



Westminster City Council

VILLIERS STREET ENGAGEMENT REPORT

December 2020 Consultation Report





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WSP

25 Mandela Way
Southwark
London
SE1 5SZ

WSP.com



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INTRODUCTION



1 INTRODUCTION

1.1 PURPOSE OF THIS DOCUMENT

1.1.1. WSP has been appointed by Westminster City Council to undertake consultation for the Villiers Street public realm improvement proposals. The consultation took place between 3rd November and when the online-questionnaire was closed on the 1st December 2020. This report documents the approach taken, presents the feedback received and sets out Westminster City Council's responses to the key themes that have emerged.

1.2 CONTEXT

1.2.1. Villiers Street is a popular destination within the City of Westminster in central London. Figure 1 shows the scheme location. Lined with retail outlets, office buildings, restaurants and bars, the street is served by two busy stations: Embankment tube station and Charing Cross station. The main entrance to the historic Victoria Embankment Gardens (Grade II* Park and Gardens) is accessed from the south of Villiers Street.

1.2.2. WSP have carried out feasibility stage design proposals and are undertaking initial design to improve the route for pedestrians and public realm on Villiers Street by creating a more pleasant environment to live, work and do business.

1.2.3. The graphic in Figure 2 shows the four challenges below which the proposals are designed to address:

- Design challenge one: address the level changes across the scheme to improve accessibility and surface water drainage.
- Design challenge two: use the Westminster approved materials palette to ensure performance and reflect the character and identity of the surrounding context into the scheme.
- Design challenge three: provide an enhanced gateway arrival experience to the scheme.
- Design challenge four: reducing street clutter to improve pedestrian priority and flow.

Figure 1 - Scheme Map

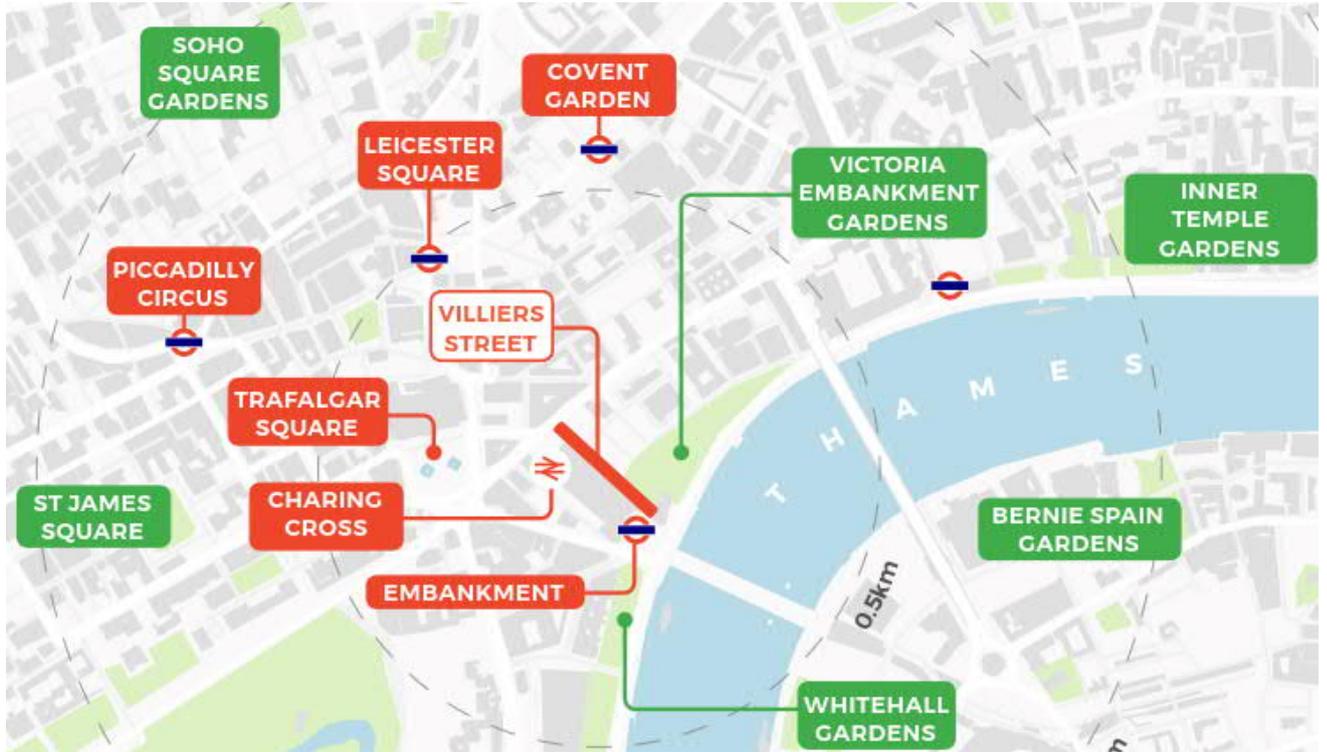


Figure 2 – Site Context



1.3 SCHEME VISION

1.3.1. The vision of the scheme is to:

Provide a street that is both visually inviting and pedestrian friendly, supported by enhanced security and timed road closures to improve the look and feel of what is already a heavily used pedestrian space that will only benefit from the investment in the public realm and help to improve the way it is used.

1.4 SCHEME OBJECTIVES

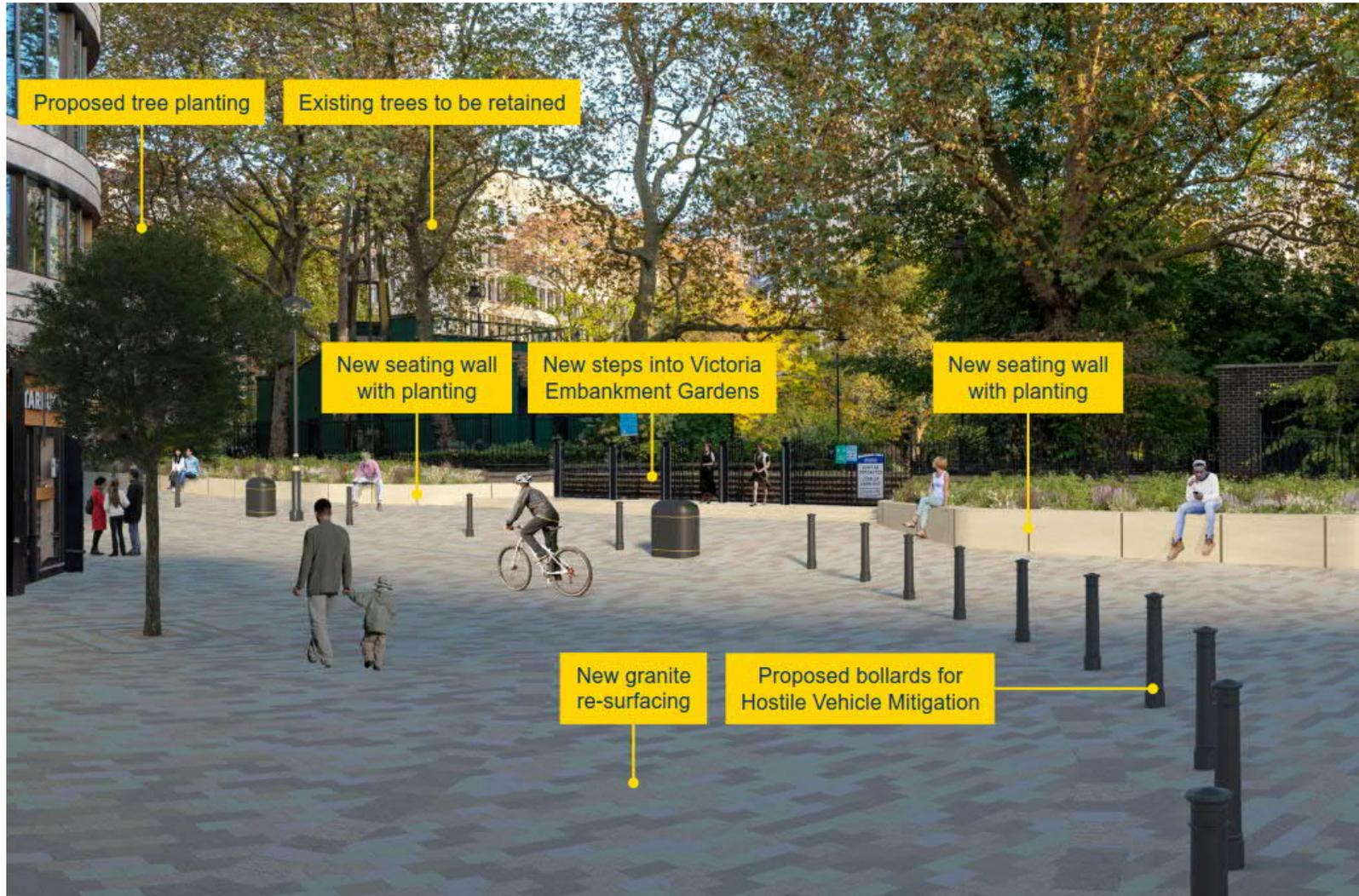
1.4.1. Objectives of the Villiers Street proposals are to:

- Enhance the public realm.
- Mitigate the impact of hostile vehicles.
- Improve the walking environment.
- Re-establish the area as ‘the heart of London’.

