

HANOVER SQUARE PUBLIC REALM IMPROVEMENTS

REPORT ON ENGAGEMENT

CONFIDENTIAL

FEBRUARY 2017

HANOVER SQUARE PUBLIC REALM IMPROVEMENTS REPORT ON ENGAGEMENT

Westminster City Council

Type of document (version)
Confidential

Project no: 70017403-108
Date: February 2017

WSP | Parsons Brinckerhoff

WSP House
70 Chancery Lane
London WC2A 1AF

Tel: +44 20 7314 5000
Fax: +44 20 7314 5111

www.wsp-pb.com

QUALITY MANAGEMENT

ISSUE/REVISION	FIRST ISSUE	REVISION 1	REVISION 2	REVISION 3
Remarks	Draft	Final	Final	
Date				
Prepared by	Amanda Dixon Jeanne Watrin	Amanda Dixon	Amanda Dixon	
Signature				
Checked by	Sarah Speirs	Sarah Speirs	N/A	
Signature				
Authorised by	Dan Jenkins	Dan Jenkins	Dan Jenkins	
Signature				
Project number	70017403-108	70017403-108	70017403-108	
Report number				
File reference	\\Ser01lon2uk.uk.wspgroup.com\Projects\70017403 - Hanover Square\ Stakeholder comms\Drop-ins Nov 2016\Engagement report			

PRODUCTION TEAM

CLIENT

Project Director	Mark Allan
Project Manager	Hilary Skinner

WSP | PARSONS BRINCKERHOFF

Consultation & Engagement Lead	Sarah Speirs
	Amanda Dixon
Project Manager	Dan Jenkins
	Conor Saunders

TABLE OF CONTENTS

TABLES

TABLE 2-1: COMMUNICATION CHANNELS	7
TABLE 2-2: FEEDBACK CHANNELS.....	7
TABLE 4-1: ATTENDANCE AT BRIEFING MEETINGS.....	16

FIGURES

FIGURE 3-1 VIEWS ON VISION FOR HANOVER SQUARE	9
FIGURE 3-2 OVERALL VIEWS ON PROPOSALS.....	10
FIGURE 3-3 RESPONDENTS' VIEWS ON SPECIFIC PROPOSALS FOR HANOVER SQUARE	11
FIGURE 3-4 COMMUNICATION METHODS	13
FIGURE 3-5 DROP-IN CONSULTATION EVENT FEEDBACK	14
FIGURE 4-1: DROP-IN EVENT NOVEMBER 2016 SALVATION ARMY REGENT HALL OXFORD STREET.....	16

APPENDICES

A P P E N D I X A	LETTER
A P P E N D I X B	LEAFLET
A P P E N D I X C	DISTRIBUTION AREA
A P P E N D I X D	QUESTIONNAIRE
A P P E N D I X E	PHOTOS

EXECUTIVE SUMMARY

Westminster City Council (WCC) is currently undertaking design work for the proposals for Hanover Square Public Realm Improvements, further to the inclusion of the project in the West End Partnership's Delivery Plan (2015 – 2030). The City Council as the local highway authority is leading the project, working closely with key local stakeholders.

The project is being designed for delivery in phases, in advance of the opening of Crossrail's Bond Street Station Eastern Ticket Hall in Hanover Square's North West corner in December 2018. It is anticipated that construction works will commence in mid-2017.

The vision is:

- To transform the Square into an internationally recognised public space;
- To provide an exceptional arrival experience in Westminster; a high-quality setting for its new and historic buildings; and
- To enhance the public spaces and improve the traffic management within the Square to accommodate the significant increase in pedestrians once the new Crossrail station opens.

In September 2016 Westminster City Council's Councillor Robert Davis MBE DL, Deputy Leader and Cabinet Member for Built Environment approved a concept design for Hanover Square and for initial local stakeholder engagement and informal consultation to be undertaken.

During the Feasibility Stage (Stage 1) of this project, WCC has made a concerted effort to engage with local residents and businesses to inform them about, and seek their views on, the proposed Hanover Square scheme. WCC held two drop-in consultation events for local stakeholders in late November 2016, which are the subject of this engagement report.

Overall, 15 business / stakeholder representatives attended the drop-in events and nine attendees subsequently completed feedback forms. There was a good level of support for the public realm improvement proposals at Hanover Square amongst those who attended the sessions. Attendees welcomed the opportunity to significantly improve the public realm, particularly in terms of making better use of the available space and enabling the safe dispersal of the increased numbers of pedestrians through the area associated with Crossrail and other local development schemes.

Few concerns were raised, though one local business representative was opposed to the proposed traffic restrictions due to the perceived impact on businesses. It is apparent that a number of local businesses already experience difficulties due to the restricted access associated with the Crossrail works. A further area of concern raised was the proposed location of the Cabmen's shelter and the amount of motorcycle parking spaces which stakeholders felt to be insufficient.

The drop-in consultation events were considered useful by those who attended, particularly in terms of providing local businesses/stakeholders with an opportunity to see the plans and discuss them with the project team.

This preliminary engagement activity has provided useful feedback on the initial design of the Hanover Square public realm improvements. It has also raised awareness of the project and enabled WCC to start, and in some cases continue a 'conversation' with local businesses and stakeholders about the proposals. The design work is ongoing and matters of detail will be considered once Stage 2 (Initial Design Stage) of this project is underway. Parking and loading arrangements will be subject to statutory consultation as part of the Traffic Management Order (TMO) process during Stage 3.

The next step in the process is to hold further stakeholder engagement sessions for a wider audience in spring 2017.

1. INTRODUCTION

Further to the inclusion of the Hanover Square public realm improvements project in the West End Partnership's Delivery Plan (2015 – 2030), Westminster City Council (WCC) is currently undertaking design work for the proposed public realm improvement scheme and it is anticipated that construction works will commence in mid-2017.

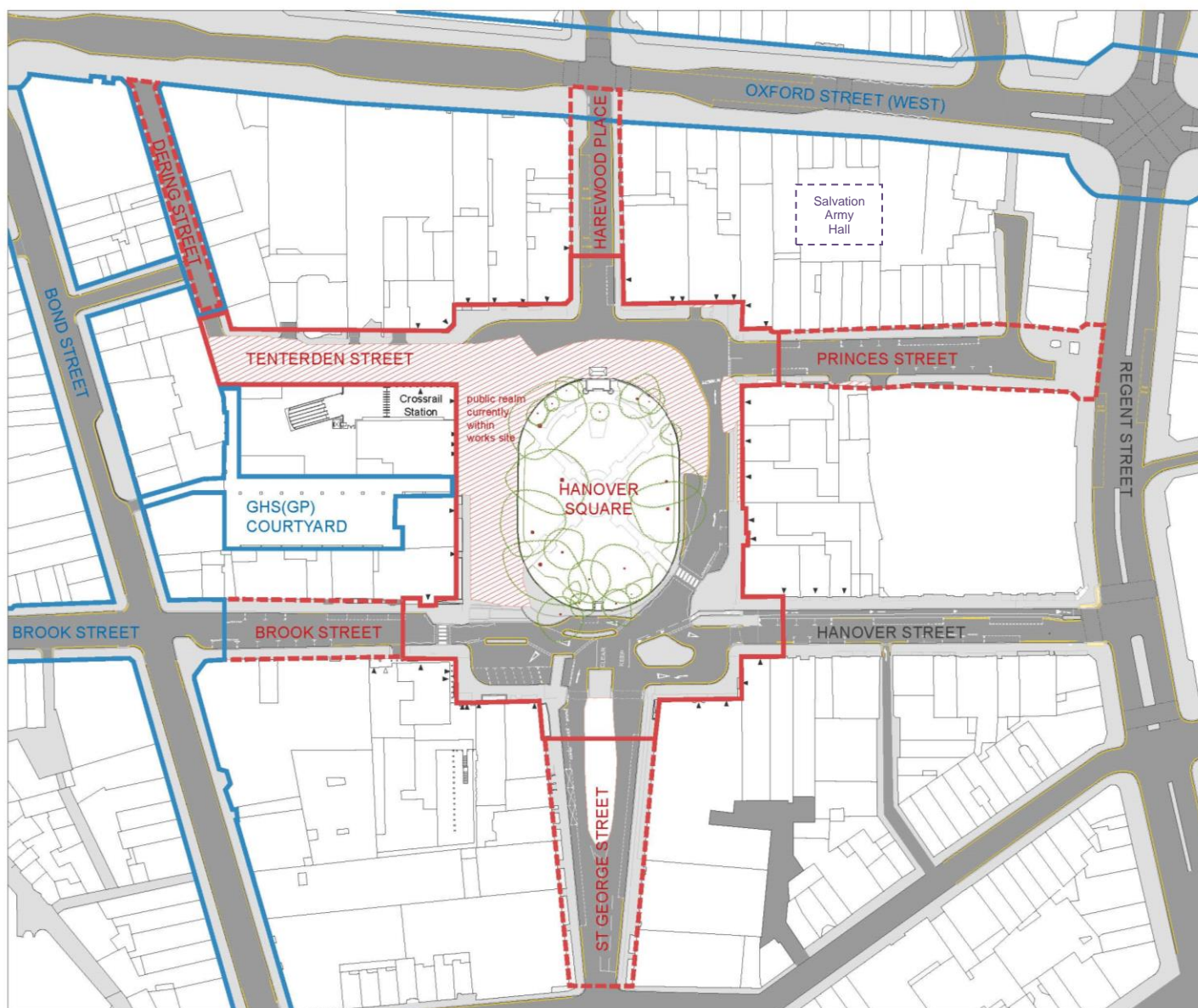
The vision is:

- To transform the Square into an internationally recognised public space;
- To provide an exceptional arrival experience in Westminster; a high-quality setting for its new and historic buildings; and
- To enhance the public spaces and improve the traffic management within the Square to accommodate the significant increase in pedestrians once the new Crossrail station opens.

