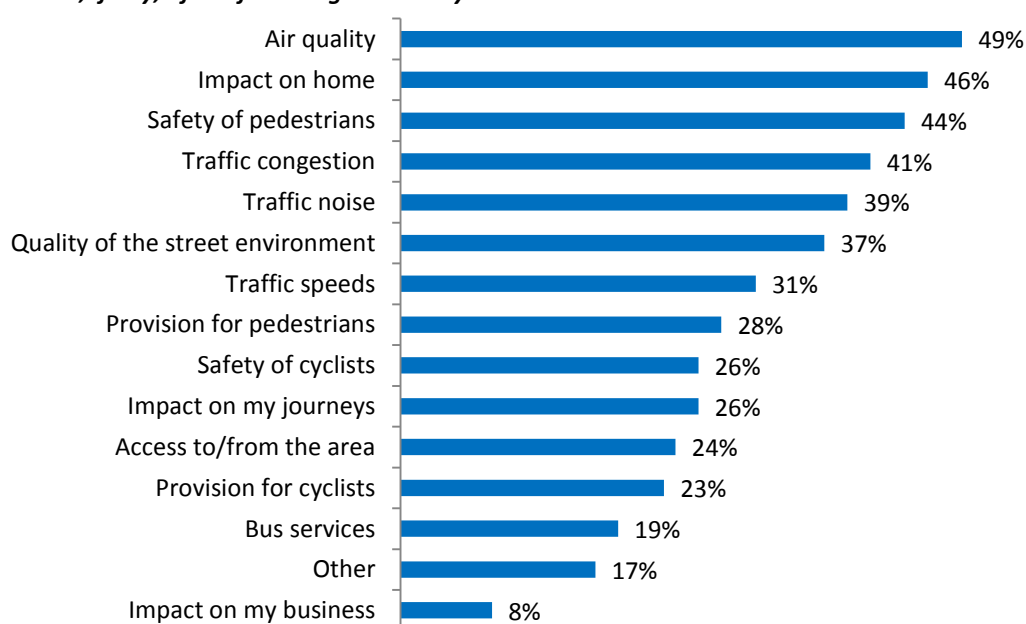
Respondents were asked if they would like to make any further comments on the proposed scheme and if so, which element of the proposed scheme they wished to comment on. Overall 311 said they would like to make further comments (22%). The topics which received the greatest number of comments are air quality (49%), impact on my home (46%), safety of pedestrians (44%) and traffic congestion (41%).

Q11: Are there any further elements of the proposed scheme that you want to comment on?

Answer	No.	%
Yes	311	22%
No	1,127	78%

Figure 2.15

Q12: Which, if any, of the following issues do you wish to comment on?



Source: 311 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015²⁰

Others to question 12

In total, 46 respondents offered an 'other' topic they wished to comment on further. The topics they covered are listed overleaf.

²⁰ Respondents were asked to 'select all which apply' so the total sum of percentages is greater than 100%

Code	No	% of question responses (46)	% of all respondents (1,438)
Impact on health/air quality	7	15%	0%
Consultation process/lack of communications	4	9%	0%
Extra traffic on residential streets	4	9%	0%
Impact on residents	4	9%	0%
Costs of scheme	3	7%	0%
Impact on me/home	3	7%	0%
Conservation	2	4%	0%
Parking	2	4%	0%
Other comment ²¹	17	37%	1%
No comment	1,392	n/a	97%

Q13: Please write in your comments below.

In total, 311 respondents left a further comment on the proposed scheme. The average number of words in each comment was 77. Analysis of the comments received can be seen in the table below.

The greatest number of comments received related to concerns over traffic pollution and noise. This was closely followed by the perceived negative impact the proposed scheme would have on residents.

²¹ Other comments at Question 12 are defined as those where less than two respondents mentioned a specific issue/comment.

Comment	No.	% of question responses (311)	% of all respondents (1,438)
Traffic – noise/pollution	83	27%	6%
Traffic increases in quiet/ residential roads	75	24%	5%
Residents – no benefit/worse for residents, not listening to residents	68	22%	5%
General negative comment, including no benefit/improvement, waste of money	58	19%	4%
Traffic congestion concerns	56	18%	4%
Pedestrians – concerns for safety / ease of crossing	50	16%	3%
Cyclists – bad/risks for cyclists, improvements not good enough	48	15%	3%
Accidents (on roads – traffic) – increased risk, safety concerns	31	10%	2%
Buses and bus stops – positioning	29	9%	2%
School access/drop off concerns	22	7%	2%
Rat runs/ more traffic on Dorset Square, Glentworth Street/ Ivor Place/Balcombe St/ Taunton Mews/ Taunton Place/ Chagford Street	22	7%	2%
Traffic – speed	21	7%	1%
Access – concerns for businesses (loading) and about parking	16	5%	1%
General positive comment	12	4%	1%
Specific positive comment: improvement in safety, speed restrictions, congestion	12	4%	1%
Enforcement needs to be better	9	3%	1%
Oppose ban left turn from Gloucester Place to Marylebone Rd due to impact on York Street	9	3%	1%
Impact of closing Ivor Place exit with Park Street on Glentworth Street and Francis Holland school – particular on school pick/drop off access	8	3%	1%
Deliveries – concerns about restrictions and monitoring	7	2%	0%
Oppose right turn at Gloucester Place into Ivor Place/ Taunton Mews/Taunton Place/ Huntsworth Mews/ Rossmore Rd	6	2%	0%
Other answer ²²	77	25%	5%
<i>No comment</i>	<i>1,127</i>	<i>n/a</i>	<i>78%</i>

²² Other comments at Question 13 are defined as those where less than five respondents mentioned a specific issue/comment.

3 Respondent Profile and Communications

Half of those who responded to the consultation questionnaire are residents (47%), 32% are workers and 26% are visitors to the area. Eight percent are business owners or representatives. The percentage of respondents equals more than 100% as respondents could participate in multiple capacities, e.g. as both resident and business owner.

Q14: Are you completing this questionnaire as a...

	No.	%
<i>Number of responses</i>	1,438	
Resident	682	47%
Worker in the area	454	32%
Regular visitor to the area	374	26%
Business owner/representative	117	8%
Organisation/stakeholder/ campaign group	26	2%

Questions 15 to 17 asked for the addresses and postcodes of residents, workers and visitors.

Demographics

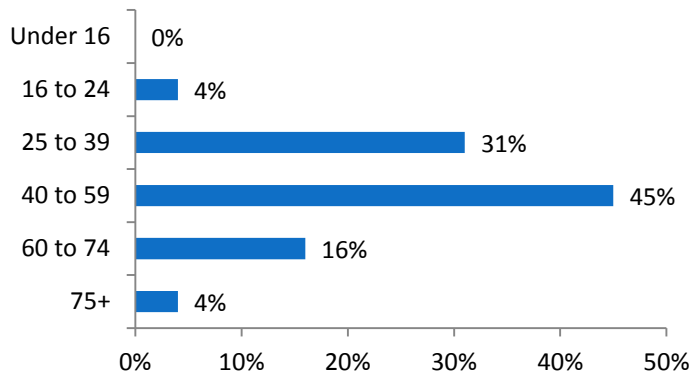
A higher proportion of males (57%) responded to the questionnaire than females (43%) although there was good representation from both genders across the respondent groups.

Q18) Are you...

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Male	57%	53%	62%	55%	68%	69%	60%
Female	43%	47%	38%	45%	32%	31%	40%

The majority of respondents (76%) were aged between 25 and 59. There were relatively few responses from those aged 24 and under (4%).

Figure 3.1
Q19: How old are you?



Differences by type of respondent

	TOTAL	Resident	<i>(Summary: Not a resident)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Under 16	0%	1%	0%	0%	0%	0%	0%
16-24	4%	3%	5%	6%	3%	2%	0%
25-39	31%	17%	44%	43%	40%	20%	0%
40-59	45%	45%	45%	44%	47%	64%	80%
60-74	16%	27%	5%	6%	8%	10%	20%
75+	4%	7%	1%	0%	1%	4%	0%

Eight percent of respondents said their daily activities are limited due to a health problem or disability.

Q20: Are your day to day activities limited due to a health problem or disability?

	TOTAL	Resident	<i>(Summary: Not a resident)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Yes, limited a lot	2%	2%	1%	0%	1%	0%	0%
Yes, limited a little	6%	8%	3%	3%	5%	6%	0%
No	93%	90%	96%	96%	94%	94%	100%

Businesses

Questions 21 to 23 asked for details from business representatives/owners including the name of their business, address and postcode

Q23. What type of business are you?

	No.	%
<i>Number of responses</i>	114	
Office	58	51%
Retail	17	15%
Leisure	9	8%
Food & Beverage	6	5%
Other	24	21%

Modes of transport

Respondents were asked what modes they use to travel around Baker Street and Gloucester Place. The top modes of transport used are on foot and cycling.

Q24: How do you travel most often around the Baker Street/Gloucester Place area?

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Walk	56%	70%	45%	62%	29%	55%	8%
Cycle	20%	10%	30%	16%	52%	9%	8%
Car driver	8%	8%	7%	4%	9%	16%	4%
Car passenger	0%	1%	0%	0%	0%	1%	0%
Bus/coach	9%	8%	10%	12%	6%	9%	0%
Motorcycle/scooter	1%	0%	1%	1%	1%	1%	0%
Taxi	1%	1%	1%	2%	1%	1%	0%
Van or goods vehicle	0%	0%	0%	0%	0%	2%	0%
Other	2%	3%	2%	2%	2%	3%	4%

Other modes of transport used in the last few months include buses and taxis.

Q25: Which other sorts of transport have you used to travel in and around the Baker Street/Gloucester Place area in the last few months?

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Bus/coach	48%	59%	39%	46%	40%	38%	50%
Taxi	41%	52%	30%	41%	20%	52%	17%
Walk	34%	24%	42%	29%	60%	35%	67%
Car driver	29%	41%	18%	23%	18%	40%	17%
Car passenger	20%	26%	13%	18%	13%	29%	0%
Cycle	19%	20%	19%	22%	20%	25%	0%
Motorcycle/scooter	2%	2%	3%	3%	3%	6%	0%
Van	1%	1%	2%	2%	1%	5%	0%

Organisations

Questions 26 to 30 asked for details from organisations including name, address and postcode and details on how many residents or businesses the organisation represents.

Q28: What type of organisation are you representing?

	No.	%
<i>Number of responses</i>	26	
Resident's Association/ Amenity Society	7	27%
Interest/pressure group	7	27%
Education/school	1	4%
Business group/Business Improvement District	6	23%
Other	5	19%

Communications

Respondents were asked how they found out about the consultation. The top channels were word of mouth and community groups/forums, followed by receiving a leaflet about the consultation. These results show the importance of having a mix of communications channels to reach a broad range of people in the local area.

31: How did you find out about this consultation?

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Word of mouth	31%	33%	29%	36%	23%	24%	23%
Community forum/group	31%	39%	24%	27%	22%	35%	15%
Leaflet delivered to my door	17%	32%	4%	7%	1%	16%	4%
Social media (e.g. Twitter)	15%	5%	24%	11%	41%	13%	12%
Westminster City Council website	6%	7%	5%	4%	7%	4%	15%
Newspaper	1%	1%	1%	1%	1%	1%	0%
Other	16%	11%	20%	24%	11%	21%	38%

Others communications sources

204 respondents gave an 'other' answer as to how they found out the consultation. These sources are listed below.

Source	No.	% of question responses (204)	% of all respondents (1,438)
Baker Street Quarter Partnership	41	20%	3%
Place of work	29	14%	2%
An email	27	13%	2%
A Resident's Association/Community/Interest group	21	10%	1%
School	15	7%	1%
TfL	14	7%	1%
London Cycling Campaign/Westminster Cycling Campaign	13	6%	1%
Family/friend	8	4%	1%
Landlord/letting agent	5	2%	0%
A website	5	2%	0%
Leaflet/letter	4	2%	0%
Portman Estate	4	2%	0%
Westminster City Council	3	1%	0%
Other source	16	8%	1%
No comment	1,234	n/a	86%

Further contact

Finally respondents were asked if they would like to hear the results of the consultation and if so were asked to leave their details.

Q32. If you would like us to keep in touch with you about the results of this consultation please provide contact details below.

Of the 1,438 respondents to the consultation questionnaire, 642 would like to be contacted about the results of the consultation. The table below shows the breakdown across respondent groups and by the type of contact information which was left.

Contact information	Total	Resident	Worker	Visitor	Business owner/rep	Stakeholder groups
Address	628	411	123	117	69	20
Postcode	642	417	127	123	69	20
Name	596	398	109	112	62	20
Telephone	421	286	80	60	52	16
Email	593	365	108	113	63	20
TOTAL	642	417	127	123	69	20

4 Email and Letter Responses

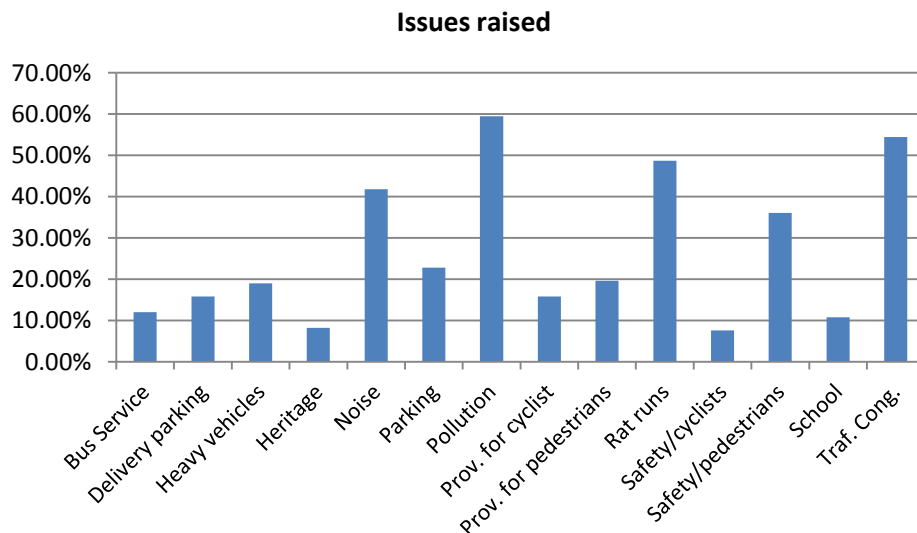
In addition to feedback through the online and paper questionnaires, many residents and interested parties responded to the consultations in letters and emails to Westminster City Council, TfL, the Baker Street Quarter Partnership and the Portman Estates. Westminster City Council collected these responses and catalogued them based on the concerns raised and geographical locations of these concerns.

- 175 emails were logged
- 158 individual respondents were noted

Issues

All emails and letters were read so that any issues or concerns they raised could be logged under specific categories (such as Pollution/Air quality, Heritage/Conservation etc.)

Figure 4.1



The main concerns raised were:

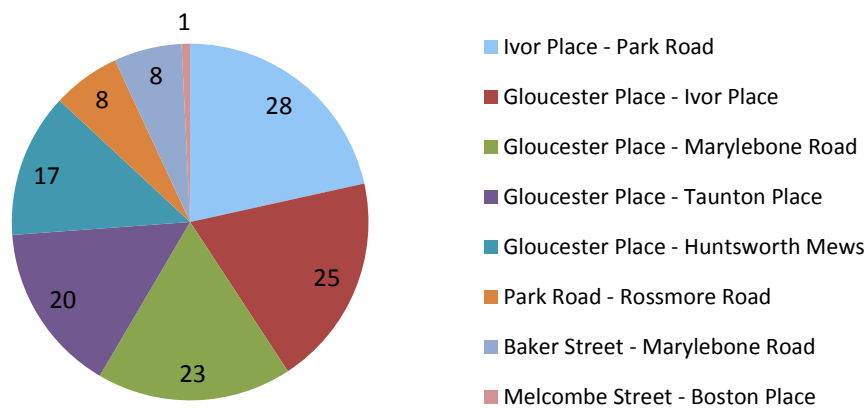
- 1) Pollution/Air Quality at 59% (94 respondents)
- 2) Traffic Congestion at 54% (86 respondents)
- 3) Rat-runs at 49% (77 respondents)
- 4) Noise 42% (66 respondents)
- 5) Safety of pedestrians 36% (57 respondents)

For many respondents these issues were interlinked. For instance, concerns about increasing pollution are due to concerns about increased traffic congestion on main roads and the dispersal of traffic from main roads to residential streets (rat-runs).

Streets and Junctions

Many of the concerns noted above were also geographically located.