1.5 ABOUT THE PROPOSALS

The two graphics below show visualisations of the proposals

Figure 3 – Visualisations







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CONSULTATION APPROACH



2 CONSULTATION APPROACH

2.1 CONSULTATION APPROACH

- 2.1.1. Due to COVID-19 restrictions, it was decided to undertake the consultation online, Public Exhibitions were not held, and all information was hosted on the project website (www.VilliersStreetLondon.co.uk). On the 1st and 2nd November 2020 letters were distributed to 820 addresses.
- 2.1.2. The distribution area was agreed by the design and WCC teams as those immediately impacted by the proposals: see Appendix A - which included 528 addresses from the area surrounding Villiers Street, as well as all those in the statutory consultee Section 6 / Traffic Management Order (TMO) stakeholder list.
- 2.1.3. These letters (see Appendix A) signposted recipients to the dedicated project website (www.VilliersStreetLondon.co.uk) which documented the information required to help consultees understand the proposals. The information was held virtually on the site from 3rd November and is still available to view. The questionnaire was available to complete between 3rd November and 1st December. The reason the information was held virtually was because of COVID-19 and the need to comply with public health guidance at the time of consultation.
- 2.1.4. The informal consultation was held to enable the design team to get feedback on proposals, especially the road closure times, and to inform the decision making process. A copy of the questionnaire is included in Appendix B.
- 2.1.5. The next section outlines the consultation questionnaire results. Responses were also received via email, and these are listed in the comments. We received no telephone responses to the WCC switchboard (020 7641 6000) and no requests for printed versions. Meetings were set up with various stakeholders who had requested to find out more information and included:
- Residents of Kipling House
 - North Bank BID
 - Emergency services
 - Taxi representatives from TfL

3

QUESTIONNAIRE AND EMAIL RESPONSES



3 QUESTIONNAIRE AND EMAIL RESPONSES

3.1 INTRODUCTION

3.1.1. This section sets out the findings of the questionnaire, which was available via the Villiers Street website between 3rd November – 1st December 2020 inclusive.

3.2 LEVEL OF RESPONSE

3.2.1. We have received the following numbers of responses to this consultation:

- 57 questionnaire responses (the questionnaire is shown in Appendix B) from a mixture of those responding as residents and those who own/operate/work at businesses in the area.
- 6 emails
 - 5 responded as representing a business/organisation.
 - 1 of these was responding as an individual

3.2.2. No letters were received.

3.2.3. No phone calls to the WCC switchboard were received.

3.3 QUESTIONNAIRE RESULTS

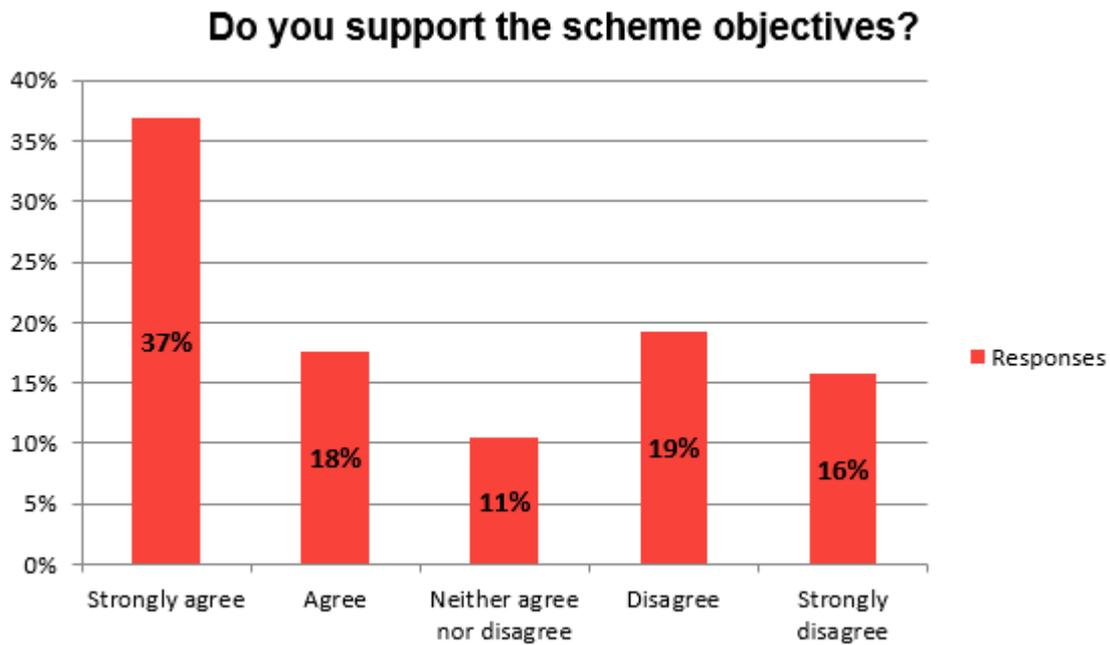
Questionnaire Analysis

3.3.1. Please note that percentages, where included, have been rounded to the nearest whole percentage point and, as such, totals may not always equal 100. Furthermore, percentages are based on the total number of respondents who answered that particular question (the base is shown as 'n' below each figure/table).

Scheme Objectives

- 3.3.2. Initially, respondents were asked whether they agree or disagree with the overall objectives for the Villiers Street improvements.
- 3.3.3. Overall, 55% of respondents were in favour, while 11% were neutral, and 35% were not in favour.
- 3.3.4. As shown in Figure 4, 37% of respondents (21 out of 57 respondents) strongly agree with the scheme objectives, 18% of respondents (10 out of 57 respondents) agree, 11% of respondents (6 out of 57 respondents) neither agree nor disagree, 19% of respondents (11 out of 57 respondents) disagree and 16% of respondents (9 out of 57 respondents) strongly disagree with the scheme objectives.

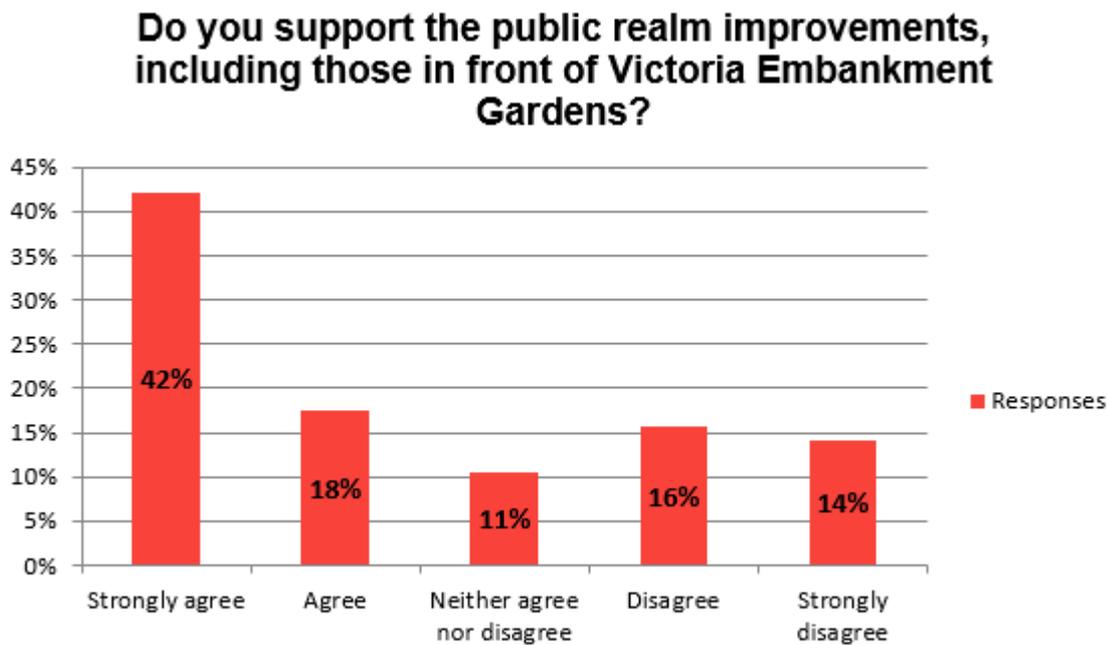
Figure 4 – Feedback on the objectives of the scheme



