

HANOVER SQUARE PUBLIC REALM IMPROVEMENTS

SECOND REPORT ON ENGAGEMENT

CONFIDENTIAL

JULY 2017

HANOVER SQUARE PUBLIC REALM IMPROVEMENTS

REPORT ON ENGAGEMENT

DRAFT
Westminster City Council

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TABLE OF CONTENTS

EXECUTIVE SUMMARY	5
1. INTRODUCTION.....	7
2. METHODOLOGY.....	10
3. FINDINGS: FEEDBACK FORM	13
4. CONSULTATION EVENT & WRITTEN CORRESPONDENCE	25
5. EXTENDED CONSULTATION (11TH MAY – 1ST JUNE 2017) ...	35
6. SUMMARY & NEXT STEPS.....	37

TABLES

TABLE 2-1: COMMUNICATION CHANNELS.....	10
TABLE 2-2: FEEDBACK CHANNELS.....	11

FIGURES

FIGURE 3-1 VIEWS ON VISION FOR HANOVER SQUARE (9 RESPONSES)	14
FIGURE 3-2 OVERALL VIEWS ON PROPOSALS (9 RESPONSES).....	15
FIGURE 3-3 RESPONDENTS' VIEWS ON PROPOSALS TO PEDESTRIANISE HANOVER SQUARE (9 RESPONSES)	16
FIGURE 3-4 RESPONDENTS' VIEWS ON PROPOSALS TO WIDEN THE FOOTWAYS (9 RESPONSES)	17
FIGURE 3-5 RESPONDENTS' VIEW TO PEDESTRIANISE TENTERDEN STREET (9 RESPONSES).....	18
FIGURE 3-6 RESPONDENTS' VIEWS ON THE PARKING AND LOADING PROPOSALS (9 RESPONSES)	19
FIGURE 3-9 CONSULTATION EVENT FEEDBACK.....	23
FIGURE 4-1: BRIEFING SESSION APRIL 2017 SALVATION ARMY REGENT HALL OXFORD STREET.....	25

APPENDICES

A P P E N D I X	A	FEBRUARY 2017 REPORT ON ENGAGEMENT
A P P E N D I X	B	CONSULTATION LEAFLET APRIL 2017
A P P E N D I X	C	LEAFLET DISTRIBUTION AREA
A P P E N D I X	D	QUESTIONNAIRE – APRIL 2017
A P P E N D I X	E	TREES INFORMATION – EXTRACT FROM CONSULTATION WEB PAGE MAY 2017
A P P E N D I X	F	PHOTOS – APRIL 2017

EXECUTIVE SUMMARY

Westminster City Council (WCC) is currently undertaking design work for 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 line with the construction of and opening of Crossrail's Bond Street Station Eastern Ticket Hall in Hanover Square's North West corner in December 2018.

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 Deputy Leader and Cabinet Member for Built Environment, Councillor Robert Davis MBE DL, approved a concept design for Hanover Square and for initial local stakeholder engagement and informal consultation to be undertaken. Initial stakeholder engagement was undertaken in November 2016 and is the subject of the First Report on Engagement dated February 2017.

During the Initial Design Stage (Stage 2) of this project, WCC 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 four consultation events for local stakeholders in late April 2017, which are the subject of this engagement report.

Overall, 32 business / stakeholder representatives attended the briefing events and 10 attendees subsequently completed feedback forms. There is a good level of support for the public realm improvement proposals for Hanover Square amongst those who provided feedback. As per the first consultation (held in November 2016), attendees again 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.

A concern of some respondents was how busy Hanover Square will become with the additional Crossrail passengers. There are also concerns regarding traffic volumes, and that the routing of London buses through the Square which stakeholders recommended should be limited where possible.

Considerable concerns were raised after the briefing sessions (and by 1 resident during the briefing sessions) regarding the proposed loss of trees in Hanover Square under the Council's proposed public realm scheme. Whilst 4 self-seeded trees are proposed to be removed from Hanover Square Gardens, significantly more trees are proposed to be planted as a result of the public realm improvement scheme for Hanover Square. All mature London plane trees are proposed to be retained. The scheme is still subject to review and further detail is provided in Appendix E of this report.

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

them in detail with the project team. Suggestions on ways to improve the consultation included the provision of a clearer project timeline – which is being developed at the time of writing.

This second round of engagement activity has provided WCC with useful feedback on the 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 further detail will be considered further in Stage 3. Parking and loading arrangements will be subject to statutory consultation as part of the Traffic Management Order (TMO) process during Stage 3.

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

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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 further design work for the proposed public realm improvements, with construction work planned to commence in the north-west corner of the Square in 2018.

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.

The leaflet produced for the second consultation, outlining the proposals, timeline and full contact details, is enclosed within Appendix B of this report.

Under the current proposals, investment in the public spaces of Hanover Square will include repaving in high quality materials, re-aligning the road layout and installing modern street 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.

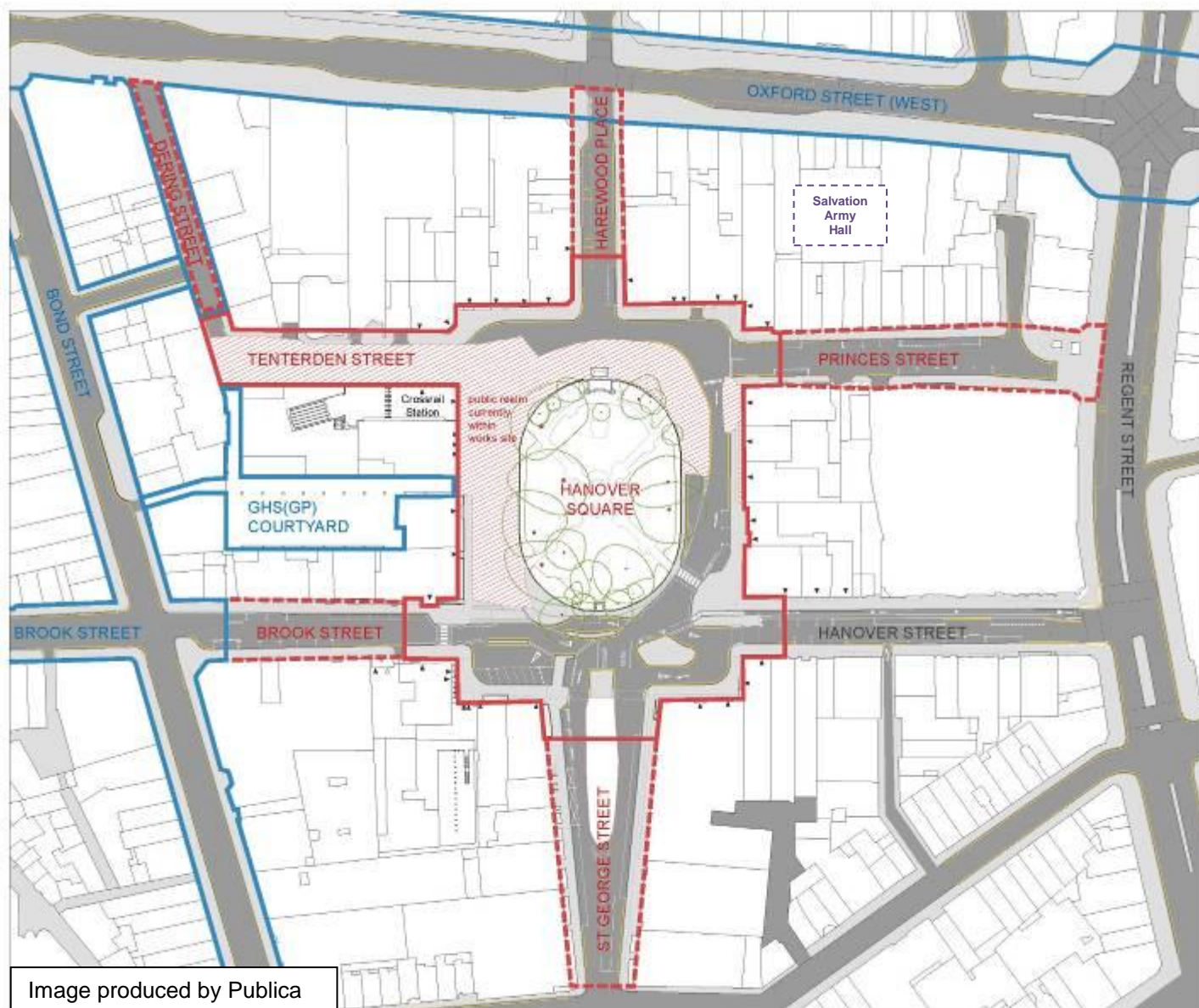
In September 2016 Westminster City Council's Deputy Leader and Cabinet Member for Built Environment, Councillor Robert Davis MBE DL, approved a concept design for Hanover Square and for initial local stakeholder engagement and informal consultation to be undertaken. The concept design is as shown in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

The Hanover Square concept design was developed by the Council and its partners into a Stage 1 Feasibility Design, and was then taken forward into Stage 2 Initial Design through 2016 into 2017. During Stage 1 and Stage 2, WCC have made a concerted effort to engage with residents and businesses to inform them about, and seek their views on, the proposed Hanover Square scheme.

In addition to the consultation events outlined in the February 2017 "Report on Engagement" a second and more detailed leaflet, attached as Appendix B, was mailed to over 2,500 properties in the local area in April 2017, and distributed by email to over 100 key contacts to inform them of the development of the proposed scheme. A two-day door to door exercise was also undertaken in mid-April 2017 (at properties within the red line boundary (Figure 1-1) who had not been visited in November 2016, and some key streets within the blue line boundary (but excluding Oxford Street, Bond Street and Regent Street) by the Communications Manager and colleagues, personally informing them of the upcoming consultation and providing further copies of the leaflet. Email addresses were also taken so that electronic copies of information could be provided on an ongoing basis. This process received excellent feedback, with businesses thanking the Communications Team for taking the time to engage with them in this way.

Figure 1-1 Hanover Square Project Boundary and Consultation Venue (Salvation Army Hall)



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

As part of the April 2017 consultations a web page and Facebook campaign also were both used to reach a wider audience, details of which are set out in section 2. The proposals were also introduced by the City Council to Crossrail's public 'Community Liaison Panel' meeting on the 20th April with an invitation given for panel members (including local businesses and residents, contractors and Crossrail staff) to attend the April briefing sessions. A similar invitation was given ahead of the November drop-in events.

WCC held four briefing sessions in April 2017, which were attended by 32 residents, business representatives and stakeholder organisations. The event also attracted a small handful of passers-by who briefly looked at the display boards but did not raise any questions or issues. The stakeholder attendees represented a number of properties with direct frontages onto Hanover Square, Brook Street, Maddox Street, New Bond Street, Cavendish Square, Hanover Street, Hallam Street and Mount Row. All but one of the attendees at the briefing sessions were positive about the proposals in some way, however a number did raise specific issues which are recorded within this report.

Attendees at the briefings were encouraged to complete a questionnaire (attached in Appendix D), which gathered feedback on the proposed design of the scheme. 10 questionnaires, 5 emails and one letter providing comments on the proposals were received by the design team in response to the briefing sessions. Others expressed their views verbally at the briefing sessions.

Those issues that were not addressed during the briefing sessions through detailed explanations of the designs are set out and addressed in section 4 of this report.

Subsequently a number of emails, plus an online and hand-written petitions were received in response to the proposed removal of trees. These are considered in section B of this report.

This report summarises the views expressed and concerns raised during the engagement activity. It has found that there is overall support for the public realm improvement proposals for Hanover Square.

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

2. METHODOLOGY

INTRODUCTION

This section sets out the various channels that WCC used to engage with residents and businesses during the April 2017 consultation exercise for Hanover Square. It also sets out a summary of previous engagement.

APRIL 2017 CONSULTATION EXERCISE CHANNELS

Table 2-1 provides a summary of the communication channels activated as part of the consultation;

Table 2-1: Communication channels

COMMUNICATIONS CHANNEL	AUDIENCE
Leaflet (attached in Appendix B)	Distributed by post to over 2,500 properties within a pre-defined area around Hanover Square, as shown in Appendix C, with further copies left in local churches.
2-day door to door visits (18th and 19th April 2017) – to provide leaflets by hand and ask for email contacts	All properties within the red line boundary (Figure 1-1) who had not been visited in November 2016*, and some key streets within the blue line boundary (but excluding Oxford Street, Bond Street and Regent Street). *Those who had already been contacted in this way in November 2016 ahead of the previous drop-in sessions, and shown interest in the scheme were sent details of the latest proposals by email ahead of the April sessions.
Email to key contacts	Interested groups, local residents & businesses and the Hanover Square Project Board Members including Crossrail, the Great Portland Estate, Transport for London and other local property owners and developers
Hanover Square page on WCC's website including visualisation video (www.westminstertransportationservices.co.uk/hanover-sq)	Key contacts and stakeholders, wider public
Facebook advert	Facebook account holders in the local area – the advert was viewed by 8,219 people and the link was clicked 211 times
Information shared directly with the Crossrail Bond Street Community Liaison Panel meeting attendees	Local residents and business interests, Crossrail, major developers and their respective contract teams, members of the public and City Council

COMMUNICATIONS CHANNEL	AUDIENCE
	representatives
4 briefing sessions (April 2017). Including : Presentation, visualisation video, 4 display 'walls', sample materials (e.g. Yorkstone), and experts from the design team available to answer questions throughout the day	Interested groups, local residents & businesses All of the above

Table 2-2 summaries the feedback channels that were made available at that time.