Figure 4.2

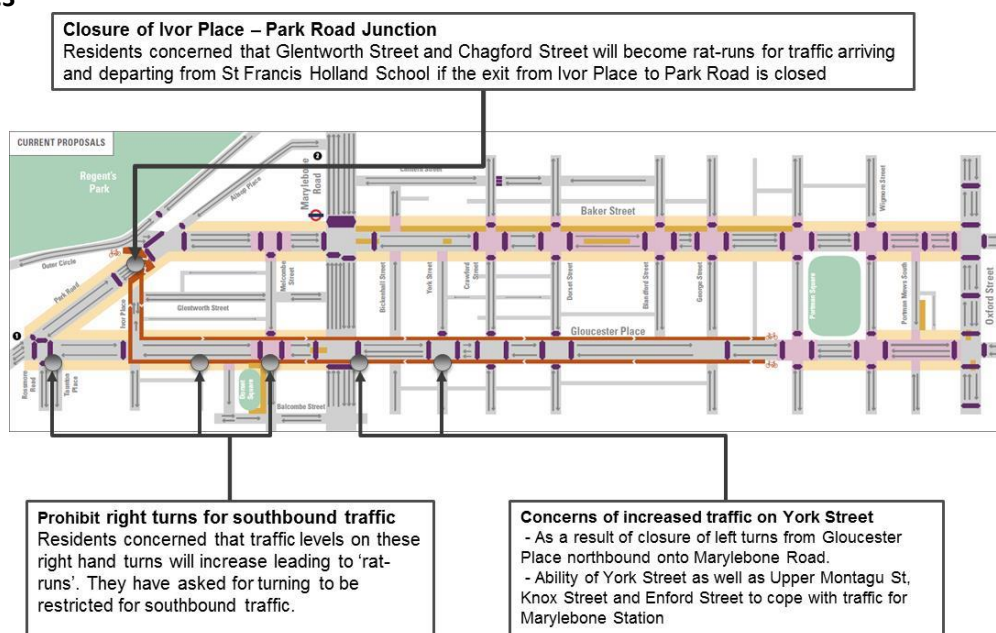


The main junctions that residents were concerned about were:

- 1) Ivor Place – Park Road 17.72% (28)
- 2) Gloucester Place – Ivor Place 15.82% (25)
- 3) Gloucester Place – Taunton Place 12.66% (20)
- 4) Gloucester Place – Marylebone Road 12.66% (20)
- 5) Gloucester Place – Huntsworth Mews 10.76% (17)

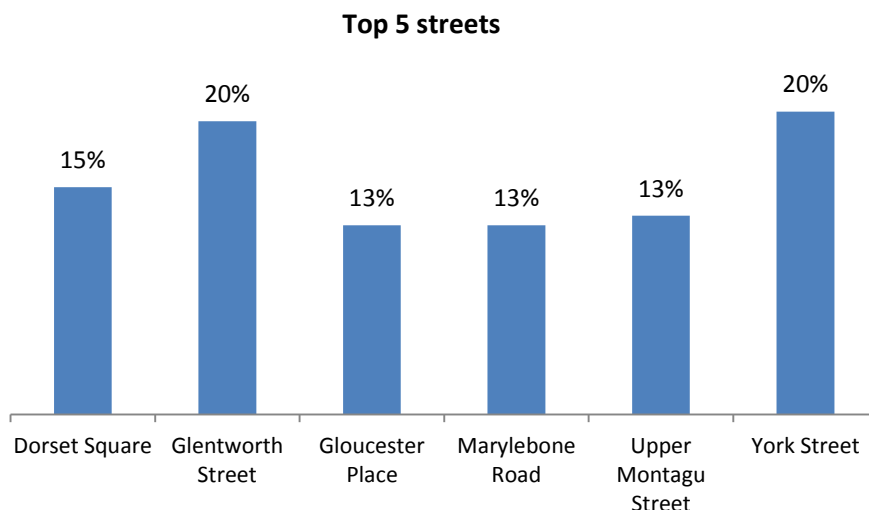
Plans for the closure of the Ivor Place – Park Road junction raised the most objections. Respondents are concerned about the impact that redirected traffic to and from St Francis Holland school would have on Glentworth and Chagford Street. The map in figure 4.3 details the main concerns.

Figure 4.3



Many residents also requested 'ahead only' signs for southbound traffic on Gloucester Road attempting to turn into Ivor Place, Taunton Place and Huntsworth Mews, to prevent these roads becoming rat-runs.

Figure 4.4



The main streets that respondents commented on were:

- 1) York Street 20% (32)
- 2) Glentworth Street 20% (31)
- 3) Dorset Square 15% (24)
- 4) Upper Montagu Street 13% (21)
- 5) (Joint) Gloucester Place & Marylebone Road 13% (20)

York Street & Upper Montagu Street were mentioned most frequently by respondents, many of which were concerned that these narrow residential streets would be used by traffic on Gloucester Place unable to turn left onto Marylebone Road.

Around 20% of residents were concerned about Glentworth Street, these concerns tied into criticisms already noted above with the closure of the Ivor Place – Park Road junction.

5 Exhibitions Analysis

Five exhibition sessions were held during the consultation period at the following locations and times:

St Cyprian's Clarence Gate, Glentworth Street

- Wednesday 10th June 4pm–6pm
- Thursday 11th June 4pm–6pm
- Saturday 13th June 12pm–4pm

Park Plaza Sherlock Holmes, 108 Baker Street

- Thursday 2nd July 4pm–7pm
- Saturday 4th July 12pm–4pm

Westminster Council, TfL, Jacobs, and FM Conway WSP project team members were in attendance to answer specific questions from the public about aspects of the scheme.

Around 220 people attended the five exhibitions. In contrast to the online survey, the majority of consultation attendees were local residents, as well representatives from local residents associations, amenity societies, businesses, and staff from Francis Holland School on Ivor Place. The most common concerns raised related to turning movements and junctions, bus services, and traffic congestion.

The junction cited most frequently as being of concern was the Gloucester Place-Marylebone Road junction. Concerns centred on why vehicles on Gloucester Place will be unable to turn left onto Marylebone Road. In addition, a number of people expressed concern that this junction could be unsafe for cyclists. The second-most cited junction was Gloucester Place onto Ivor Place. A number of Ivor Place residents stated that the southbound right turn from Gloucester Place onto Ivor Place would cause an increase in traffic and rat-running.

The main concern for residents was an increase in traffic on residential side streets. Others mentioned that the proposed project would lead to longer walk times in order to access bus services and a decrease in the number of parking bays available.

Key concerns for staff and parents at Francis Holland School was the impact of the scheme on picking up and dropping off pupils on both sides of the school day, traffic levels on Ivor Place, and on delivery parking.

Key concerns for local businesses related to delivery/parking. A representative from the Confederation of Passenger Transport expressed concern that there was not enough provision for coaches, who use the roads to drop passengers off at hotels.

6 TfL Bus Consultation

During the consultation which TfL ran about bus services on Baker Street and Gloucester Place (from 30 June to 4 September), 203 comments were received about the Baker Street Two Way project. A summary of the comments received is detailed below.

137 of the comments received were from residents. The areas of most common areas of comment among this group were; traffic congestion concerns, redirection of traffic onto residential streets, air pollution increases, noise pollution, the impact on local residents and safety of pedestrians and children.


38 public transport users left a comment about the Baker Street Two Way project. The most common areas of comment related to increased traffic congestion and impact on journey times.

15 of the comments received were from workers in the area. The common areas of comment related to increased traffic congestion and a feeling that a two way system will not benefit the area.


13 other comments were received from those who did not say in what capacity they were responding as. These included a mixture of those who support the two way proposal, concerns about traffic congestion and parking.

7 Public Exhibition Materials


7.1 Leaflet




Bus Lane - New bus lane with existing markings



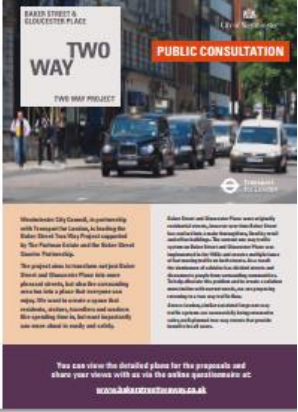
Bus Lane - New bus lane with 'new' markings of proposed bus lane. New markings will be subject to public consultation.



Proposed Bus Lane - New bus lane with proposed markings



Proposed Bus Lane - New bus lane with proposed markings. Markings will be subject to public consultation.



TWO WAY PUBLIC CONSULTATION


TWO WAY PROJECT

Wolverhampton City Council, in partnership with Transport for Greater London, is leading the Baker Street Two Way Project supported by The Mayor of London and the Baker Street Strategic Partnership.

The project aims to make Baker Street and Tottenham Place one-way streets, but also the surrounding area has a plan that everyone can enjoy. We want to create a safer, more accessible, greener and more vibrant Baker Street. We want to see more people walking, cycling, and using the street for leisure and business. We want to see more people walking, cycling, and using the street for leisure and business.

You can view the detailed plans for the proposals and share your views with us via the online questionnaire at: www.bakerstreettwo.com

This public consultation gives you the chance to have your views on our proposal to make two-way streets on Baker Street and Tottenham Place, along sections of the surrounding roads, known as the proposed project route. We should be consulted and have your views on the proposed project route. We should be consulted and have your views on the proposed project route. We should be consulted and have your views on the proposed project route.




BENEFITS OF THE PROJECT

- Improved air quality
- Reduced noise
- Increased safety
- Improved accessibility
- Increased green space
- Improved public realm
- Improved walking and cycling
- Improved bus services
- Improved public transport
- Improved safety for all road users
- Improved accessibility for all road users
- Improved green space for all road users
- Improved public realm for all road users
- Improved walking and cycling for all road users
- Improved bus services for all road users
- Improved public transport for all road users

CONSULTATION TIMELINE

1. Consultation starts
2. Consultation ends
3. Consultation results
4. Consultation feedback
5. Consultation review
6. Consultation implementation



Legend:

- Proposed route
- Additional bus lanes
- Additional cycle lanes
- Additional walking routes
- Additional green space
- Additional public realm
- Additional safety for all road users
- Additional accessibility for all road users
- Additional green space for all road users
- Additional public realm for all road users
- Additional walking and cycling for all road users
- Additional bus services for all road users
- Additional public transport for all road users

7.2 Banners

WELCOME

WELCOME TO OUR PUBLIC EXHIBITION FOR THE BAKER STREET TWO WAY PROJECT

Today the traffic on Baker Street and Gloucester Place dominates and divides our area, creating problems of access and safety for residents, businesses and visitors.

The aim of the Baker Street Two Way project is to address these issues, creating pleasant streets where it is just as easy to get about as it is to relax and spend time.

The development of the project has not happened overnight. The proposals are a culmination of years of detailed transport studies, reviews of existing junctions and options appraisals which led to Westminster City Council's Cabinet giving the green light to proceed with design and consultation.

Today's exhibition will seek to answer any questions you may have and help us understand your views on the proposals.

AT THE END OF THE EXHIBITION, PLEASE FILL OUT A QUESTIONNAIRE

Members of the team are available to answer any questions you may have

Baker Street Two Way Project
Improved streets for the local community

A HISTORY



ONE-WAY TRAFFIC EXPERIMENT

**BAKER STREET
and
GLOUCESTER PLACE**



**NO RIGHT
TURNS AHEAD**



It also got something new for its signpost. It had a red top to the sign post and the signpost was painted red to be seen as a signpost for Baker Street.

Photographs: The British Library and The Royal Office of Education.
Illustration: Robert Gifford for the Baker Street Project.

BAKER STREET AND GLOUCESTER PLACE WERE HISTORICALLY QUIET RESIDENTIAL STREETS.

In 1863, Baker Street station opened for the new Metropolitan Railway, linking Paddington and Farringdon Street.

Since this time, Baker Street has evolved in to a main thoroughfare, largely lined by retail and office buildings, with residential buildings mainly located in the smaller surrounding streets.

The Baker Street and Gloucester Place one way systems were introduced in 1961, at a time when far fewer vehicles were on the roads and intended to be a six month experiment.

Over time the vehicle dominance and fast moving traffic on the one way systems resulted in the two main roads becoming increasingly isolated from the community that surrounds them.

“
OUR COMMUNITY HAS BEEN PHYSICALLY DIVIDED BY THE ROADS THAT WERE ONCE ITS CENTRE



Baker Street Two Way Project
Improved streets for the local community

CURRENT ISSUES



TOO FEW, POORLY LOCATED PEDESTRIAN CROSSINGS



KEY

- Vehicle lane (showing direction)
- Signalised pedestrian crossing (with a green zone)
- Zebra crossing
- Bus stop location
- Underground station

Studies have identified a number of issues and concerns, in addition to the traffic problems, that this project will address.

A LACK OF PEDESTRIAN CROSSINGS

What few crossings there are tend to be narrow, poorly located and inadequate for a high flow of pedestrians. This creates an environment which is unpleasant for our residents, workers and visitors.

POOR STREET ENVIRONMENT

The footways are narrow in sections, which leads to severe pedestrian overcrowding and increased incidents of theft. There is also cracked paving, ageing street furniture, low quality materials and outdated design.

POOR ACCESSIBILITY

It is difficult to access businesses and residential properties by vehicle, bus and foot due to the one way system.

Baker Street Two Way Project
Improved streets for the local community

OUR PROPOSALS



WIDER, HIGH QUALITY FOOTWAYS

along sections of Baker Street



OUR PROPOSALS WOULD RETURN TWO WAY FLOW TO BOTH BAKER STREET AND GLOUCESTER PLACE

Detailed transport studies have shown that this could work by rebalancing traffic flows and under-utilised junctions without causing problems for the surrounding area. This holistic approach would also deliver:

NEW AND UPGRADED PEDESTRIAN CROSSINGS in total there would be up to 50 new or improved crossings introduced to the area;

BETTER ACCESS TO PUBLIC TRANSPORT from relocated bus stops and strengthened access to Baker Street station in the north, and Bond Street station in the south;

NEW STREET LIGHTING to make the area feel safer and more attractive; and

BETTER, SAFER CYCLING with a new cycle lane on Gloucester Place, advanced cycle stop lines at traffic signals and more cycle parking.



KEY

- Vehicle lane (showing direction)
- Signalised pedestrian crossing (with a green area)
- Improved informal crossing
- Additional highway space
- Cycle lane (showing direction)
- Zebra crossing
- Footway re-paving
- Raised contingency (with flush kerbs)
- Bus stop location
- Underground station

Further detailed drawings showing individual streets, junctions and lanes can be viewed at www.bakerstreettwo-way.co.uk

Within the wider project, two options are being proposed to help improve the overall cycle parking capacity available on Marylebone Road.

- Improvements to the junction of Tottenham Road with Park Road/Gloucester Place;
- New right hand lane at the junction of Gloucester Place/Marylebone Road, along with the improvements to Tottenham Road junction. For more information, please go to www.bakerstreettwo-way.co.uk/tottenham-road

Baker Street Two Way Project
Improved streets for the local community

RESIDENTS



THE PROPOSALS SEEK TO RETURN MARYLEBONE TO HOW IT WAS ORIGINALLY INTENDED; AS A PLACE FOR PEOPLE.



Introducing two way flow would reduce the need for traffic to follow unnecessarily long routes around the road system, which should reduce journey times.

It will reduce the volume of traffic having to make indirect routes on residential streets to access and leave locations across the area, and reduce the amount of turns vehicles would need to make at junctions.

The project proposes to make it easier and safer for residents to cross the road by introducing new controlled crossings and improving existing crossings.

As part of the wider improvements to the area, we propose to provide wider footways along Baker Street and at Dorset Square, reduce street clutter and improve street lighting where it is most needed.

The two way project is currently exploring opportunities to introduce more trees.



Baker Street Two Way Project
Improved streets for the local community

BUSINESS & VISITORS



BETTER BUS ACCESS
will make journeys easier for visitors and workers



IMPROVED PUBLIC SPACE

including wider footways, would make the area more appealing to visitors



REMOVING THE EXISTING ONE WAY SYSTEM WILL HELP BUSINESSES GROW AND SERVE THE LOCAL COMMUNITY

Businesses currently based on Baker Street and Gloucester Place would feel as if they are located in a historic and prestigious location rather than on an urban motorway.

A review of parking and loading facilities will ensure these are located where they can support businesses without impacting on traffic flows or pedestrians.

The project would help prepare the area for the additional visitors and workers that can be expected when Crossrail completes in 2018 and in anticipation of the planned Chiltern Line upgrade into Marylebone station.



Baker Street Two Way Project
Improved streets for the local community

MOTORISTS & BUS USERS

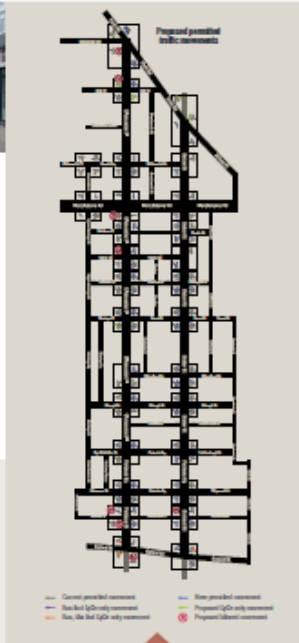
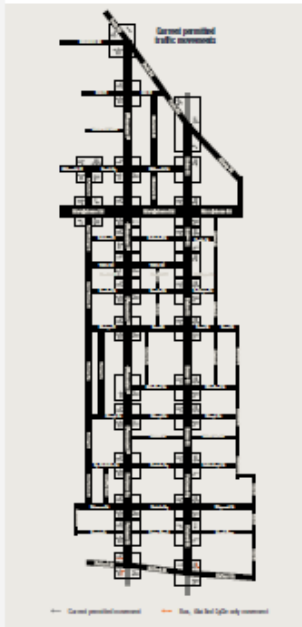


MOTORISTS

Modern traffic modelling techniques have been used to assess the current arrangement and project future vehicle movements under a two way system.

Under two way flow motorists would be able to expect a smoother journey through the area, with an area-wide traffic management strategy that removes the excessive traffic queues at existing traffic hotspots.

By re-introducing two way traffic flow motorists would also have more flexibility in route choice with less need to follow unnecessarily long routes around the local residential road system.



BUS USERS

Creating two way traffic flow on Baker Street and Gloucester Place has long been an aspiration of Transport for London in order to improve access to buses and take passengers closer to their destinations.

The project aims to make the bus network easier to understand, by locating northbound and southbound services on the same street, where possible.

Bus stops could also be combined and relocated to more suitable positions. Bus stop locations will be the subject of a separate consultation.

“
CREATING TWO WAY TRAFFIC FLOW ON BAKER STREET AND GLOUCESTER PLACE HAS LONG BEEN AN ASPIRATION OF TRANSPORT FOR LONDON

Baker Street Two Way Project
Improved streets for the local community

PEDESTRIANS & CYCLISTS



THE PROJECT PROPOSES SIGNIFICANT IMPROVEMENTS TO PEDESTRIAN AMENITY IN THE AREA



CYCLISTS

The project aims to improve the facilities for cyclists by providing more places to park bicycles and new cycle lanes to connect the area with the London Cycle Grid.

New advanced stoplines at junctions would help make cycling in the area both easier and safer.

The proposed scheme will provide cycle lanes on Gloucester Place, from Ivor Place to George Street, providing a continuous connection between Regent's Park and the proposed Central London Quietway Grid network.

PEDESTRIANS

The project aims to introduce or improve up to 50 signal controlled crossings in the area.

As part of this approach pedestrians would benefit from wider crossings with shorter crossing distances and six new crossing locations which would enable pedestrians to cross safely in any direction.

It is proposed to improve the crossing on Marylebone Road at its junction with Baker Street and Gloucester Place. This will make crossing the road quicker and more convenient.

Proposed wider, less cluttered footways along Baker Street and at Dorset Square would help reduce pedestrian congestion and the risk of petty crime. This would be accompanied by improved street lighting and better signage.

The project also aims to create better pedestrian links to the major transport hubs at Bond Street, Baker Street and Marylebone stations.



Baker Street Two Way Project
Improved streets for the local community

TWO WAY SYSTEMS



ONE WAY ROAD SYSTEMS ARE BEING SUCCESSFULLY TRANSFORMED INTO COMMUNITY FRIENDLY, SAFE AND WELL PLANNED TWO WAY STREETS

In 2009 the Mayor launched 'London's Great Outdoors', with a vision to improve our city's streets, resulting in upgrade works across the capital.