Base: all who provided a response (n: 57) (errors due to rounding)

- 3.3.5. Respondents were next asked whether they agree or disagree with the specific public realm improvements presented within the consultation information.
- 3.3.6. Overall, 60% of respondents were in favour, while 11% were neutral, and 30% were not in favour (percentages have been rounded and do not equal 100 as a result).
- 3.3.7. As shown in Figure 5, 42% of respondents (24 out of 57 respondents) strongly agree with the public realm improvements, including those in front of Victoria Embankment Gardens, 18% of respondents (10 out of 57 respondents) agree, 11% of respondents (6 out of 57 respondents) neither agree nor disagree, 16% of respondents (9 out of 57 respondents) disagree and 14% of respondents (8 out of 57 respondents) strongly disagree with the public realm improvements, including those in front of Victoria Embankment Gardens.

Figure 5 – Feedback on the proposed public realm improvements

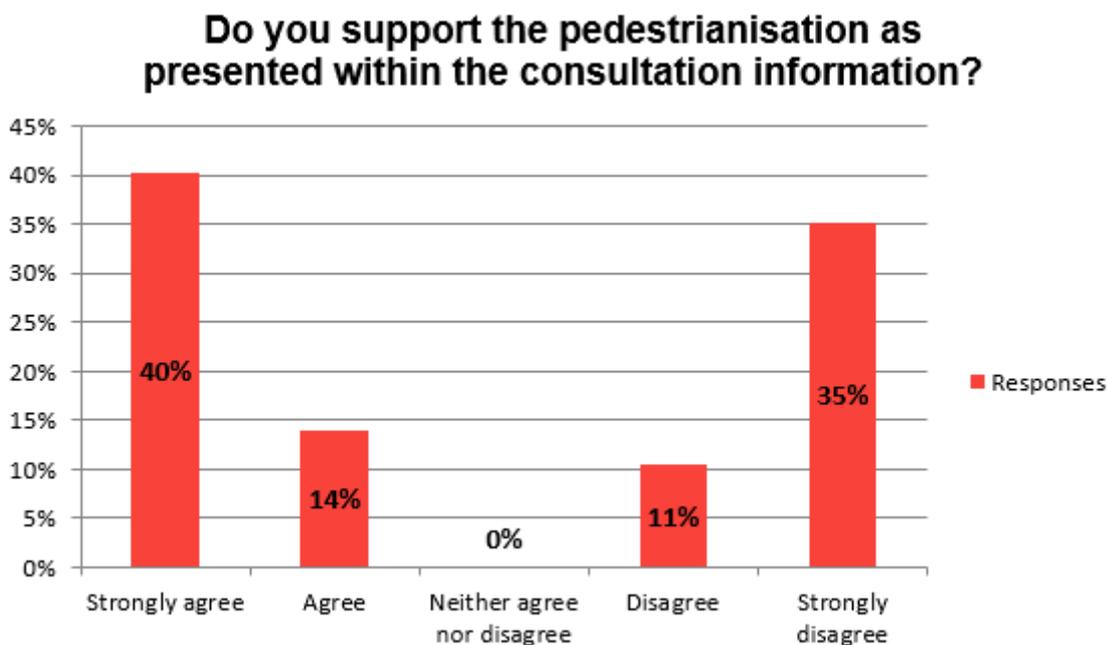


Base: all who provided a response (n: 57)

Pedestrianisation

- 3.3.8. Respondents were asked whether they agree or disagree with the pedestrianisation as presented within the consultation information.
- 3.3.9. Overall, 54% of respondents were in favour, while 46% were not in favour.
- 3.3.10. As shown in Figure 6, 40% of respondents (23 out of 57 respondents) strongly agreed with the pedestrianisation as presented within the consultation material, while 14% of respondents (8 out of 57 respondents) agreed. Eleven per cent of respondents (6 out of 57 respondents) disagreed and 35% of respondents (20 out of 57 respondents) strongly disagreed with the pedestrianisation as presented within the consultation material.

Figure 6 – Feedback on support for pedestrianisation



Base: all who provided a response (n: 57)

Deliveries and servicing

3.3.11. We asked a question aimed at both businesses and residents:

As you will be aware from reading the information about the proposed timed road closure, there may be an impact on your servicing and deliveries. The proposal is for Villiers Street to be pedestrianised, and therefore closed to traffic:

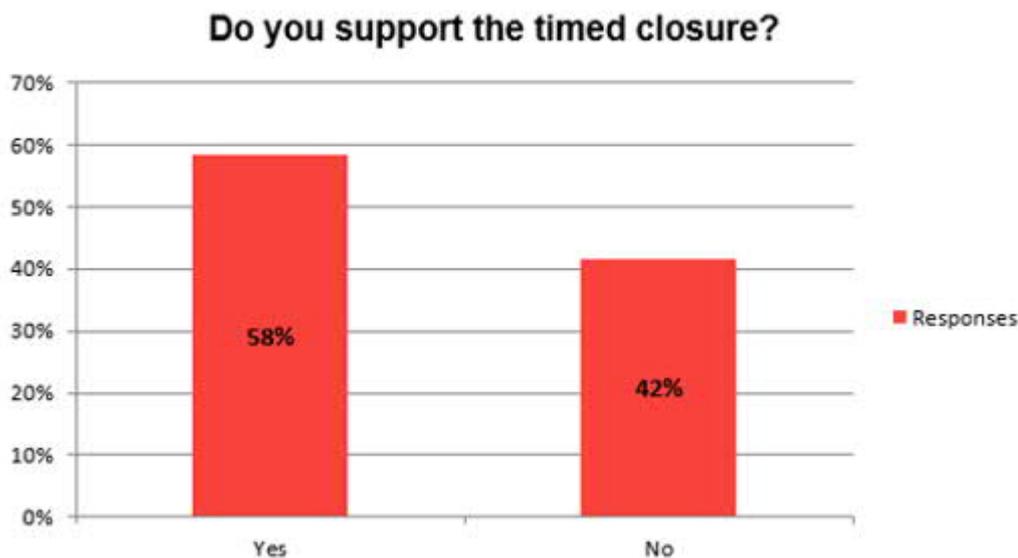
Mon - Fri 7:30 - 10:00am & Midday - Midnight

Sat - Sun 10:00am – Midnight

All deliveries and servicing are proposed to be undertaken when Villiers Street is open. Please note that access for emergency services (e.g. fire, ambulance etc) will be maintained at all times. If you operate a business, please speak to your suppliers in advance of answering this question. Once you have enquired with your providers about the possibility for them to re-time your deliveries, please let us know: Do you support the timed closure?

3.3.12. As shown in Figure 7, 58% of respondents (28 out of 48 respondents) supported the timed closure, and 42% of respondents (20 out of 48 respondents) did not support the timed closure.

Figure 7 – Feedback on the proposed public realm improvements



Base: all who provided a response (*n*: 48)

Deliveries and servicing (further details)

3.3.13. We asked respondents to provide a description of their business, their deliveries and servicing requirements. This information was provided directly to the Design Team, to help to inform the development of the proposals and follow up with individual businesses as required. Questions included the name of the businesses, the address, where vehicles currently load and unload, if the business receives time critical deliveries or collections, if the business could re-time deliveries/collections, and finally who collects the business waste (e.g. Westminster City Council/Other).