The project is being designed for delivery in phases, with the North West corner works proposed to be delivered in advance of the opening of Crossrail's Bond Street Station Eastern Ticket Hall in December 2018.

Issues raised through both consultation exercises are being considered through the design process

Figure 1-1 Hanover Square Project Boundary and Consultation Venue (Salvation Army Hall)
Base image produced by Publica



HANOVER SQUARE PUBLIC REALM PROJECT Geographical Extents

date: 22/10/2015

Plan of Hanover Square and connecting streets as existing, (Autumn 2015) with proposed public realm project extents overlaid.

Area of Hanover Square project

- extent of proposed physical works to the Square, gardens and setting of Bond Street Crossrail station eastern ticket hall; as well as tying into connecting streets

Connecting streets

- spaces within the scope of the Hanover Square Project Board where some works may be necessary to enable improvements within the Square; and where extended public realm projects may be implemented, dependent on funding and agreement by the Board

Neighbouring projects

- possible extents of proposed public realm projects adjoining the area covered by the Hanover Square Project Board

Investment in the public spaces in Hanover Square will include repaving in high quality materials, re-aligning the road layout and installing high quality lighting. Together these improvements will enhance the existing historical features of the Square and surrounding buildings and, subject to funding being secured, create an oasis within the restored Hanover Square Gardens for those who live, work in and visit the area.

In September 2016 Westminster City Council's Councillor Robert Davis MBE DL, Deputy Leader and Cabinet Member for Built Environment approved a concept design for Hanover Square and for initial local stakeholder engagement and informal consultation to be undertaken. The concept design was shown in the leaflet (attached as Appendix B).

The City Council as the local planning and highway authority is leading the project, working closely with key local stakeholders.

The Hanover Square concept design has been developed by the Council and its partners into a Stage 1 Feasibility Design, and is being taken forward into Stage 2 Initial Design. During Stage 1, WCC made a concerted effort to engage with residents and businesses to inform them about, and seek their views on, the proposed Hanover Square scheme.

A leaflet, attached as Appendix B, was mailed to over 670 properties in the local area in November 2016, and distributed by email to over 50 key contacts to inform them about the proposed scheme. WCC held two drop-in exhibitions in late November 2016, which were attended by 15 business representatives and stakeholder organisations. The stakeholder attendees represented a number of properties with direct frontages onto Hanover Square, Harewood Place, St. George's Street, Dering Street, Prince Street, Hanover Street and Brook Street. All but one of the attendees at the drop-in sessions were positive about the proposals.

Attendees at the events were encouraged to complete a questionnaire (attached in Appendix D), which gathered feedback on the proposed initial design of the scheme. Nine written responses were received, in addition to one email providing comments on the proposals. Others expressed their views verbally at the drop-in sessions.

This report summarises the views expressed and concerns raised during the engagement activity. It has found that there is broad support for the public realm improvement proposals for Hanover Square. Matters of detail will be addressed during subsequent engagement activities once Stage 2 is underway and parking and loading arrangements will be subject to statutory consultation as part of the Traffic Management Order (TMO) process during the Detailed Design (Stage 3) of this project.

Chapter 2 of this report presents a brief summary of the methods used to engage with local residents and businesses. Chapters 3 and 4 present a summary of the data gathered in the feedback form and detailed written responses submitted in response to the proposals. Chapter 5 provides a summary of the findings and the next steps.

2. METHODOLOGY

INTRODUCTION

This chapter sets out the various channels that WCC used to engage with residents and businesses during their November 2016 consultation exercise for Hanover Square.

EARLIER CONSULTATION EXERCISES

Further stakeholder engagement had already been undertaken during the development of the Concept Design for Hanover Square, through the Project Board (details of which are set out in the September Cabinet Member Report for Hanover Square:

<http://committees.westminster.gov.uk/documents/s19412/Hanover%20Sq%20CMR.pdf>), and to inform development of the Council's application for Heritage Lottery grant funding for works to Hanover Square Gardens and their heritage assets.

Council officers have been talking to the local community and have held specific stakeholder engagement sessions with representatives from St George's Church Hanover Square (to the South of Hanover Square and connected to it via St. George Street), the Salvation Army in Princes Street (directly connected to Hanover Square on its Eastern side), to the St George's Hanover Square Primary School in nearby South Street, and to the Cabmen's Shelter Trust, custodians of the Grade II Listed Cabmen's Shelter in Hanover Square.

Representatives from both churches showed considerable interest in the proposals for the Gardens and discussed how they might be able to utilise the space for congregation purposes upon completion of the proposed scheme. The representative from the local primary school was enthusiastic about our proposals to work with the School and its pupils to enhance the use and understanding of Hanover Square Gardens and awareness of its heritage assets.

The Cabmen's Shelter Trust, although concerned about the details of the proposed relocation of the Cabmen's Shelter from the North to the South side of the Square, did understand the rationale for its proposed relocation and the opportunity that this provides for its continued operation.

Historic England generally welcomed this project and our aim to better reveal the heritage significance of this part of Mayfair. They support the proposed orbital path and can see a strong rationale for the proposed relocation of the cabmen's shelter to the top end of St. George Street – subject to further information being provided to them. These conversations will continue as the project develops.

An on-street Public Perception Survey was undertaken in the Summer with approximately 100 people using and passing through and around Hanover Square interviewed on-site to understand how they currently use the Square, what people think of it and what they know, if anything, of its rich history and heritage significance. This highlighted that whilst there was a lot of interest in the history of Hanover Square Gardens, the Pitt statue and other features, that users of the Square and Gardens collectively knew very little about their significance, and that a significant amount of work is now required to ensure that this situation can be remedied. Respondents to this survey raised similar concerns regarding traffic and accessibility as did the stakeholders through the November engagement events.

Further informal consultation has been carried out within the Council, seeking views of officers in Development Planning, Design and Conservation, the Parks and Gardens Team and Westminster City Council's Legal Services. Each has been agreeable to the proposed concept designs. Local Ward Councillors and Cabinet Members for Sustainability and Parking; City Management and

Community Services; and Sports and Leisure have similarly been made aware of the proposals and have offered their support.

LATEST CONSULTATION EXERCISE

CHANNELS

Table 2-1 provides a summary of the communication channels employed in November 2016 while Table 2-2 summaries the feedback channels that were made available at that time.

Table 2-1: Communication channels

CHANNEL	AUDIENCE
Leaflet and letter (+ online delivery survey)	Distributed by post to over 650 properties + additional distribution by hand
Email to key contacts	Interested groups, local residents & businesses
Hanover Square page on WCC's website	Key contacts and stakeholders, wider public
2 drop-in sessions (Nov 2016)	Interested groups, local residents & businesses

Table 2-2: Feedback channels

CHANNEL	AUDIENCE
Feedback questionnaire (printed copy and online version)	Distributed by post to over 650 properties + additional distribution by hand
Email address	Interested groups, local residents & businesses
Two drop in exhibitions (Nov 2016)	Interested groups, local residents & businesses

A leaflet was mailed to over 650 properties in the local area in mid-November 2016 (copies of the leaflet and distribution area are provided in Appendix B and C). The 4-page A4 leaflet provided an introduction to the Hanover Square improvement scheme, an overview of the proposals (including an annotated map and an artist's impression of the proposed arrangement), an overview of timescales and a series of frequently asked questions. It also promoted the two drop-in sessions scheduled for late-November. Included within the mailing was a link to an online questionnaire about delivery and servicing arrangements which recipients were also asked to complete.

The leaflet was also distributed by hand during door to door visits, and subsequently by email to a list of contacts within the immediate vicinity of the Square.

The two drop-in sessions were held at The Salvation Army Regent Hall, 275 Oxford St, London W1C 2D on:

- Tuesday 29th November, 8.30am – 2.00pm
- Wednesday 30th November, 4.00pm - 7.30pm

The venue was fully accessible from Oxford Street and well within the wider project area as shown on figure 1-1.

Each of the sessions provided attendees the opportunity to examine various material on display and to ask the project team about the proposals. Attendees at the meetings were encouraged to complete a questionnaire which gathered feedback on the proposed initial design of the scheme and on the events themselves.