The Piccadilly Two Way scheme successfully introduced two way flow on Pall Mall and St James's Street alongside significant improvements to the streetscape and public realm.

Kender Triangle, a busy gyratory system in New Cross Gate, has been returned to two way working. This has resulted in substantial public realm improvements.

Similarly, two way flow is being introduced in Aldgate to improve the environment for those who live and work in the area.

These are just some of the examples of such systems in London. We are encouraged by the results achieved in these areas and we look forward to being able to bring them to Marylebone.

Baker Street Two Way Project
Improved streets for the local community

THE TEAM & FAQs



THE TEAM

WESTMINSTER CITY COUNCIL

is the highway authority responsible for Baker Street and Gloucester Place south of Marylebone Road and the lead partner for the Two Way Project.

TRANSPORT FOR LONDON

is the highway authority responsible for Baker Street and Gloucester Place north of Marylebone Road and Marylebone Road itself.

BAKER STREET QUARTER PARTNERSHIP

represents over 170 organisations in the area. It aims to create a thriving and prosperous area for the entire local community. Its three core areas of work focus on creating a high quality public realm and a vibrant area and providing member services.

THE PORTMAN ESTATE

comprise 110 acres of residential, retail and office space between Oxford Street and Edgware Road, and extending north towards the Marylebone Road and east to Marylebone High Street.

FREQUENTLY ASKED QUESTIONS

WHAT ARE WE BEING CONSULTED ON?

The consultation leaflets were circulated to all residents and businesses in the area in late May.

The consultation, which is being conducted through the website, seeks views on the proposals.

WHO WILL DECIDE IF THE SCHEME WILL GO AHEAD OR NOT?

The decision will be taken by the Cabinet Members of Westminster City Council and Surface Board of Transport for London. In making their decision, they will take into account the views of all stakeholders.

WILL WIDENING THE FOOTWAYS AND REDUCING THE NUMBER OF LANES FOR VEHICLES RESULT IN MORE CONGESTION?

With the opportunity to travel in both directions on Baker Street and Gloucester Place, traffic can use the area more effectively, which could reduce the instances of localised congestion.

There are a number of changes taking place to the road network across central London, and Transport for London will be implementing a range of wider traffic management strategies to enable traffic to flow as smoothly as possible.

WILL BUS ROUTES CHANGE?

Transport for London will be undertaking their own review and consultation of bus routes and bus stops.

This will seek to introduce two way flows for buses making the area more accessible from Baker Street Station and Marylebone Road in the north, and Oxford Street in the south.



Baker Street Two Way Project
Improved streets for the local community

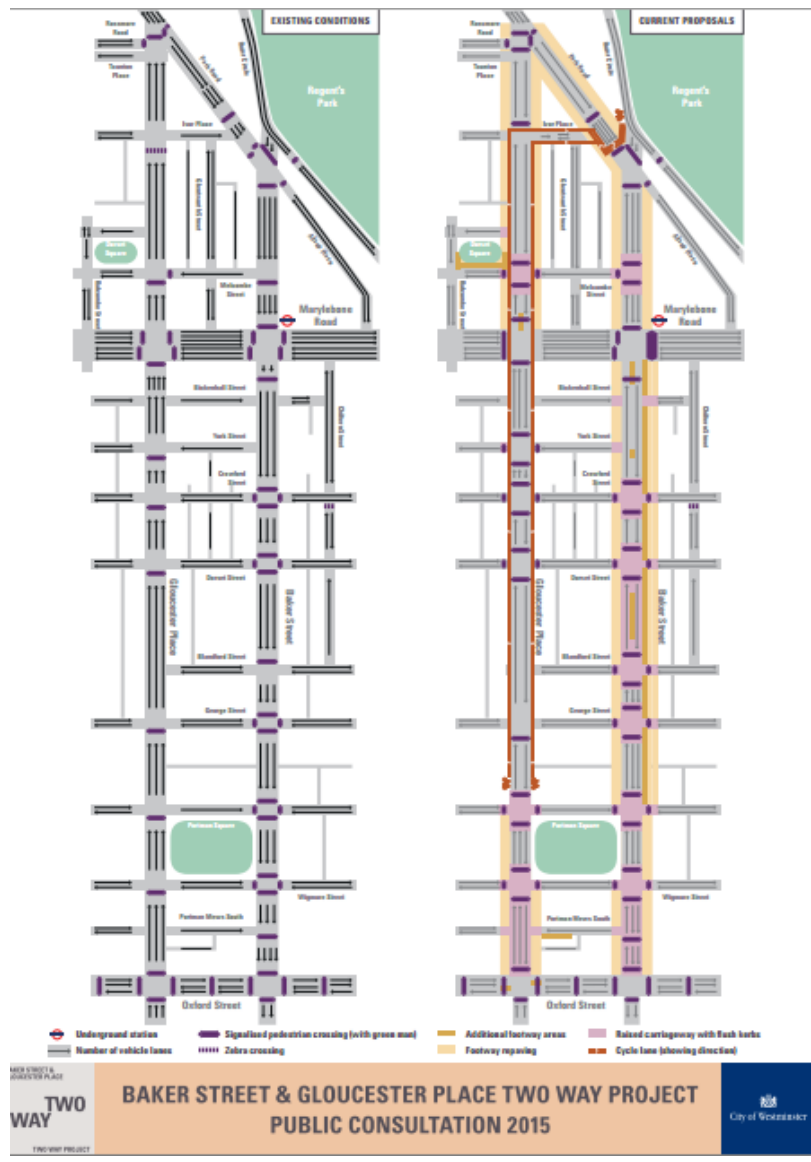
NEXT STEPS



<p>Westminster City Council has started a five-week consultation, supported by this public exhibition.</p> <p>Transport for London will begin a six-week consultation for all bus users in the area later in 2015.</p>	<p>AUTUMN 2015</p>	<p>A statutory consultation on changes to parking and loading/unloading restrictions related to the traffic scheme will begin.</p>	
<p>DECEMBER 2015 - JANUARY 2016</p> <p>Cabinet Members of Westminster City Council and Surface Board of Transport for London will consider the results of all consultations and make a decision on the delivery of the project.</p>	<p>2016</p> <p>Subject to all of these steps, the project would begin on site in early 2016.</p>		
<p>NOVEMBER 2017</p> <p>Gloucester Place would complete in November 2017</p>	<p>LATE 2017 - EARLY 2018</p> <p>The work will be handled carefully to keep disruption to a minimum before the final traffic switch, which would be anticipated in late 2017 or early 2018</p>		<p>MARCH 2017</p> <p>We would expect to complete the Baker Street section works in March 2017</p>
			<p>“</p> <p>THANK YOU FOR TAKING THE TIME TO VIEW OUR EXHIBITION</p> <p>Please take this opportunity to give us your comments by filling out a questionnaire.</p> <p>This information and any updates will be available on the project website bakerstreettwoway.co.uk</p>

Baker Street Two Way Project
Improved streets for the local community

7.3 Proposed and existing traffic flow maps



8 Leaflet Distribution

Between the 26 and 27 May a total of 11,500 leaflets were delivered to addresses in the local area. A GPS tracker of the delivery vehicle's movements is shown in the map below.



At the conclusion of the delivery exercise, the specialist delivery company contracted, noted that they had been unable to access some addresses. They also reported some reluctance amongst porters at mansion blocks to take sufficient leaflets for each resident in the block. This combined with feedback from the North Marylebone Traffic Group led to a further direct mail out between the 1st and 2nd of June to a further 1,500 properties.

9 Section 6 Stakeholder List

The full list of Section 6 stakeholders contacted during this consultation is listed below.

Cabinet and Deputy Cabinet Members

Cabinet Member for the Built Environment – Councillor Robert Davis
 Deputy Cabinet Member for the Built Environment – Councillor Peter Freeman
 Cabinet Member for Sustainability and Parking - Councillor Heather Acton
 Deputy Cabinet Member for Sustainability and Parking - Councillor Robert Rigby
 Cabinet Member for City Management - Councillor Richard Beddoe
 Deputy Cabinet Member for City Management - Councillor Andrew Smith

Ward Councillors

Bryanston and Dorset Square - Councillor Audrey Lewis
 Bryanston and Dorset Square - Councillor Adnan Mohammed
 Bryanston and Dorset Square - Councillor Richard Beddoe

Marylebone High Street - Councillor Iain Bott
 Marylebone High Street - Councillor Karen Scarborough
 Marylebone High Street - Councillor Ian Rowley

Regent's Park - Councillor Daniel Astaire
 Regent's Park - Councillor Gotz Mohindra
 Regent's Park - Councillor Robert Rigby

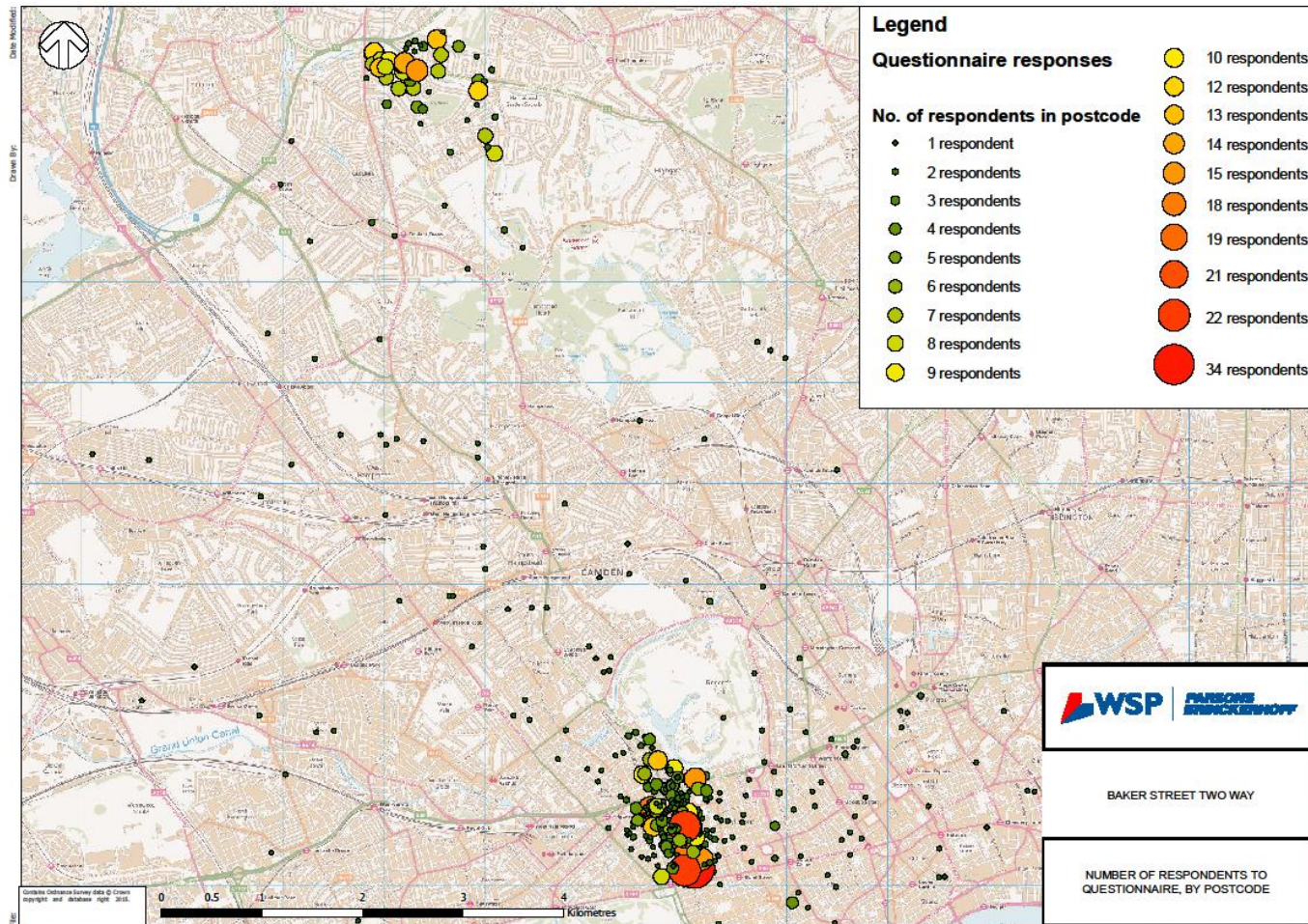
Also listed below are all other Section 6 stakeholders contacted and whether or not they responded to the consultation.

Section 6 Stakeholder	Response received
Marylebone Association	Yes
St. Marylebone Society	Yes
British Medical Association	No
British Telecom National Noticing Centre C/O Atkins Telecom	No
Cab Shelter Fund	No
Confederation of Passenger Transport UK	Yes
Crown Estate Paving Commission	No
EDF Energy plc	No
Energis	No
Freight Transport Assoc. Ltd.	No
Licensed Private Hire Car Association	No
London Cab Drivers Club	No
London Chamber of Commerce	No
London Cycling Campaign	Yes
London TravelWatch	Yes
Metropolitan Police Service	No
National Grid	No

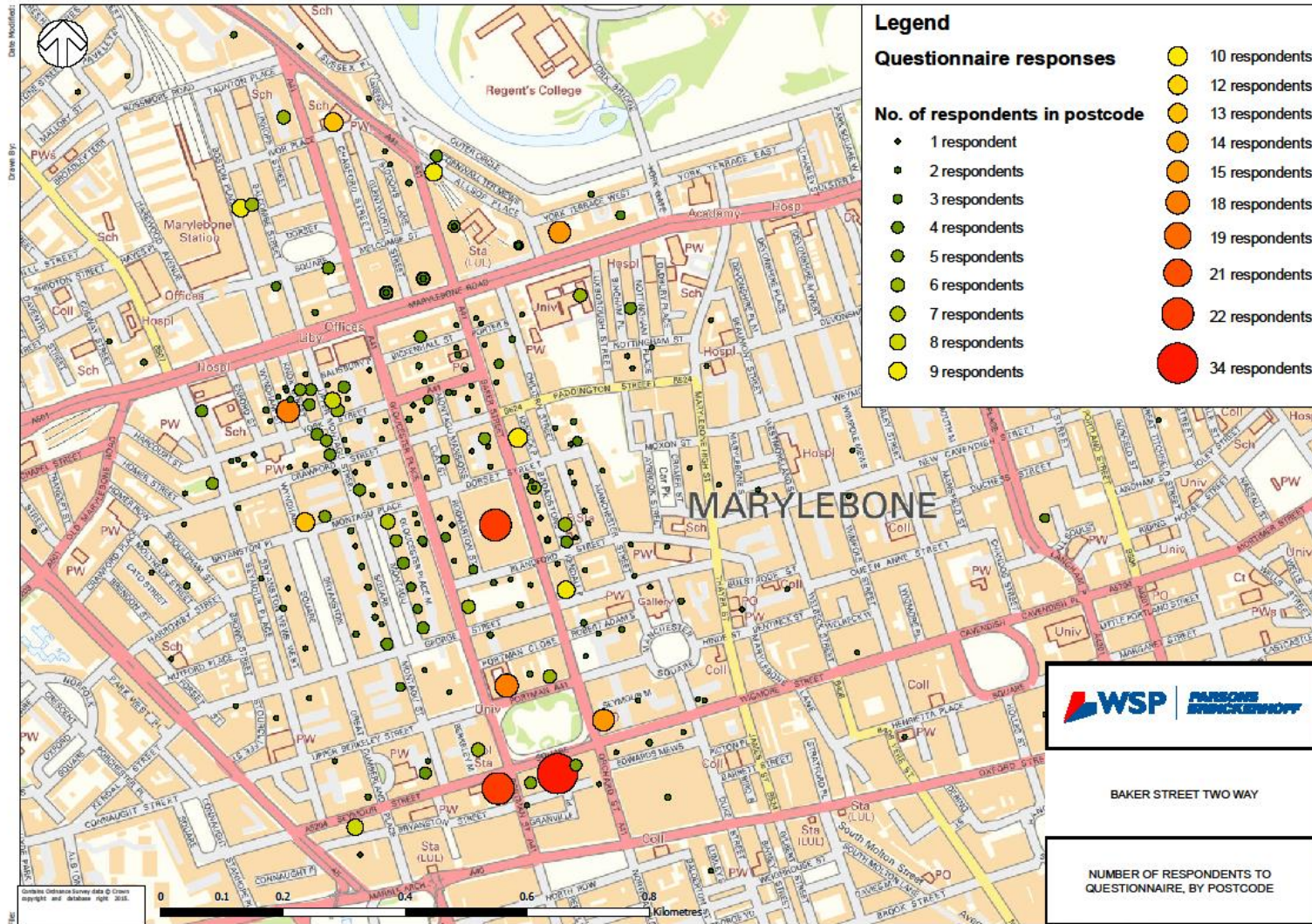
Network Rail (South East Territory)	No
NOKIA	No
RMT London Taxi Drivers' Branch	Yes
Royal Mail	No
Taxi & Private Hire	No
Thames Water Utilities	No
The British Motorcyclists' Federation	No
The Licensed Taxi Drivers' Association	Yes
The London Fire Brigade	No
The Owner Drivers' Society	No
The Road Haulage Assoc. Ltd.	No
Transport for All	No
Transport for London	Yes
Transport for London Surface Transport Communications	No
Transport for London, Surface Transport	No
Unite the Union (Cab Section)	No
Waterloo Complex	No
Westminster Living Streets Group	Yes
Westminster Property Association	Yes