The responses that are not subject to data protection are included in Appendix F.

3.4 COMMENTS

3.4.1. We asked respondents to provide a description of the reason(s) why they commented how they did to the various questions. This was an open text response of unlimited length. 6 emails also contained comments.

3.4.2. Comments have been analysed by creating a code frame (see Appendix F) and attributing a code to each comment from the questionnaires and emails received, The coded comments broadly related to 4 key categories: road closure/deliveries; benefits to pedestrians; trees and planting; safety and security.

3.4.3. The two key themes were:

- Approval of overall objectives / benefits to pedestrians / improved look and feel of scheme / improved planting / increased safety (30 mentions)
- Road closure objections / deliveries or accessibility concerns (23 mentions)

3.4.4. Other, more infrequently mentioned themes included:

- Support for improved planting/greenery (6 mentions)
- Concerns about antisocial behaviour (5 mentions)
- Footway/bollard questions/concerns (4 mentions)
- Comments supporting full pedestrianisation/concern over cyclists mixing with pedestrians (4 mentions)
- Lack of disabled access (4 mentions)
- Noise (3 mentions)
- Approval of pedestrianisation and would prefer if there wasn't a daytime-window at all (2 mentions)
- Approval of scheme pedestrianisation but has suggestions about the road closure times (2 mentions)
- Approval of pedestrianisation (1 mention)
- Construction concerns (1 mention)

- 3.4.5. The responses that were in opposition of the proposals, or in part opposition, were mainly due to the proposed road closure itself, or proposed road closure times (23 mentions). The responses in favour, or partly in favour of the proposals were from people who were keen to see the area refreshed and have paving/drainage upgraded, as well as those who would welcome pedestrianisation (30 mentions).
- 3.4.6. We have grouped the key themes together to provide some excerpts of the responses and where relevant, in order to provide clarity on some of the points/where there was confusion, the design team have been through each of the 57 responses and 6 emails, and where comments were made, they have taken each one into account. The [blue text](#) below summarises the comments provided by the design team for the most commonly occurring points.

Benefit to pedestrians, example comments include:

- “We support the proposals which will benefit pedestrians.” And “...There is no necessity for providing a delivery slot in the day. To be successful this scheme must embrace full pedestrianisation which means the vehicles must not suddenly appear in the street at any time”.
- “I welcome the enhancements with new hard waring materials, greening and I'll feel safer with the proposed reduced times of vehicle access”.
- “I support pedestrianisation, more active travel and less access for polluting vehicles”.
- “There's never much traffic on this street but when there is, it's often in conflict with pedestrians. Aside from allowing deliveries at certain times I think pedestrianisation is a good thing”.

Trees and planting, example comments include:

- “This looks to be directly in front of our new refurbished building reception.... We would be welcome to a discussion on this.....”
- “Very supportive; in particular very keen for increased garden space; more trees etc - we need to be more sustainable”.
- “The proposals can only lead to a better and friendlier environment with better access to the gardens.”
- “I feel very excited about the improvements that will be made. This neighbourhood deserves to be as beautiful as our park!....”
- “...welcome the proposal of new resurfacing of the street and the proposed tree planting. I believe the street is in need of uplifting and the surface is uneven at the moment”.
- “Trees needed please - like Northumberland Avenue. Works desperately need to extend to Craven Street, including repaving and trees....”

The currently proposed tree is located in existing carriageway area and will not impact on the current access arrangements to the premises. The location of this tree is subject to further investigatory works to determine the exact location of underground services.

Deliveries and access, example comments include:

- “We have families who need groceries, furniture, online shopping delivered multiple times every week, as well as various trades and service people visit our homes frequently.”“Forcing businesses to deliver at night will increase the noise we residents suffer at night.”
- “Pedestrianisation will ruin the area for local inhabitants, causing noise at night and inability to deliver during the day.”
- “...unable to unload supermarket shopping from car boot - I am unable to carry large items, suitcases/food shopping unless I/taxi park outside my building - Impossible to move in/out (removals) can't take place in 2 hours or after midnight).”
- “ Many of us have elderly and infirm relatives who would now be unable to visit us. They need to be dropped at our doors. The rights of the elderly and disabled are of the utmost importance.”
- “*Villiers St works fine as is. Vehicle access at all times is essential for residents. York Buildings access has been closed for over a year. Only having access to this area via Adam St is far too restrictive.*”
- “*The scheme overall is welcomed but the timings of the street closures are a major concern – A two hour window for access for deliveries for the businesses which reside on the street will cause congestion and queues. The need to protect people travelling to Charing Cross and Embankment Stations is recognised but a wider deliver window or a further time when the street could be accessed e.g. between 2pm till 4pm would enable the businesses on Villiers Street to be serviced and supported*”.
- “*Delivery and access for disabled and other needs will be severely, adversely impacted. Impacts to John Adam street will also be substantial and unacceptable.*”
- “*Traffic: Traffic has never been an issue on Villiers street. There is little traffic during day time. Deliveries: Most problems occur from night-time deliveries. They create a lot of noise and disturb our sleep. We are woken up by a reversing truck with the security warning signals on or glass recycling trucks*”.

The timing of the closures is still to be agreed, and any suggestion to alternative timings will be considered. Emergency services will have 24hour access to the area. Under the current proposal, daytime deliveries will be permitted Mon-Fri from 10am-Midday, as well as before 10am on Sat/Sun. All deliveries and servicing are proposed to be undertaken when Villiers Street is open. This is subject to the outcome of this informal consultation, and formal Traffic Management Order (TMO) consultation. Deliveries that are completed by cyclists e.g. food or document deliveries, will be unaffected by the closure. Any deliveries occurring outside of the street's opening hours will be

required to take place away from Villiers Street and completed on foot. John Adam Street will have some loading capacity under the new arrangements but all efforts should be made to try and keep deliveries to the street opening hours at all times.

At present Villiers Street doesn't provide for parking which could be used by tradespeople. The proposal will not affect how this works currently with regards to trade access. It is recognised that deliveries and access is still required to the street, and we are looking to fully understand all affected parties' needs as part of this informal consultation.

An independent study has identified Villiers Street as an area of high risk for Hostile Vehicle Attacks. Unfortunately, vehicles do not have to be driven at excessive speeds to result in significant injury to pedestrians. A sliding bollard system is proposed as part of the enhanced security provision at Embankment Place and John Adam Street.

Safety / security, example comments include:

- *“Cyclists pose greater risk to pedestrians”*
- *“Replacing spiked rails and adding planters would make it easier for people to enter the park at night, leading to crime.....”*
- *“This will entice more public nuisance such as thieves and drug dealers around the area. Most restaurants and bars can then filter out on to the road creating less space for people to walk freely, more noise and nuisance and a lot of traffic and complications moving around the area especially when contractors are coming in to tend to residential essential works.”*
- *“Given your statement “John Adam Street between Villiers Street and Buckingham Street will operate as a two-way road to facilitate loading during hours of closure on Villiers Street” I fail to see nothing but chaos and the possibility of accidents if this is allowed to happen as vehicles line up to deliver and turn around.”*
- *“The proposal is positive in trying to improve the look / ambience of Villiers Street and the surrounding area. Restricting vehicular access to the proposed extent would create immense problems for very obvious innumerable reasons. Pedestrianising Villiers Street would do nothing to reduce the chance of hostile pedestrian attacks which are more common than vehicular attacks”.*
- *“There is a deficiency in cycle stands in this area and the failure to include more cycle parking infrastructure will encourage cycles being parked on existing street furniture (such as the TfL underground railings etc).”*

The proposals present a brighter, cleaner environment which it is hoped will change attitudes towards the street in a positive way.

The bollards are proposed to be removed from the southern side of Villiers Street to allow for increased width for loading activities during the hours where vehicle access is permitted. Villiers

Street is intended to be self-regulating during these periods, as has been observed elsewhere in London for similar projects such as Carnaby Street. The bollards in the current proposal have been retained on the eastern side to safeguard a zone clear of loading vehicles during the periods when Villiers Street is open and loading/unloading activities will be taking place.