Table 2-2: Feedback channels

FEEDBACK CHANNEL	AUDIENCE
Feedback questionnaire (printed copy and online version)	Available at the briefing sessions and distribution by email web-link following the sessions
Email address & postal address	Interested groups, local residents & businesses
4 briefing sessions (April 2017)	Interested groups, local residents & businesses

A 6-page leaflet was mailed to over 2,500 properties in the local area in early April 2017 (copies of the leaflet and distribution area are provided in Appendix B and C). The 6-page leaflet provided an introduction to the Hanover Square improvement scheme, an overview of the proposals including the gardens, parking & loading, and lighting (including an annotated map and several artist's impressions of the proposals), an overview of timescales and a selection of frequently asked questions. It also promoted pre-registration at one of the four briefing sessions in late-April 2017.

The leaflet was also distributed by hand during door to door visits on the 18th and 19th April 2017, and subsequently by email to contacts whose details had been gathered during these door-to-door visits.

The four briefing sessions were held at The The Salvation Army Regent Hall, 275 Oxford St, London W1C 2DJ. Half hour long presentations were given by design team representatives (4 officers in total for each presentation) at the following times:

- Tuesday 25th April , 9.30am & 1.30pm
- Thursday 27th April , 9.30am & 1.30pm

Each of the presentations introduced the developed proposals, displayed the short visualisation video of a fly through of the Square and gave attendees the opportunity to ask questions and to examine various materials on display.

The venue was fully accessible from Oxford Street and located within the wider project area as shown on figure 1-1. The design team were on-hand to talk through the proposals and answer questions before and after each presentation, between 9am – 4pm on each of the briefing session days, and have sought to meet individuals outside of these times as appropriate.

Attendees at the sessions were encouraged to complete a questionnaire which gathered feedback on the proposed designs and on the sessions themselves. The feedback questionnaire was also available online.

An email address was set up to which people could provide additional feedback. This address havoversquare@wspgroup.com is still in operation.

Verbal comments were also recorded throughout each briefing session. Further emails, written and published materials sent directly to the Council, in particular in response to the proposed tree strategy for Hanover Square have also been collated and included within Appendix E of this report. Those issues that were not addressed during the briefing sessions through explanations of the designs are set out and addressed in section 4 of this report.

Given the level of responses received following the briefing sessions and at the request of a local residential group representative, the initial deadline for comments of the 11th May was extended to the 1st June. Comments received after 1st June have also been incorporated within this report, and all comments received through the design stages of this project will be taken into consideration through the development of this scheme.

LEVEL OF RESPONSE

The April 2017 consultation events were attended by 32 people, plus a small handful of passers-by. Ten feedback forms were completed, along with 5 emails and one letter from The Mayfair Residents Association. Responses are summarised in Section 4 of this report. Further responses were received outside the briefing session process.

EARLIER CONSULTATION EXERCISES

Stakeholder engagement was 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. In summer 2016 the Council commissioned 100 on-site consultation surveys of visitors to the Hanover Square Gardens to gather information of the public's thoughts of the current Gardens and what improvements could be made. Recommendations included increasing the amount of open space and improving the layout of the Square.

NOVEMBER 2016 CONSULTATION EXERCISE CHANNELS

The first round of consultation provided useful feedback which fed into the design revisions. The consultation was in the form of drop-in sessions, in which members of the public could come at their convenience to discuss the proposals with the design team. Two information 'walls' were displayed, showing the level of detail appropriate for that stage of the design process. There were no formal presentations at this stage.

The two drop-in sessions were held at The 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

As the evening session was the least well attended in November 2016, an evening time slot was not repeated in April 2017. Full details of the November 2016 consultation can be found in the February 2017 "Report on Engagement".

The venue was fully accessible and less than 100m from Oxford Circus underground station and the Oxford Street entrance approximately 300m from Hanover Square itself. As such the venue was chosen again for the April 2017 consultation exercise

3. FINDINGS: FEEDBACK FORM

INTRODUCTION

This section sets out the findings of the April 2017 engagement exercise, specifically the feedback forms completed at the events and online.

LEVEL OF RESPONSE

The feedback form was available online and hard copies were made available at the events. By 11th May 2017, ten responses had been received in total (hard copies and online).

The feedback form was completed by 1 local resident, 2 business owners, 1 business manager, 2 local employees, 1 property agent, 2 stakeholder organisations and 1 other (café manager).

It should be noted that the Café owner only provided a suggestion regarding bins, and provided no other comment on the proposals. As such most of the responses are out of nine respondents.

CURRENT ISSUES

When asked to identify the main issues currently affecting Hanover Square (an open question), the following issues, illustrated by an infographic, were identified.

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



All comments recorded were as follows:

- “Building works/ugly.”
- “Construction Work Disruption & Cleanliness. Dangers to pedestrians crossing, Loading for deliveries and bus stand on Harewood Place.”
- “My main concern is to protect historic Mayfair from commercial exploitation.”
- “Heavy Traffic Buses the route at present is no compatible with other road users.”
- “Too much traffic, not enough safe pedestrian areas, unnecessary parking.”

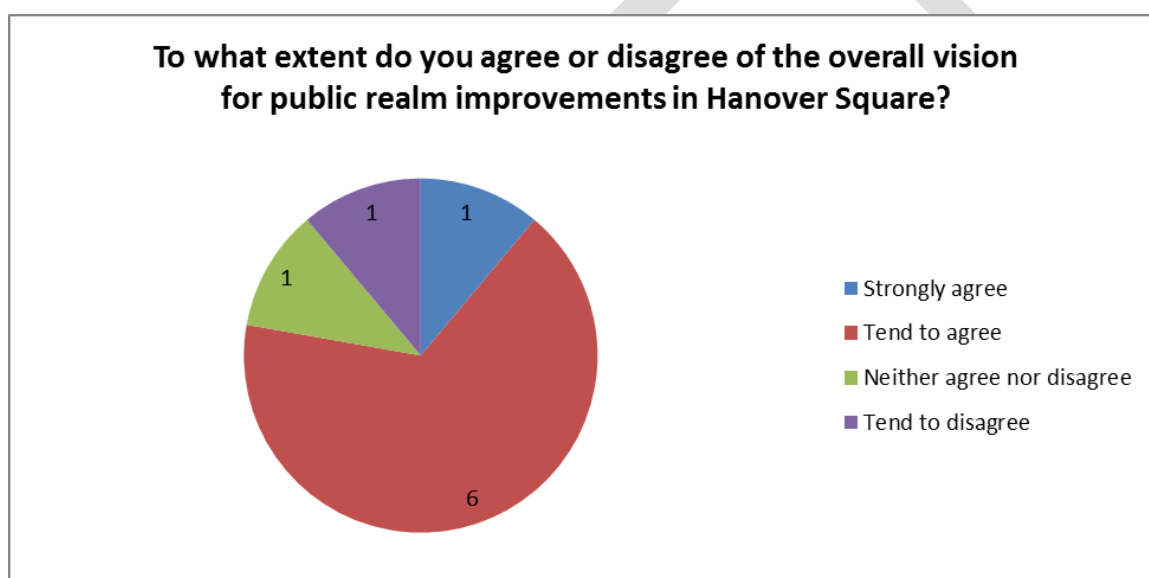
- “Traffic and quality of environment due to vehicle emissions. The traffic flow down Hanover Street is constantly backed up due to deliveries blocking busses. This creates noise and further pollution.”
- “Traffic congestion, Building works ongoing and cyclists.”

This shows that traffic was of concern to most respondents. The proposals for Hanover Square seek to reduce overall traffic levels here.

VISION

Initially, respondents were asked whether they agree or disagree with the overall vision of the public realm improvements in Hanover Square. As shown below, the majority of respondents (six/nine) support the vision (One strongly agree, six tend to agree). Just one respondent neither agreed nor disagreed and a further one respondent tended to disagree with the vision for public realm improvements in Hanover Square.

Figure 3-1 Views on vision for Hanover Square (9 responses)

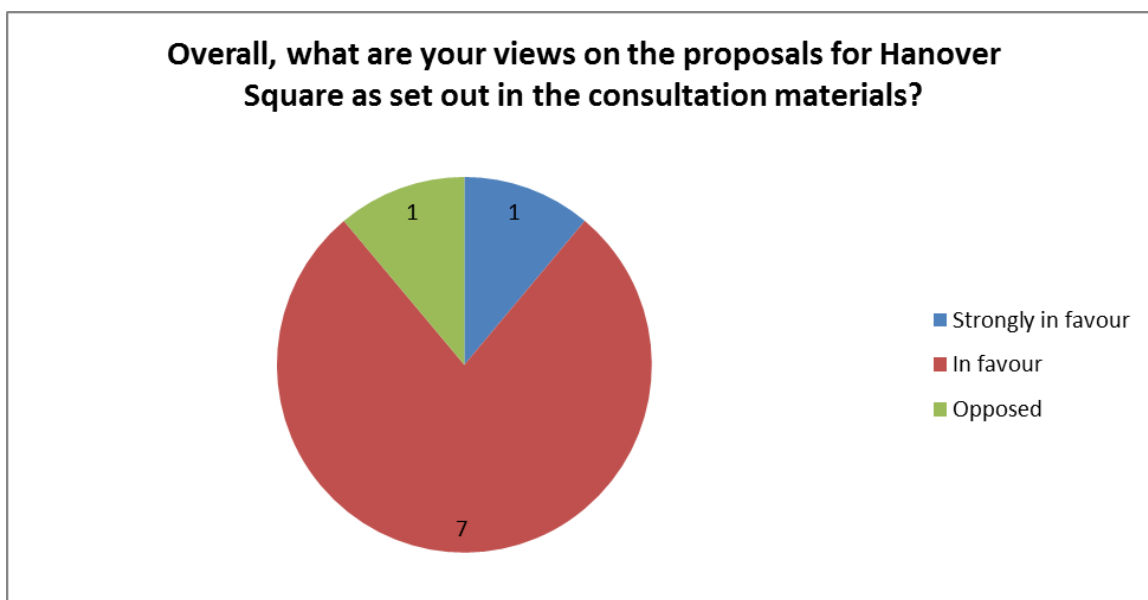


OVERALL SUPPORT

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

The respondent that stated that they tended to disagree with the overall vision raised significant concerns about the proposed loss of trees within the scheme. This issue is addressed in Appendix E of this report.

Figure 3-2 Overall views on proposals (9 responses)



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

Reasons for Support

The respondents who expressed support felt that the proposals would bring an opportunity to improve Hanover Square. Several direct quotes follow:

- *"As is - Can only improve changes are necessary for Crossrail."*
- *"Generally has been a mess but now opportunities for change."*
- *"Generally support the closure of the road to the west side."*
- *"Massive improvement particularly the pedestrianised area."*
- *"There is an attempt to create a better environment for pedestrians but I still feel that the success of the scheme will not be maximised until Hanover Street is included in the proposals."*
- *"Needs to improve traffic flow, control of cyclists not combined."*
- *"New dust, or bin system in the pavement (Recycling system as in France)."* – Please note this comment was provided as a stand-alone comment, and no other comments or scores regarding the proposals were received from this respondent.

Reasons for Opposition

The respondent who expressed 'opposition' to the proposals for Hanover Square was concerned about the volume of pedestrian movements Crossrail will generate:

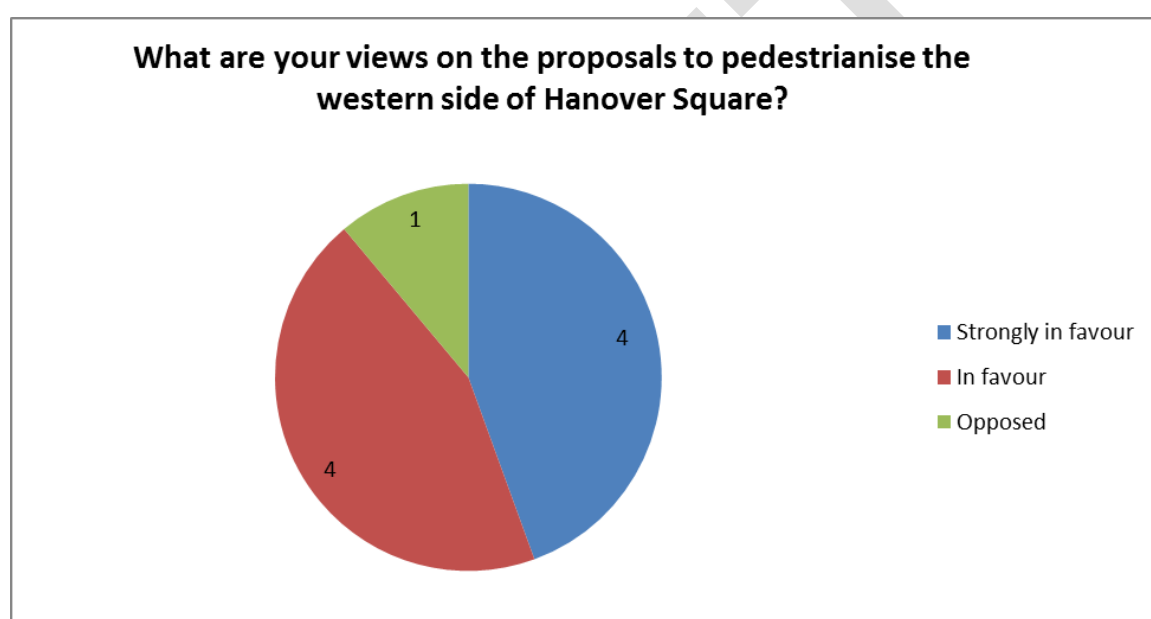
- *"Hanover Square will become confined. Too many people too close to Oxford Circus."*

VIEWS ON THE PROPOSED PEDESTRIANISATION/WIDENED FOOTWAYS

Respondents were asked their views on several aspects of the proposed changes to Hanover Square, more specifically in terms of pedestrianising the western side of Hanover Square, general widening of footways, Tenterden Street being pedestrianised during specific times of the day and parking and loading proposals.