The exhibition material and feedback questionnaire were also available online. An email address was set up to which people could provide additional feedback. This address is still in operation.

LEVEL OF RESPONSE

The consultation events were attended by 15 business representatives and nine responses to the feedback forms were received. Responses are summarised in Section 3 of this report.

3. FINDINGS: FEEDBACK FORM

INTRODUCTION

This section sets out the findings of the engagement exercise, specifically the feedback forms completed at the drop-in events and online.

LEVEL OF RESPONSE

The feedback form was available online and hard copies were made available at the events. By 12th December 2016, nine responses had been received in total (hard copies and online).

The feedback form was completed by 2 building owners, 3 business managers, 3 local employees and 1 other (non-stated).

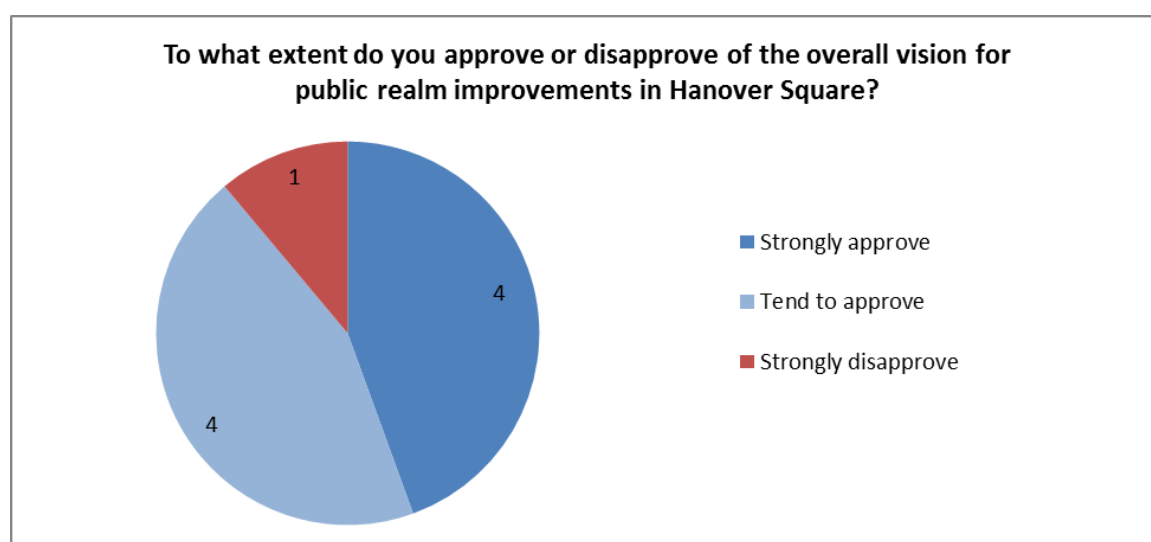
CURRENT ISSUES

When asked to identify the main issues currently affecting Hanover Square (an open question), it is noted that a number of respondents (5) cited traffic issues (including buses, peak time traffic congestion). Similar feedback was received in response to the previous on-street perception survey. Several people at these most recent events noted difficulties associated with the restricted vehicular access to Hanover Square, along with the current state of the Square (3).

VISION

Initially, respondents were asked whether they approve or disapprove of the overall vision for public realm improvements in Hanover Square. As shown below, the vast majority of respondents (8/9) support the vision (4 strongly approve, 4 tend to approve). Just one respondent strongly disapproves of the vision for public realm improvements in Hanover Square for its impact on traffic flow.

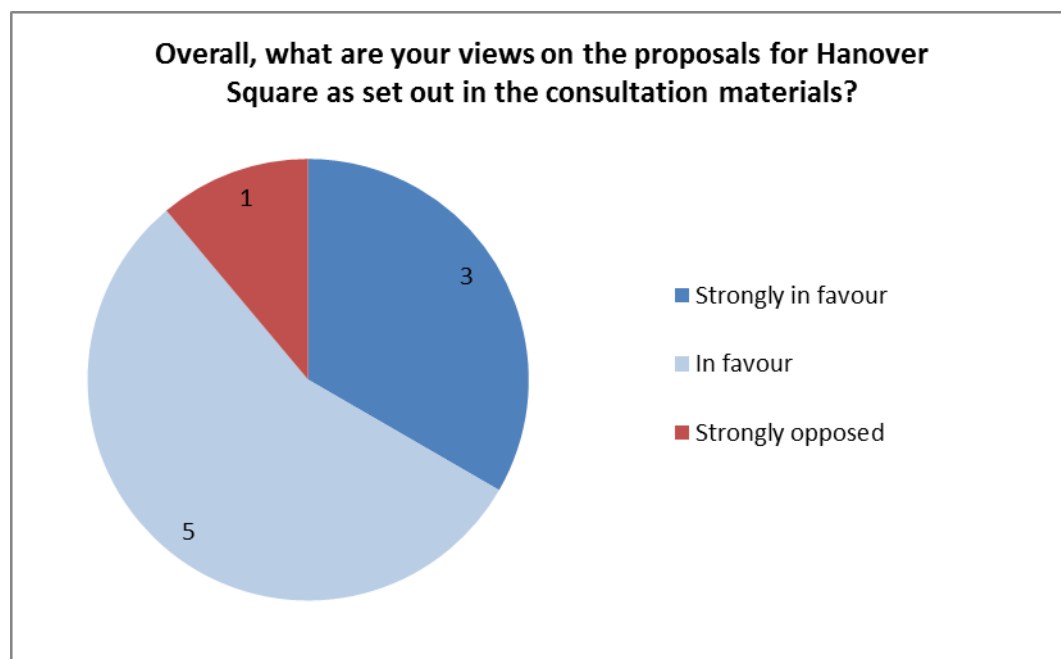
Figure 3-1 Views on vision for Hanover Square



OVERALL SUPPORT

When asked their views on the proposal overall, the vast majority (8/9 respondents) were supportive (3 are 'strongly in favour', 5 are 'in favour') while only one respondent was 'strongly opposed' (Figure 3-2).

Figure 3-2 Overall views on proposals



Respondents were asked to outline the reasons for their views on the proposals. This was an open question. The reasons for support and opposition respondents provided are summarised below.

Reasons for Support

The respondents who expressed support felt that the proposals would bring a significant improvement to Hanover Square, in terms of its design, the traffic flow arrangements and providing better access to the gardens. The proposed use of quality materials is welcomed (*"Yorkstone and Granite setts will provide a quality in feeling with the original context and historical context of Hanover Square"*). Respondents also mentioned the need for improved traffic control and that improvements are necessary to accommodate the future pedestrian flows brought by Crossrail. Several direct quotes follow:

- *"Vast improvement to the current situation".*
- *"When the new Crossrail station opens, it will not be able to accommodate the very heavy foot traffic in its existing state".*
- *"Looks a significant improvement on an unused space".*

Further general support was provided verbally and included that the "scheme would be an improvement generally".

Reasons for Opposition

The respondent who expressed 'strong opposition' to the proposals for Hanover Square (a building owner) was concerned about the traffic restrictions that would be introduced as part of the scheme:

- *"We have suffered for several years in order to reap the long term benefits of Crossrail. However, the proposal for the longer term would keep all of the traffic restrictions in place on a permanent basis".*