10 Maps

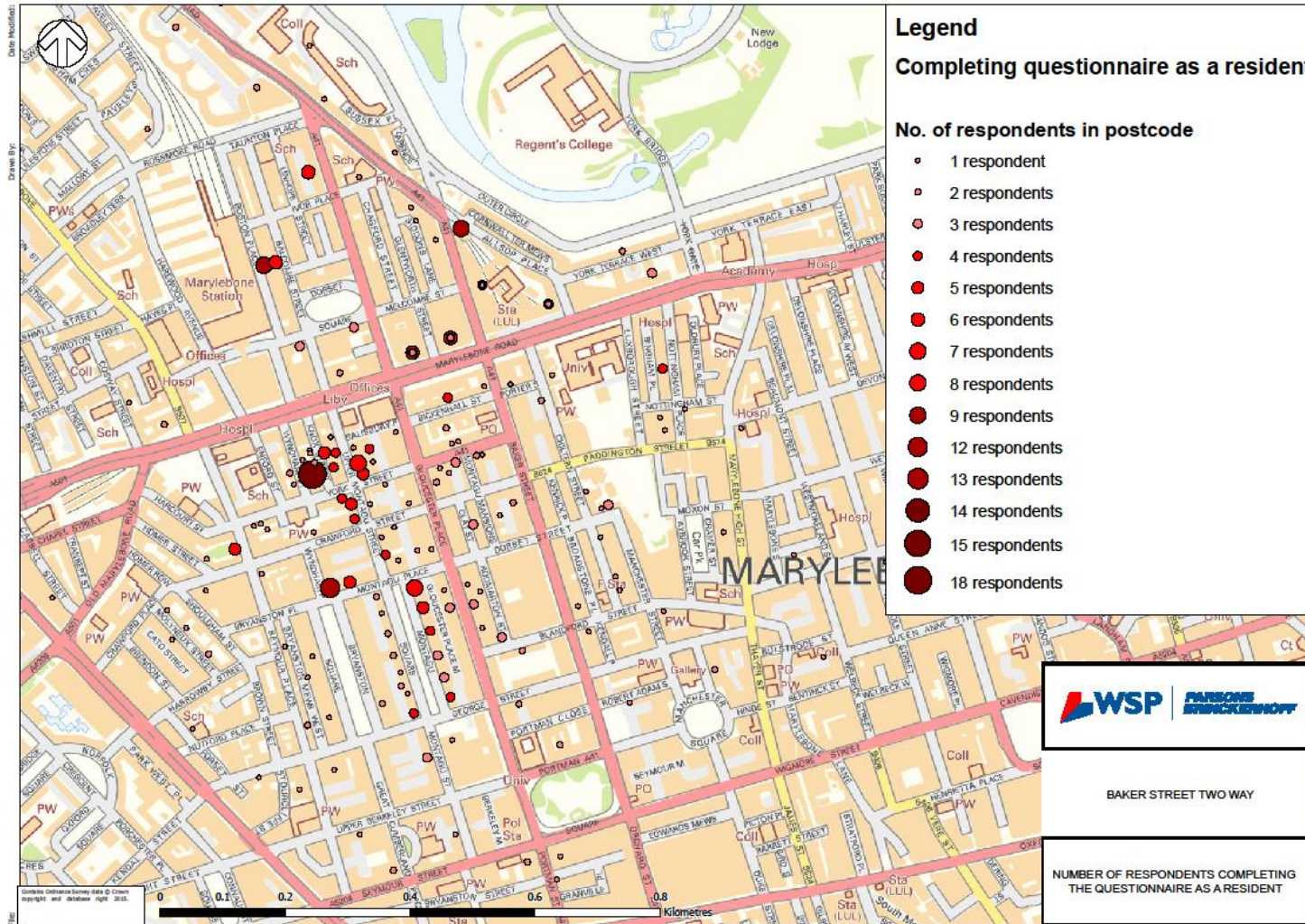
10.1. All responses across all postcodes



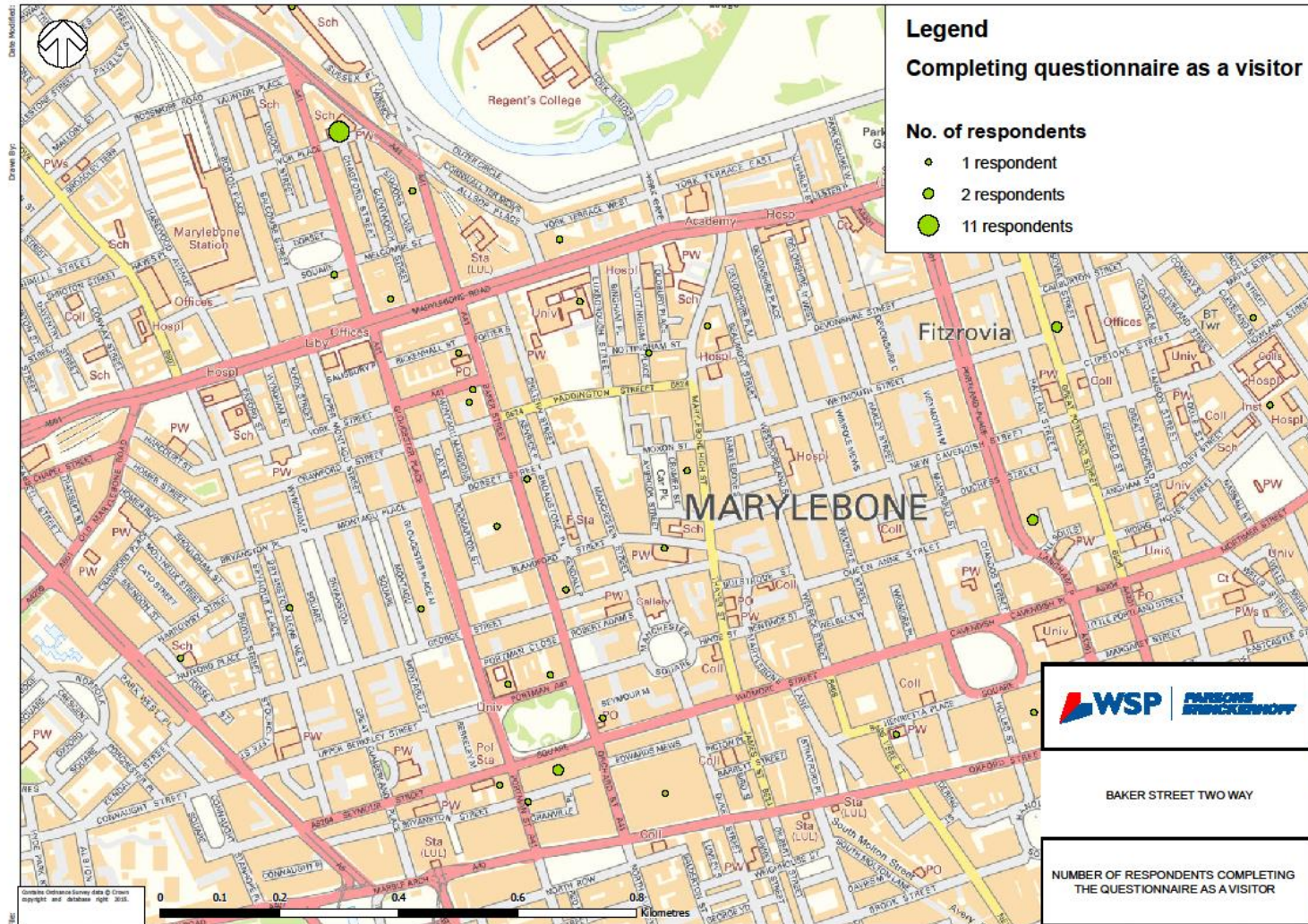
10.2. All response within consultation area



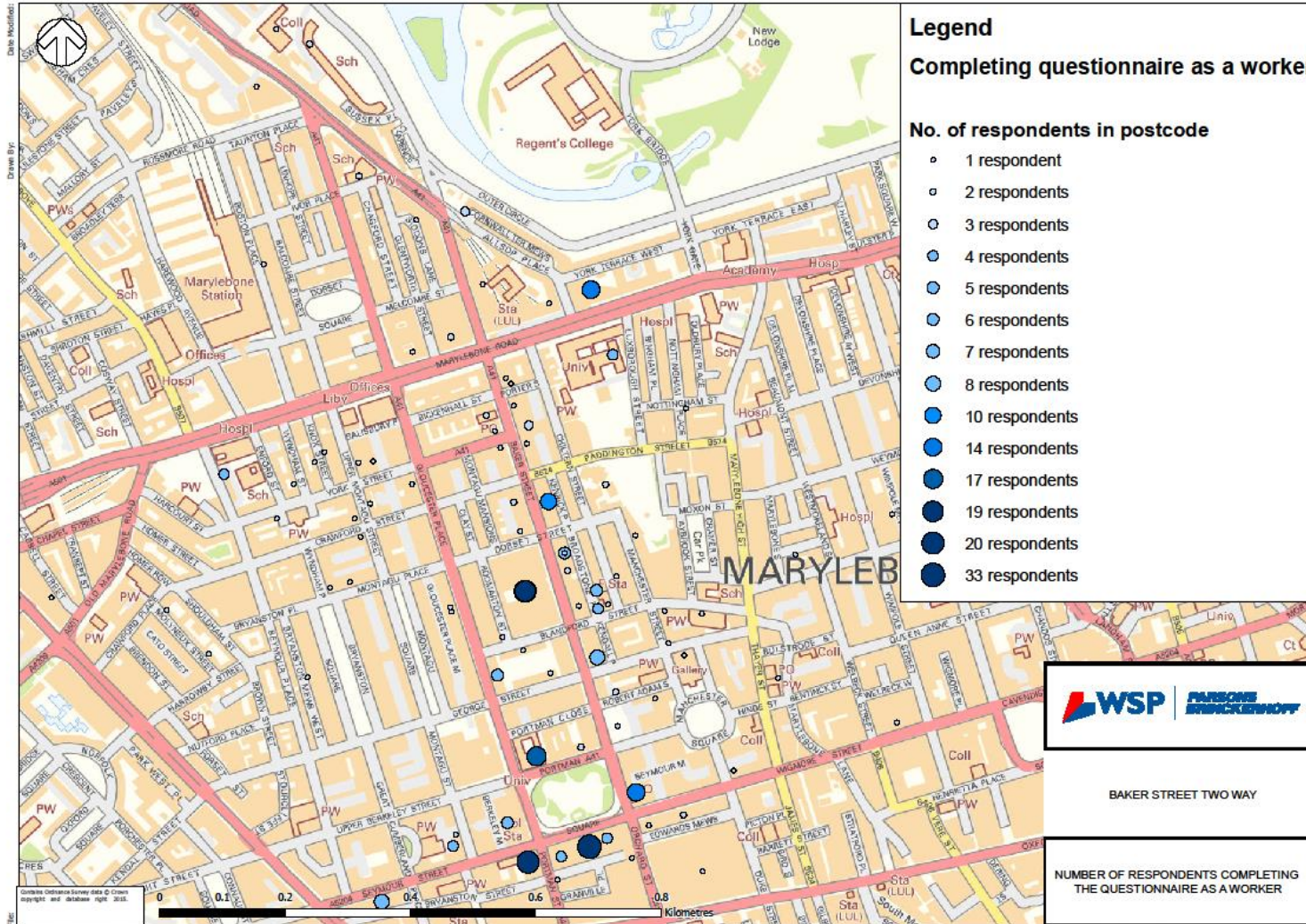
10.3. Resident responses by postcode



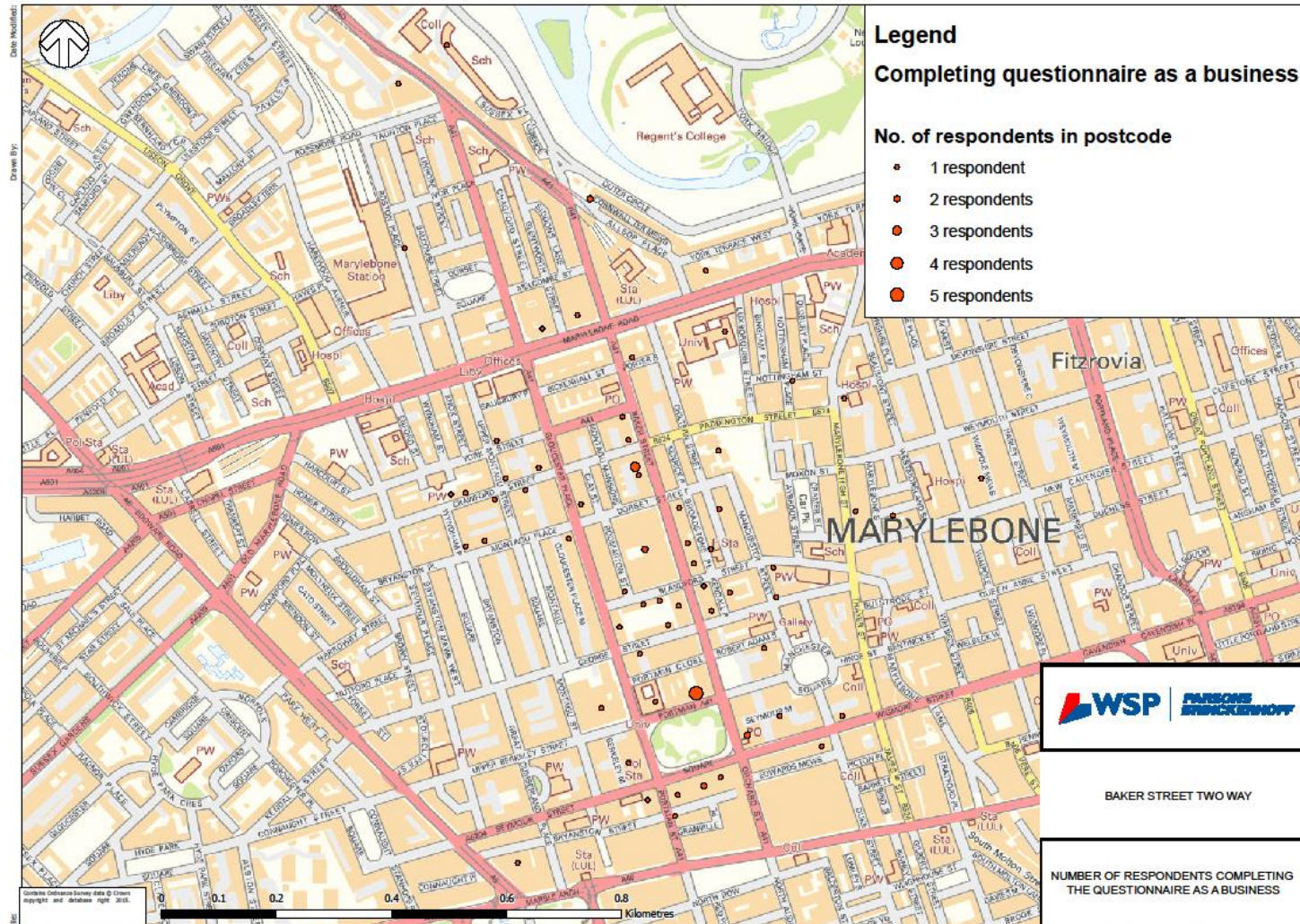
10.4. Visitor responses by postcode



10.5. Worker responses by postcode



10.6. Business response by postcode



APPENDIX B

Response to key issues

This note provides officers' and consultants' initial response to some of the general traffic and environmental issues raised during consultation. Issues related to specific locations, identified as part of the consultation, are being considered further and design changes to meet the concerns are being developed. These potential changes will be discussed with key stakeholders before being finalised. A separate Cabinet Member report will be submitted proposing any changes identified through this process.

1.0 GENERAL ISSUES

1.1 WHY MAKE BAKER STREET AND GLOUCESTER PLACE TWO-WAY?

1.1.1 Questions have been asked about the benefits of converting Baker Street and Gloucester Place to two-way and why public realm improvements cannot be made without making this change.

1.1.2 The main aims of converting the two roads to two-way are stated below -

- To remove the wide, imposing carriageways with multiple lanes, which give a sense of an urban motorway
- To provide a balance between 'movement' and 'place' function of these streets
- For better and more efficient traffic management;
- To improve accessibility to local streets in the area by providing new routes and allowing more convenient turns at junctions;
- To reduce vehicle journey distances, as the need to circumnavigate the one way system is removed;
- To provide greater route choice for local traffic.
- To have both northbound and southbound bus services on the same streets as far as possible, which is more intuitive and improves bus passenger amenity;

1.1.3 There is evidence of benefits from similar schemes in London, such as Piccadilly/ St James's, South Kensington, Tottenham Hale, Shoreditch Triangle and Camden Council's West End Project proposals for Tottenham Court Road/ Gower Street, as well as other similar initiatives in major cities

around the world.

1.1.4 It is considered that, overall, the scheme is unlikely to result in any change to the number of accidents, but that it could reasonably be assumed that there is expected to be a reduction in the proportion of accidents resulting in serious injury of at least 50%. It is generally considered that accident numbers and/or severity would reduce under a two way arrangement as a consequence of:

- reduced vehicle speeds, arising from narrower streets and removal of the multilane approaches;
- Improved and increased availability of formal pedestrian crossings, shorter crossing distances;
- Improved cycle facilities and greater driver awareness of cyclists;
- Greater driver awareness due to two way operation legibility, fewer weaving manoeuvres and the increase in conflicts at junctions;

1.1.5 Retaining the current one-way system, with footway widening to provide opportunity for public realm improvements, was considered at an early stage of scheme development. It was always recognised that this would not achieve all the objectives of the key stakeholders (TfL, Westminster City Council, Baker Street Quarter Partnership and Portman Estate) and would, if pursued, be designed in such a way that it would not prejudice conversion to two way at some point in the future. Also, the cost of undertaking these works would be significant for relatively minor gains for any road user or pedestrian.

1.1.6 The proposed conversion to two way working was identified as the preferred scheme for a number of reasons:

- The Mayor's Transport Strategy and cycling strategy includes policies to remove one-way gyratories;
- The TfL's Roads Task Force aspiration for a High Street environment (as opposed to its current form of a major road Connector) with permeable streets and safe speeds to enhance town centre vitality;
- TfL's aspiration for provision of both northbound and southbound bus services on the same road as far as possible.
- There is no funding for a one-way alternative, other than the standard maintenance budget which does not allow for public realm enhancements, improvements to street lighting (new lamp columns, white light – with related safety benefits), improved footway materials or much needed improvements to and the addition of new pedestrian crossings (due to imminent growth in pedestrian numbers from Chiltern Railways at Marylebone Station and Crossrail) and cycling facilities (as a consequence of rapid growth in cycling across London and the opening of the cycle

superhighways);

- It prevents the need for several stages of scheme implementation, reduces costs and disruption due to works, and delivers a greater degree of benefits within a shorter timeframe;

1.2 TRAFFIC CAPACITY REDUCTION (6 TO 4 LANES); TRAFFIC CONGESTION; RAT RUNS INTO RESIDENTIAL STREETS

1.2.1 Concerns have been raised about the perceived traffic capacity reduction by 30% and that it may lead to traffic congestion and rat-runs into residential streets.

1.2.2 The issue of road capacity and network performance (how close to capacity a street might operate) should not be confused. Detailed analysis of traffic conditions shows that there are a lot of junctions throughout the project area that operate with spare, and therefore potentially wasted, capacity. It is therefore possible to reduce the road width on Baker Street to provide wider footways, and on Gloucester Place to provide cycle lanes and pedestrian crossings, without giving rise to traffic congestion problems.