As shown in Figures 3-3 to 3-6, most respondents were in favour of these specific proposals, particularly in terms of proposals to widen the footways where 5/9 respondents were in favour and 4/9 respondents were strongly in favour. Just one respondent was opposed to the pedestrianisation of the western side of Hanover Square and proposals to pedestrianise Tenterden Street, whilst two respondents opposed and one respondent strongly opposed to parking and loading proposals.

Figure 3-3 Respondents' views on proposals to pedestrianise Hanover Square (9 responses)

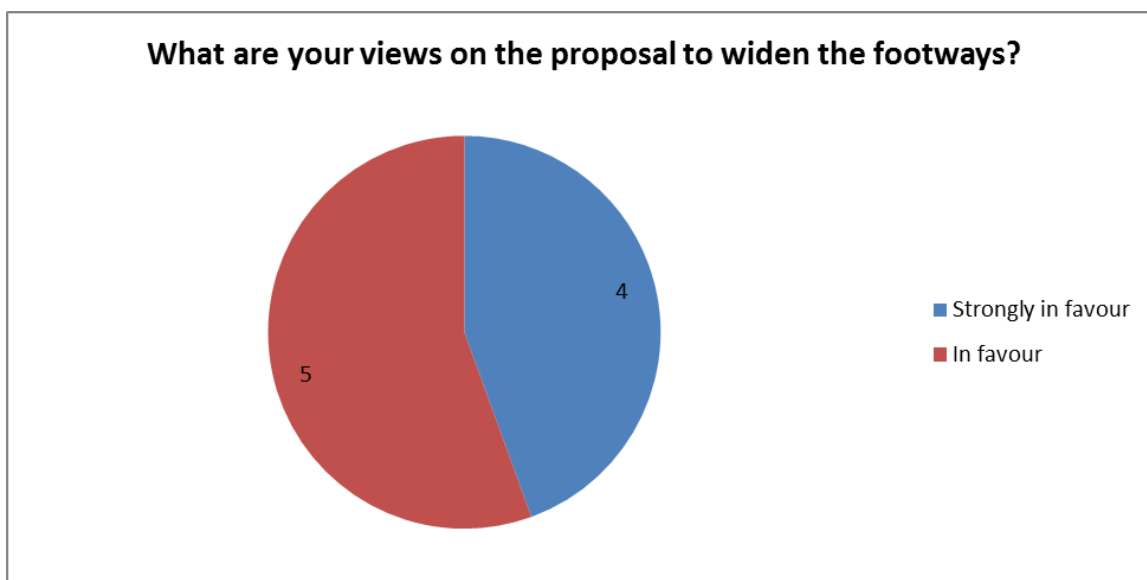


All comments recorded were as follows:

- *"More pedestrians more the better."*
- *"Must look and feel like a piazza not a road."*
- *"Need to decrease all traffic in the area."*
- *"Separate pedestrian route from heavy traffic on road."*
- *"Thousands of people will pour into Hanover Square which was once a silent Georgian oasis in the middle of the West End."*

Whilst a significant number of additional pedestrians are expected to visit Hanover Square upon the opening of the Crossrail Station in the north-west corner of the square in December 2018, the Council's proposed public realm improvement scheme seeks to manage this increased flow by providing additional public circulation space and a realigned Gardens layout to help protect them as an oasis space.

Figure 3-4 Respondents' views on proposals to widen the footways (9 responses)

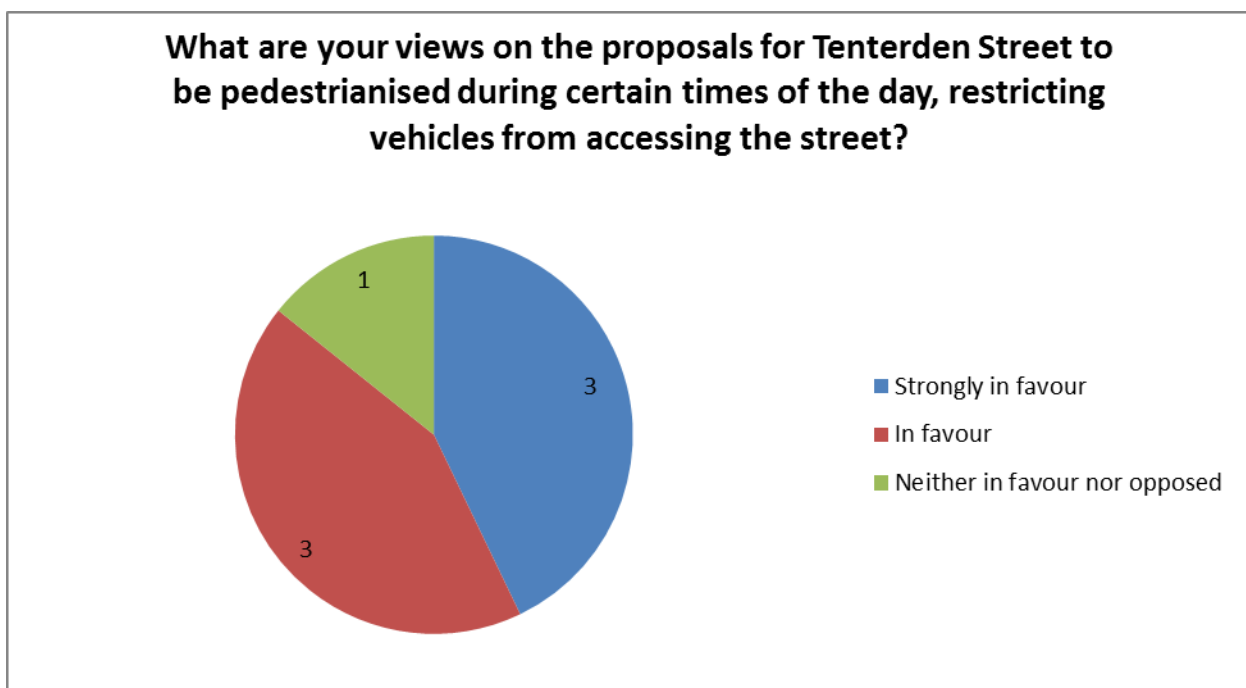


All comments recorded were as follows:

- “As above.” (Quote from above reads “More pedestrians more the better”)
- “See previous reason.” (Quote from above reads “Separate pedestrian route from heavy traffic on road”)
- “The influx of new people will require more footways.”
- “Walking should be encouraged! Wider footways are more appealing.”
- “Absolutely essential.”

There was general support – both through the questionnaires and verbally, to the proposed widening of pavements here.

Figure 3-5 Respondents' view to pedestrianise Tenterden Street (9 responses)



All comments recorded were as follows:

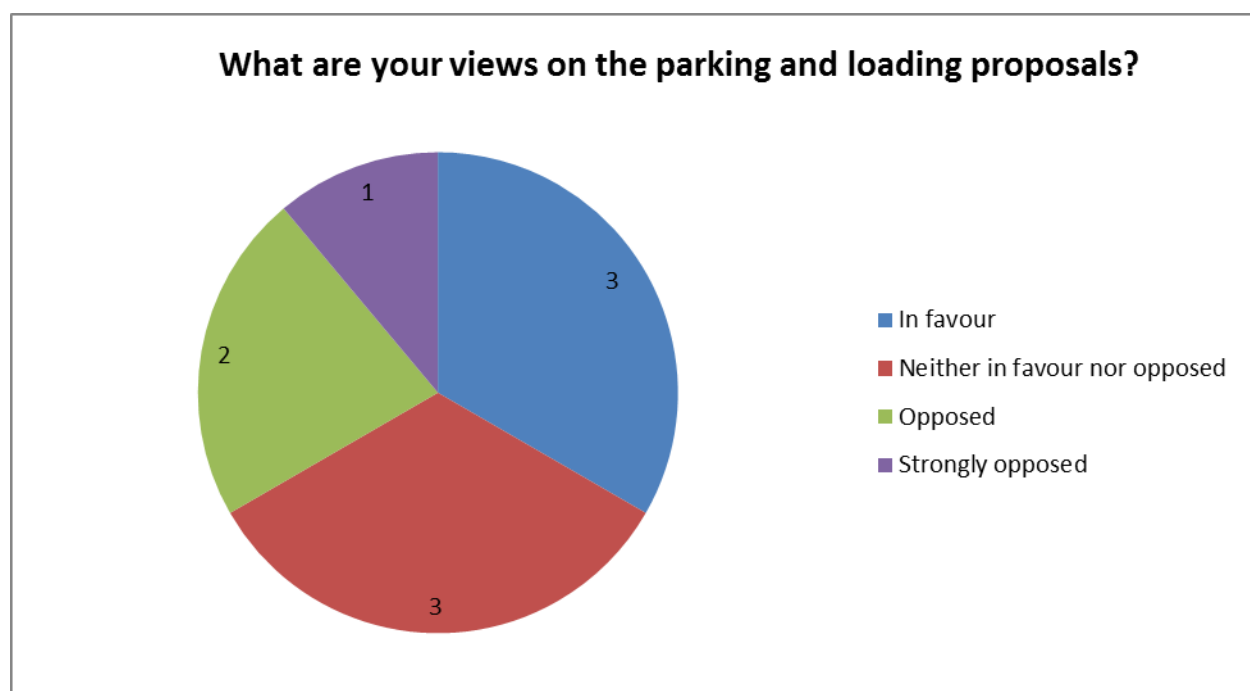
- *"Access for deliveries is essential for shop units and offices."*
- *"But only if this street is closed and properly pedestrianised. This will be a certain killed and seriously injured statistic if you allow delivery traffic access in the day."*
- *"Have to see how it works - if not feasible change."*
- *"I would restrict all deliveries to out of hours."*
- *"The times of proposed access may restrict the possibilities for cafes, bars etc if vehicles are allowed."*
- *"To use the street after 9pm. This should be put back until at least midnight."*

Further comments were provided in response to specific access requirements in Tenterden Street and subsequent meetings have been held to discuss details with individual property interests.

Some vehicular access to Tenterden Street, controlled by hours and type, is currently proposed to be maintained through the proposed scheme.

VIEWS ON THE PROPOSED PARKING AND LOADING

Figure 3-6 Respondents' views on the parking and loading proposals (9 responses)



All comments recorded were as follows:

- *"Businesses have to adapt to the needs of the public NOT the other way around."*
- *"I am of the view that traffic (including busses) should be minimised."*
- *"Loading is necessary."*
- *"Need more information on timings."*
- *"Respark has been largely left out of this."*
- *"The Square will become too congested with traffic."*
- *"Whilst there has to be some parking I would incorporate an underground car park with the project works."*

The latter option is not proposed to be taken forward for a number of reasons including the site constraints and limited time-scale and funding availability.

Details relating to the timing of access to service bays and parking is subject to review based on detailed information provided in relation to Hanover Square and neighbouring sites and schemes.

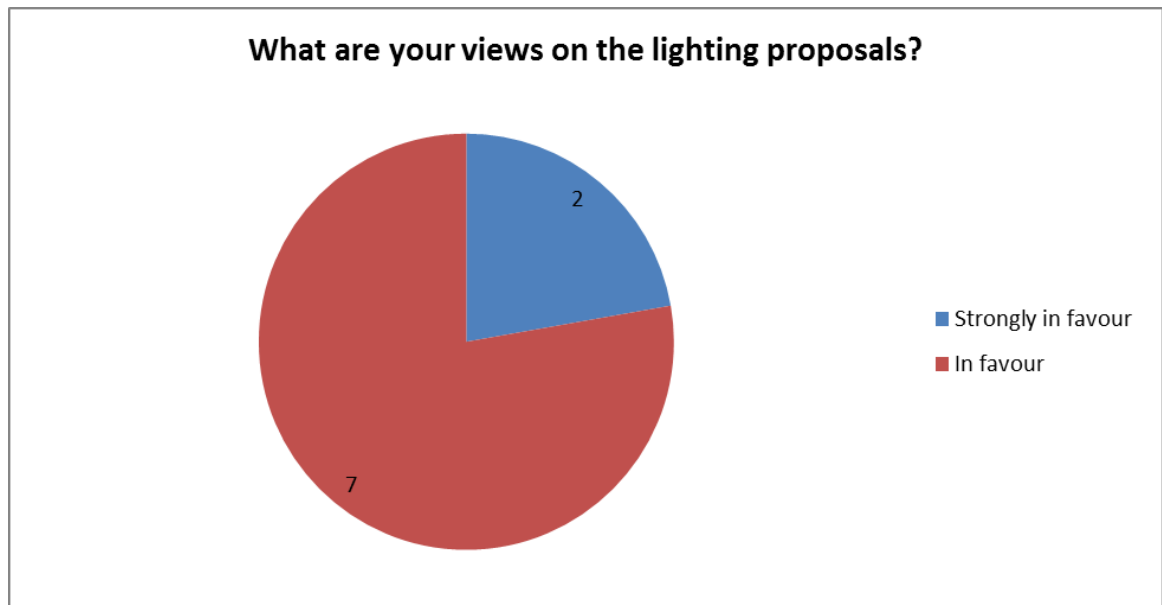
The Hanover Square scheme seeks to maximise loading opportunities and re-provide parking.

Respondents' were also asked to comment on their views on the proposals for the Hanover Square Garden and their view on the lighting proposals. As shown in Figure 3-8 eight respondents were supportive towards proposals for Hanover Square Gardens, two of which described themselves as being strongly in favour, whilst six were in favour and one respondent opposed the proposals.