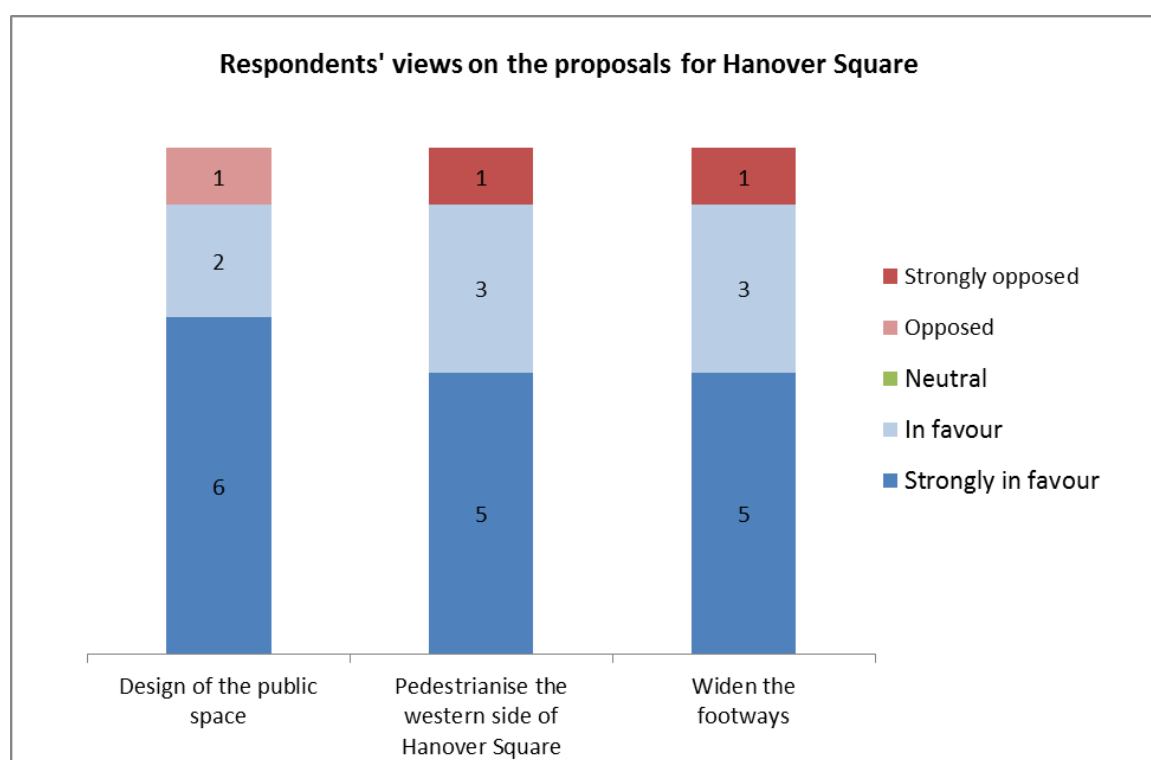
VIEWS ON THE PROPOSED CHANGES

Respondents were asked for their views on several aspects of the proposed changes to Hanover Square, more specifically the proposals for the design of the public space (e.g. improved lighting, re-paving and garden design), pedestrianisation of the western side of the Square and the proposed widening of the footways.

As shown in Figure 3-3, most of the respondents were strongly in favour of these specific proposals, particularly in terms of the proposed changes to the public space design (6/9 respondents were strongly in favour and 2 were in favour).

Just one respondent was opposed to the proposed changes to the design of the public space while the same respondent was strongly opposed to both the proposals to widen the footways and to pedestrianise the western side of Hanover Square. These 'oppose' views were expressed by the same respondent who was opposed to the scheme as a whole.

Figure 3-3 Respondents' views on specific proposals for Hanover Square



Respondents were asked to outline the reasons for their views on these proposals in an open question for each proposal. The reasons for support and opposition are summarised below.

Reasons for Support

The eight respondents who expressed support for the proposed changes to the design of the public space believe that the proposals will improve the space and make it more usable for the local community. Several direct quotes follow:

- *“The church used to use Hanover Square to have their lunches on Sundays and would like to do so again”.*
- *“The vision makes it a lovely space”.*
- *“The gardens need to be more resilient and better utilised by the local community”.*
- *“The design will completely improve the green spaces and bring heritage states to a more prominent frontage”.*

The eight respondents who supported the proposals to pedestrianise the western side of Hanover Square believe that the proposal will make the space safer and more accessible for pedestrians, particularly with the future volume of passengers using the Crossrail station. They also felt it will improve the overall atmosphere of the Square. Pedestrianisation was also seen by one respondent as long overdue. Several direct quotes follow:

- *“Safer for people coming out of the station and overall improved access for other pedestrians”.*
- *“More pedestrianisation will be required in this symmetry and elegance of Hanover Square following the opening of Crossrail”.*

Finally, the eight respondents in support of widening the footways believe that the proposal will improve safety and allow for the greater volumes of pedestrian traffic associated with Crossrail:

- *“The footways will be much busier with the Crossrail traffic, so wider paths will help”.*

Reasons for Opposition

The respondent who expressed opposition to the proposals for the design of the public space explained in their questionnaire that the western side of Hanover Square should be reinstated for vehicular access to allow traffic based in Tenterden Street and Princes Street the opportunity to exit in both the northbound (Harewood Place) and southbound (St. George Street) directions. The respondent felt that:

- *“Improvements to pedestrian thoroughfares must not be at the expense of vehicular traffic.”*

The same respondent also expressed negative opinions about the proposal to pedestrianise the western side of Hanover Square, on the grounds that traffic cannot get through Harewood Place in an efficient manner under the existing arrangements due to the number of vehicles parked on double yellow lines (which effectively restricts traffic to a single lane). The respondent suggested that the proposed scheme would be acceptable if there was more rigorous enforcement of the parking restrictions, as this would allow traffic to flow freely. The individual also suggests that if the junction of Princes Street with Regent Street was reopened, there would be less pressure on the Harewood Place ‘bottleneck’. The respondent also commented on the perceived negative impact of the closure of the western side of Hanover Square during the Crossrail works:

- *“...the tranquillity of the gardens has been destroyed. This has ruined what was a beautiful and relaxing oasis for the pedestrian which is surely the most important consideration”.*

Finally when asked to give reasons for opposing the proposals to widen the footways, the respondent commented:

→ *“These proposals are the equivalent to blocking an artery to the heart”.*

DESIGN ISSUES

Respondents were asked to identify any local/site specific issues that WCC should be aware of when developing their designs in more detail.

Three respondents mentioned issues, including:

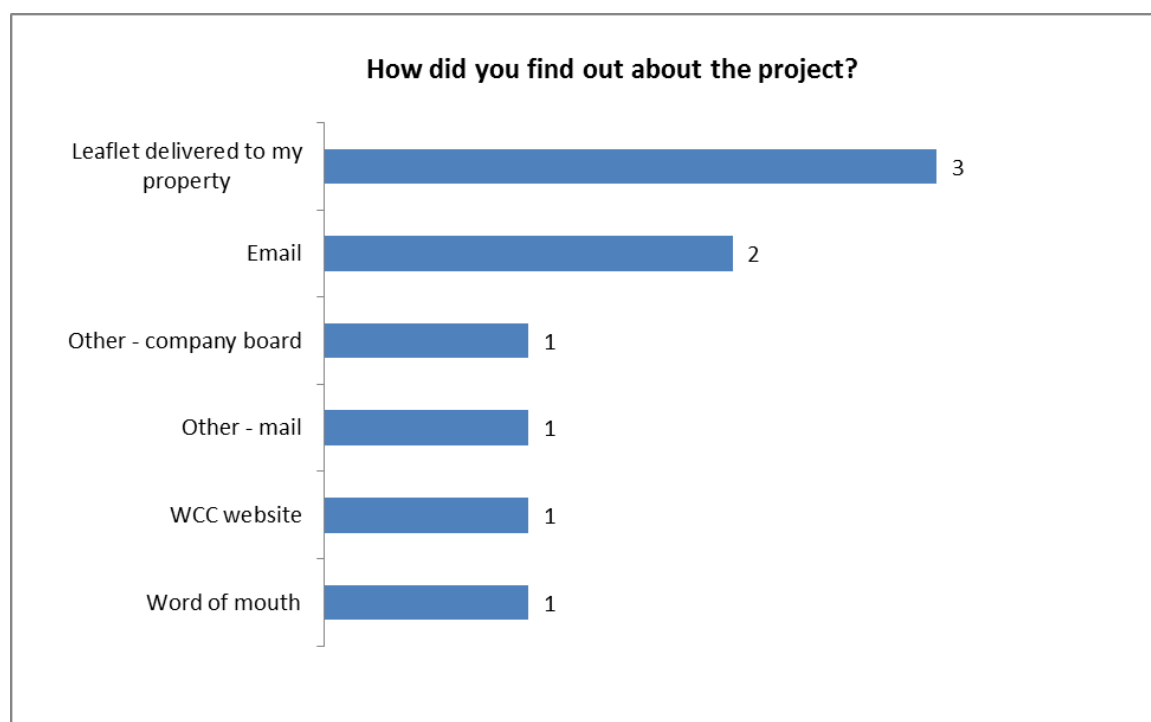
- The need to incorporate motorcycle parking (1)
- Timings for street cleansing (1)
- Design that appeals to residents and encourages them to use the Square (1); and
- The management of road closures of Bond Street and Regent Street, particularly during the summer, as this causes considerable inconvenience to businesses (1).

COMMUNICATION

Communication channels

Figure 3-4 shows how respondents to the written questionnaire became aware of the project.

Figure 3-4 Communication methods



Drop-in consultation event feedback

Figure 3-5 presents feedback on the drop-in consultation events. One of the respondents did not attend the event (shown by 'don't know' in figure 3-5 below). All respondents who attended the sessions agreed that the drop-in event was useful and that the content was easy to understand. They also appreciated the opportunity to talk through the proposals, found the venue appropriate and thought there was a good range of days/times to attend (7/9 respondents).