1.2.3 This means that a perceived 30% reduction in road capacity due to lane loss does not necessarily result in a 30% reduction in actual capacity (because the amount of green time provided to traffic also affects capacity) or indeed a 30% reduction in network performance.

1.2.4 It should also be noted that traffic will balance across two southbound and northbound routes, as opposed to the single routes that are currently available.

1.2.5 The scheme has been designed to be 'capacity neutral'. This means that in general there is not expected to be any significant reassignment of traffic away from the main roads onto local residential roads. The traffic modelling is considered to be a worst case, and does not make any allowance for the likely traffic reduction effects of other major schemes that are to be introduced across London over coming years. It does not also take into account the wider benefits that are to be achieved through the current Transport for London (TfL) Active Traffic Management (ATM) strategy, which is designed to ensure that traffic is kept moving and does not cause the levels of congestion that might lead to rat-running within the study area.

1.2.6 Any change to traffic patterns within the local area as a consequence of the two way arrangement will follow from the introduction of new permitted turns at junctions and greater accessibility. This will result in a reduction in journey distances, as vehicles no longer have to negotiate the one-way system and can take shorter, more convenient routes. This means that on some streets

traffic levels may rise slightly, and on others it will reduce. For example, southbound traffic on A41 Park Road heading for the Marylebone area must, at present, use Melcombe Street and pass through Dorset Square. Under the scheme proposals, this traffic will take a more direct route via Rossmore Road, thus avoiding Dorset Square. There are a range of local examples where benefits in local journey routes can be demonstrated.

- 1.2.7 A table showing changes to traffic flow, as a result of the proposed scheme, on various streets within the study area was provided as part of the consultation documents. These changes to traffic flow have been assessed in detail using the TfL central London strategic reassignment model (CLOHAM). This is a regional model of the road network that is firstly validated against traffic turning counts and origin/destination data of baseline conditions, in accordance with national and TfL accuracy criteria. Changes are then made to the modelled road network to reflect the proposed scheme, and the model is then used to forecast if and how traffic patterns alter as a consequence of the scheme. These traffic models are then independently audited by TfL's Network Performance team. Changes in traffic patterns will inevitably occur when altering a road system from one way to two way, as new turning movements and routes are provided. Forecast traffic patterns and any wider reassignment are a function of journey time, and so the model assigns traffic to the network in a way that reduces journey times as much as possible. The modelling carried out for Baker Street Two Way Project demonstrates that, overall, the traffic on the Baker Street and Gloucester Place corridors can be reallocated between the streets without significant reassignment impact on the wider area, and that there are not expected to be significant changes to traffic flows on local roads.

1.3 TRAFFIC MODELLING – METHODOLOGY AND ROBUSTNESS

1.3.1 Comments have been received regarding the methodology and robustness of traffic modelling undertaken for the proposed scheme and hence doubts have been raised on the figures showing changes to traffic flows on various streets in the study area

- 1.3.2 Meetings have been held with residents' associations to explain how the proposed scheme has been tested for traffic impact. Westminster's transport consultants are recognised as specialists in the field of feasibility scheme design and traffic modelling, having worked on similar schemes across London for over 15 years. The form and process of traffic modelling used in the Baker Street Two Way Project is recognised across the UK and around the world. The traffic modelling suites used (SATURN, VISSIM, TRANSYT and LinSig) are industry standard and have been used to assess scheme of this nature for decades. The process is as follows:

- Validate all strategic, micro-simulation and local operational models to existing conditions to recognised degrees of accuracy to achieve Base models that are fit-for-purpose (using traffic flow and origin/ destination data, journey time measurements, accurate junction and link geometry and method of control characteristics, and performance measurements);
- Develop proposed models that reflect the intended geometric and method of control changes to the road network and junctions;
- Carry out strategic modelling (SATURN) to identify changes in traffic patterns;
- Use the traffic flow forecasts in the local operational models (TRANSYT and LinSig) to develop and refine detailed network operational characteristics (link and junction design and traffic signal timings, degree of saturation, queue length);
- Use the micro-simulation model (VISSIM) to develop/ demonstrate the detailed operation of the proposed scheme and identify operational characteristics (journey times, impacts of congestion, overall performance)

1.3.3 The traffic modelling has followed the prescribed modelling process set out in the Transport for London Traffic Modelling Guidelines (v3). These modelling guidelines are applied to every new traffic scheme in London, and require even greater degrees of accuracy than the national guidance from the DfT. There are specific requirements for accuracy of traffic flow at every turn, the journey times across the network, traffic signal operation and capacity and traffic behaviour. All the models used (SATURN, VISSIM, TRANSYT and LinSig) have been prepared by experienced consultants, audited and approved by TfL's Network Performance team to ensure robustness and that they are fit-for-purpose

1.3.4 The modelling process adopted for the project ensures that the proposed scheme is resilient, is based on best practice traffic models and has been approved by Transport for London, who has the overall responsibility for setting standards for and approving traffic modelling in London.

1.4 AIR QUALITY; NOISE IMPACT

1.4.1 Concerns have been raised about impact of the proposed scheme on air quality and noise levels

1.4.2 The air quality impact assessment report for the proposed scheme is being finalised and will be published when complete. An initial assessment undertaken by TfL showed no significant impact as a result of the proposed scheme.

- 1.4.3 As well as concluding the assessment of the consulted scheme, all possible revisions will be further assessed as to impact on air quality.
- 1.4.4 However, overall it does not appear that significant changes across the area will arise from either the original or revised proposals given the already high levels of air quality pollution.
- 1.4.5 The City Council has been successful in its Low Emission Neighbourhood (LEN) bid for the Bryanston & Dorset Square/ Marylebone ward area, which was supported by the Estates and BIDs.
- 1.4.6 A noise impact assessment report for the proposed scheme is being finalised and will be published when complete. An initial assessment undertaken by TfL showed no significant impact as a result of the proposed scheme.
- 1.4.7 The report is still subject to completion and alteration following any future design changes recommended as a consequence of the consultation process, nevertheless the initial findings as they stand are set out below:
- The initial results show that the beneficial impacts outweigh any adverse impacts. There are some small areas of localised adverse impacts which will be moderate in the short term but minor in the long term.

1.5 CYCLING

- 1.5.1 **Many comments have been received as part of the consultation on the provision of cycling facilities. These include requests to provide these facilities 24/7; provide segregated cycle lanes and/or to restrict Baker Street for buses and cyclists only.**
- 1.5.2 It has never been an intention or objective of the Baker Street Two Way Project to consider closing Baker Street either partially or entirely (physically and/or temporally) to general traffic. Any such scheme would have a significant impact on access to properties on Baker Street, would have a significant impact on strategic traffic along the corridors, is likely to result in significant traffic reassignment to residential side streets or require considerable traffic management over a wider area to restrict levels of traffic entering the area. This would not achieve one of the stated objectives of the scheme when first developed, which is to ensure that the scheme is 'capacity neutral'.
- 1.5.3 As part of the initial feasibility design work, a specific study was carried out by Westminster City Council and their consultants in October 2013 to determine the potential impacts, benefits and implications of a range of segregated cycling facilities on Gloucester Place. This was because Gloucester Place was then being considered as the route for Cycle Superhighway CS11 by TfL. Variations on cycle segregation strategies were based on the following three

principles:

- Provide a bi-directional segregated cycle facility on a single side of Gloucester Place (similar to the Tavistock Place Scheme)
- Provide uni-directional segregated cycle facilities on either side of Gloucester Place (similar to the Royal College Street scheme)
- Provide uni-directional segregated facilities on one side of Gloucester Place and use the proposed Upper Montagu Street quietway to provide for the opposite movement.

1.5.4 This design work informed the option development process described in *TR01 Scheme option feasibility report (August 2014)*, which compared and contrasted issues and benefits of four options for cycling provision, namely:

- Option A – 1.5m wide with-flow, advisory cycle lanes in each direction;
- Option B – 3m wide bi-directional segregated cycle track on the west side of Gloucester Place (north), switching to the east side of Gloucester Place (south), with shared pedestrian and cycle crossing facilities (to minimise traffic impact);
- Option C – as Option B but with separate pedestrian and cycle crossing stages within the traffic signal operation;
- Option D – 2m wide with-flow, mandatory cycle lanes in each direction

1.5.5 This assessment showed that provision of segregate cycling facilities on Gloucester Place was unlikely to provide sufficient traffic capacity for an acceptable level of traffic network resilience to be achieved. It would also have significant adverse impact on journey times both for buses and general traffic.

1.5.6 Since the study was carried out in 2013, the route for CS11 has been revised and no longer follows Gloucester Place. Nevertheless, it was felt that a high level of cycle provision should still be provided under the Baker Street Two Way scheme, so that adequate links and connections to the Westminster Quietway Cycle Grid and the Cycle Superhighway CS11 on Portland Place-Outer Circle could be provided. It is expected that TfL's formal consultation on CS11 will be undertaken later this year.

1.5.7 It was therefore concluded that Option D which provides an unsegregated arrangement with mandatory cycle lanes, has many benefits. It provides the greatest level of traffic resilience and does not have as significant an impact on parking and loading (subject to the hours of operation) as the segregated options. It also allows greater freedom to locate bus stops and services on Gloucester Place. The segregated options would rely on all bus services being transferred to Baker Street, which causes significant issues with bus routes and the need for buses to use local roads, which is not acceptable. It was

concluded that none of the cycle segregation options would be feasible because of the impact they have on traffic capacity; none would achieve the stated objective of being 'capacity neutral'.

1.5.8 The proposed scheme therefore includes northbound and southbound mandatory cycle lanes on Gloucester Place. Because of servicing, loading and resident/visitor parking requirements along the corridor, it would not be possible to maintain the cycle lanes 24/7. A separate study to consider the hours of operation was carried out by Westminster and their consultants in April 2015. The study concluded that:

- Considering the range of data that is available, it is concluded that the peak periods of cycle activity are likely to be in the AM peak between 0730-0930hrs and in the PM peak between 1700-1830hrs. As cycling activity is likely to increase as a consequence of the enhanced facilities, it is reasonable to expect that cycle traffic demand will increase across the peak periods, extending these periods. London-wide cycle data (which is highly tidal in nature) shows a trend for cycle activity to extend beyond 1830hrs.
- Considering the current waiting and loading restrictions on Gloucester Place, and those on existing and proposed Cycle Superhighway routes, it was recommended that as part of the consultation, views should be sought on the hours of operation for proposed cycle lane in order to gauge public opinion on local cycling needs/ expectations and requirements for loading, servicing and parking:
 - Cycle lanes to operate 7am to 7pm (Monday to Saturday)
 - Cycle lanes to operate 7am to 10am and 4pm to 7pm (Monday to Saturday)
 - No cycle lanes at all
 - No preference Other (Please write in)

1.5.9 The consultation response showed that a third of all respondents expressed a preference for cycle lanes to be in operation Monday-Saturday between 7am-7pm. As many respondents voted for no cycle lanes at all as those who showed a preference for 24/7 access to the mandatory cycle lanes.

1.6 SAFETY

1.6.1 **Concerns have been raised by some respondents over safety of people and children in particular, on side streets due to a perception of substantial increase in traffic on quiet residential streets due to rat-runs.**

1.6.2 The concern about rat-run on residential streets has been addressed in

Section 1.2 and the information provided during consultation shows that there are not expected to be significant changes to traffic flows on local residential roads. Changes to specific junctions are also being considered in order to address concerns about rat-running.

1.6.3 Westminster City Council consultants carried out an analysis of accidents across the study area in order to identify any particular trends and determine the likely impact of the scheme on road safety. It is generally considered that accident numbers and/or severity would reduce as a consequence of:

- Removal of one way streets
- Reduced vehicle speeds, arising from narrower streets and removal of the multilane approaches;
- Improved and increased availability of formal pedestrian crossings, shorter crossing distances and pedestrian countdown;
- Improved cycle facilities and greater driver awareness of cyclists;
- Greater driver awareness due to two way operation legibility, fewer weaving manoeuvres and the increase in conflicts at junctions;

1.6.4 There has been very little analysis of one way to two way conversions within London as regards accidents. It is difficult to draw direct comparisons, yet similar schemes at Shoreditch Triangle, Piccadilly and South Kensington seem to provide evidence that it is reasonable to expect at least a reduction in the proportion of accidents resulting in serious injuries to road users.

1.6.5 Studies from the US have certainly demonstrated reductions in the number of collisions following conversion from one way to two way streets.

1.7 PARKING AND LOADING

1.7.1 Concerns have been raised about impact of proposed scheme on parking and loading restrictions. Comments have also been received that detailed information, including the number of parking spaces that will be affected, was not provided during consultation

1.7.2 Usually for public realm projects, consultation is undertaken when design is fully developed and details of changes to parking and loading restrictions have been finalised. The proposed Baker Street Two Way scheme is a major scheme potentially bringing major changes to the area. Therefore public consultation was undertaken earlier on in the design stage to get stakeholders' views before details are finalised. Plans showing indicative changes to parking and loading restrictions were provided as part of consultation documents.

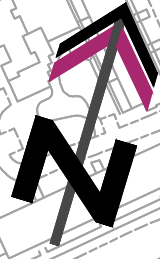
- 1.7.3 Subject to consultation responses and approvals, details of changes to parking and loading restrictions will be developed during the next stage of design. Various responses received regarding parking, loading and servicing requirements of businesses and residents will be considered while developing these designs.
- 1.7.4 A statutory Traffic Management Order consultation will be undertaken on changes to parking and loading restrictions.

1.8 20 MPH ZONE

- 1.8.1 **In relation to this proposal, TfL have recently requested WCC to consider the benefits of 20mph area wide limit as part of this scheme. St Marylebone Society and some residents have also asked for a 20mph zone to be considered in their response to public consultation.**
- 1.8.2 The Council is currently developing a walking strategy and is expected to go out to full consultation by end of this year. Within this, we will be seeking stakeholders' including residents' views on support for 20mph zones or 20mph limits. Therefore, at this stage of the Baker Street Two Way project, it is too early to advise what the Council's position will be. We would therefore urge stakeholders to respond to that consultation.
- 1.8.3 TfL are currently trialling a 20mph limit on nine sections of TLRN roads elsewhere in London. Most of these roads are strategic roads. We will be monitoring the effects of this trial and the zones implemented recently by Camden, City of London, Islington etc.
- 1.8.4 A technical review will be undertaken to assess the feasibility of 20mph zone or limit as part of this scheme. This will involve a review of existing schemes on similar types of roads to assess impacts and benefits.
- 1.8.5 It should be noted that the introduction of a 20mph zone is unlikely to physically change road layouts and traffic flow on proposed Baker Street Two Way scheme.

2.0 ISSUES RELATED TO SPECIFIC LOCATIONS

- 2.1 Issues related to specific locations, identified as part of the consultation, are being considered and design changes are being developed. The plan below shows the key locations for review. These potential changes will be discussed with key stakeholders before being finalised.



ROSSMORE ROAD /
HAREWOOD AVENUE

2

TAUNTON PLACE /
GLOUCESTER PLACE

1

IVOR PLACE /
GLOUCESTER PLACE

3

IVOR PLACE /
PARK ROAD

5

CLARENCE GATE /
PARK ROAD

6

HUNTSWORTH MEWS /
GLOUCESTER PLACE

4

MELCOMBE STREET /
DORSET
SQUARE - WEST SIDE

8

GLENTWORTH STREET /
MELCOMBE STREET

7

MELCOMBE STREET /
DORSET SQUARE - EAST SIDE

9

HAREWOOD AVENUE /
MARYLEBONE ROAD

13

BALCOMBE STREET /
MARYLEBONE ROAD

11

GLOUCESTER PLACE /
MARYLEBONE ROAD

10

GLOUCESTER PLACE /
YORK STREET

12

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City of Westminster

Environment and Customer Services Policy and Scrutiny Committee

Date:	29 October 2015
Classification:	For General Release
Title:	Crossrail Line 2
Report of:	Head of Strategic Transport Planning & Public Realm
Cabinet Member Portfolio	Cabinet Member for Built Environment
Wards Involved:	West End, St. James's, Knightsbridge and Belgravia, Warwick, Churchill, Vincent Square
Policy Context:	Crossrail Safeguarding Directions 2008, Core Strategy policies CS4 Victoria Opportunity Area, CS5 Tottenham Court Road Opportunity Area and CS42 Major Transport Infrastructure, Crossrail Tottenham Court Road Eastern Ticket Hall and Victoria Area Planning Briefs.
Financial Summary:	There are no financial implications arising from this report
Report Author and Contact Details:	Graham King, Head of Strategic Transport Planning & Public Realm Telephone: 020 7641 2749 Email: gking@westminster.gov.uk

1. Executive Summary

- 1.1 This report aims to provide the Committee with an update of the proposed Crossrail Line 2 scheme and set out the implications for the City of Westminster.
- 1.2 The report will be supported by an expert witness from Transport for London who will provide details on the latest proposals for the scheme and the current Crossrail 2 consultation (27 October - 8 January) on best route alignment, and address any concerns or questions.
- 1.3 The views of the Committee may be included in the officers' response to the autumn 2015 Crossrail 2 consultation and feed into any subsequent Council response on the current consultation.

2. Key Matters for the Committee's Consideration

Committee may wish to comment on the following:-

(i) The latest proposals for Crossrail Line 2.

(ii) Any implications in Westminster.

(iii) Provide any other comments for inclusion in the Council's response to the latest Crossrail 2 public consultation exercise.