Figure 3-7 illustrates that all nine respondents were in favour or strongly in favour of lighting proposals.

VIEWS ON THE LIGHTING PROPOSALS

Figure 3-7 Respondents' views towards lighting proposals



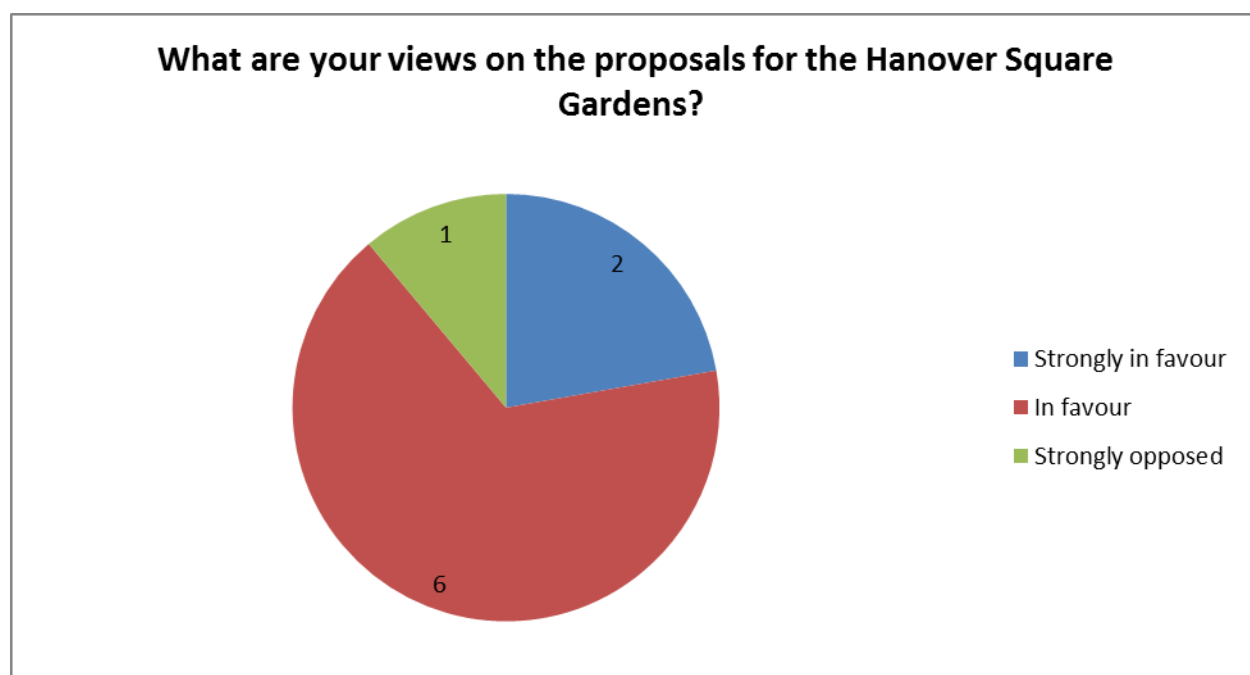
All comments recorded were as follows:

- "All for good lighting! Also safer."
- "Brighter is safer."

A good level of support has been recorded for the proposed lighting strategy, and the proposals will be further developed with specialist lighting officers.

VIEWS ON THE GARDEN PROPOSALS

Figure 3-8 Respondents' views on proposals for Hanover Square Gardens



All comments recorded were as follows:

- During one of the briefing sessions a respondent expressed disappointment at the apparent loss of a 200 year old plane tree [*"Four trees are to be cut down included a 200 year old palm tree."*¹
- *"Must be a lot better than now."*
- *"Pro open space it will need managing to control vandals and begging."*
- *"Will be more attractive - lighting sustainable."*

A significant number of comments were received after the briefing sessions, by residents and residents groups in opposition to the proposed loss of trees in Hanover Square. The majority of these issues were raised after the briefing sessions and as a consequence the consultation period was extended to the 1st of June. Further details of these comments are out lined in section 5 of this report.

These are fully set out in Appendix E of this report.

DESIGN / LOCAL ISSUES

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

¹ Note that the proposals involve the removal of a 15 year old plane tree, not a palm tree.

Respondents mentioned issues, including:

- Better litter management, especially relating to cigarette butts;
- Consideration should be made towards huge influx of pedestrians, all other users should be secondary;
- Public toilets should be provided within the station or public realm;
- Another respondent wanted to be updated on the timeline.

Whilst public toilets cannot be provided for within the current public realm scheme and will not be provided within Crossrail Stations, the other design matters above will be considered through the design process with the consultation webpage used to keep people updated on the time line for this project.

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COMMUNICATION

Table 3-1 shows how respondents to the written questionnaire became aware of the project.

Table 3-1 Communication methods - “How did you find out about this project?”

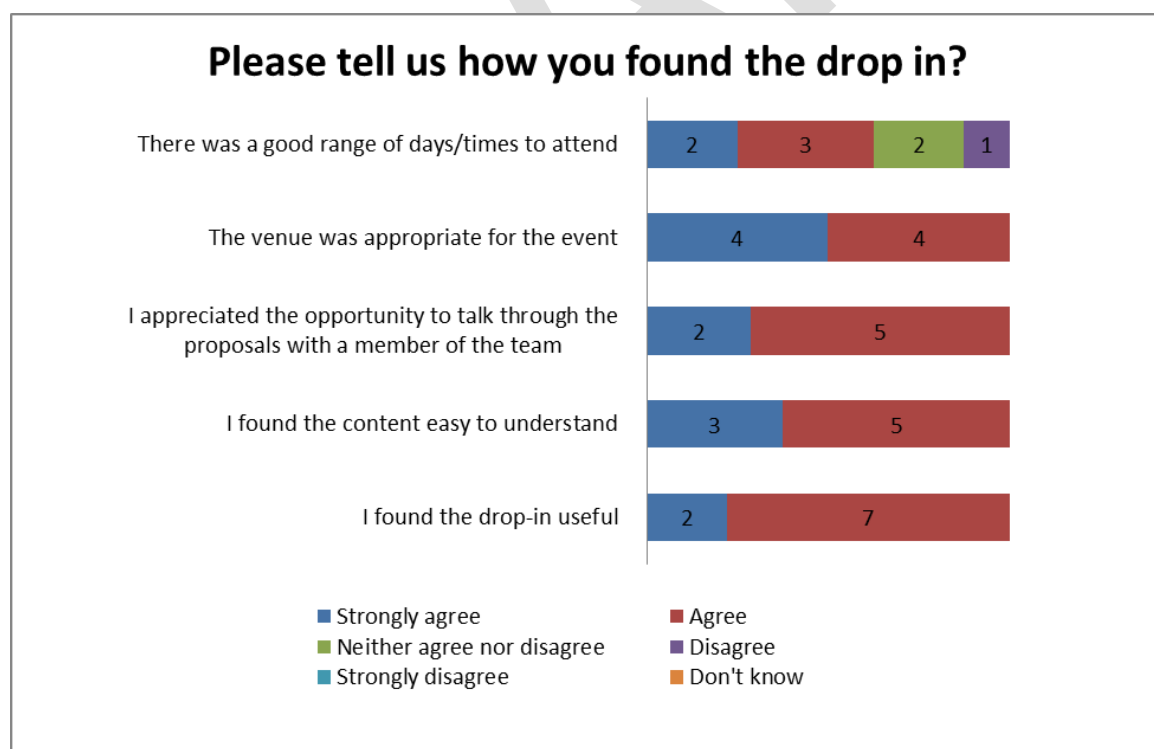
CHANNEL	RESPONSE
Leaflet delivered to my house	4
Email	4
WCC website	1

Consultation event feedback

Figure 3-7 presents feedback on the consultation events. All respondents who attended the sessions agreed that the 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 (5/9 respondents).

Very little feedback was provided as to what they most found useful and least useful during the consultation. When asked what they found most useful, one respondent stated that seeing the visual plans, whilst another stated the consultation was informative and swift. The one negative comment received related to the lack of definitive timeline provided. This is being worked on now.

Figure 3-7 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 respondents who expressed support for the scheme and improvements to the public space believed that the proposals would improve the space and make it more suitable for the use of pedestrians.

The one respondent who was not in favour of the proposed scheme overall (*Overall, what are your views on the proposals for Hanover Square as set out in the consultation materials?*) welcomed the opportunity to improve footways surrounding Hanover Square, but didn't support pedestrianisation. They did however recognise the benefits to the environment through the provision of improved lighting.

The eight respondents who supported the proposals to pedestrianise the western side of Hanover Square believed that the proposal will make the space more accessible for pedestrians, particularly with the future volume of passengers using the Crossrail station. They also felt associated traffic reductions would provide an overall benefit to the Square.

The respondents (2 no.) who expressed opposition to the parking and loading proposals felt that traffic would be a significant issue. *The same respondent who mentioned "The Square will become too congested with traffic"* also expressed negative opinions about the proposals to pedestrianise the western side of Hanover Square, stating that *"Thousands of people will pour into Hanover Square which was once a silent Georgian oasis in the middle of the West End."*

With regards to the specific proposals for the design of the public space (e.g. improved lighting and garden design), pedestrianisation of the western side the Square and widening the footways, respondents generally expressed a good level of support, 9/9 respondents were in support of the footway widening and lighting proposals, Support towards pedestrianising the western side of Hanover Square, Tenterden Street, parking and loading proposals and Hanover Square Garden varied from 8/9 to 6/9.

Objections focussed on the increase in pedestrian movements and significantly to the proposed loss of trees. Respondents were generally in favour of the proposals and feedback during the events was generally positive, with specific issues being mentioned, rather than an opposition to the whole scheme.

A significant number of objections were raised following the briefing sessions regarding the proposed loss of trees in Hanover Square Gardens. Many of these referred to the older, full grown trees on the east and west of the Gardens; however these are not proposed to be removed under this scheme.

4. CONSULTATION EVENT & WRITTEN CORRESPONDENCE

INTRODUCTION

This section sets out the comments raised during sessions held in April 2017 along with the issues raised in written correspondence (email) before and after the event. Subsequent to the original data analysis the consultation deadline was extended from 11th May, to 25th May. These comments are shown separately in the “Extended Consultation” section.

ATTENDANCE & RESPONSE

The briefing meetings had varying levels of attendance. In total, the events were attended by 32 stakeholders, business representatives, ward councillors and local residents and resident group representatives.

Figure 4-1: Briefing Session April 2017 Salvation Army Regent Hall Oxford Street



ISSUES RAISED

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

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

Many of the below issues will be addressed at Design Stage 3 of this project.

Pedestrian facilities

- Query over lack of pedestrian crossing at the North East corner of Hanover Square adjacent to Princes Street.
- A crossing has not been provided at this point as it is anticipated that pedestrians will use the crossing at the Harewood Place junction to move toward Princes Street and Regent Street and that there will not be a high demand for pedestrians crossing at this point. A full road safety audit will be carried out on the scheme in due course and will include a review of all of the proposed crossing locations.
- Concern over ambiguity of shared surface materials and how vehicles will be stopped from entering pedestrianised areas.
- Westminster officers are seeking specialist advice on this matter. Whilst the Crossrail station will have its own line of security bollards, options for controlling access into Tenterden Street and the pedestrian areas on the west side of the square are subject to review and will be further developed in the next design stage.
- Query over Crossrail Station design and if there would be an exit directly onto Tenterden Street, or if restricted to the corner?
- Crossrail Bond Street Station's Eastern Ticket Hall will open onto the west side of Hanover Square and the south-eastern end of Tenterden Street at the corner of the new station block. Full details are available on the Crossrail web site here: <http://www.crossrail.co.uk/route/stations/bond-street/> (Please note that the images used by Crossrail to illustrate their station access points do not include visualisations of the Council's proposed public realm scheme).
- Concern regarding the safety of pedestrians and cyclists, plus difficulty to comment completely on the proposals as the possible pedestrianisation of Oxford Street across Harewood Place provides some alternative scenarios with regard to the direction of traffic and vehicle numbers.
- Noted. The design team are working closely with the Oxford Street project team to future-proof proposals to accommodate any necessary changes resulting from the Oxford Street scheme. The Hanover Square scheme seeks to provide wider pavements to enable safe flow of pedestrians to and from the Crossrail station, with cycle facilities provided on the opposite side of the square.
- A comment that the Princes Street northbound crossing has never been very safe because vehicles turning east into the street from the south invariably don't stay "in lane" and cut across the pedestrians coming from the south. Respondent believes this remains an issue even though the new scheme has pulled the junction line further west.
- Specialist traffic consultants have been working on this project to help ensure that all crossing points provide safe access for both vehicles and pedestrians. TfL accident records for the most recent 10 year period show that there have only been two reported personal injury accidents at the Princes Street junction, one of which involved a pedestrian crossing over Hanover Square rather than Princes Street. Although some driver behaviour may be perceived as being 'unsafe', the low speed environment helps to minimise risk to pedestrians. A full road safety audit will be carried out on the scheme in due course and will include a review of all of the proposed crossing points.
- The pedestrianisation of the western side of the Square would seem inevitable (although it causes problems with traffic flow by pushing everything onto the eastern side which then has to become two-way for the cyclists). Respondent asks what the proposals are for keeping cyclists, skateboards and rollerbladers out of this space and also out of a pedestrianised

Tenterden Street. A similar query asked how cyclist / motorcyclist behaviour will be managed to discourage illegal manoeuvres.

→ Signage and enforcement will be used to manage this situation with further specialist traffic consultant advice sought in respect of these specific comments.