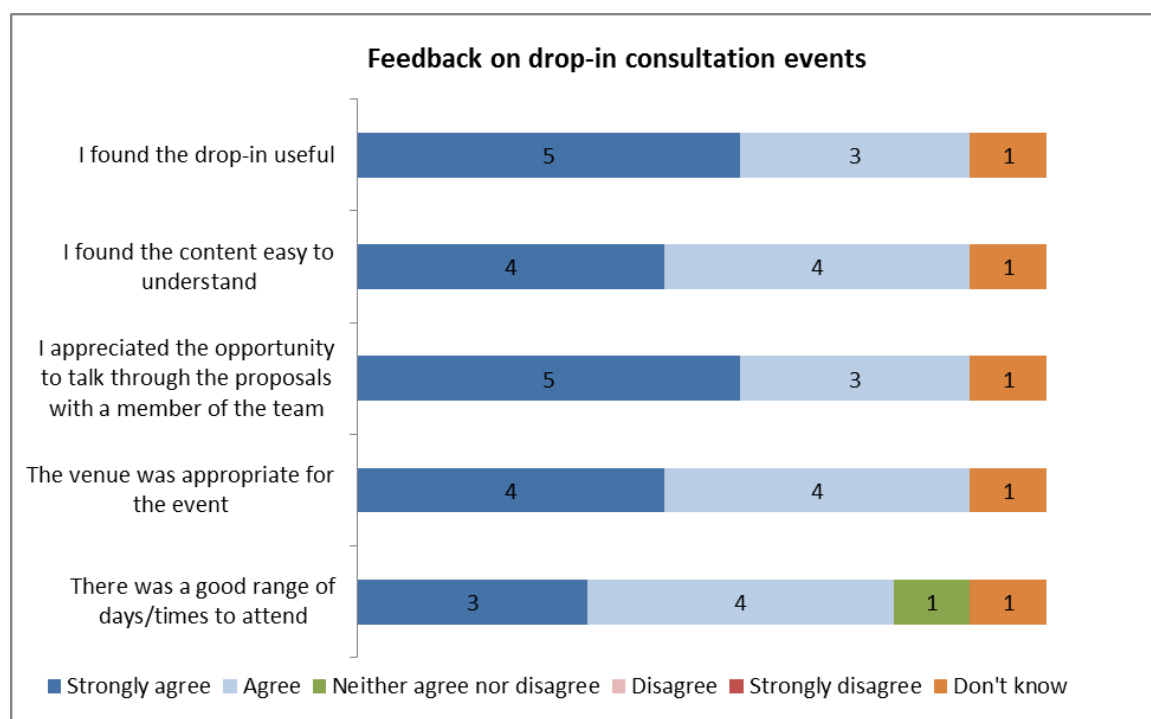
When asked what they found most useful, several respondents stated that seeing the plans (4 respondents) and talking through them (3 respondents) had been most useful to them. One stated that it was useful to find out how the proposed scheme will affect their business. One of the respondents found the drop-in consultation event *"a very useful and comprehensive consultation exercise"*.

Very little negative feedback was provided. One respondent stated that the events venue was difficult to find and felt that the event could have been better advertised at the entrance. Future events are proposed to be better advertised following this feedback.

MODE OF TRAVEL

Respondents were also asked to say how they usually travel in the Hanover Square area. The majority of the respondents (7) responded that they walk. Two respondents did not provide an answer.

Figure 3-5 Drop-in consultation event feedback



SUMMARY

Of the 9 respondents who completed the feedback form, all but one were supportive of the proposed scheme (8 respondents). The respondent who answered negatively about the proposals didn't attend the events (shown as 'don't know' response in figure 3-5).

Those who were not in favour of the proposed scheme welcomed the opportunity to improve Hanover Square and recognised that the scheme will deliver a safer and more pleasant environment.

With regard to the specific proposals for the design of the public space (e.g. improved lighting, re-paving and garden design), pedestrianisation of the western side the Square and widening the footways, respondents expressed a good level of support (7/8 in each case).

Objections focussed on the ease of traffic movement and proposed location of the cabmen's shelter. Respondents were generally in favour of the proposals and feedback on the drop-in events was generally positive.

4. DROP-INS & WRITTEN CORRESPONDENCE

INTRODUCTION

This chapter sets out the comments raised during the two drop-in sessions held in November 2016 along with the issues raised in written correspondence (email and letter) before and after the event.

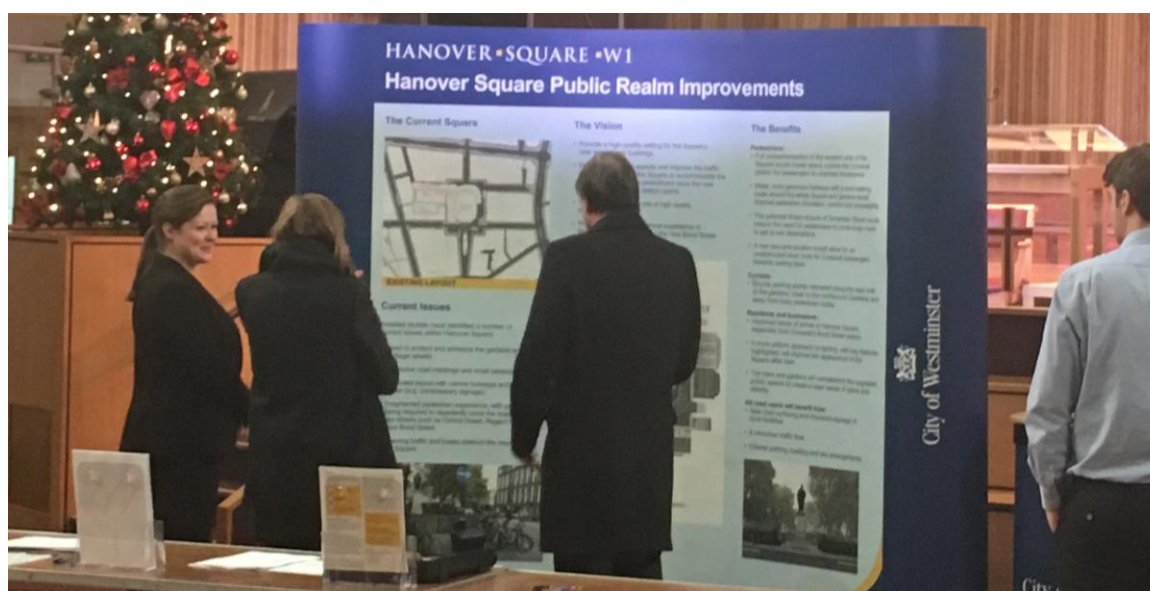
ATTENDANCE & RESPONSE

The briefing meetings had varying levels of attendance, as shown in Table 4-1 below. In total, the events were attended by 15 stakeholders.

Table 4-1: Attendance at briefing meetings

Date	No. attendees
Tuesday 29 th Nov (morning)	10 businesses/stakeholders
Wednesday 30 th Nov (evening)	5 businesses/stakeholders
Total	15 businesses/stakeholders

Figure 4-1: Drop-in Event November 2016 Salvation Army Regent Hall Oxford Street



ISSUES RAISED

The purpose of the drop-in sessions were for businesses, residents and stakeholders within the immediate vicinity of Hanover Square, Tenterden Street, Harewood Place etc (see Figure 1-1 above) to find out more about the proposals for Hanover Square and to ask questions of the project team to gather the information they required in order to make a judgement on the proposals, and for the project team to understand better the requirements of the stakeholders and their views on the proposed scheme. A servicing needs questionnaire was carried out in parallel to this event, the results of which will be reported on separately.

This section sets out the comments raised at the drop-in events and in any written correspondence, focusing on any unresolved issues, rather than listing every question asked of the project team. The comments have been organised into a series of themes for ease of interpretation.

To date just one email providing further comments on the proposed scheme has been received. The issues raised at the drop-ins and in the email are presented below.

WCC's initial responses to each issue are highlighted below in green.

Pedestrian facilities

- Query about disabled access/ route from the Crossrail station around the Square.

A fully accessible pedestrian route is proposed around Hanover Square which will include pavement level crossings at each crossing point.

Footways

- Concern that the pedestrianised area may be used by cyclists/motorcyclists. Query as to how cyclist / motorcyclist behaviour will be managed to discourage illegal manoeuvres.

This matter will be subject to detailed design consideration in early 2017. There is no intention to allow cyclists / motorcyclists to use the pedestrianised western terrace. Measures will be developed during the next design stages to ensure that this is so.

Cycle / motorcycle facilities

- Query about the number of proposed motorcycle parking bays. Would like confirmation of existing numbers being retained (or increased). A number of this stakeholder's co-workers also use motorbikes to commute.

The current amount of motorcycle parking is proposed to be reinstated in appropriate locations in Hanover Square. The current design shows no net loss of cycle / motorcycle parking and opportunities for additional spaces are currently under review.

Taxis

- Query about whether the appearance of the Cabmen's shelter will be improved.

Repairs are proposed, subject to funding being secured, for these works.

- Strong opposition to the proposed relocation of the Cabmen's shelter to outside Vogue House (due to appearance, perceived cooking smells, parking issues, taxi drivers, not in keeping with the image of Vogue House, will obscure view of shop, will obscure view from ground floor offices, fire risk (fire escape route)). While the organisation appreciates the history of the shelter, they do not agree with the proposed location for it.

Consideration has been given to a number of relocation site options and currently this location is the one that best suits the Hanover Square design and other requirements. Details relating to this site will be considered further during Stage 2 of the design process in early 2017.

Servicing, deliveries, loading & parking

- Queries regarding the existing parking restrictions (single yellow lines) on Dering Street. Several business representatives explained the need for constant loading/set down access. Some businesses need the flexibility of being able to accept deliveries all day, specifically art galleries/dealers who receive deliveries between 10am and 6pm. Concern that if the current parking/loading restrictions are removed and timed/restricted delivery times are imposed, it would have a severely detrimental impact upon their business.