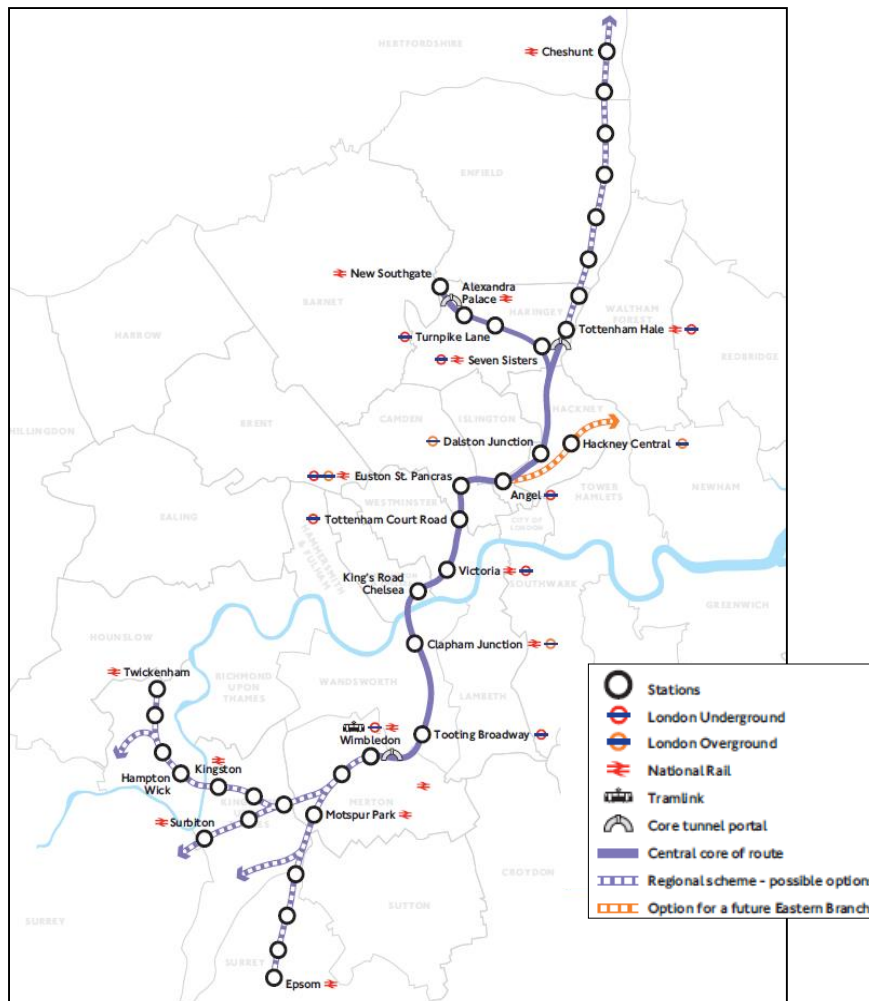
3. Background

- 3.1 Crossrail Line 2 is a proposed new rail link running through central London and into Surrey and Hertfordshire, it will add capacity to London and the south east rail network, relieve congestion on the Victoria, Piccadilly, Northern, Central and District lines and support the dispersal of people from London Euston once High Speed 2 (HS2) opens in 2033. It is also expected to promote growth and regeneration along the route.
- 3.2 In the City of Westminster Crossrail 2 (CRL2) will include a new station at Victoria which will link to the existing mainline station and will link to Crossrail Line 1 at Tottenham Court Road (TCR). The CRL2 scheme is being progressed jointly by Transport for London (TfL) and Network Rail and is currently in the planning and development phases.
- 3.3 The City Council acknowledges the need for CRL2 to help alleviate severe overcrowding on London's rail network and is supportive of the scheme in principle, subject to further assessments. This is in alignment with Westminster's adopted City Plan (2013) which sets out our commitment to supporting and improving transport infrastructure in Westminster including CRL2.
- 3.4 The project was earlier known informally as the Chelsea–Hackney line in reference to a potential route for the line. The plan for a line on this alignment has existed in various forms since 1970 and has been formally safeguarded

since 1991; the safeguarding was most recently updated in March 2015 (and 2008 prior). The London Regional scheme which is being progressed is the City Council's preferred option and was previously agreed at the Council's Environment Policy & Scrutiny Committee meeting on 23rd April 2013. It is anticipated that the Regional option will offer greater benefits to London and the south west whilst also allowing significant congestion relief on main lines into and out of central London and is in line with the Council's formal position (see Figure 1 for safeguarded route alignment).

3.5 As mentioned, the latest CRL2 public consultation is currently underway (27 October - 8 January) and is expanded on below.

Figure 1: Crossrail 2 Safeguarded Route & Stations (autumn 2015)



4. Crossrail 2 Safeguarding Directions:

4.1 As touched upon above, the CRL2 revised safeguarding directions were issued by the Secretary of State in March 2015, to reflect the preferred London Regional routes option. The revised safeguarded areas include the possible route of the tunnels as well as land at ground level that may be used for the construction of the tunnels, stations and ventilation and emergency access shafts (areas of surface interest). A number of sites in Westminster

are affected by the CRL2 safeguarding (plans showing the CRL2 safeguarded routes in TCR and Victoria are attached within Appendix A).

- 4.2 In January 2015 the City council submitted a formal response to the CRL2 safeguarding directions consultation to the Department for Transport (DfT), the response was agreed by Cabinet Members. Amongst other issues the City Council set out its strong opposition to the use of Soho Square Gardens as an area of surface interest, particularly given the significant impacts of Crossrail Line 1 on the Square. As a result, the draft designation of Soho Square Gardens as an area of surface interest was removed from the CRL2 safeguarding but the highways around the Square have been safeguarded.
- 4.3 In Victoria the recently Grade II Listed Victoria Coach Station's (VCS) Departures Hall site has been included as an area of surface interest – confirming TfL's intention to remove at least this part of the coach station to provide a CRL2 worksite and permanent vent shaft and emergency access. The relocation of VCS is currently being considered and will be subject to a separate consultation process. Some further key issues in TCR and Victoria are set within Appendix B.

5. Crossrail 2 & High Speed Two Impacts

- 5.1 The Government announced its decision on the HS2 rail link in January 2012, following the extensive public consultation exercise on the draft proposals; the High-Speed Rail Bill was published in November 2013 and is currently going through the Parliamentary process. The City Council welcomes the principle of a high speed rail network as it will bring economic benefits to London, as well as to the country as a whole, and as it will create additional capacity on the existing national rail network. However, the City Council along with other Councils has raised a number of concerns about the impact of the HS2 proposals on transport in central London, in particular the need for improved public transport links to and from the proposed HS2 terminus at Euston.
- 5.2 The provision of CRL2 will considerably assist with the onward movement of HS2 passengers from Euston and into the West End, and provide relief for London Underground Lines. It is currently proposed that the CRL2 station would be located between the current Network Rail stations at Euston/Kings Cross St Pancras and the exact design and location of this station is the subject of current engineering studies by TfL's consultants. The City Council will petition Parliament on these issues and the need for adequate funding to be provided to manage onwards movement from Euston, including CRL2.
- 5.3 On 23 October the Council petitioned Parliament on the potential construction traffic impacts of HS2's most recent proposals and the potential combined impacts of CRL2 and HS2 which would could occur at the same time.

6. Public Consultation

- 6.1 TfL/Network Rail have undertaken a number of CRL2 consultations between 2013-2014, with strong support for the scheme being achieved and the

majority of respondents supporting the London Regional option (in 2014 over 80% respondents supported the Regional option).

- 6.2 The latest CRL2 consultation commenced on 27th October 2015 and will run for around ten weeks until 8th January 2016. Members were informed of the consultation by email on 27th October.
- 6.3 The above consultation will focus on the stations and the best route alignment. As part of this consultation TfL will hold drop in sessions in both TCR and Victoria. At Victoria drop-in sessions will be take place on 19th November in the Victoria DoubleTree Hilton Hotel and on the 25th November at Victoria Station. At TCR drop-in sessions have been organised at St Giles Square for 30th November and 1st December. TfL have also circulated letters and location specific information to properties in close proximity to the CRL2 safeguarding alignment. A copy of the CRL2 consultation leaflets have been attached as Appendix C and D and a link to the consultation and station factsheets is provided in the background papers.
- 6.4 Officers have been working closely with TfL to ensure that local communities and stakeholders have a continuous say in the development of the CRL2 proposals, we have worked with TfL to set up two CRL2 Community Engagement Panels in Victoria and Soho which met recently in September. The Victoria CRL2 meetings will follow on from the London Underground Victoria Station Upgrade Group (chaired by Cllr Harvey). The CRL2 meeting in Soho will be held separately to the Crossrail 1 TCR Community Liaison Panel (chaired by Cllr Glanz) as CRL2 covers a slightly different area. A members briefing session on CRL2 by TfL also took place on 3rd September.

7. Funding

- 7.1 The CRL2 scheme is currently estimated to cost around £25bn. TfL and DfT consultants PricewaterhouseCoopers (PwC) have undertaken a funding and finance feasibility study for CRL2 and a further information is expected as the scheme develops. The funding is likely to have implications for use of the Mayoral Community Infrastructure Levy and will be reported to Members as details emerge.
- 7.2 The Mayor has also recently established a Growth Commission, Chaired by Sir Merrick Cockell, to advice on funding and development issues associated with CRL2.

8. Next Steps

- 8.1 CRL2 is not guaranteed to progress at this stage, the scheme will be developed in more detail over the next couple of years and a single preferred option will be finalised by 2017 - subject to Comprehensive Spending Review funding being obtained. Further work will include route and station design, environmental assessment, and further analysis of the case for CRL2. The funding package and plans for the areas which will benefit from the scheme will also be developed. Further development work will also need to be

completed at Euston station, to ensure integration with emerging plans for HS2.

- 8.2 Dependent on further outcomes, TfL are expected to formally seek powers to construct the scheme in 2017-2020 (possibly a Hybrid Bill as with Crossrail 1 and HS2), with works starting circa 2020 and the railway being operational by 2030.
- 8.3 The City Council has been involved in early discussions with TfL, including at a senior level with Daniel Moylan who is taking the scheme further for the Mayor and Michele Dix (Managing Director of Crossrail 2). Officers will continue to meet with TfL at regular intervals as the scheme develops and work through the issues and implications for Westminster.
- 8.4 Officers have also produced the Crossrail Line 1 Lessons Learnt Document, which has had input from local authorities across the Crossrail 1 route. Officers will apply the lessons learnt from Crossrail 1, such as issues around land take and impacts from construction when developing CRL2.
- 8.5 Officers will respond to the CRL2 autumn consultation which closes on 8th January 2016 in due course through a report to the Cabinet Members for Built Environment, feeding in any comments from the Committee.

9. Financial Implications

- 9.1 There are no financial implications arising from this report at this stage.

10. Legal Implications

- 10.1 There are no legal implications arising from this report at this stage.

11. Health and Wellbeing Implications

- 11.1 There are no health and wellbeing issues arising as a direct result of this report at this stage.

If you have any queries about this Report or wish to inspect any of the Background Papers please contact:

**Graham King, Head of Strategic Transport Planning & Public Realm,
Telephone: 020 7641 2749**

Email: gking@westminster.gov.uk

Background Papers:

Westminster City Plan, November 2013

http://transact.westminster.gov.uk/docstores/publications_store/Westminster's%20City%20Plan%20Adopted%20November%202013%20FINAL%20VERSION.pdf

Crossrail 2 Consultation (autumn 2015)

[Citizen Space - Crossrail 2 - October 2015](#)

Tottenham Court Road factsheet (October 2015)

https://consultations.tfl.gov.uk/crossrail2/october2015/user_uploads/s8.pdf

Victoria factsheet (October 2015)

https://consultations.tfl.gov.uk/crossrail2/october2015/user_uploads/s9.pdf

Crossrail 2 Consultation Reports, 2013-2014

[\(https://consultations.tfl.gov.uk/crossrail/2\)](https://consultations.tfl.gov.uk/crossrail/2)

Crossrail 2 Safeguarding Directions 2015

[\(http://crossrail2.co.uk/areas-safeguarded/\)](http://crossrail2.co.uk/areas-safeguarded/)

High Speed Rail (London - West Midlands) Bill, November 2013

[High Speed Rail \(London - West Midlands\) Bill 2013-14 to 2014-15 — UK Parliament](#)

Crossrail Tottenham Court Road Eastern Ticket Hall Planning Brief, September 2009

[\(http://transact.westminster.gov.uk/docstores/publications_store/Tottenham_Court_Road_East_Adopted_Crossrail_Planning_Brief_September_2009.pdf\)](http://transact.westminster.gov.uk/docstores/publications_store/Tottenham_Court_Road_East_Adopted_Crossrail_Planning_Brief_September_2009.pdf)

Victoria Area Planning Brief, July 2011

[\(http://transact.westminster.gov.uk/docstores/publications_store/Victoria_Area_Planning_Brief_Adopted_July_2011.pdf\)](http://transact.westminster.gov.uk/docstores/publications_store/Victoria_Area_Planning_Brief_Adopted_July_2011.pdf)

Appendices:

Appendix A: Crossrail Line 2 Safeguarding Plans (2015)

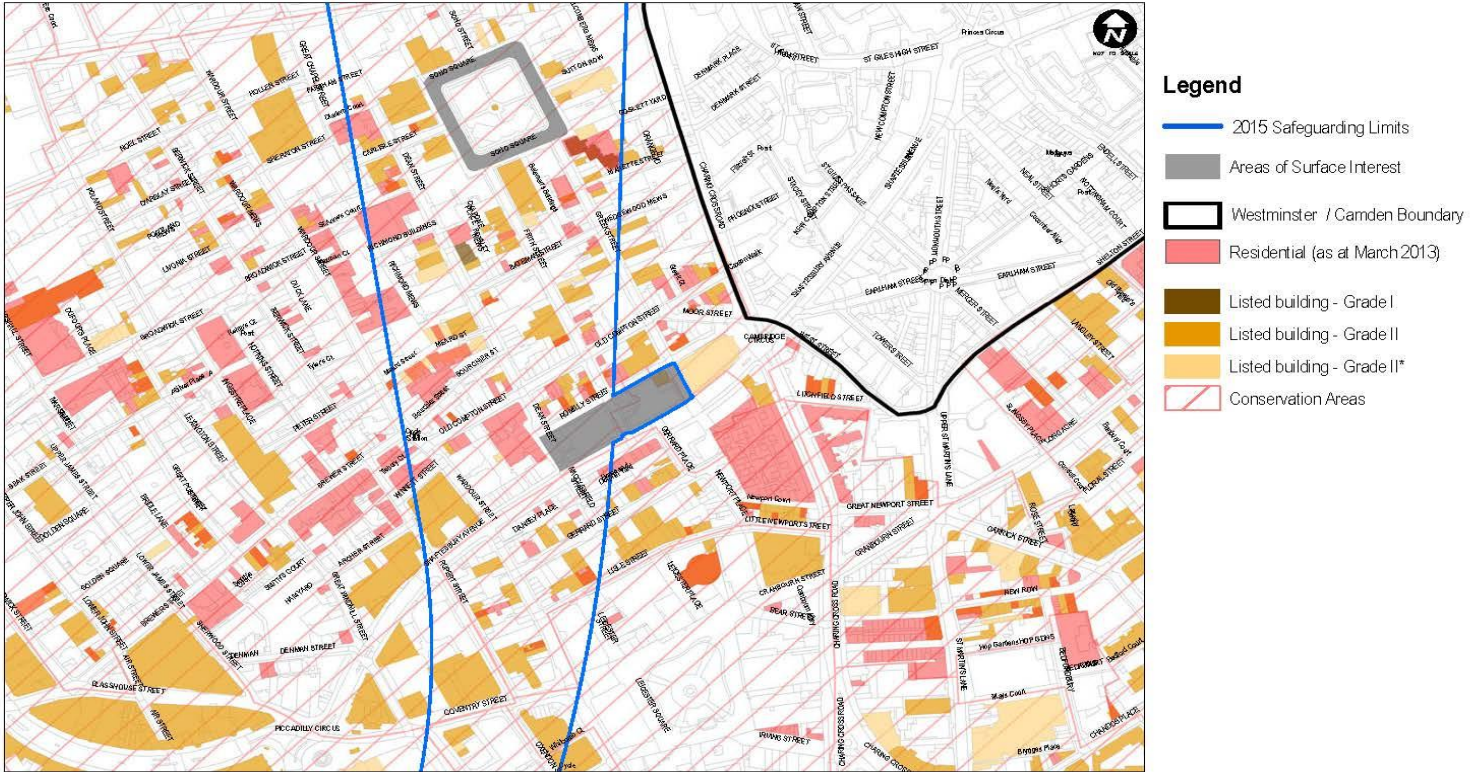
Appendix B: Crossrail Line 2 Site Specific Issues in Westminster

Appendix C: Angel, Euston St. Pancras and Tottenham Court Road consultation leaflet (attached separately)

Appendix D: Victoria, King's Road Chelsea and Clapham Junction consultation leaflet (attached separately)

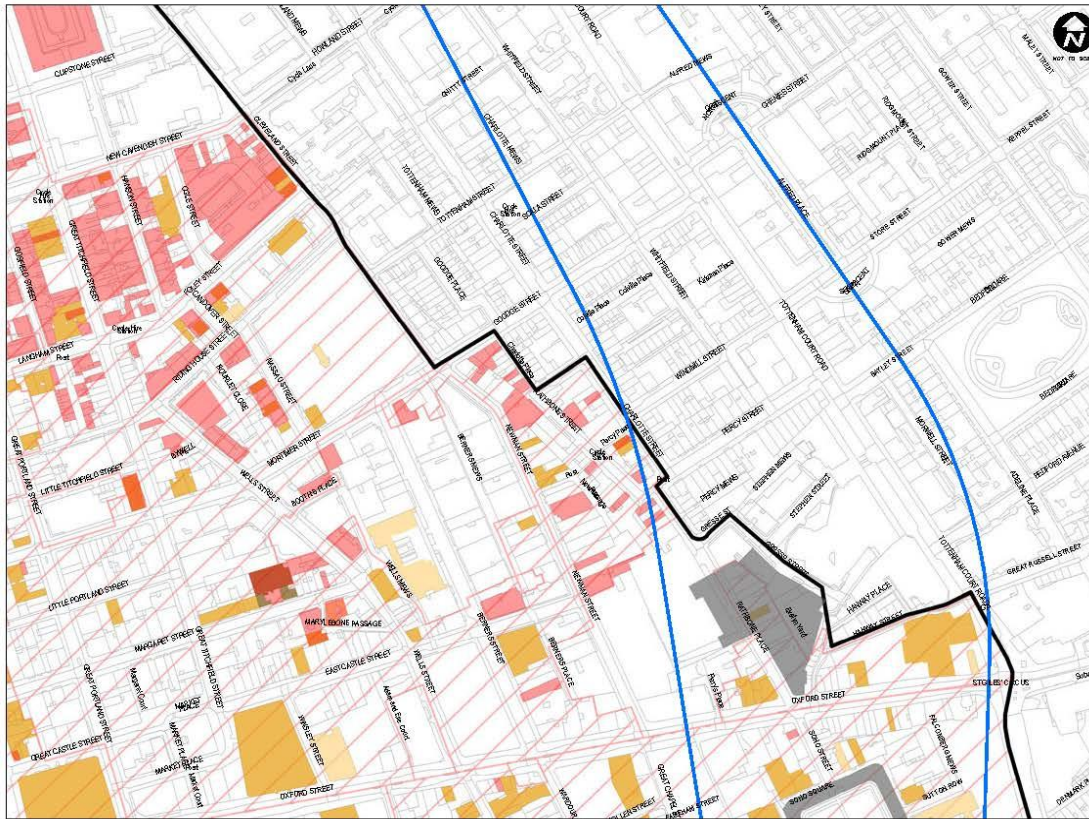
Appendix A: Crossrail Line 2 Safeguarding Plans

Crossrail Line 2 Safeguarding: Tottenham Court Road - South



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Crossrail Line 2 Safeguarding: Tottenham Court Road - North



Legend

- 2015 Safeguarding Limits
- Areas of Surface Interest
- Westminster / Camden Boundary
- Residential (as at March 2013)
- Listed building - Grade I
- Listed building - Grade II
- Listed building - Grade II*
- Conservation Areas

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0 50 100 Meters

Crossrail Line 2 Safeguarding: Victoria Station



Legend

- 2015 Safeguarding Limits
- Areas of Surface Interest
- City of Westminster Boundary
- Residential (as at March 2013)
- Listed building - Grade I
- Listed building - Grade II
- Listed building - Grade II*
- Conservation Areas

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0 200 400 Meters

Appendix B: Crossrail Line 2 Site-Specific Issues in Westminster

1. Tottenham Court Road:

The proposal:

A new Crossrail 2 station at TCR would be underground and could include:

- 2x250 metre long platforms. Station platform tunnels around 20 metres below ground level (from the tunnel crown)
- An enhanced underground station with additional connections to other services
- A new station entrance onto Shaftsbury Avenue
- A new station entrance in the Rathbone Place area

Implications:

This area has already had a direct experience of this scale of intervention through the construction of Crossrail Line 1 around Soho Square since 2009. These works complete in 2018. Planning Briefs were prepared for the two Crossrail Line 1 station sites and officers are considering to follow this approach in relation to CRL2.