Cyclists will be encouraged to use the eastern side of Hanover Square. Cycle stands are proposed to be installed against the garden railings on the east-side of the square and signage will be installed to show that the west side of the Square and Tenterden Street are both closed to through traffic. Evidence from other pedestrian zones across Westminster shows that cycling (and other activities) through heavily pedestrianised areas is not as significant an issue as might be perceived. In general terms there is unlikely to be any time saving (the most critical measure) for either northbound or southbound cyclists through the Square by attempting to cut through the pedestrianised west side, as opposed to using the east side. It will also be considerably less convenient and comfortable. For these reasons, it is expected that the pedestrianised area will be largely self-enforcing.

Footways

- Living Streets representative identified loading concerns on Tenterden Street generally, and they would prefer not to have shared footpath/loading anywhere within the scheme due to concerns about the danger of accessing Tenterden Street loading yards. They suggested that Tenterden Street loading access only be permitted from 21:00-07:00. In addition, the representative also expressed concern about cyclists sharing pedestrians, especially on the western side of the Square and Tenterden Street. They did however express support for the rest of the proposals and the improvements to the for pedestrians in the Square.
 - A review of current loading and servicing arrangements has been undertaken as part of the initial consultation and design review process. This indicated that deliveries were being made at certain times of the day which would potentially clash with peak periods of station use going forward. The scheme proposes to limit access to Tenterden Street to avoid these peak periods of pedestrian activity, whilst still enabling local businesses to access their properties.
 - Timed access is also being considered along-side proposals for the wider Mayfair area including changes in Bond Street and any future changes in Oxford Street or example.
- Support for the rest of the scheme noted and welcomed.

Cycle / motorcycle (comments additional to those listed above)

- Query over cycle access to the existing contra-flow cycle lane on Hanover Street and the potential difficulty/danger for cyclists turning right onto Hanover Street.
 - It is acknowledged that the eastbound movement from Brook Street or St George Street approaches into Hanover Square onto the eastbound cycle track on Hanover Street might appear difficult to perform under current proposals. However, the movement at present requires cyclists to weave across circulating lanes of traffic to enter an offside cycle lane, which is in conflict with right-turning vehicles from Hanover Street that are requested to give-way. The proposals simplify the movements and conflicts considerably. Eastbound ahead cyclists have right-of-way across the intersection, and will have prime position in the carriageway when wishing to exit onto the cycle track.
 - Comment that cyclists wanting to use the cycle parking on the east side of the Square may cut the south west corner and/or ride along the pavement on the south side of the Square rather than keeping to the road around the curve where they would have to negotiate the junction with Hanover Street as it would be both easier and possibly safer for them. The respondent commented that any cyclists on the pavement will either be riding among the pedestrians or will have to pass through pedestrians waiting to cross/coming off the zebra at the south east corner.
- A significant amount of cycle parking is proposed on the east-side of Hanover Square and it is unlikely that there will be enough space for cyclists to cycle along the pavement either

side of the cycle stands there. Despite perhaps common perceptions, most cyclists tend to be courteous and will dismount before mounting the footway to use the cycle stands, and the degree of risk to pedestrians in this area of the Square is expected to be extremely low.

- If eastbound cyclists do want to turn onto the east side of the Square to travel north, they potentially have to contend with two sets of traffic, the traffic behind them on the curve and the traffic turning north out of Hanover Street. If eastbound cyclists want to continue east along Hanover Street, they are potentially negotiating three sets of traffic including the southbound flow. How safe will this be? Also, any vehicles going through this small junction will potentially have to negotiate cyclists, pedestrians on the zebra and two other traffic streams.
- The degree of vehicle conflict at this south eastern corner is subject to decisions to be made on what category of vehicles are continued to be permitted to access Hanover Square in the future, and this is linked to potential proposals for the Oxford Street Transformation scheme. If it is assumed that current traffic levels prevail, then the degree of conflict is no different to the present arrangements. The proposals simplify the movements and conflicts considerably. Eastbound ahead cyclists have right-of-way across the intersection, and will have prime position in the carriageway when wishing to exit onto the cycle track. TfL accident records for the most recent 10 year period show that there have been no reported personal injury accidents at this location despite what might appear to be a complex arrangement. If the east side of the Square is made 2-way, then only a small number of servicing vehicles at certain times of the day will be moving southbound through the junction, and so the additional risk of conflict is very low indeed. The scheme seeks to balance pedestrian and other road-user benefits, and so to provide for the potential increase in pedestrian numbers around the Square, a Zebra crossing is proposed at the south eastern corner. This is because it is not considered desirable to introduce traffic signal control at all locations. There is sufficient space to store eastbound cyclists on the approach to the crossing without resulting in any significant queue conflict with other vehicles behind them at the intersection.

Taxis

- Query over late night activity related to clubs/venues and the impact of taxi set-down/ pick-up operations if access to Tenterden Street is not permitted.
- Taxi access to Tenterden Street is not currently proposed as this street is likely to be heavily used by pedestrians entering and exiting the Crossrail station. Taxi pick-up ranks are proposed to be provided at the southern end of the west-side of Hanover Square and the south side of Brook Street outside the Fenwick Department store.
- 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 recently relocated magazine shop window, 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.
- The potential relocation sites for the cabmen's shelter are still subject to review and further discussion with other stakeholders and Historic England. One of the City Council's priorities is to keep the Listed shelter in operation serving refreshments to the taxi trade.

Servicing, deliveries, driving, parking and loading

- Concern that if loading bays are full, then vehicles would double park in reduced carriageway and cause problems, or would have to re-circulate area to look for an appropriate space.
- Noted. There is a finite amount of space available to meet the varied demands placed on this highways and public spaces here. We are seeking to achieve a scheme that maximises the benefits available to all road and pavement users.

- Concern over hours of access onto Tenterden Street. Does not believe that allowing delivery vehicles onto Tenterden Street during 10am-12noon is sensible, and that pedestrians will be killed. Servicing can be done from Dering Street.
- The current proposals would see Tenterden Street closed to all traffic during peak pedestrian times in both the morning and early evening to minimise the potential for pedestrian/vehicular conflict. However service facilities are provided within buildings in Tenterden Street, as such vehicular access to these facilities will be required to be maintained, albeit at controlled times. This access and the times of access will be kept under review as the scheme is developed and post-implementation of the scheme. The proposed access and times will form part of further consultation during the TMO Consultation in later 2017.
- Concern that strategy for providing like-for-like parking is wrong and that we should be reducing provision
- The scheme seeks to provide parking at a level currently experienced on-site, however this will already been a reduction in the overall volume of parking provided before development of the Crossrail Station started and is reflective of the changing nature of the Square which will have much greater public transport accessibility following the opening of the station next year.
- Concern over shared use footway and loading pads – these are not considered to be an adequate solution, lead to ambiguity and pedestrians will be injured.
- These have been successfully installed, and continue to be installed in a number of streets in Westminster, including Bond Street.
- Concerns over access to 20 space underground car park and electricity sub-station (for maintenance) from service yard at No 4. Tenterden Street. How would this be possible if there is timed access to Tenterden Street?
- This matter will be considered through the detailed design development process. Access for servicing and access only is currently proposed to be provided within specific times.
- When drivers enter Tenterden Street at night, what is the expected interaction between the people attending the bars/pubs until the small hours and the delivery vehicles, taxis, minis/Ubbers and private cars?
- Tenterden Street will be closed to through /general traffic at all times. The only vehicular access will be for servicing vehicles or those requiring direct access to the underground car parking spaces if this requirement remains in the future. Taxis, minis/Ubbers and private cars (aside from those requiring access to any private underground parking facilities in Tenterden Street) will not be permitted access to Tenterden Street at any time. Taxi pick-up facilities will be provided on the south side of Hanover Square and in Brook Street.
- Respondent doesn't understand the vehicles on the east side of the Square which are shown parked facing south. Do they turn into Princes Street and then turn around to come back down or do they just pull across into a bay? If they pull across, when they leave they are facing north. What if they want to go south? Will they pull into Princes Street to turn around? Princes Street could end up becoming a turning circle, even more so if Harewood Place were to close for any length of time.
- The east-side of Hanover Square is proposed to be open to 2-way traffic throughout the day. The current proposals will see parking spaces provided on the east-side of the street. Access into these bays is possible with the carriageway widths proposed and examples of this can be seen on Mount Street and Saville Row.
- With regard to the motorcycles parked at the top of St. Georges Street heading north, can oncoming cars see someone exiting this small motorcycle bay if a large vehicle is parked just south of the bay and vice versa?
- These matters will be considered through the road safety audit assessment which will be carried out on these proposals.

- With regard to the vehicles parked on the loading bay in front of Vogue House, when they want to pull out can they see vehicles approaching southbound on a curve from the east side of the Square and vice versa?
- As above, these matters will be considered through the road safety audit assessment which will be carried out on these proposals.
- With regard to the people delivering down Tenterden Street, excluding the GPE estate, how are they going to turn around to exit? Also I wasn't sure about. When are the vehicles in the loading bay on the NW side of the Square allowed to park in this bay and how do they leave? Presumably both sets of vehicles, once they have turned around, can only head North and won't try to head for Princes Street or back South which would now be two-way?
- Vehicle tracking has been undertaken to ensure that enough carriageway space is provided to enable vehicles to turn into their allocated servicing bays and turn around and leave Tenterden Street at its junction with Hanover Square. Larger vehicles accessing the GPE site will be able to turn around in their dedicated servicing bay. The east-side of Hanover Square will become 2-way to enable vehicles to leave Hanover Square at all times. Princes Street will not be open to through traffic.
- The loading bays are designed for short-term access only and not for long-term parking and standard Westminster loading bay restrictions will apply. This area will form part of the Restricted Parking Zone proposed which will make it illegal to kerbside park in unassigned bays.
- Originally there was coach parking up the east side of the Square, but that disappeared when Crossrail arrived (at least one shop still seems to depend on this coach traffic). The Square has long been a drop off point for the Palladium. Unfortunately the lack of coach parking in the Square has had a knock-on effect westwards along Brook Street where the coaches park up wherever they can so they don't enter the Square area too early (apart from parking in front of the Crossrail gate on the apron).
- Coach parking is not proposed to be reinstated in Hanover Square under this scheme.
- And please can someone belt and brace the Do Not Enter sign/signs at the east end of Brook Street. Out of hours, usually on weekends when there is less traffic, people get confused and drive west down Brook Street from Hanover Square crossing Bond Street (no signs) until they realise the error of their way. There were at least two such incidents last Sunday afternoon. This has been going on since Crossrail began.
- New road traffic signs are proposed to be installed under both the Hanover Square and neighbouring Brook Street public realm schemes.
- Concern raised of the two way carriageway on the east side of Hanover Square.
- Noted. 2-way traffic is proposed here to help keep vehicles away from the Crossrail station on the west side of the square and provide access to and from Princes Street, for example. The Hanover Square scheme has been designed to be future-proof against any changes to the highway which may arise as a result of other public realm schemes in the area, such as the potential future pedestrianisation of Oxford Street which may impact on access arrangements to Harewood Place.

Buses

- Several comments raised regarding possibility to remove the buses driving through the Square due to added congestion/pollution and Hanover Street junction risks.
- Noted. Whilst the public realm scheme is being designed to accommodate existing buses should they need to remain in Hanover Square, the City Council's strong preference is for them to be removed from this location. Buses do not currently stop in Hanover Square and only use Hanover Square to access the bus stands in Harewood Place before they return east north of Oxford Street. TfL have undertaken public consultation seeking views on the reduction of buses in central London, including passing through Hanover Square. Initial

results show support for the reduction of bus routes passing through Hanover Square however one route may continue to use the route. Further consultations are scheduled in 2017 as part of the Oxford Street Transformation scheme.

Gardens and Trees

- Many queries and objections have been received relating to proposed loss of trees. It is evident that email queries have been based on word-of-mouth on this matter following the consultation.

Whilst 4 self-seeded trees are proposed to be removed from Hanover Square Gardens, significantly more trees are proposed to be planted as a result of our public realm improvement scheme for Hanover Square. All mature London plane trees are proposed to be retained here. Again, the scheme is still subject to review. Further details are provided in Appendix E of this report.

- The Garden has always been heavily used by local workers and tourists for breaks, especially over lunch. 'Cutting across' the Square is not always just a matter of the shortest route. Many people value that short stroll through a green space and like to walk under the trees and look at the flowers and the wildlife as part of their daily routine.
- The current scheme proposes the reinstatement of the orbital path around a central lawn area within Hanover Square Gardens. This is being designed to provide space to walk around the Gardens and provide an oasis space for visitors. The current cross-path alignment could see increased numbers of pedestrians passing straight through the gardens, with the volume of pedestrian traffic leading to damages to the existing lawn.
- Respondent anticipates that many pedestrians using the proposed top/bottom Garden entrance/exits are not going to seek out the pedestrian crossings. They will just walk straight across the road amongst the cars.

Access arrangements into the gardens are currently under review. Safe pedestrian crossings are being proposed at all major points of conflict, including in the form zebra and signal crossings. The main pedestrian desire lines to and from the Garden entrances will direct pedestrians towards these crossings.

- Respondent believes that the existing X design for the Garden should be kept with the NE corner remaining closed, leaving 3 remaining entrances/exits which will:

- be safer for pedestrians to enter and exit so they aren't tempted to walk in the road (the issue with the cyclists along the south pavement would exist with either plan and needs sorting)

The north-east corner entrance is currently open and links through to the Crossrail work site. This entrance is proposed to be closed for pedestrian safety as there will be no safe crossing point at the north east corner of the square under the current public realm proposals. The north-west corner entrance has been closed for the duration of the Crossrail works. As above, access arrangements into the gardens are currently under review. Safe pedestrian crossings are being proposed at all major points of conflict, including in the form zebra and signal crossings. The main pedestrian desire lines to and from the Garden entrances will direct pedestrians towards these crossings.