No changes to the access arrangements to the Victoria Embankment Gardens are proposed, these will still be locked overnight, with the existing security features retained. Planting and greening are being proposed as part of the proposals, but underground utilities may prevent any more trees being planted than are shown on the proposals currently.

The existing cycle parking is substandard, and the exact locations of the proposed cycle stands are not yet confirmed, but significantly increasing the number and visibility of cycle parking is a key design matter to be developed to as part of the next phase of design.

3.5 SUMMARY

- 3.5.1. Westminster City Council engaged with people in the area surrounding Villiers Street in November 2020. 57 questionnaire and 6 email responses were received.

3.6 NEXT STEPS

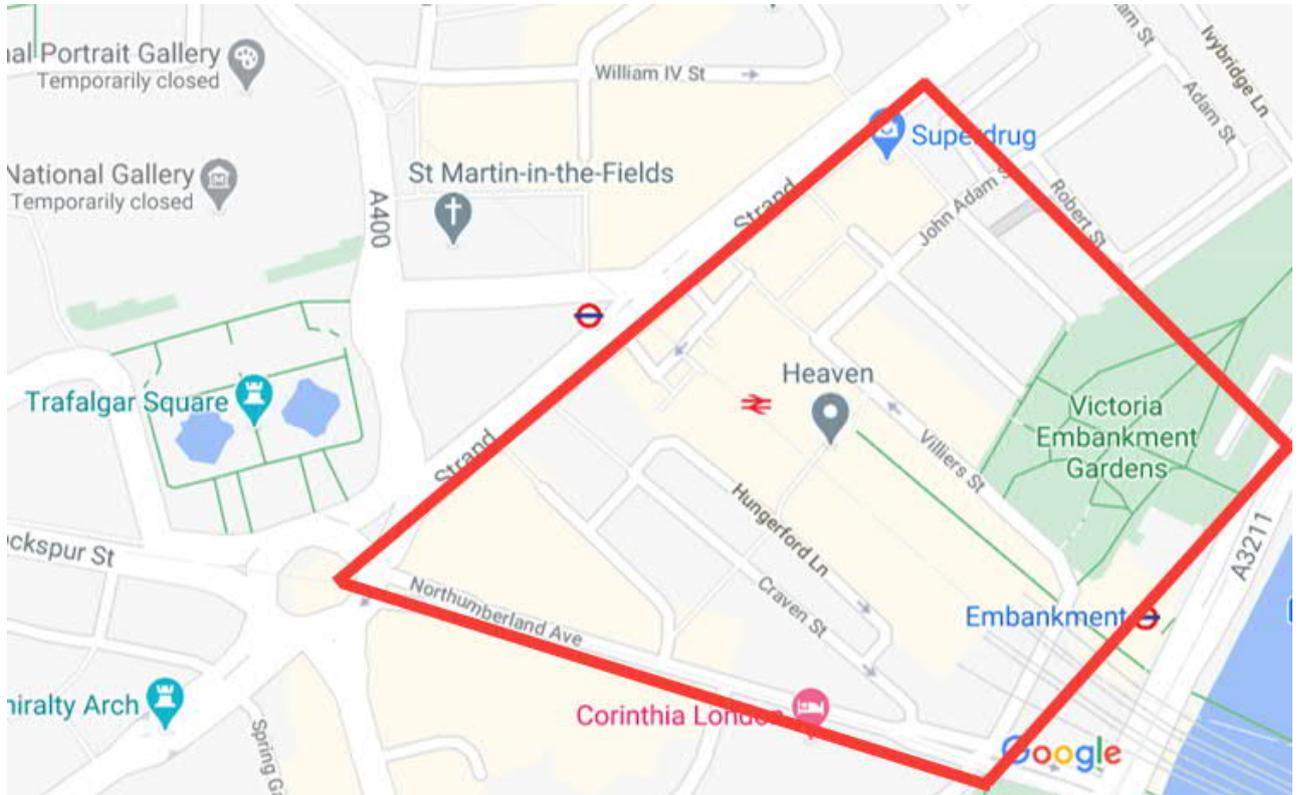
- 3.6.1. The outcome of the consultation and feedback received from the public will now be considered by WCC and the design team as the next stage of design is progressed.
- 3.6.2. Following this, a Traffic Management Order (TMO) consultation will take place. A Cabinet Member Report will be submitted for approval, and if this is approved, works would start in Summer 2021.

Appendix A

DISTRIBUTION AREA



528 Addresses make up the letter-drop area shown below, plus 292 from the TMO list makes 820.



Letter which was sent out to 820 addresses.



City of Westminster

Contact: Dharyll Ryce
E-mail: VilliersStreet@wsp.com
Ref: 70070290
Date: November 2020

Dear Sir / Madam,

Public Realm Improvement Proposals on Villiers Street

F.M. Conway Ltd / WSP have been commissioned on behalf of Westminster City Council to undertake stakeholder engagement to find out your views about the proposals for the Villiers Street Public Realm Improvement works.

The Vision for the scheme is:

Provide a street that is both visually inviting and pedestrian friendly, supported by enhanced security and timed road closures, to improve the look and feel of the public realm and help to improve the way it is used.

The proposals include:

- Removal of uneven surfaces by introducing new, high-quality footway paving in natural materials, and carriageway re-surfacing for Villiers Street, extending in side streets where required
- Improved planting, seating and upgraded lighting, to enhance the look and feel of Villiers Street, to achieve an overall upgrade to the Public Realm
- Declutter the footways by removing certain street features, to create wider and less cluttered footways, which will enhance the pedestrian experience
- Security improvements via Hostile Vehicle Mitigation (HVM) measures on Embankment Place, John Adam Street and Villiers Street where it meets the Strand
- Timed road closures reducing vehicular access to the area to improve pedestrian environment and security - restrict access to Villiers Street for vehicles during peak pedestrian utilisation periods, through the removal of marked bays and introduction of dedicated times for access for such activities

The full details of this proposal can be found by visiting our online displays from the 3rd November at www.villiersstreetlondon.co.uk



City of Westminster

Once you have read through the information available on the website, if you would like to comment on the proposals, please complete the online questionnaire found on the website. Responses should be submitted by the 30th November 2020.

Should you require further information, or information in a different format, please do not hesitate to contact us at VilliersStreet@wsp.com.

Yours faithfully,

Dharyll Ryce
F.M. Conway / WSP on behalf of Westminster City Council

Email us: VilliersStreet@wsp.com

Website: www.villiersstreetlondon.co.uk

Website QR code:



Hard copies of the proposal information available on request.

Appendix B

QUESTIONNAIRE





Q1 I support the scheme objectives (tick one)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q2 I support the public realm improvements, including those in front of Victoria Embankment Gardens (tick one)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q3 I support pedestrianisation (tick one)

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q4 Please provide comments about your responses

.....

Q5 As you will be aware from reading the information about the proposed timed road closure, there may be an impact on your servicing and deliveries. The proposal is for Villiers Street to be pedestrianised, and therefore closed to traffic:

Mon - Fri 7:30 - 10:00am & Midday - Midnight

Sat - Sun 10:00am - Midnight All deliveries and servicing are proposed to be undertaken when Villiers Street is open. Please note that access for emergency services (e.g. fire, ambulance etc) will be maintained at all times. If you operate a business, please speak to your suppliers in advance of answering this question. Once you have enquired with your



providers about the possibility for them to re-time your deliveries, please let us know: Do you support the timed closure?

Yes

No

Q6 If you operate a business, we'd like to ask you a little bit more about your business, if you would like to provide it

Name of business

Business address

Where do vehicles currently load and unload?