Access to be maintained to Dering Street. Timed access via Tenterden Street is proposed to tie-in with Bond Street and Oxford Street West proposals. Timed closures are proposed to align with the peak hours of use of the Crossrail station entrance to avoid the risk of pedestrian vehicular conflict.

- Confusion about which parts of the Square and surrounding streets the timed access would affect, and query about whether it would impact on access to/from Dering Street from New Bond Street, and about how the timed access on Tenterden Street would be achieved (e.g. bollard) and who would be in control of this management.

Controlled / timed access being considered in Tenterden Street in collaboration with the Bond Street and Oxford Street schemes. The latter may impact on the operation of Harewood Place and other connecting streets. Potential bollard control with Crossrail having a key. Further details relating to access and maintenance are currently under review.

- Query about how the new parking and loading arrangements will be enforced on pedestrianised/shared surface areas.

These spaces will remain as public highway and therefore be enforceable through standard controls. The management of the public realm generally is subject to review through the design process for this scheme.

- Representatives from Vogue House at 1-2 Hanover Square mentioned that they sometimes find it difficult to access the layby outside their building (since the traffic has been re-routed due to Crossrail, the layby is more widely used by others). In addition they also suggested the need for bollards/design feature to discourage large vehicles pulling onto the sett paving for loading (e.g. Itsu deliveries) as paving gets broken and leads to water ingress in their basement.

Noted. These matters will be considered in Stage 2 of this project.

- Query about if there will be any allocated coach parking within the proposals.

There is no dedicated coach parking proposed as part of the Hanover Square Public Realm Scheme.

- It was noted that building works next door to number 13 Hanover Square have given rise to problems receiving deliveries / loading, so there are concerns about any further reduction in loading space in this area being proposed as part of the plans.

Noted. The proposals seek to achieve a positive balance between the needs of businesses, vehicular and pedestrian traffic. A separate servicing survey has been carried out in parallel to the initial consultation exercise and opportunities to maximise loading space are being sought.

- A disabled driver who works on Dering Street currently parks with a Westminster White badge on Bond Street. Query as to whether this will still be permitted.

Disabled parking is proposed to be re-provided within both schemes to the same levels as exist now.

Trees

- Query as to which trees will remain.

Trees are proposed to be sustainably managed within the new scheme alongside a programme of succession planting with new trees and shrubs appropriate for this location.

Public assistance and facilities

- Query as to who maintains control of the gardens, and if there is scope for sponsorship / to hold events.

The City Council will maintain control of the Gardens and surrounding highway. Consideration will be given to sponsorship opportunities through the design and delivery process and to the possibility of location appropriate events in the future.

A management plan will be developed for Hanover Square which will set out how events in the gardens and other matters will be managed.

SUMMARY

This chapter has summarised the issues raised during the drop-in sessions and in any written correspondence.

The concerns identified cover a broad range of topics, the most prevalent being parking and loading issues.

5. SUMMARY & NEXT STEPS

SUMMARY

Two drop-in consultation events were held in November 2016 to allow businesses, residents and stakeholders to find out more about the proposals for Hanover Square and for the project design team to better understand stakeholder views and needs. In total, 15 business / stakeholder representatives attended the drop-in events and provided verbal and/or written feedback.

Feedback forms were made available online and at the events to gather opinions on the proposals. By 12th December 2016, 9 written responses had been received in total.

There is broad support for the proposed public realm scheme for Hanover Square. Local businesses generally welcomed the proposals to significantly improve the public realm in Hanover Square, particularly in terms of making better use of the space, providing access to the gardens and planning for the increased pedestrian flows through the area associated with the opening and operation of Crossrail from December 2018.

In terms of the concerns raised, one respondent was strongly opposed to the proposed changes due to the traffic restrictions proposed and the potential long term impact of these on their business. It is apparent that a number of local businesses already experience difficulties due to the restricted access associated with the Crossrail works.

Making Hanover Square east 2-way should help alleviate this concern.

A further area of concern raised (by a different respondent) is the proposed location of the Cabmen's shelter. Further concerns were raised in relation to servicing / loading facilities, disabled parking and motorcycle parking.

The drop-in consultation events were considered useful by those who attended, particularly in terms of providing local businesses/stakeholders with an opportunity to see the plans and discuss them with the project team.

NEXT STEPS

This preliminary engagement activity has provided useful feedback on the initial design of the Hanover Square public realm improvement scheme. It has also raised awareness of the project and enabled WCC to start, and in some cases continue a 'conversation' with local businesses and stakeholders about the proposals. The design work is ongoing and matters of detail will be focused on during subsequent engagement activities once Stage 2 is underway in early 2017. Parking and loading arrangements will be subject to statutory consultation as part of the Traffic Management Order (TMO) process during Stage 3.

The next step in the process is to hold further stakeholder engagement sessions for a wider audience in spring 2017, which will comprise a presentation, a visualisation video, a Q&A session and a chance to view updated exhibition displays.

The next stage of engagement will demonstrate how feedback from these initial sessions has been used to further shape the design. It may result in some changes to the design proposals.

Appendix A

LETTER



City of Westminster

Contact: Hillary Skinner
Tel: 020 7641 2531
E-mail: hskinner@westminster.gov.uk
Ref: Hanover Square Improvement
Date: 17th November 2016

RE: Hanover Square Public Realm Improvement Scheme

Dear Sir / Madam,

Westminster City Council is developing a public realm improvement scheme for Hanover Square and we need your input.

The project is being designed for delivery in phases, in advance of the opening of Crossrail's Bond Street Station in the North West corner of Hanover Square in December 2018.

The scope is to:

- Provide a high-quality setting for the Square's new and historic buildings;
- Enhance the public spaces and improve the traffic management within the Square to accommodate the significant increase in pedestrians once the new Crossrail station opens;
- Transform the whole Square into an high quality public space;
- Provide an exceptional arrival experience in Westminster.

Please join us at a drop-in event on 29th or 30th November to find out more about this project and to tell us about your servicing needs. Details are overleaf.

The Council are in particular seeking to deliver improvements to the highways and public spaces in Hanover Square ahead of the opening of Crossrail's Bond Street Station Eastern Ticket Hall in the North-West corner of the Square in December 2018. This project is part of the wider West End Partnership and Westminster City Council work to enable the West End to accommodate growth, whilst at the same time strengthen its unique cultural character and amenity.

To inform development of this project, Norman Rourke Pryme, on behalf of Westminster City Council, is conducting a study to understand the current level of freight and servicing vehicle activity around Hanover Square and on neighbouring streets. Understanding how deliveries, collections and servicing activities work will inform development of public realm designs for Hanover Square. In addition it will allow appropriate loading, servicing and possible timed access arrangements to be provided on and around Hanover Square in the future.

To help inform development of possible designs for Hanover Square please complete the online questionnaire to capture information relating to your company's vehicle access, loading and servicing requirements. This will help the Council to understand how possible future changes to access arrangements in this area might affect vehicle access to your property (if relevant) and your servicing and loading strategy. This data will not be used for any other purpose.



City of Westminster

The questionnaire can be accessed online here:

<http://www.surveygizmo.com/s3/3183003/Hanover-Square-Deliveries-and-Servicing-Survey>

Further information is available on the project website at:

<http://westminstertransportationservices.co.uk/hanover-sq>

and will be updated as the project develops.

We would like to know what you think of our plans, and encourage you to attend our drop-in event at the The Salvation Army Regent Hall, 275 Oxford St, London W1C 2DJ

On:

- **Tuesday 29th November: 8.30am to 2pm**
- **Wednesday 30th November: 4pm to 7.30pm**

We also urge you to complete the online questionnaire about your business's parking and loading arrangements by 5th December 2016.

If you have any specific loading/servicing requirements for your business or other comments that you would wish the Hanover Square Design Team to consider in relation to your servicing arrangements, please contact Andrew Graham from Norman Rourke Pryme (NRP): andrew.graham@nrpcc.com 0117 3878 911. Andrew will also be available at the drop-in events to discuss your servicing arrangements with you.

Formal consultation on the proposed public realm improvement scheme will follow in the New Year.

Many thanks in advance for your valued input into this important project.

Yours sincerely,

Hilary Skinner (Miss)

Place Shaping Coordinator
Growth, Planning and Housing
Westminster City Council
11th Floor East
Westminster City Hall
64 Victoria Street
London SW1E 6QP

Appendix B

LEAFLET

HANOVER ■ SQUARE ■ W1



Hanover Square Public Realm Improvements

Overview

Westminster City Council is developing a comprehensive public realm improvement scheme for Hanover Square.

The vision is to:

- Provide a high-quality setting for the Square's new and historic buildings.
- Enhance the public spaces and improve the traffic management within the Square to accommodate the significant increase in pedestrians once the new Bond Street Crossrail station opens.
- Transform the Square into a high quality public space.
- Provide an exceptional arrival experience in Westminster for those using the new Bond Street Crossrail Station.