- prevent people cutting from SW to NE or NE to SW
- The current proposals for the gardens have been designed to prevent people from using them as a cut-through by reinstating the historical orbital path and encouraging people to use this space as a garden rather than quick route through Hanover Square.
- remove the need to put a zebra crossing at the NE corner - a safety issue
- There is no zebra crossing proposed in the north east corner of the square under the current proposals.
- remove the need to cut down any trees

- A large number of concerns have been raised about the proposed loss of 4 trees under the current proposals for Hanover Square. These are all being considered through the design process. The intention is to keep all healthy mature trees as part of this scheme. Further details are provided in Appendix E to this report.

Cabmen's shelter

- Officers have met with a representative of the Cabmen's Shelter Trust twice. Prior to the consultation, The Cabmen's Shelter Trust (via email) were offered a third meeting with Westminster City Council in person to discuss the proposed re-location of the Cabmen's shelter. The Trust replied via email that they felt that they hadn't been contacted about the arrangements, but it should be noted that no stakeholders had been contacted between the two Consultations (Nov 2016 and May 2017).
- Further meetings are being sought in relation to the Cabmen's Shelter specifically.
- A Hanover Square property tenant expressed specific concern at the consultation session about the proposed re-location of the Cabmen's shelter, and have subsequently (via email) arranged a date to meet Westminster City Council on-site to discuss the proposals.
- This meeting has now taken place. Specific concerns relate to the proposed relocation of the Cabmen's Shelter to north east top of St. George Street, in particular the impact that this would have on adjacent properties, which representatives consider would be detrimental: on their business; on views to their property and St. George's Church Hanover Square; on access to their property via the existing accessible ramp in St. George Street; and on air quality with cooking smells from the shelter entering the ground floor shop and upstairs office space (which does not have air conditioning and therefore only ventilated through the opening of windows).
- Consultation continues with stakeholders to determine the location within the Square for the relocated Cabmen's Shelter.

Public Transport

- Query about bus access to the Square and if bus stand on Harewood Place is to be removed.
- As set out above, the City Council's preference is for buses to be removed from Hanover Square in their entirety. We are in discussion with Transport for London Buses to seek their removal. A decision on which is anticipated in late 2017.
- Concern that Hanover Street becomes congested because buses get stuck behind loading vehicles and cause queues to block back to Regent Street.
- Noted. See comments above in relation to the preference for buses to be removed from Hanover Square and therefore from Hanover Street.

Other

- One respondent (via email) and one newsletter, voiced the following similar points:
 - Any consideration for the future of Hanover Square has to be seen in the context of both the advent of Crossrail and the desire by Westminster Council and others to maximise mass shopping footfall in Oxford St and thereabouts.
 - The proposals for public realm improvements in Hanover Square seek to design a scheme which protects and enhances Hanover Square whilst accommodating the requirements of the increased numbers of pedestrians that are anticipated to arrive with the opening of the new station here next year.
 - Lack of any serious consideration given to the area of Mayfair - its character, its people and indeed its economy as well as the peace and rest given by its squares.
 - The arrival of Crossrail in this location means that change has to occur to the highway, however a large amount of research has been undertaken with specialist design

consultants and historic landscape architects in the development of the Hanover Square public realm scheme. Subject to funding being secured for the works, the current proposals would see the Gardens protected and their historic layout reinstated to create an oasis space for visitors to enjoy.

- *“...If the planners get their way, 200 year old trees and the historic gardens will have gone for ever. And why? To make it easier for Cross Rail travellers to go shopping!”*
- This scheme seeks to protect the mature trees within Hanover Square. Further details are provided in Appendix E of this report.
- It is assumed that the extra volume of shoppers and the extra amount they will spend will significantly add to the welfare of the area. Respondent asked if there was statistical evidence to support this.
- There is published evidence to support the argument that enhanced public spaces do have a positive economic benefit on an area, however this is not the main driving force behind the City Council's proposals for this space. We are seeking to deliver a safe and accessible scheme capable of accommodating the increased numbers of pedestrians anticipated with the opening of the Crossrail station entrance, whilst protecting the Square's historic assets.
- Alternative planning arrangements for the dispersal of the Crossrail users could have been thought through and developed differently. This respondent perceives it to be solely the consideration of the travellers/shoppers and no consideration to either the local area or its people.
- Noted, however all visitors – residents, tourists, business users and others are being taken into account through the development of this scheme. A significant amount of research has been undertaken including an on-site questionnaire survey of 100 people using the Gardens to understand how people use them, what they like about them and to for example, understand what they would like to see happen to the Gardens going forward.
- Cultural vandalism of Mayfair, its historical and conservation aspects and am wholeheartedly against the abuse being levied against Mayfair.
- A considerable amount of specialist advice has been sought and continues to be sought throughout the design process for this project. Specialist landscape architects and historians and arboriculturalists have been involved in the development of proposals for Hanover Square Gardens. Historic England have been consulted and broadly support the proposals and further specialist advice is being sought in relation to the listed structures. A dedicated design team has overseen development of the proposals in consultation with the local community through the 2 rounds of public consultation and numerous stakeholder meetings and site surveys.
- The scheme seeks to enhance this area and reinstate historical aspects of the Square including the layout of the gardens.
- The respondent urges the rethink of current designs and return to the drawing board.
- All of the above points have been noted and will be considered through the design process

It should be noted that the newsletter was circulated via the Mayfair Residents Group, and had some inaccuracies regarding the specific proposals (such as the removal of 200 year old trees) Replies have been issued to all parties who have emailed or provided letters during the initial consultation period. Further details relating to the proposed tree planting strategy are available on the project web page and are set out in Appendix E of this report.

SUMMARY

This section has summarised the issues raised during the briefings and in any written correspondence. The concerns identified cover a broad range of topics, the most prevalent being parking and loading issues, and trees.

These are being considered through the design process.

DRAFT

5. EXTENDED CONSULTATION (11TH MAY – 1ST JUNE 2017)

As a result of the receipt of a number of emails and questions (specifically relating to trees within the Hanover Square gardens) the decision was taken to provide an extension to the original consultation deadline, the consultation was extended from 11th May until 1st June 2017 to allow additional responses to be considered. During this period five email comments and queries, plus a petition (one paper and one online) of objections were received.

A petition, objecting to the removal of five² trees from the Hanover Square Garden, containing a total of 176 signatures was submitted by hand to Westminster City Council on 25th May 2017, the petition provided the opportunity for those which signed it to leave a comment. From the total number of signatures, a total of 73 respondents also provided written comments. All comments related to the removal of trees from Hanover Square are available on request. We have outlined the key themes below.

Objections included;

- *“Preservation of healthy, adult trees in the city should be of the highest priority”;*
- *“There is no valid reason to remove these trees. Given then high level of pollution, especially on and around Oxford Street it seems insane to remove a vital source of detoxification.”;*
- *“The trees are old and beautiful and in a concrete setting essential”;*
- *“I do not think these trees should be removed, this is invaluable and this destruction of nature cannot continue”;* and
- *“Adds greenery to a built up area, gives more protection and helps pollution. Ridiculous to remove.”*

In response to the increased interest in the replacement of trees from the site, further detail was provided on the Hanover Square Public Realm Improvement Scheme website. The additional information, including details provided on the website is shown in Appendix E.

A second petition has also been produced online (<https://www.change.org/p/westminster-council-save-the-trees-in-hanover-square>). The text of the petition included:

“Hanover Square gardens originate from the 18th Century and have always been a historic part of Mayfair, linked as they are with St. George's Church where Handel performed some of his compositions. The plane trees in these gardens are an intrinsic part of this historic square. The arrival of Cross Rail has led to plans to remove these trees and thereby destroy the beauty of the square, which has been enjoyed by both local people and visitors over many years. To chop these trees down and thus lose this beauty is pure vandalism.”

The comments received are similar to those received on the paper petition listed above. As of 18/07/2017 166 individuals have signed. A target of 200 signatures has been set by the organiser.

² Noted that the petition incorrectly stated that five trees are proposed to be removed, however the proposed number of trees to be removed was four.

Separate feedback was provided by John Lewis, as part of the Oxford Street Pedestrianisation consultation. This was received by WCC on 08/06/17. An extract relevant to the Hanover Square proposal is set out below:

- *“...Of particular interest to John Lewis is the management and vehicular access along Harewood Place and Holles Street as this is destined to be a major pedestrian route from the new Bond Street Crossrail station exit in Hanover Square.*
- *The current environment is poor and there is limited space to accommodate a significant increase in pedestrian movement without safety and comfort being compromised. It is of particular concern in relation to safety having regard to the current poor reputation of this junction with Oxford Street and as a result mitigation measures need to be put in place at the earliest opportunity to address this issue in the short and long term.”*

DRAFT

6. SUMMARY & NEXT STEPS

SUMMARY

The consultation period provided the public with an opportunity to express and record their opinion on the proposals for Hanover Square Public Realm Improvements through a series of briefing sessions, discussions with the project team, written and online feedback forms and door-to-door visits to local residents and business. Largely the feedback from the public was very supportive of the proposals and there was a clear realisation for necessary improvements in the area while maintaining and enhancing several of the Square's historic features.

Four briefing sessions were held in April 2017 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, 32 business / stakeholder representatives attended the briefing sessions and provided verbal and/or written feedback.

Feedback forms were made available online and on paper at the sessions to gather opinions on the proposals. By the initial consultation deadline of 11th May 2017, 10 online responses (one of the online responses was largely incomplete) had been received in total, plus 5 by email and one letter. The consultation was extended to 1st June to allow for comments to be provided by parties who had been unable to comment within the original timescale. It also provided time to receive the trees petition that WCC had been made aware was in progress.

The briefing sessions 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. The door-to-door visits were also welcomed by many, and the feedback received from those visits was that these particular local residents/businesses and other stakeholders didn't have any objections to the proposals and welcomed them.

Overall, the feedback regarding the scheme was positive, and aside from some specific comments (via email/questionnaire/verbally on the day/subsequent newsletter) from a small group of respondents, residents and businesses in the area are in favour of the scheme as a whole.

NEXT STEPS

This second round of 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 now be reviewed before they are reported back to Westminster's Cabinet Members.

The next stage of engagement will be the parking and loading arrangements statutory consultation as part of the Traffic Management Order (TMO) process during Stage 3. It may result in some changes to the design proposals.

Delivery of a scheme is currently proposed to commence on site in 2018.

Appendix A

FEBRUARY 2017 REPORT ON ENGAGEMENT

Appendix B

CONSULTATION LEAFLET APRIL 2017

HANOVER ■ SQUARE ■ W1



Hanover Square Public Realm Improvements

➔ **PLEASE JOIN US AT ONE OF OUR APRIL BRIEFING SESSIONS**
25 and 27 April 2017 - see back page for further information.

Following initial Public Consultation in November 2016, Westminster City Council has continued to develop the design proposals for public realm improvements in Hanover Square.

The project is being designed for delivery in phases and to accommodate construction and operation of Crossrail's Bond Street Station Eastern Ticket Hall and associated developments. The station works are underway, with the station due to open in the north-west corner of the Square in December 2018.

Public Realm Vision

The vision for the Square seeks to:

- Transform the Square into a high quality public space fitting of its heritage and future use.
- Deliver enhanced public spaces to accommodate the significant increase in pedestrians expected with the opening of Crossrail's Bond Street station.

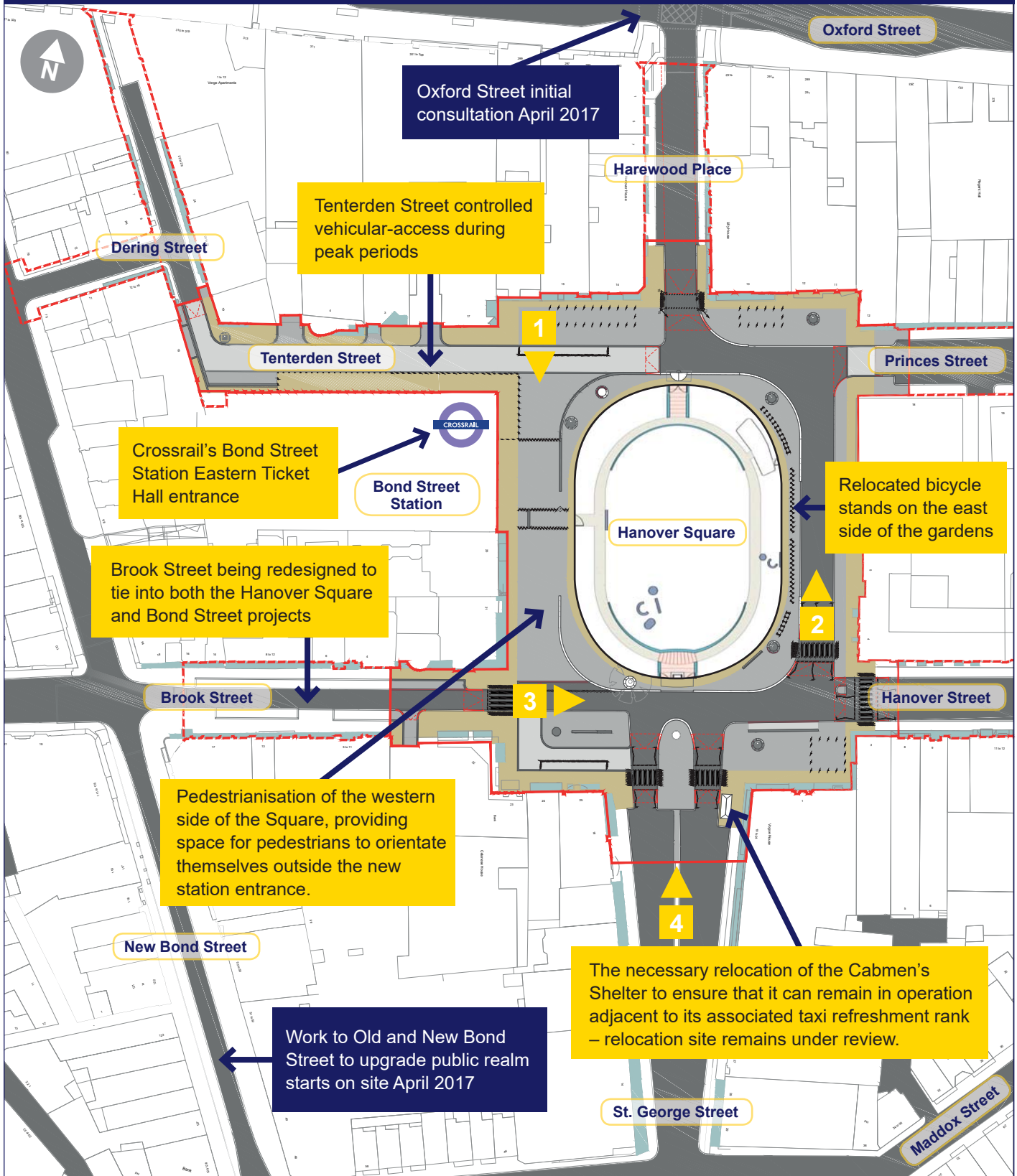
- Provide an exceptional public space in the heart of Central London.