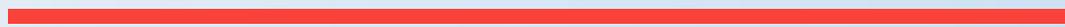
Does the business receive time critical / on demand deliveries/collections? (e.g. emergency customer orders). If yes, please provide further details

Can these deliveries be consolidated during the times the road is open? If not, please specify other times when these can be consolidated

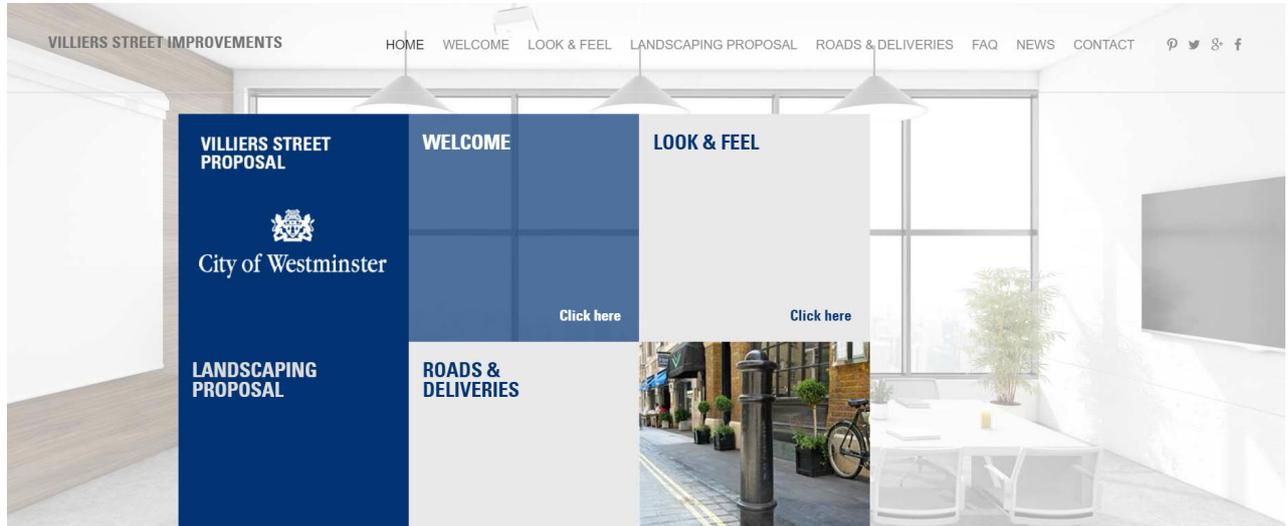
Who collects the business's waste? e.g. Westminster City Council/Other (If other, please specify who)

Appendix C

CONSULTATION MATERIALS



Website:



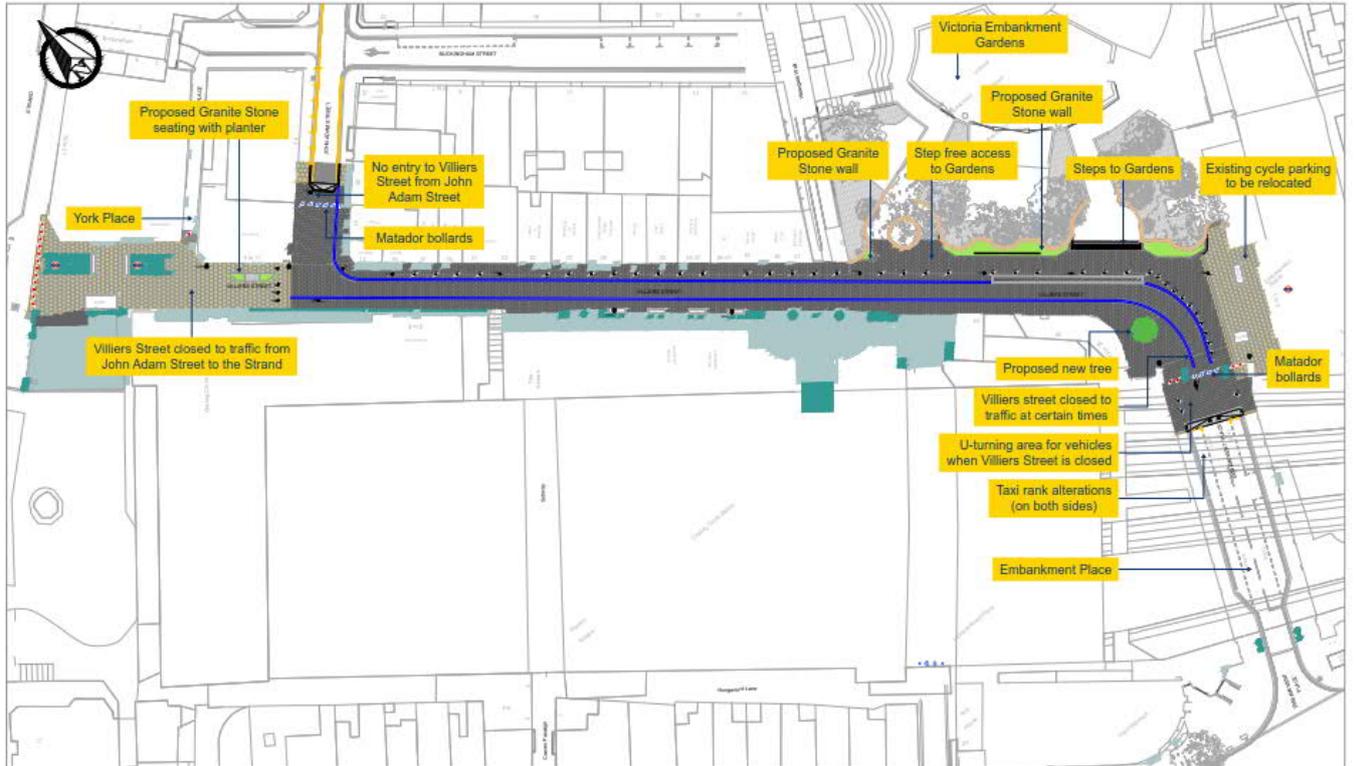
www.VilliersStreetLondon.co.uk



Appendix D

SCHEME





Appendix E

COMMENTS



- *"I am replying on behalf of [redacted]. We support the proposals which will benefit Pedestrians."*
- *"It's absolutely critical that pedestrianised streets and better walking routes are provided for particularly in the heart of Westminster. In particular ridiculous access should be restricted only to delivery vehicles and it made quite clear that normal motor traffic is not allowed. Delivery vehicles should only be allowed in the evening overnight and early morning. There is no necessity for providing a delivery slot in the day. To be successful this scheme must embrace full pedestrianisation which means the vehicles must not suddenly appear in the street at any time".*
- *"[Redacted] response to the public consultation on the City of Westminster proposals for Villiers Street Living Streets is a statutory consultee. [Redacted]. [Redacted] is the United Kingdom charity for everyday walking and wants a nation where walking is the natural choice for everyday local journeys. Our mission is to achieve a better walking environment and inspire people to walk more. In Lewisham we aim to work with professionals and politicians and campaign with our supporters to improve streets and public spaces to create safe, attractive and enjoyable places to walk, meet and relax. Tens of thousands of [redacted] use Villiers Street every day. The majority of rail services in the borough terminate at Charing Cross rail station and large proportion of onward journeys involve accessing the Underground network at Embankment. [Redacted] support all the proposals outlined in the documents found at <https://villiersstreetlondon.co.uk> but wish to make the following comments: 1. The proposed granite surfacing is not a significant improvement for pedestrian safety. The street had the kerb removal and flattening treatment a few years ago but the edge areas have had a few repairs and changes made over the years. 2. We would like the periods of exclusion of motor vehicles to be significantly increased. A significant benefit in this proposal is that it goes some way to protecting people in Villiers Streets from an attack using a weaponised vehicle. Our concern is that Villiers Street is used by significant numbers of pedestrians at times when the bollards are dropped and the street is open to all motor vehicles. We suggest that retaining bollards along the west side of the street would provide a refuge for people walking in case of an attack. 3. "On urban streets, cyclists must be physically separated from pedestrians and should not share space with pedestrians" Gear Change: A bold vision for cycling and walking DfT July 2020. Fully pedestrianising Villiers Street would meet the criteria set out by the government for any central funding of road improvement schemes detailed in LTN 1/20. 4. We would like the scheme to include much needed improvement to inclusive access to Charing Cross station from Villiers Street. The semi-public space and private property should be utilised for this purpose and should be included within this scheme. 5. We ask that the design of the sliding bollards ground-level flare meets the expectations of people who are blind and sight impaired. 6. We would like to see rest points in the street to provide places for people to rest who cannot walk far. This would assist many people who walk between Embankment and Charing Cross stations".*
- *"We agree in principle to the majority of the plans and see value in the proposed changes being implemented. We are keen to see this progress and agree it will provide a better environment*

for all. However, please could you advise further re the planting of the tree on the plans. This looks to be directly in front of our new refurbished building reception, and may cause access issues to occupiers (incl. natural light flow through the reception), and visibility issues for our retail/f&b occupiers. We would be welcome to a discussion on this and a further look at other possible areas for such planting, as cannot approve these plans for the reasons aforementioned”.