The project is being designed for delivery in phases, in advance of the opening of Crossrail's Bond Street station in the north west corner of Hanover Square in December 2018.

Investment in the public spaces in Hanover Square will include repaving in high quality materials,

re-aligning the road layout and installing high quality lighting. Together these improvements will enhance the existing historical features of the Square and surrounding buildings and, subject to funding being secured, create an oasis within the restored Hanover Square gardens for those who live, work in and visit the area.

The City Council as the local highway authority will lead the project, working closely with key local stakeholders.

A concept design for Hanover Square for initial local stakeholder engagement and informal consultation has been produced and is overleaf.



**PLEASE REGISTER TO ATTEND
A NOVEMBER DROP-IN EVENT**

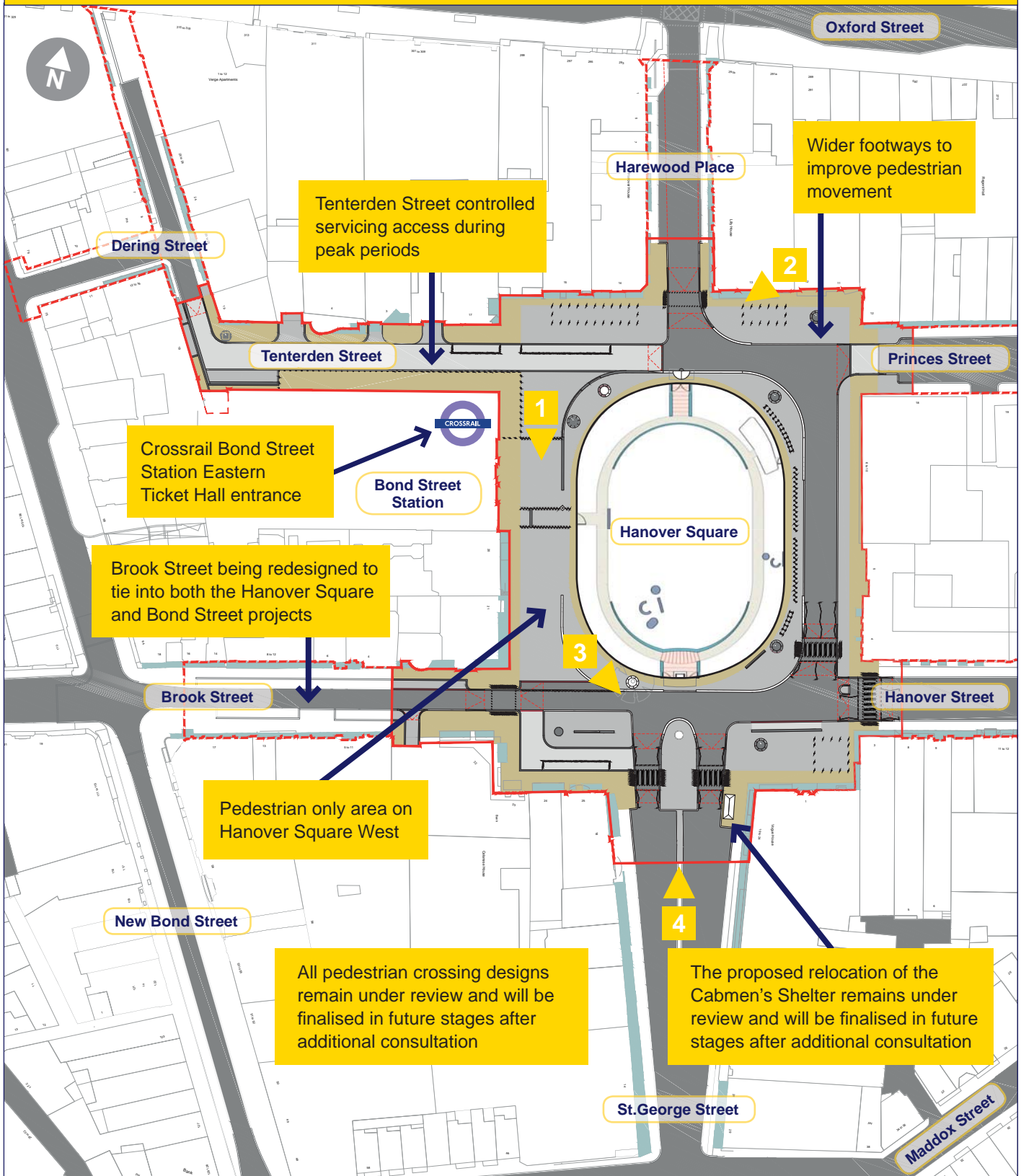
See back page for further information



City of Westminster

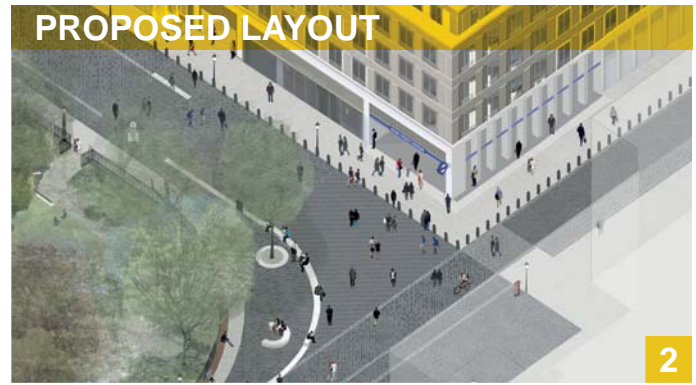
THE PROPOSALS

- Pedestrianisation of the western side of Hanover Square, providing space for pedestrians to orientate themselves outside the new station entrance.
- Use of quality natural resurfacing materials throughout the Square.
- Improved highways layout around the Square including at its junctions with connecting streets.
- Reallocation of parking and loading bays and controlled service vehicle access to Tenterden Street to help minimise pedestrian and traffic conflict.
- The necessary relocation of the Cabmen's Shelter to an alternative site within the core project area.
- Introduction of consistent modern street lighting.





Proposed view south towards St George Street from the pedestrianised west side of Hanover Square.



Proposed view of new Crossrail Bond Street Station Eastern Ticket Hall entrance.



Proposed view south towards Vogue House and St George Street from the south west corner of Hanover Square.



Proposed view north into Hanover Square from the northern end of St George Street.

Images 1-4: Concept designs, subject to further development, testing and agreement.

Current issues

Detailed studies have identified a number of current issues within Hanover Square:

- A need to protect and enhance the gardens and their heritage assets.
- Excessive road markings and small pedestrian islands.
- Confused layout with narrow footways and street clutter (e.g. unnecessary signage).
- Fragmented pedestrian experience, with pedestrians being required to repeatedly cross the road to access key streets such as Oxford Street, Regent Street and New Bond Street.
- Queuing traffic and buses obstruct the views of the Square.

Benefits of the proposed scheme

Pedestrians:

- Full pedestrianisation of the western side of the Square would create space outside the Crossrail station for passengers to orientate themselves.
- Wider, more generous footways with a level walking route around the whole Square and gardens would improve pedestrian circulation, comfort and accessibility.

- The potential timed-closure of Tenterden Street would reduce the need for pedestrians to cross busy roads to get to key destinations.
- A new taxi-rank location would allow for an unobstructed level route for Crossrail passengers towards waiting taxis.

Cyclists:

- Bicycle parking stands relocated along the east side of the gardens, close to the northbound Quietway and away from busy pedestrian routes.

Residents and businesses:

- Improved sense of arrival at Hanover Square, especially from Crossrail's Bond Street station.
- A more uniform approach to lighting, with key features highlighted, will improve the appearance of the Square after dark.
- The trees and gardens will complement the upgraded public spaces to create a clear sense of place and identity.

All road users will benefit from:

- New road surfacing and improved signage of local facilities.
- A smoother traffic flow.
- Clearer parking, loading and taxi arrangements.

Timescales

The works are proposed to begin on site in mid-2017 with the first phases of the scheme proposed to be delivered ahead of the opening of Crossrail's Bond Street Station in Hanover Square in December 2018.



Frequently asked questions

What is the aim of the scheme?

The scheme aims to transform Hanover Square into an inviting place to be, with pleasant streets where people can get about easily and safely, relax and spend time. The vision is to make the Square a high quality public space.

Why is it needed?

The proposals will transform the Square into a principal arrival point to the West End from 2018 onwards. The current streetscape is cluttered and the footways are narrow. The lighting and footways are currently not uniform, and parked buses block views of the Square. The council is delivering this scheme in advance of the opening of Crossrail's Bond Street Station in Hanover Square in December 2018.

The project will create more space for the many additional pedestrians using this area, and improve the look and feel of Hanover Square for residents, businesses and visitors.

What exactly is proposed?

Investment in the public spaces in Hanover Square will see improved paving materials, re-aligned road layouts and high quality lighting. These improvements will come together to enhance the existing historical features of the Square and surrounding buildings.