The City Council as the highway authority is leading on this project. Working closely with key local stakeholders, the principles for the public realm have been developed and current proposals are shown overleaf.

We are now seeking your views on our proposed designs; on our parking and loading proposals; and our plans for Hanover Square Gardens.

Please join us on the 25 or 27 April 2017 to find out more about this scheme, meet the project team and watch an animation of our planned improvements for Hanover Square.

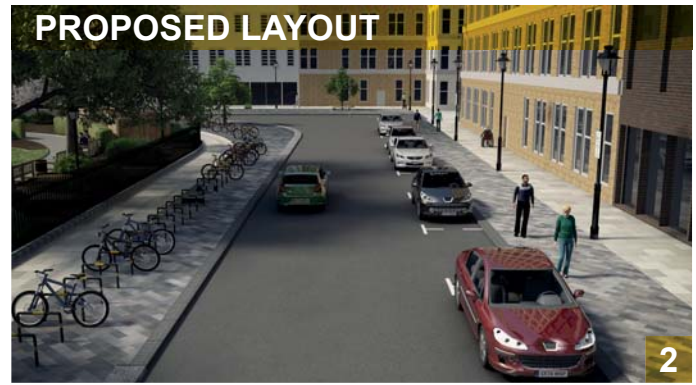
PUBLIC REALM PRINCIPLES



- Use of quality natural surfacing materials throughout the Square.
- Improved highway 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 conflicts.
- Introduction of new street lighting to modern standards.
- Proposed signalised pedestrian crossing on Harewood Place, subject to traffic access strategy and TfL approvals.
- Wider footways to improve pedestrian movement.
- Continuous pedestrian accessible route around the edge of the Square.



Proposed view south towards the pedestrianised west side of Hanover Square



Proposed view north on Hanover Square east



Proposed view east from Brook Street towards the south side of Hanover Square and Hanover Street



Proposed view from St. George Street north to Hanover Square

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

Feasibility Design

The vast majority of the feedback provided during the feasibility stage of this project in November 2016 was in support of the proposals, with most respondents believing that the proposals would improve the space and make it more usable for the public and local community. The revised proposals contained within this leaflet, based on feedback, focus on:

- The need to protect and enhance the gardens and their heritage assets.
- New road surfacing and enhanced materials.
- Wider, more generous footways with a level walking route around the whole Square and gardens to improve pedestrian circulation, comfort and accessibility.
- The potential timed vehicular access to Tenterden Street to reduce traffic impact on pedestrians crossing busy roads to get to and from the station.
- Servicing bays in Tenterden Street are proposed to be controlled hours allowing maximum access whilst reducing potential for pedestrian / vehicle conflict at peak times.
- The need to relocate the Cabmen's Shelter, a heritage asset, to ensure its continued operation as a taxi facility linked to bigger ranks, and association with Hanover Square.

- An unobstructed level pedestrian route for Crossrail passengers to a new taxi rank on Brook Street.
- Review of the current levels and range of parking with additional motorcycle parking provided in response to demand.

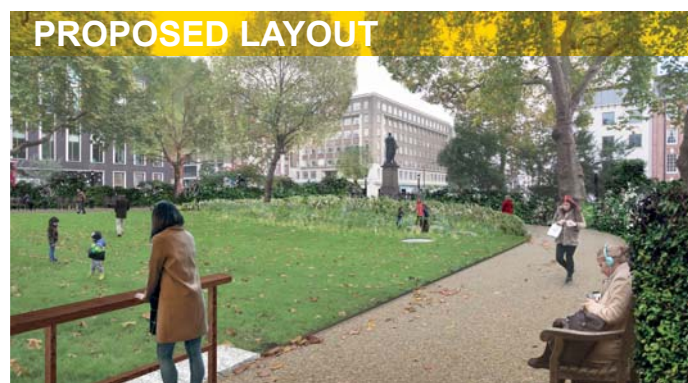
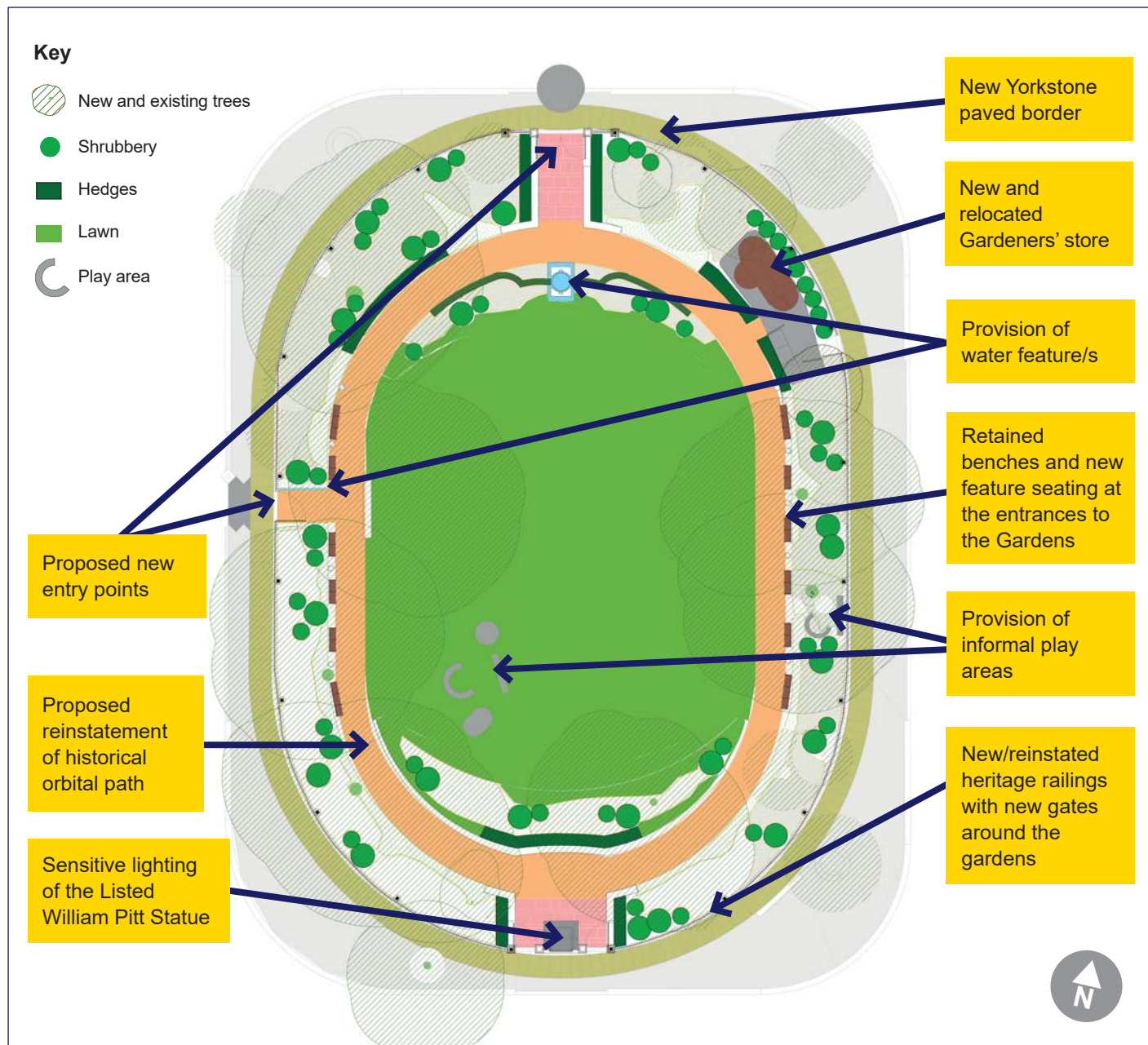
The respondents who expressed support felt that the proposals would bring a significant improvement to Hanover Square, in terms of its design, the traffic flow arrangements and providing better access to the gardens. There was particular support for the proposed pedestrianisation of the western side of Hanover Square, with the consensus that the proposals will make the space safer and more accessible for pedestrians, particularly with the future volume of passengers using Crossrail's Bond Street station. Respondents also commonly agreed that the proposals would improve the overall atmosphere of the Square.

The Hanover Square scheme is being designed to link in with neighbouring Public Realm Improvement Projects in Bond Street and future proposals for the Oxford Street district.

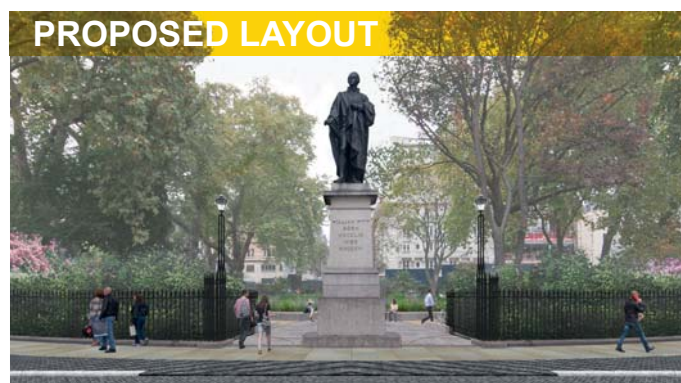
Proposals for Hanover Square Gardens

The gardens are proposed to be re-landscaped with a new orbital path which will make way for a large oval lawn area, no longer separated into four quadrants by pathways. Three gates will allow access to the gardens from the north, east and south of Hanover Square, enhancing the north-south connections to Cavendish Square.

Subject to funding, these proposals including the relocation of the entry point away from the north-west corner of the gardens will discourage the use of the gardens as a cut-through to neighbouring streets and ensure a tranquil and peaceful setting. The proposals include planting of new trees, hedges, shrubbery and central lawn with an improved play area, water feature and several benches overlooking the orbital path.



Proposed view within Hanover Square Gardens looking south



Proposed view from St. George Street looking north

The proposed parking and loading arrangements provide a mix of different classed bays on the Square. The proposals to reallocate parking have been developed in coordination with existing arrangements in the wider area.

PROPOSED PARKING BAY ALLOCATION FOR CONSULTATION

This map illustrates the proposed Crossrail route through the Bond Street area in London. The route is highlighted in orange and yellow, showing its path from the north, through the city center, and towards the south. Key locations labeled include Harewood Place, Tenderden Street, Bond Street Station (marked with a Crossrail logo), Princes Street, Hanover Square, Brook Street, Hanover Street, New Bond Street, and St. George Street. The map also shows the surrounding urban layout, including buildings and other streets.

Timescales



Frequently Asked Questions

What will the access route be like from Crossrail's Bond Street Station around the Square?

The western side of the Square is proposed to be pedestrianised and a fully accessible unobstructed pedestrian route is proposed to be provided around Hanover Square, which will include level pedestrian crossing facilities at each crossing point and direct access to side streets.

Will parking spaces be provided for bikes and how will you stop cyclists and motorcyclists from using the pedestrianised zone?

Measures will be developed during the next design stages to ensure that this is prohibited and that other routes are available. Cycle parking is proposed to be provided on the eastern side of the Square, with an increased provision of motorcycle parking proposed

on the east side of the Square and in St. George Street.

How will trees be affected under the proposed scheme?

While some existing trees are proposed to be removed, a programme of new tree and shrub planting is being developed with an enhanced landscaped garden and new central lawn.

Who will maintain control of the gardens?

Westminster City Council will maintain control of the gardens and surrounding highway and will be responsible for maintaining the landscaping design. Benches which are already sponsored are proposed to be kept within the gardens. Consideration will be given to further sponsorship opportunities through the design and delivery process. A management plan will be developed for Hanover Square which will set out how any future events in Hanover Square will be managed, liaising closely with local community groups.

BRIEFING SESSIONS

We will be holding four briefing sessions for local businesses and residents to find out more about the proposed works, timescales, meet the project team and ask any questions on the proposal.

Presentations will be given at:

**The Salvation Army, Regent Hall,
275 Oxford St, London W1C 2DJ on:
Tuesday 25 April 2017, 9.30am and 1.30pm
Thursday 27 April 2017, 9.30am and 1.30pm**

Presentation materials will be on display at the venue between 9am and 4pm each day.