- *“The street is very tired and dirty feeling so I welcome the enhancements with new hard waring materials, greening and I'll feel safer with the proposed reduced times of vehicle access”.*
- *“Pedestrianisation will be very welcome in this area which probably has bad air quality at present”.*
- *“I support pedestrianisation, more active travel and less access for polluting vehicles. I am a London resident without a car and think traffic needs to be reduced and pedestrians prioritised where possible”.*
- *“This is a great scheme and long overdue...well done”.*
- *“City of London has been brilliant in providing a national lead in creating a place for people - a place for international business”.*
- *“There’s never much traffic on this street but when there is, it’s often in conflict with pedestrians. Aside from allowing deliveries at certain times I think pedestrianisation is a good thing”.*
- *“This scheme is brilliant. It provides a simple, elegant and robust background for all the wide range of 24/7 activities that take place there. It is long overdue”.*
- *“The street is very pedestrian-heavy and it already feels like vehicles should not be using it”.*
- *“Very supportive; in particular very keen for increased garden space; more trees etc - we need to be more sustainable”.*
- *“This a much needed scheme”.*
- *“Will make a great improvement to the area and to business and appeal if the street”*
- *“The proposals can only lead to a better and friendlier environment with better access to the gardens. The proposals can only lead to a better and friendlier environment with better access to the gardens.”*
- *“Improvement is essential for the residents and local businesses”.*
- *“All great ideas and project”.*

- *“As a resident in our area, all improvements being proposed to be made are hugely value creating not only for the people living in the area but also to visitors enjoying its infrastructure and proximity to so many tourist attractions.”*
- *“I feel very excited about the improvements that will be made. This neighbourhood deserves to be as beautiful as our park! I really think this will draw even more attention to our neighbourhood and will be become such an enjoyable place to visit. As a resident I am over the moon about new security improvements as I can feel very unsafe at times.”*
- *“I think the improvement for Villiers street is a fantastic idea and welcome the new and fresh look along with safer streets for everyone. Thank you!”*
- *“I support the proposal in principle of part-closing the street. There's a need for more planting of trees and/or planters of shrubs etc particularly by the entrance to the Underground. There's a lot of rather monotonous granite paving.”*
- *“I support the scheme so long as there will be substantial pedestrian activity and the zone is not left empty for antisocial behaviour. We need to ensure pedestrians are safe from fast bicycles and scooters. The new street furniture should not facilitate street sleeping or skateboard activities - otherwise it looks lovely.”*
- *“I think the plans for Villiers Street look great and will be a real improvement for the area”.*
- *“I live on Villiers Street, along with hundreds others. We have families who need groceries, furniture, online shopping delivered multiple times every week, as well as various trades and service people visit our homes frequently. They all need vehicular access. It is going to be EXTREMELY INCONVENIENT if vehicle access will be restricted to the proposed, very limited, hours. With much of my groceries and household shopping done online then delivered (during weekday day time), life will be made very difficult with the proposed lengthy closing of Villiers Street to vehicles. Furthermore, Villiers Street is currently ALREADY VERY PEDESTRIAN FRIENDLY. There are cars only infrequently and even when there are, the cars all drive very slowly, hence very safe to pedestrians. You might then ask: if there are cars only infrequently, then it should not make any difference if the council pedestrianise Villiers Street. I will have to strongly disagree with that assumption as although current vehicular access is at a low level (ie a quiet street), having that vehicular access is a matter of life and death for people living on Villiers Street. My building (Kipling House) only have access to Villiers Street, if it is basically pedestrianised, it will be so so so inconvenient to us on so many different levels. Only people living on Villiers Street will know how important vehicular access is! Please keep it the way it is — which is a very well balanced state at the moment. It is extremely pedestrian friendly, pedestrians feel safe using it (they currently use it all the time and are happy with current state!), and residents and businesses have just enough vehicular access to facilitate a normal living and working environment. Furthermore, 1. Forcing businesses to deliver at night will increase the noise we residents suffer at night. We ALREADY suffer from noise nuisance from pub and nightclub patrons, midnight delivery noises will drive me to suicide! And make*

my flat unliveable! I firmly believe all residents on Villiers Street have the right to peaceful enjoyment of our own homes. Even with windows shut we can hear street noises at night, especially trucks at wee hours 2. Adding public seating will attract homeless people and, at night, drunk people. This endangers the whole area and will make me feel unsafe, even when I return home or in my own flat 3. Opening up Victoria Embankment Gardens will ruin the nature of the park and there will be no one to police people who enter the park at night. There will bound to be many homeless people sleeping in the park overnight, again making the area unsafe and potentially dangerous I am BEGGING you to keep Villiers Street the way it is. Areas that DO need improvement are: A) ensure no busking. Nice as that may sound on paper, it is a constant major nuisance to residents (and there are hundreds of us on Villiers Street who deserve our peace and quiet in our own homes) B) really clean up the drunken / rowdy/ unsocial/ substance abuse behaviour which is RAMPANT around Heaven the nightclub C) ensure vagrants are moved on from Villiers Street, Victoria Embankment Gardens and Embankment station Thank you”.

- *“The concern we have at [redacted] is the potential impact whilst these upgrade works are taking place might have on our ability to trade. Assuming we are trading normally then queues coming into [redacted] extend often the entire length off Villiers Street up to the point at which Villiers Street meets The Strand. It would not be possible as an alternative to organise queues coming into [redacted] from the other direction via Craven Street. We look forward to hearing from you”.*
- *“Pedestrianisation will ruin the area for local inhabitants, causing noise at night and inability to deliver during the day.”*
- *“Object to all changes except changing paving stones. Invalid reasons for pedestrianisation - No traffic issue on VS - Cyclists pose greater risk to pedestrians - No unusual number of traffic accidents - Would increase the chance of non-vehicle attacks and more bollards or barriers would make it more difficult for pedestrians to escape Increase antisocial behaviour & crime - Seating will encourage more intoxicated people to leaving bars and clubs to linger on the street for hours - Homeless will sit and sleep on the seating - Replacing spiked rails and adding planters would make it easier for people to enter the park at night, leading to crime (particularly rape and drugs) and antisocial behaviour - Gangs would hide knives in planters Impact on gardens - Any opening up garden perimeter will ruin garden’s seclusion - Improving signage sufficient promote garden - Bandstand not shown in mock-up and must be retained Increase in noise - Our bedroom windows face the street and sleep is already disturbed by some nighttime deliveries. More of these would disturb sleep more and conflicts with our right to quiet enjoyment - Removal of marked parking bay midway up VS and narrowing the driving area will cause traffic jams when delivery vehicles park outside businesses and increase noise from drivers beeping vehicle horns Lighting - Lighting levels more than sufficient - Increasing levels would lead to light pollution Issues loading/unloading for residents - Unfeasible to expect companies to schedule deliveries between 10-12 during the day or after midnight - Impossible*

to unload supermarket shopping from cars boot - I am unable to carry large items, suitcases/food shopping unless I/taxi park outside my building - Impossible to move in/out (removals) can't take place in 2 hours or after midnight)."