A proposed new station entrance on Shaftsbury Avenue is identified in the safeguarding for CRL2. The revised safeguarding directions also identify two 2 storey blocks at 77 to 85 and 86-107 Shaftsbury Avenue as areas of surface interest. These station and worksite options will have significant implications for the Soho Conservation Area and require further assessment. The latter block also houses the Curzon Soho Cinema; however the proposals avoid the loss of any of the areas Georgian and Victorian buildings. Officers will work with TfL to ensure that if approved the loss of the cinema site is replaced in a new facility. It should also be noted that there is a public campaign underway by Save Soho and others to protect the Curzon Cinema from being demolished as part of the CRL2 works.

The roads around Soho Square have been safeguarded, although the draft designation for the Square/Gardens as an area of surface interest has been removed. This is welcomed but further attention needs to be paid to access issues across the affected areas.

Rathbone Place has been identified as and an area of surface interest and would be used as the main site for construction of the station tunnels and the new CRL2 station entrance, ticket hall and northern station shaft. Further assessment on impacts and opportunities will need to be undertaken. However, the provision of a further station entrance is seen as a positive proposal.

Throughout the safeguarded route there are a number of residential and commercial properties surrounding the proposed worksites, these properties and their uses need to be assessed in terms of noise, dust and vibrations from the proposed CRL2 works and any impacts avoided and mitigated, applying lessons learnt from Crossrail 1.

2. Victoria

The proposal:

A new Crossrail 2 station at Victoria would be underground and could include:

- 2x250 metre long platforms. Station platform tunnels around 20 metres below ground level (from the tunnel crown)
- A new station entrance onto Ebury Street
- A possible new station entrance into Victoria Network Rail station
- An increase in capacity within the existing District and Circle line ticket hall
- An entrance into an expanded District and Circle line ticket hall
- To the south of the station, a shaft to provide ventilation and emergency access to the tunnels
- A facility for reversing Crossrail 2 trains at Victoria

Implications:

As with Soho this area has already experienced significant impacts arising from the Victoria Station Upgrade Project and other commercial development in the area. The adopted Victoria Area Planning Brief (July 2011) sets the planning context for the area and it may be desirable to update that in relation to the emerging proposals for CRL2.

Victoria Station

The Victoria mainline station has been included as an area of surface interest within the CRL2 safeguarding directions, as its owners Network Rail are joint promoters of CRL2 this should ensure proper consideration of issues between the railways. Network Rail are also developing a Masterplan for Victoria Station to help improve pedestrian flows through it and we are mindful that CRL2 should not deliver passengers into the station where they might cause unnecessary congestion in contrast to Network Rail's aims and cause congestion to the narrow and already heavily used footways around the station box.

Terminus Place at the front of the station is also included in the safeguarding although TfL are aware of the recent listing of the Arcade. The City Council welcomes and encourages the possibility of a comprehensive integration of CRL2 into the existing transport interchange at Victoria.

Whilst we understand that the majority of identified worksites in Victoria are in single ownership, ownership of Terminus Place is more complicated and split between Network Rail, Westminster City Council and TfL as highway authorities. TfL are developing a 'Vision' for this area in relation to the bus station and the 'Red Route' of the inner Ring Road, which are their responsibilities, to remove buses away from the front of Victoria Station and improve conditions for pedestrians. Integration of CRL2 in this location must also consider these changes and needs to form part of future TfL / City Council discussions on this vision.

Victoria Coach Station

The recently Grade II Listed Victoria Coach Station's Departures Hall site is included within the CRL2 safeguarding as an area of surface interest – confirming TfL's intention to remove this part of the coach station to provide a CRL2 worksite and permanent vent shaft and emergency access. As such, TfL will need to find new locations for the Coach Station before CRL2 can occupy the site. Discussions are already underway between the City Council and TfL over the future of VCS and the significant impacts of the CRL2 proposals at its current site. The listed coach station building is however expected to remain.

The potential impacts of CRL2 works on the adjacent residential block Semley House is another potential concern and will need to be further reviewed to assess the impacts on the structure and on the amenity of residents, if it is continued to be proposed that the building remains whilst the major excavation and construction works take place immediately behind it. Semley House is currently not included in the safeguarded areas of surface interest.

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Have your say on proposals for Crossrail 2:

**Angel, Euston St. Pancras
and Tottenham Court Road**

Consultation closes on Friday 8 January 2016

MAYOR OF LONDON

NetworkRail



TRANSPORT
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What is Crossrail 2?

Crossrail 2 is a proposed new railway serving London and the wider South East. It would connect the National Rail networks in Surrey and Hertfordshire via new tunnels and stations between Wimbledon, Tottenham Hale and New Southgate linking in with London Underground, London Overground, Crossrail 1, National Rail, High Speed 1, High Speed 2, London Trams and international rail services.

Why do we need Crossrail 2?

London and the wider South East are growing rapidly. In London alone there are now a record 8.6 million people; this will increase to 10 million by 2030. These extra people will mean five million more journeys each day on the transport network. Overcrowding on the Tube is forecast to double by 2041, and National Rail services will face similar challenges.

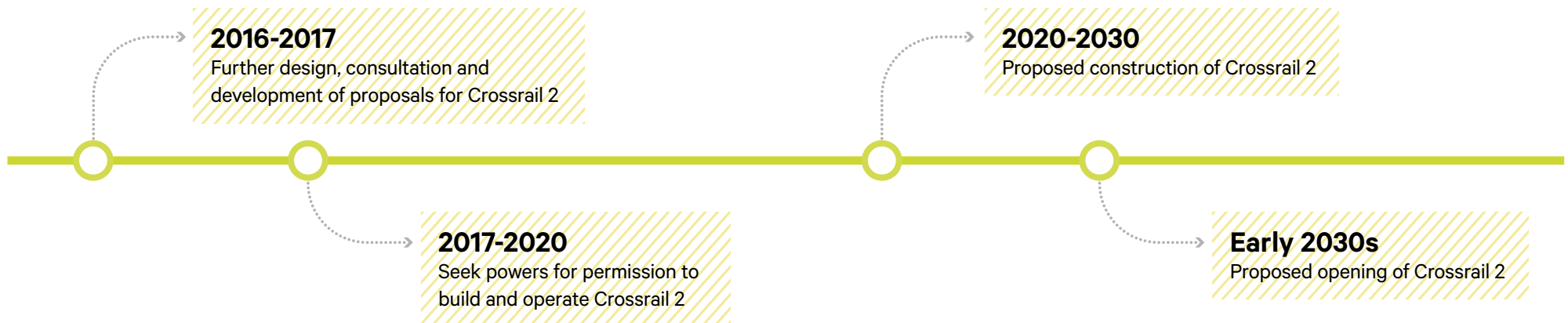
Transport improvements already underway across the network including Crossrail 1, which will help offset the pressure in the short term. But we need a plan to cope with longer term growth. Crossrail 2 will give our transport network the extra capacity we need to keep the wider South East working and growing, and to make life here better.

What are the benefits of Crossrail 2?

Crossrail 2 would:

- Transform travel across London and the wider South East, providing direct train services to destinations across the region
- Grow the UK economy, support 60,000 full-time jobs across the UK while Crossrail 2 is being built and, when operational, support 200,000 new jobs
- Provide new capacity for up to 270,000 more people travelling into London in peak periods, helping relieve crowding and congestion on the transport network
- Free up space on National Rail lines, allowing towns and cities like Cambridge, Southampton, Basingstoke, Woking, Guildford and Portsmouth to potentially benefit from more frequent services
- Provide step-free access at all stations on the proposed Crossrail 2 route
- Support regeneration and the development of around 200,000 new homes across the region

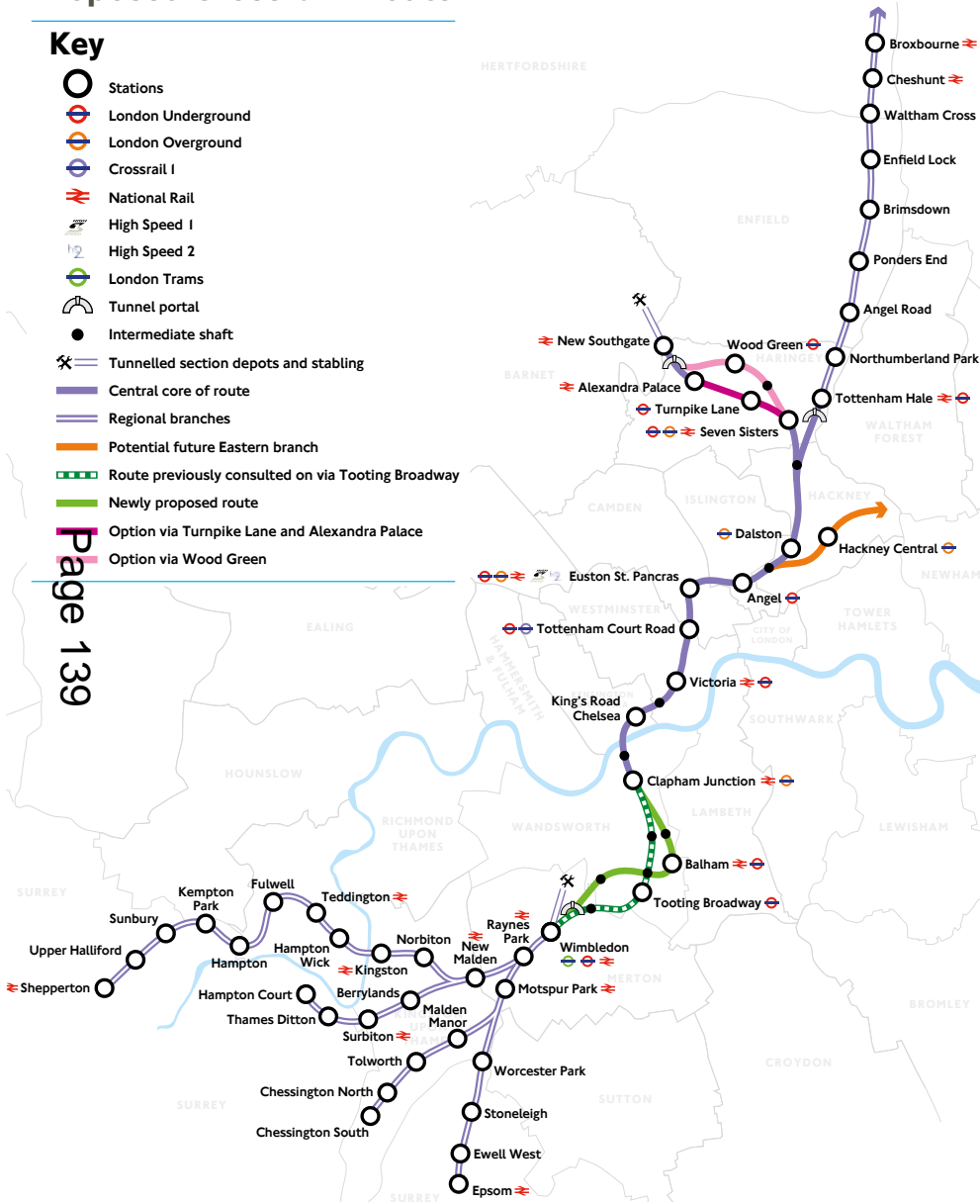
What's next?



Proposed Crossrail 2 route

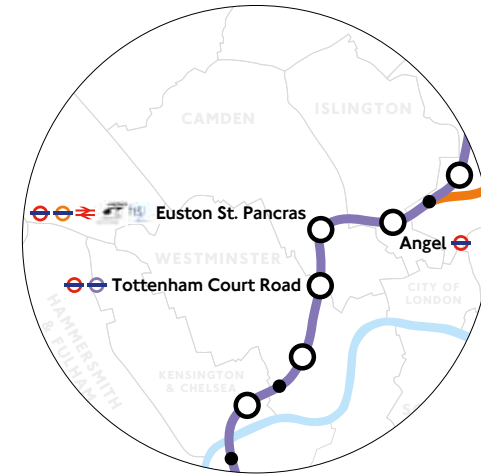
Key

- Stations
- London Underground
- London Overground
- Crossrail 1
- National Rail
- High Speed 1
- High Speed 2
- London Trams
- Tunnel portal
- Intermediate shaft
- Tunnelled section depots and stabling
- Central core of route
- Regional branches
- Potential future Eastern branch
- Route previously consulted on via Tooting Broadway
- Newly proposed route
- Option via Turnpike Lane and Alexandra Palace
- Option via Wood Green



subject to finalisation

Crossrail 2 at Angel, Euston St. Pancras and Tottenham Court Road



People travelling to and from your area would benefit from:

- A reduction in crowding on services and at stations on the Northern and Victoria London Underground lines
- New direct links with Crossrail 1 at Tottenham Court Road, Thameslink at St Pancras and High Speed 2 at Euston to destinations across the UK
- Access to new jobs and homes within central London, the Upper Lea Valley and the wider South East

Proposals for Crossrail 2 in your area would involve:

- Building a new underground station linking Euston and St Pancras to connect with the existing transport infrastructure
- Building new platforms, entrances and exits at Angel, Euston St. Pancras and Tottenham Court Road to increase station capacity
- Providing step-free access from street level at Angel, Euston St. Pancras and Tottenham Court Road stations to new Crossrail 2 platforms
- Building a shaft between Angel and Dalston stations to provide ventilation and emergency access for the underground railway

Consultation on Crossrail 2

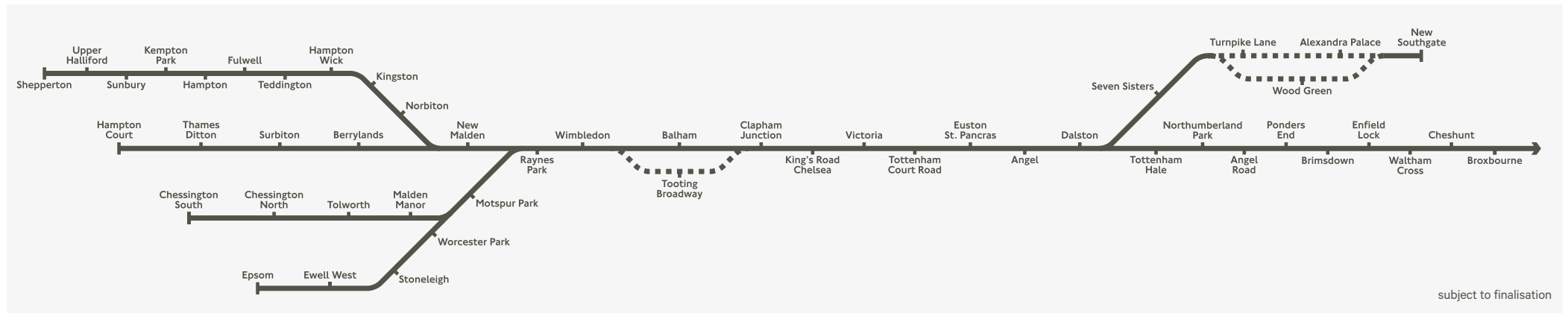
To date, we have held two consultations; the first was in summer 2013 on the principle of the scheme, and the second was in 2014 when we asked for views on specific route options relating to Hackney, Kensington and Chelsea and an extension to New Southgate. The Department for Transport also carried out a safeguarding consultation from November 2014 to January 2015. Safeguarding is a formal process undertaken by the Department for Transport to protect land required for major new infrastructure projects.

Feedback from these consultations, together with further scheme design, has helped develop the proposals for this consultation, which presents new information and invites comments on our proposals relating to:

- Station locations, entrances and exits
- Shaft locations for the tunnelled section of the scheme
- The construction sites required to build and operate the tunnelled section of the scheme
- Proposed service patterns

Development is still at an early stage. There will be more opportunity to provide feedback on Crossrail 2 as the scheme develops.

Proposed Crossrail 2 route



Consultation drop-in events

We will be holding drop-in events at venues along the proposed route where you can view the proposals. Crossrail 2 staff will be available to answer your questions about the scheme.

Events in your local area:

Date	Time	Location
Friday 6 November 2015	12pm – 8pm	Somers Town Community Centre, 150 Ossulston Street, NW1 1EE
Saturday 7 November 2015	11am – 4pm	Somers Town Community Centre, 150 Ossulston Street, NW1 1EE
Monday 16 November 2015	12pm – 8pm	Angel Central Shopping Centre, 21 Parkfield Street, N1 0PS
Tuesday 17 November 2015	12pm – 8pm	Angel Central Shopping Centre, 21 Parkfield Street, N1 0PS
Monday 30 November 2015	12pm – 8pm	St Giles Square, 1 St Giles High Street, WC2H 8AG
Tuesday 1 December 2015	12pm – 8pm	St Giles Square, 1 St Giles High Street, WC2H 8AG

Please see www.crossrail2.co.uk for the latest information about our events including events in other areas.