We ask that you **please register your attendance in advance and to confirm which session you plan to attend** by contacting our Communications Manager at:
hanoversquare@wspgroup.com

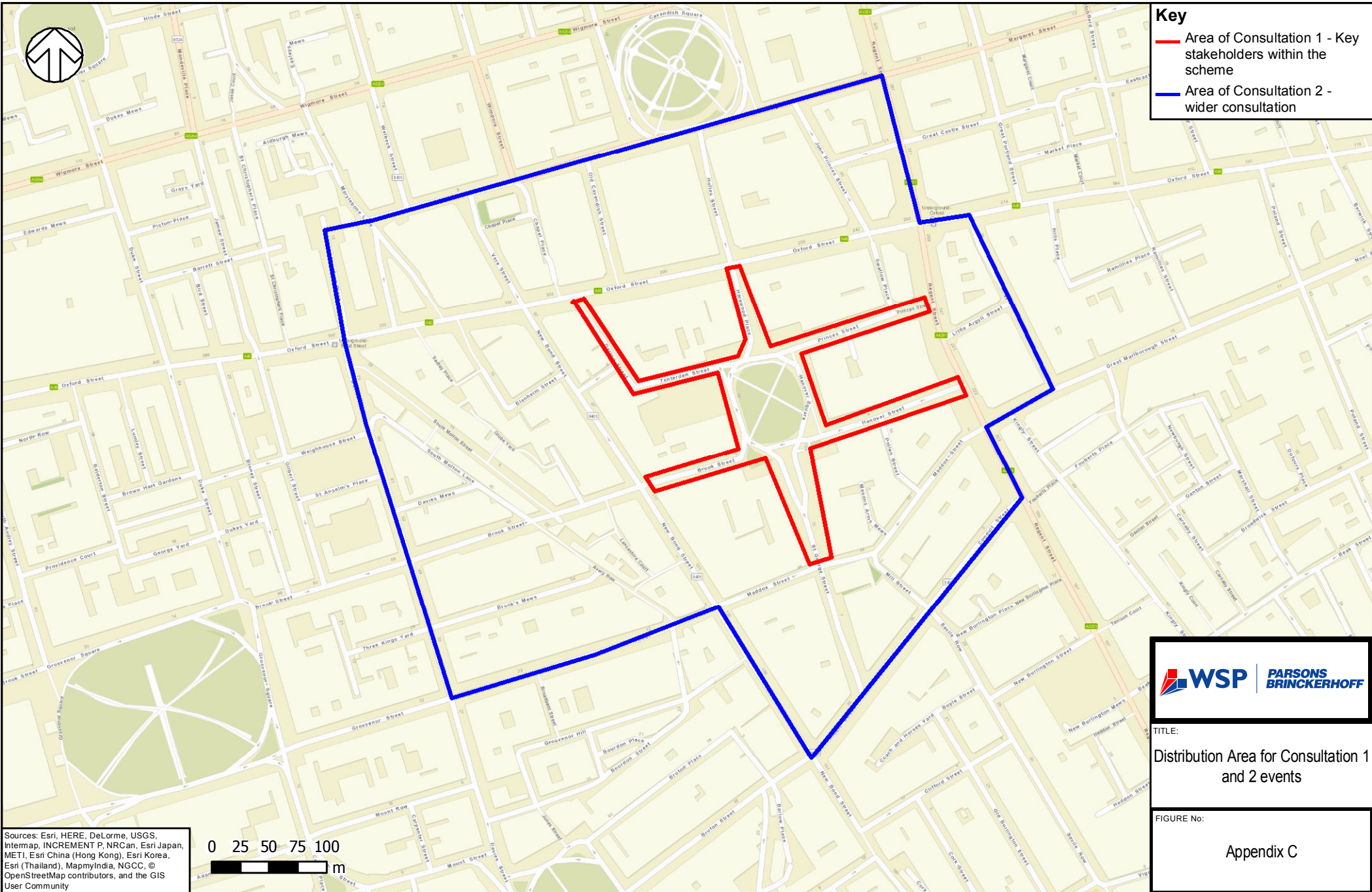
Further Information

Further information, including a copy of the leaflet distributed in the initial consultation stage and which provides information relating to this scheme is available on our website here:

www.westminstertransportationservices.co.uk/hanover-sq

Appendix C

**LEAFLET DISTRIBUTION AREA
(INSIDE BLUE LINE)**



Appendix D

QUESTIONNAIRE – APRIL 2017

HANOVER ■ SQUARE ■ W1

Thank you for attending a briefing session to find out more about the public realm proposals for Hanover Square. Please take a moment to complete the response form. Your feedback is important to us and will help to inform further develop the design proposals for this project. **Please submit your response via the drop box** provided or scan it to hanoversquare@wspgroup.com

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 state name:	
Taxi driver	
Visitor	
Other (please say)	

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

Comments:

3. How much do you agree or disagree with the overall vision for public realm improvements in Hanover Square?

Strongly agree	
Agree	
No feeling either way	
Disagree	
Strongly disagree	
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	

Please explain the reasons for your answer below.

Comments:

Public Realm Proposals

5. 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	

Please explain the reasons for your answer below.

Comments:

6. What are your views on the proposals to widen the footways?

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

Please explain the reasons for your answer below.

Comments:

7. What are your views on the proposals for Tenterden Street to be pedestrianised during certain times of the day, restricting vehicles from accessing the street?

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

Please explain the reasons for your answer below.

Comments:

Parking and Loading Proposals

8. What are your views on the parking and loading proposals?

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

Please explain the reasons for your answer below.

Comments:

Gardens and Lighting Proposals

9. What are your views on the proposals for the Hanover Square Gardens?

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

Please explain the reasons for your answer below.

Comments:

10. What are your views on the lighting proposals?

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

Please explain the reasons for your answer below.

Comments:

11. How did you find out about this project? *Please tick all that apply*

Leaflet (delivered by post)	
Email	
WCC website	
Local newspaper	
Social media	
Community group/forum	
Word of mouth	
Other (please say below)	

Other:

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

Comments:

13. Please tell us how you found the event: *(Please tick one in each row)*

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I found the briefing 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						

14. What did you find most useful and why?

15. Which parts were the least useful and why?

16. 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 below)	

Other:

17. Do you have any further questions about the proposals that you would like answered?

18. Are there any other comments you would like to make?

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 we provide the name of the business in order that we can 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:

Businesses: Work postcode:.....

Name of business:

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 for your time.

Appendix E

**TREES INFORMATION – EXTRACT FROM CONSULTATION WEB PAGE MAY
2017**

Extract from Consultation Web Page May 2017:

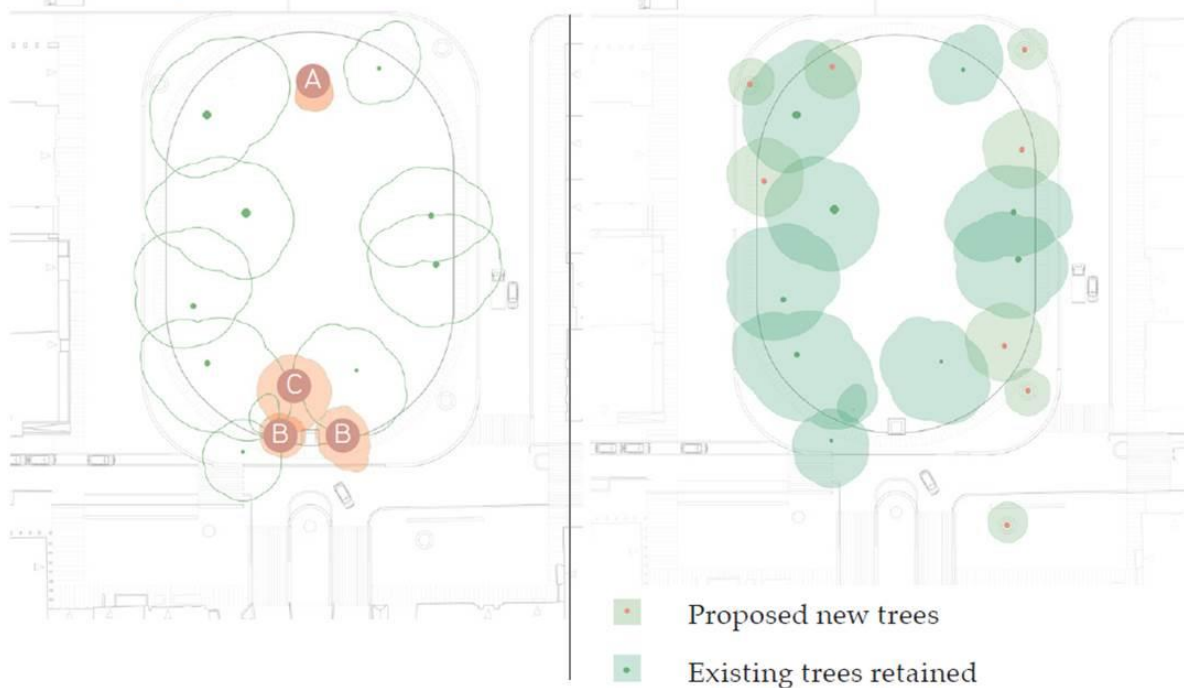
Hanover Square Trees Update May 2017

A number of concerns have been raised through the recent consultation process about the proposed loss of trees in Hanover Square.

Whilst 4 self-seeded trees are proposed to be removed as part of this scheme: 1 mid-sized London plane tree currently in the centre of the historic view corridor, 1 mid-sized Sycamore tree, and 2 Norwegian Maple trees which are currently crowding the William Pitt statue, significantly more new trees are proposed to be planted in and around the Square and in the Gardens to replace them.

All mature London plane trees are proposed to be retained within the Hanover Square public realm scheme and the proposed reinstated historical orbital path has been arranged with respect to their positions.

Plans and photographs produced and provided by Publica



Trees proposed to be removed:



A Younger London Plane tree



B Norwegian Maple tree



C Self-seeded Sycamore tree

We are committed to delivering a tree planting and landscaping strategy for Hanover Square which seeks to protect mature trees and deliver an overall increase in the number of trees as part of our wider public realm improvement scheme, and one that will be maintained over time.

Our designs have benefited from significant specialist input and City Council officers have met on site with our appointed design consultants. Further, every tree in Hanover Square and its gardens has been examined by our arboriculturalist team and is satisfied that the trees currently proposed for removal are not of the same stature or amenity value as others here that are being retained, and that therefore they can be considered for removal.

Of the 4 self-seeded trees that are currently being considered for removal one is a mid-sized London plane tree which is currently in the centre of the historic view corridor that is the visual link between Cavendish Square and St. George's Church, one is a mid-sized Sycamore tree, and two are Norwegian Maple trees which are currently crowding the listed William Pitt statue. Further details regarding the quality of these specimens is set out below.

New and semi-mature trees are proposed to be planted in and around the Square and in the Gardens to replace them. All mature London plane trees are proposed to be retained within the Hanover Square public realm scheme and the proposed reinstated historical orbital path has been arranged with respect to their positions.

The proposed designs for Hanover Square Gardens have been developed with eminent Landscape Architect, Todd Longstaffe-Gowan, founding member and President of the London Historic Parks and Gardens Trust. Todd is the author of 'The London Square' and has an in-depth understanding of the history of Hanover Square and its gardens. Please be assured that we have carefully considered the history and significance of this unique location and aim to protect all of the mature plane trees within our study area.

Officers are reviewing all of the proposals for Hanover Square and its gardens in the light of comments received during the recent consultation process. In respect of the existing and proposed trees and gardens layout this will include further input from specialist officers including the Council's own arboriculturalists and parks staff, to see whether there could be any options to protect both the gardens for public use, and to protect the trees.

We are seeking to protect as many healthy trees as we can and create a scheme which minimises any potentially environmentally detrimental aspects of the scheme and celebrates the history of this unique location.

Additional Trees information:

Specialist arboriculturalist advice has been provided in relation to the quality of the trees currently identified for removal under the Hanover Square scheme from Westminster City Council's Senior Arboricultural Officer:

The sycamore at the southern end of the garden is a large specimen over 20m in height, but the crown is relatively narrow occupying the space between the two mature plane trees either side. The trunk divides into two similar sized stems at approximately 3m above ground level. The union between the two stems is inherently weak and there is a risk that either or both stems could fail. Retention of this tree for the longer term is not prudent. (photo C)

The two much smaller Norway maple trees planted either side of the stature are both unremarkable specimens. (photo B) The easternmost tree also has a structurally unsound fork union that could fail although I accept that the risk of this happening is low. When viewed from inside the square the canopies are carried at a height whereby they provide no effective screening function and when viewed from outside the square they clearly make little contribution to the overall greening as they are backed by the much large plane trees.

The plane tree situated at the northern end of the square is a young specimen planted some fifteen years ago. It is a tree of good shape but its canopy is beginning to coalesce with the branches of the

adjacent much older and larger plane tree. There is space to the east that is large enough to accommodate a replacement plane and for it to grow to maturity. The removal of this tree opens up views to the plane trees in Cavendish Square. (photo A)

The redesign of the square incorporates a central lawn which will benefit greatly from reduced shade resulting from the removal of the sycamore and Norway maple trees. The loss of these four trees will be more than compensated for by the planting of additional trees both within the garden and outside in the streets surrounding the square.

This a great opportunity to replace what is currently a rather tired space with a high quality well-designed public garden square that should not be compromised by the retention of three rather poor quality trees of limited life (the sycamore and two maples) and one tree (plane) that can be replaced in a more suitable location.



A Younger London Plane tree



B Norwegian Maple tree



C Self-seeded Sycamore tree

Appendix F

PHOTOS – APRIL 2017