The project will create an oasis within the restored gardens for those who visit, work and live locally. Significant pedestrianisation will enhance the pedestrian experience and reduce the need to cross busy roads. Street clutter will be reduced and improved cycling facilities will be available.

Taxi ranks will be relocated to enable easy access, and the Cabmen's Shelter is proposed to be repositioned in a more suitable location, to allow it to remain in operation servicing the taxi trade.

Further information

Information will be available online at www.westminstertransportationservices.co.uk/hanover-sq and will be updated regularly with the latest plans, project progress updates, current working areas and planned traffic impacts. If you would like to sign up for email updates or provide information about your business – you can email us at hanoversquare@wspgroup.com

DROP-IN EVENTS

We will be holding two drop-in events for local businesses and residents to find out more about the proposed works and timescales and to meet the project team.

These will be held at

The Salvation Army, Regent Hall,

275 Oxford St, London W1C 2DJ on:

Tuesday 29th November, 8.30am-2.00pm

Wednesday 30th November, 4.00pm-7.30pm

We ask that you please **register your attendance in advance** by contacting our Communications Manager at: hanoversquare@wspgroup.com

Contact

If you wish to write to us about the project, please address correspondence to:

Hilary Skinner (Miss)

Westminster City Council

11th Floor East

Westminster City Hall

64 Victoria Street

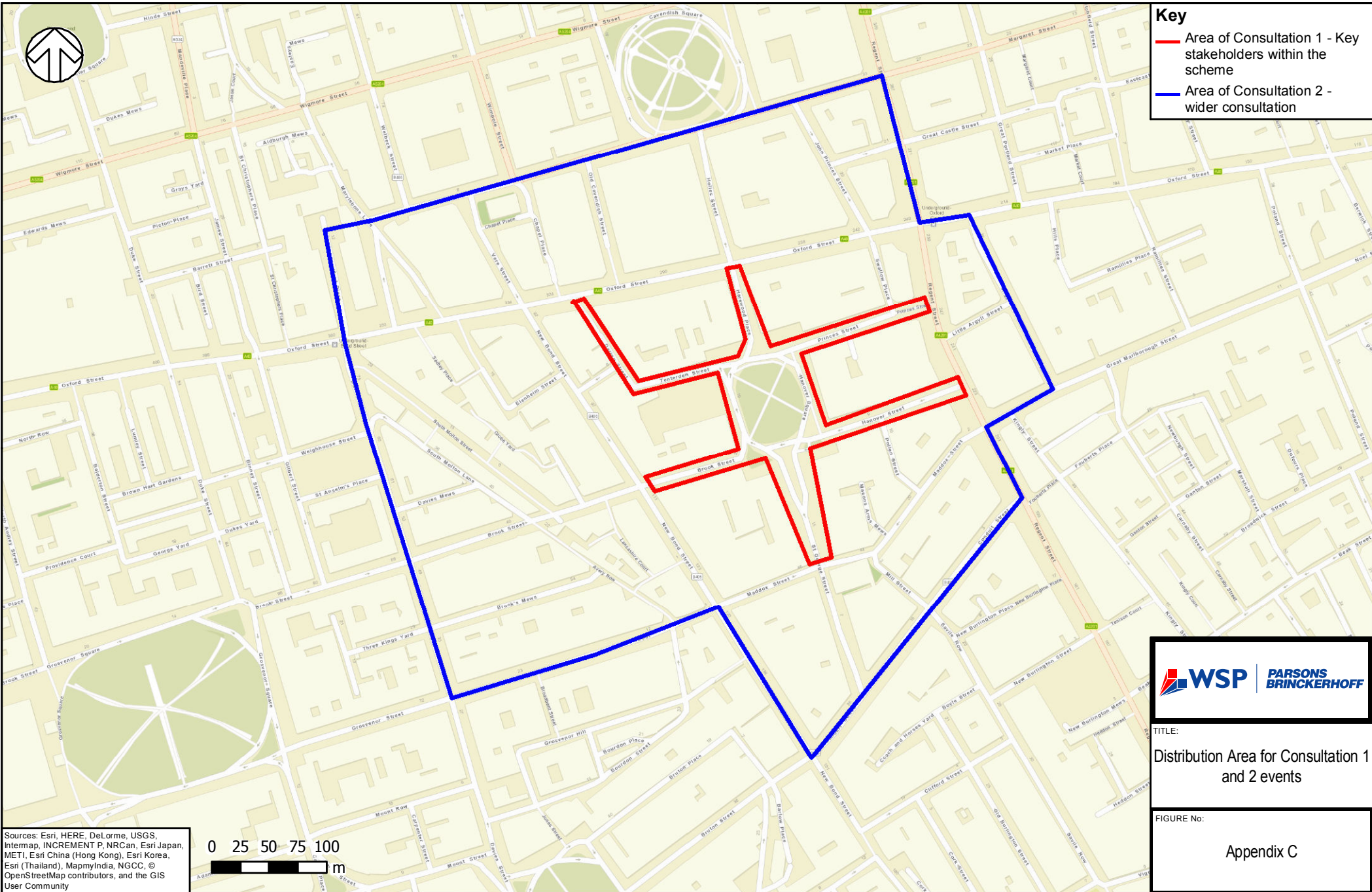
London SW1E 6QP



City of Westminster

Appendix C

DISTRIBUTION AREA



Appendix D

QUESTIONNAIRE

Hanover Square Public Realm Improvements Proposals

Hanover Square W1

1) In what capacity are you responding?

- ☐ Local resident
- ☐ Business owner
- ☐ Business manager
- ☐ Building owner
- ☐ Local employee - please say where you work:

- ☐ Property agent
- ☐ Stakeholder organisation - please tell us the name of your organisation:

- ☐ Taxi driver
- ☐ Visitor
- ☐ Other - Please say: _____

2) What do you feel are the main issues currently affecting Hanover Square?

3) To what extent do you approve or disapprove of the overall vision for public realm improvements in Hanover Square?

- ☐ Strongly approve
- ☐ Tend to approve

- ☐ Neither approve nor disapprove
- ☐ Tend to disapprove
- ☐ Strongly disapprove
- ☐ Don't know

4) Overall, what are your views on the proposals for Hanover Square as set out in the consultation materials?

- ☐ Strongly in favour
- ☐ In favour
- ☐ Neither in favour nor opposed
- ☐ Opposed
- ☐ Strongly opposed
- ☐ Don't know

5) Please explain the reasons for your answer below.

6) What are your views on the proposed changes to the design of the public space e.g. improved lighting, re-paving and garden design?

- ☐ Strongly in favour
- ☐ In favour
- ☐ Neither in favour nor opposed
- ☐ Opposed
- ☐ Strongly opposed
- ☐ Don't know

Comments:

7) What are your views on the proposals to pedestrianise the western side of Hanover Square?

- ☐ Strongly in favour
- ☐ In favour
- ☐ Neither in favour nor opposed
- ☐ Opposed
- ☐ Strongly opposed
- ☐ Don't know

Comments:

8) What are your views on the proposal to widen the footways?

- ☐ Strongly in favour
- ☐ In favour
- ☐ Neither in favour nor opposed
- ☐ Opposed
- ☐ Strongly opposed
- ☐ Don't know

Comments:

9) How did you find out about this project? Please tick all which apply

- ☐ Leaflet delivered to my house
- ☐ Email
- ☐ WCC website
- ☐ Local newspaper
- ☐ Social media
- ☐ Community group/forum
- ☐ Word of mouth
- ☐ Other - please say: _____

10) Please let us know of any local/site specific issues that we should be aware of when developing our designs in more detail.

11) Please tell us how you found the drop in. Please tick one answer per row.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I found the drop-in useful	()	()	()	()	()	()
I found the content easy to understand	()	()	()	()	()	()
I appreciated the opportunity to talk through the proposals with a member of the team	()	()	()	()	()	()
The venue was appropriate for the event	()	()	()	()	()	()
There was a good range of	()	()	()	()	()	()

days/times to attend						
-------------------------	--	--	--	--	--	--

12) What did you find most useful and why?

13) Which parts were the least useful? Why?

14) When travelling into or around the Hanover Square area, do you travel most often as a (please tick the ONE you use most often):

☐ Pedestrian

☐ Cyclist

☐ Bus passenger

☐ London Underground user

☐ Car/van user

☐ Motorcyclist

☐ Taxi user

☐ Other - please say: _____

15) Do you have any further questions about the proposals that you would like answered?

16) Are there any other comments you would like to make?

17) To help us with our analysis, we would appreciate it if you could provide us with your postcode. If you are responding on behalf of a business, we ask that you provide the name of the business in order for us to contact you again in the future to respond to any queries you have raised. This data will be analysed by the project team only. All data will remain confidential and will be processed in accordance with the 1998 Data Protection requirements and will not be passed on to any other third party.

Name: _____

Residents: Home postcode: _____

Name of business: _____

Businesses: Work postcode: _____

18) If you would like to receive regular email updates about the proposals for Hanover Square, please provide your details below:

Name: _____

Address: _____

Email: _____

Phone: _____

Thank You!

Appendix E

PHOTOS