To find out more

Visit www.crossrail2.co.uk where you can view and download a range of factsheets, maps and other information about the proposals for Crossrail 2.

Please contact us to request a copy of this leaflet and other Crossrail 2 consultation materials in hard copy, large print, audio or another language.

Have your say

This consultation gives you the opportunity to comment on proposals for Crossrail 2. Visit our website www.crossrail2.co.uk to respond to the consultation questions.

The consultation will close on Friday 8 January 2016.

Next steps

Responses to this consultation will be considered to help shape the proposals for the scheme as they develop. A consultation report will be published in spring 2016.

Register for project updates at www.crossrail2.co.uk

Contact us

- Email: crossrail2@tfl.gov.uk
- Tel: 0343 222 0055*
- Post: Freepost CROSSRAIL 2 CONSULTATIONS
- Website: www.crossrail2.co.uk

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Have your say on proposals for Crossrail 2:

Victoria, King's Road Chelsea and Clapham Junction

Consultation closes on Friday 8 January 2016

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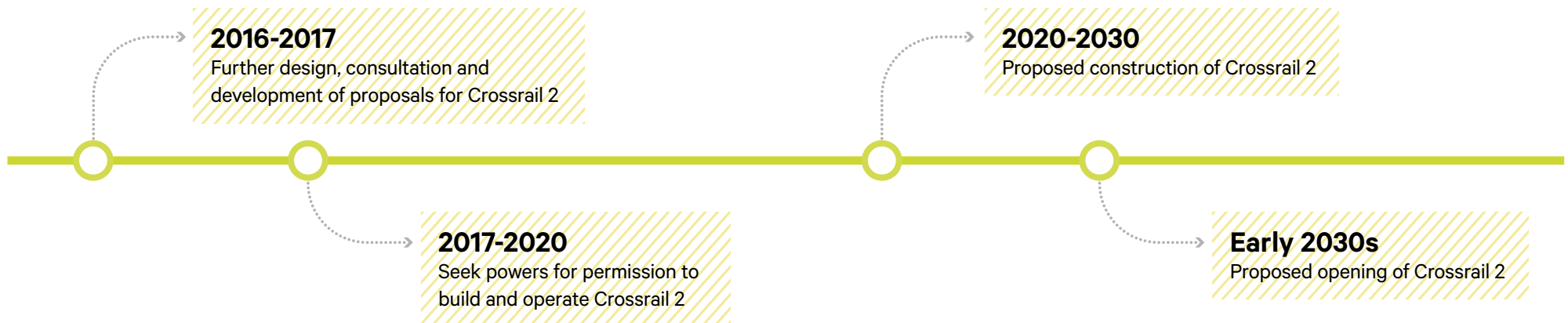
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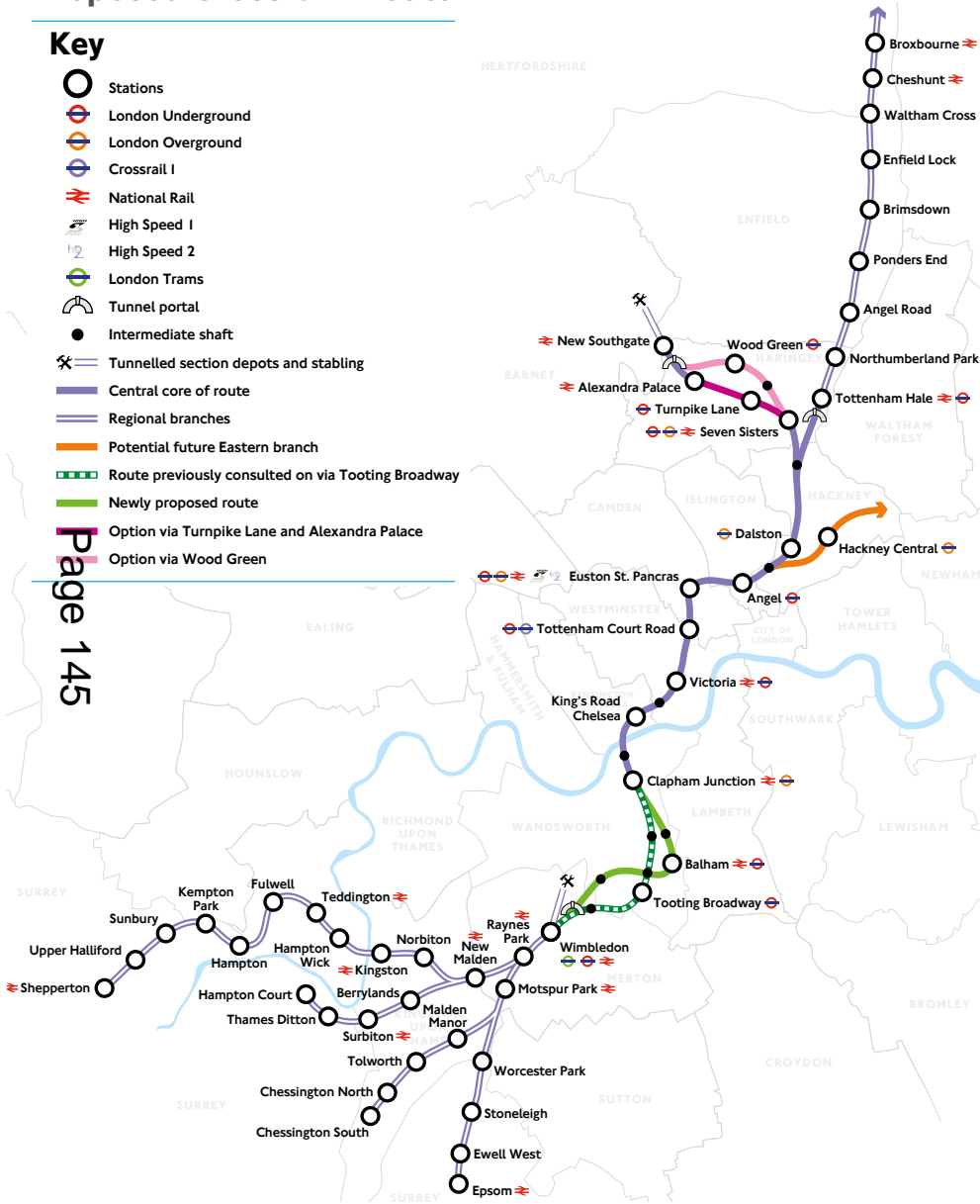
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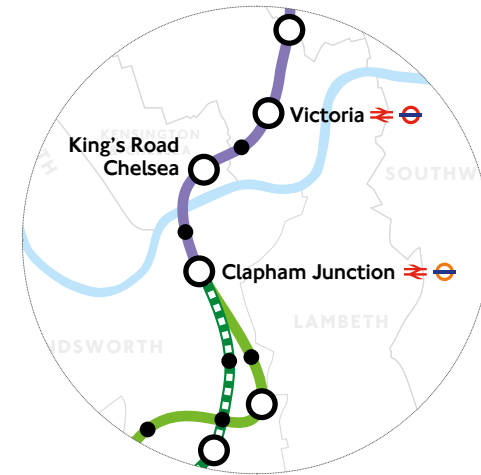
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- Potential future Eastern branch
- Route previously consulted on via Tooting Broadway
- Newly proposed route
- Option via Turnpike Lane and Alexandra Palace
- Option via Wood Green



subject to finalisation

Crossrail 2 at Victoria, King's Road Chelsea and Clapham Junction



People travelling to and from your area would benefit from:

- A reduction in overcrowding and congestion at Victoria and Clapham Junction National Rail stations
- New direct journey opportunities and an increase in services to central London and the wider South East
- Improved journey times between north and south west London, and beyond
- A station at King's Road Chelsea which would improve connectivity to the Royal Brompton and Royal Marsden Hospitals. It would also provide access to the existing retail and commercial developments along King's Road

Proposals for Crossrail 2 in your area would involve:

- Building new platforms, entrances and exits at Victoria and Clapham Junction stations, connecting with existing transport infrastructure
- Building a new underground station at King's Road Chelsea
- Providing step-free access from street level at Victoria, King's Road Chelsea and Clapham Junction stations to the new Crossrail 2 platforms
- Building a shaft between Clapham Junction and the River Thames to provide ventilation and emergency access for the underground railway

Consultation on Crossrail 2

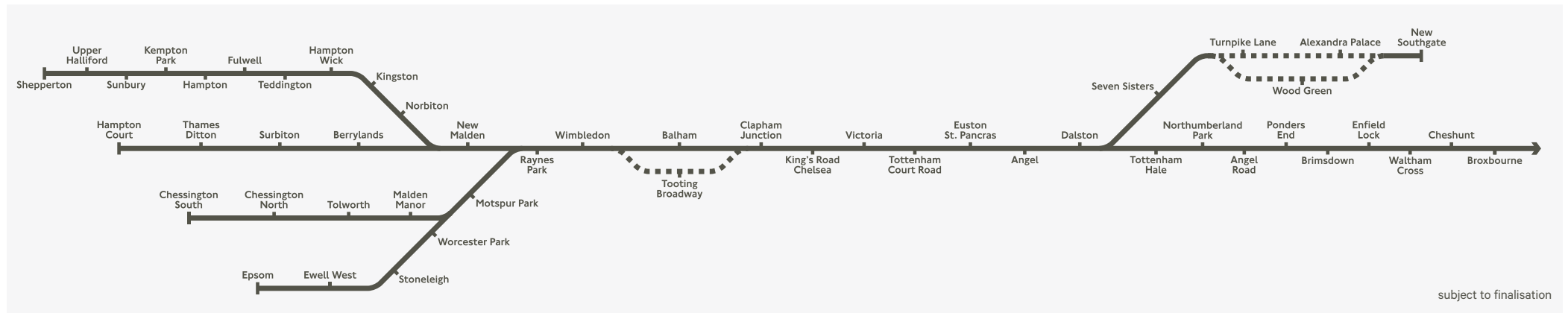
To date, we have held two consultations; the first was in summer 2013 on the principle of the scheme, and the second was in 2014 when we asked for views on specific route options relating to Hackney, Kensington and Chelsea and an extension to New Southgate. The Department for Transport also carried out a safeguarding consultation from November 2014 to January 2015. Safeguarding is a formal process undertaken by the Department for Transport to protect land required for major new infrastructure projects.

Feedback from these consultations, together with further scheme design, has helped develop the proposals for this consultation, which presents new information and invites comments on our proposals relating to:

- Station locations, entrances and exits
- Shaft locations for the tunnelled section of the scheme
- The construction sites required to build and operate the tunnelled section of the scheme
- Proposed service patterns

Development is still at an early stage. There will be more opportunity to provide feedback on Crossrail 2 as the scheme develops.

Proposed Crossrail 2 route



Consultation drop-in events

We will be holding drop-in events at venues along the proposed route where you can view the proposals. Crossrail 2 staff will be available to answer your questions about the scheme.

Events in your local area:

Date	Time	Location
Tuesday 3 November 2015	12pm – 8pm	Chelsea Old Town Hall, King's Road, SW3 5EE
Tuesday 10 November 2015	12pm – 8pm	49 King's Road corner of Royal Avenue, SW3 4ND
Wednesday 18 November 2015	12pm – 8pm	Victoria Station, SW1E 5ND
Thursday 19 November 2015	12pm – 8pm	Doubletree Hilton, Hayward Suite, 2 Bridge Place, SW1V 1QA
Wednesday 9 December 2015	12pm – 8pm	York Gardens Library and Community Centre, Lavender Road SW11 2UG
Thursday 10 December 2015	12pm – 8pm	York Gardens Library and Community Centre, Lavender Road SW11 2UG

Please see www.crossrail2.co.uk for the latest information about our events including events in other areas.

To find out more

Visit www.crossrail2.co.uk where you can view and download a range of factsheets, maps and other information about the proposals for Crossrail 2.

Please contact us to request a copy of this leaflet and other Crossrail 2 consultation materials in hard copy, large print, audio or another language.

Have your say

This consultation gives you the opportunity to comment on proposals for Crossrail 2. Visit our website www.crossrail2.co.uk to respond to the consultation questions.

The consultation will close on Friday 8 January 2016.

Next steps

Responses to this consultation will be considered to help shape the proposals for the scheme as they develop. A consultation report will be published in spring 2016.

Register for project updates at www.crossrail2.co.uk

Contact us

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- Post: Freepost CROSSRAIL 2 CONSULTATIONS
- Website: www.crossrail2.co.uk

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Work Programme & Action Tracker

Environment and Customer Services Policy and Scrutiny Committee

Date	9th November 2015
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Classification	General
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Report author and telephone	Mark Ewbank (ex.2636) mewbank@westminster.gov.uk
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1. Introduction

1.1. The Environment and Customer Services Policy and Scrutiny Committee (hereon the Committee) examines a range of council services and projects that fall within the portfolios of:

- Cabinet Member for the Built Environment
- Cabinet Member for City Management and Customer Services
- Cabinet Member for Sustainability and Parking

1.2. This document presents a Work Programme and Action Tracker for the Committee for the 2015-16 period.

1.3. The Committee may also undertake special investigations and may appoint Sub-Committees or Task Groups on either a formal or informal basis, with a past example including the Cycling Strategy Task Group.

2. Recommendation

2.1. That the Committee note and comment on the scheduled items in the Work Programme for rounds 4 (18 January 2015) to 6 (12 April 2016) in 2015/16.

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ROUND ONE (22 JUNE 2015) at The University Of Westminster		
Agenda Item	Reasons & objective for item	Represented by:
Cabinet Member Q&A	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> • Cabinet Member for City Management • Cabinet Member for Sustainability & Parking
Baker Street Two Way Proposals	To examine the proposals put forward to return Baker Street and Gloucester Place to two-way operation. The Committee will then respond to the consultation.	<ul style="list-style-type: none"> • Graham King

ROUND TWO (8 SEPTEMBER 2015)		
Agenda Item	Reasons & objective for item	Represented by:
Cabinet Member Q&A	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> • Cabinet Member for the Built Environment
Code of Construction Practice	To assess the Code of Construction Practice before public consultation.	<ul style="list-style-type: none"> • Barbara Terres / Jonathan Rowing

ROUND THREE (9 NOVEMBER 2015)		
Agenda Item	Reasons & objective for item	Represented by:
Cabinet Member Q&A	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> • Cabinet Member for City Management • Cabinet Member for Sustainability & Parking
Crossrail 2	To examine the plans for Crossrail 2 and the impact and opportunities in Westminster	<ul style="list-style-type: none"> • Graham King

Work Programme



Environment Committee

Cycling Strategy	To examine the implementation of the Westminster cycling strategy	<ul style="list-style-type: none"> Barry Smith
Baker Street Two Way	An update on the proposals for a two-way system in the Baker Street area	<ul style="list-style-type: none"> Graham King

ROUND FOUR (18 JANUARY 2016)

Agenda Item	Reasons & objective for item	Represented by:
Cabinet Member Q&A	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> Cabinet Member for the Built Environment
Open Spaces Strategy (OSS)	To consider the development of a OSS. Westminster's Open Space Strategy (OSS) is being refreshed to bring it up to date and amalgamate it with the Council's statutory Biodiversity Action Plan (BAP).	<ul style="list-style-type: none"> Colette Willis Barry Smith

ROUND FIVE (29 FEBRUARY 2016)

Agenda Item	Reasons & objective for item	Represented by:
Cabinet Member Q&A	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> Cabinet Member for City Management Cabinet Member for Sustainability & Parking
Broadband coverage – improving connectivity in Westminster	To review the work of the connectivity group and the outcomes following the 2015 review of superfast Broadband in Westminster	<ul style="list-style-type: none"> Steve Carr Cllr Glanz
The future of Victoria gyratory	To examine the future of Victoria gyratory	<ul style="list-style-type: none"> Graham King

Work Programme



Environment Committee

ROUND SIX (12 APRIL 2016)

Agenda Item	Reasons & objective for item	Represented by:
Cabinet Member Q&A	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> • Cabinet Member for the Built Environment
Neighbourhood Planning	To assess the activities and operation one year on, following a recommendation to do so from the Committee in April 2015	<ul style="list-style-type: none"> • Tom Kimber
Air Quality	To consider progress on air quality in Westminster and examine low emissions neighbourhood funding.	<ul style="list-style-type: none"> • Jennie Preen
Waste Disposal Contract	To examine the waste disposal contract re-let, following last year's examination in Committee	<ul style="list-style-type: none"> • Mark Banks • Phil Robson

2015 / 2016 Committee Events & Task Groups

	Reason	Type
Sustainable Travel (next meets on 17 th November)	To examine the development of a strategy relating to sustainable travel; including, but not limited to, pedestrian experience and parking.	Task Group

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Action Tracker

Environment Committee



Monday 22nd June (Round One)

Agenda Item	Reasons & objective for item	Follow up:
Item 5 – Cabinet Members	That the Cabinet Member for Sustainability and Parking write again to TfL to request that works are undertaken to improve the junction of Horseferry Road and Millbank (Councillor Action and Martin Low, City Transport Advisor)	Response emailed to Committee on 7 th July 2015
Item 5 – Cabinet Members	That it be investigated whether Floral Street shall be included as a location for Operation Neon (Officers to contact TfL following agreement from CM).	Officers have raised.
Item 5 – Cabinet Members	That information be sought on whether there is a current Private Members' Bill relating to pedicabs	Not currently but wider strategy in place.
Item 5 – Cabinet Members	That it be checked whether the Police have any powers to remove pedicabs from the street	No specific powers in relation to pedicabs. Generic issues such as obstructing the highway and antisocial factors may apply
Item 5 – Cabinet Members	That the Cabinet Member for City Management investigate the circumstances at the building sites in Paddington Street / Chiltern Street, particularly in the light of the accident which took place in the locality and assess whether specific action needs to be taken	Response emailed to Committee on 10 th July 2015
Item 5 – Cabinet Members	That Councillor Crockett contact Councillor Beddoe with details of his question on whether there was a provision within the contract for those undertaking repair of the highway to indemnify the Council	Response emailed to Committee on 30 th July 2015

Action Tracker

Environment Committee



Tuesday 8 September 2015 (Round 2)

Agenda Item	Reasons & objective for item	Follow up:
Item 5 – Code of Construction Practice	Committee Members asked to be kept updated in respect of developments relating to the code of practice.	To be circulated
Item 6 – Baker Street Two Way	Committee Members asked to be kept updated in relation to developments in respect to the proposals relating to the Baker Street Two Way project	The Chairman has recommended that the item returns for full discussion at the November meeting.