- *"As a resident of Villiers Street I am appalled by some of the suggestions put forward by Westminster City Council and their representatives. Firstly, the local tax-paying residents seem to be the last priority in these proposals. 1. Villiers Street contains multiple residential buildings, each of which has many flats. Flat-dwellers move home more frequently than average, so how are we to be able to move in or out when the road is closed? Removal vans need hours of access and need to be directly outside the door to manoeuvre heavy furniture items from the street through the typical narrow doorways. 2. We need daily deliveries from companies, food-stores etc. How are they supposed to deliver large items, particularly if there are no parking spaces available nearby? 3. We need access for ambulances, paramedics, doctors. 4. Many of us have elderly and infirm relatives who would now be unable to visit us. They need to be dropped at our doors. The rights of the elderly and disabled are of the utmost importance. 5. The seating will hopefully not be outside our homes. It is often difficult enough for us to access our front doors as it is. Other Westminster residents have all the privileges listed above. Why are we in Villiers Street to be deprived of our rights so that passers-through can be provided with seats and smarter pavements? Why are our taxes being used to penalise us, and at the same time subsidise others who do not live in the area? Secondly, the HVM argument: The same threat unfortunately exists on all London roads. However, all of the vehicle atrocities so far have targeted wide high-profile streets, immediately recognisable internationally-known targets. Why should Villiers Street be any more vulnerable than any other location? Finally, I only learned of this proposed scheme a few days ago through a neighbour on the Next Door site. Many residents are currently away from London, and almost all businesses in our locality are closed. You have published the proposal details during a national lockdown. How are people supposed to respond if they don't know about it? Was this deliberate? I keep receiving letters from WCC asking for voluntary extra contributions. If the Council has no money, how is there cash available for a substantial project?"*
- *"I run the [redacted] each Saturday and, whilst the morning slot for vehicular access is acceptable, the re-opening at midnight is not. I have [redacted] who need to vacate the area from Pwc car park by car (approx 7 to 14 cars) so I would need to know that they can exit onto Craven Street between the hours of 1400 and 1700."*
- *"Pedestrianisation leads to anti social behaviour. We saw it in old compton street many years ago. It kills any authentic vibe any street has an turns it into disneyland (like carnaby st)."*
- *"A number of elements have not been thought aout and need further thinking"*
- *"I'm a Londoner. I live in Covent Garden. I'm just so sick of Central London being butchered! Leave Villiers St alone. I also have arthritis. It will be thoroughly annoying if you keep closing Villiers St & the surrounding roads. More 'detours'. Also. What do you mean Villiers St could be a*

target from hostile vehicles? They couldn't really get any speed up along there. It's a very old st. Why can't it be left alone?"

- *"Why is this being done? How much is it costing? This looks like it is being imposed against the will and interests of local businesses and residents".*
- *"The so called "improvements" do not take into accounts at all local residents living on Villiers Street. At a time when working from home has become the new norm, limiting access for deliveries does not make any sense. These improvements are made for commuters, not residents. It is already difficult to plan for any building work done in a flat, with this new scheme in place, that will be impossible to find a builder willing to even consider submitting a quote or a prohibitive cost".*
- *"It is already difficult for residents to get good delivered on Villiers Street or have big items removed. Pedestrianisation will ban this. The street has always felt safe as there is already almost no traffic and cars are always driving safely and show consideration to the pedestrians."*
- *"Little difference seems to be being made for a large amount of money. Pedestrians and cyclists should not be considered as equal - cyclists can be as much a danger to pedestrians as cars."*
- *"The proposed timed road closures would see the street closed off for most of the day. What is the rationale? Having lived on Villiers Street for 7 years I have seen how both pedestrians and vehicles both use the street without issue. I don't see the need to block off the street for most of the day unless there are driving factors that have not been disclosed. What allowances will be made when the street is closed for RESIDENTS (not businesses) to circumvent restrictions to allow access for tradesmen, e.g. residential builders, window cleaners, carpet cleaners, large item deliveries (e.g. furniture), which is typically during daytime working hours 8am-6pm. The current suggestion that offers a 2hr window Mon-Sat may not be practical. During the last 7 years daytime access has been required a number of people that would have been problematic if the proposed timed road closures had been in place. Question 5 below doesn't allow non-business residents to provide a commentary so I have used question 4 to do this."*
- *"Villiers St works fine as is. Vehicle access at all times is essential for residents. York Buildings access has been closed for over a year. Only having access to this area via Adam St is far too restrictive."*
- *"This will entice more public nuisance such as thieves and drug dealers around the area. Most restaurants and bars can then filter out on to the road creating less space for people to walk freely, more noise and nuisance and a lot of traffic and complications moving around the area especially when contractors are coming in to tend to residential essential works."*

- *“DO NOT PEDESTRIANISE THE STREET. As a resident and a business owner this would be destructional, the road is semi-pedestrianised as it is to disincentivise cars driving down it, there is no need to fully pedestrianise it. Would be a waste of money for absolutely zero gain to anything or anyone.”*

- *“We, and most others in our building, live and work from home at xxx [redacted] xxx, that part of John Adam St most impacted by this proposal. My concerns regarding this proposal are:
1. As residents of Central London, we acknowledge there will be a high degree of traffic. In its current form, John Adam St experiences mostly one-way through traffic with only the occasional delivery or trades-person van stopping in this section of the street. The proposal outlined changes all this so that we, as residents, will have our amenity altered forever by the constant arrival, stopping, manoeuvring and departure of vehicles, many of them large delivery vans. I should also point out that this building xxx [redacted] xxx is a Grade II listed building and as such does not have the benefit of double glazing to the street windows and has its only exit onto a very narrow footpath at which point we will be confronted, during the bollard closure periods, almost permanently by large delivery vehicles, trolleys, pallet jacks, etc. The dangers resulting from this are easy to imagine”.
2. Given the current restrictions, and even during previously normal times, we, and others in this building, make use of numerous home deliveries every day for food, essentials, household goods, etc. These are carried out by couriers, Royal Mail and other random delivery vehicles for whom travel through this street is not a common occurrence. The vast majority of these occur during the hours the bollards will be impassable and therefore one wonders how these changes will be communicated and how they will be reflected in Google maps, etc used by courier drivers to find our address. Even with the open streets now, it is a battle at times to communicate to couriers the process of access.

3. Given your statement “John Adam Street between Villiers Street and Buckingham Street will operate as a two-way road to facilitate loading during hours of closure on Villiers Street” I fail to see nothing but chaos and the possibility of accidents if this is allowed to happen as vehicles line up to deliver and turn around, etc. The street is barely wide enough for 2 normal vehicles, let alone large vans, to pass anyway and this will not enhance the safety of pedestrians and other users of John Adam St when such manoeuvres are occurring. That John Adam St is also planned as an alternate delivery spot for businesses in Villiers St only exacerbates this issue. Instead of providing a safe pedestrian environment, this proposal will create an unnecessarily dangerous one for pedestrians, homeowners, other vehicles and cyclists.

4. Further, should this proposal eventuate, the placement of the bollards approx outside #29 in John Adam St achieves nothing, as this provides very little space for delivery vehicles, etc to operate in the manner described in the suggestion, “John Adam Street between Villiers Street and Buckingham Street will operate as a two-way road to facilitate loading during hours of closure on Villiers Street.” To operate in this way, would it not be a better idea to locate the bollards at the end of John Adam St, at the actual corner of Villiers and John Adam St thus allowing more room for delivery vehicles and other vehicles to turn around. Better still, why have the bollards at all, as Villiers St will be a one-way street and the provision of bollards effectively at the exit of a one-way*

street appears ludicrous and unnecessarily expensive. (Before anyone raises the terrorist issue, read my last paragraph below)

5. Furthermore should the changes as proposed still go ahead in any form, there needs to be double yellow lines on both sides of John Adam St between Buckingham St and Villiers St as it is not uncommon, currently, for ignorant motorists to park on both sides of John Adam St, effectively blocking the street. Issuing tickets is of no use as the vehicle remains and continues to block the street. In any case this would be an ideal move to prevent further inconvenience caused by such ignorant motorists.

6. Finally, the goal of securing the precinct from ‘vehicle-as-a-weapon’ attacks is a vain one as it takes little imagination to assume that any self-respecting terrorist planning such an activity would take note of the times when the street is fully open (as displayed on the signs) and use that information to plan and execute any such attack. Therefore, this proposal is useless if intended to prevent such occurrences. Due to the complex nature of the issues I have raised, I would welcome the opportunity to explain further my issues on-site with whomever the Council or the contractors deem the most suitable person.

Thank you for this opportunity for input to the proposal”.

- *“Delivery and access for disabled and other needs will be severely, adversely impacted. Impacts to John Adam street will also be substantial and unacceptable.”*
- *“The scheme overall is welcomed but the timings of the street closures are a major concern - A two hour window for access for deliveries for the businesses which reside on the street will cause congestion and queues. The need to protect people travelling to Charing Cross and Embankment Stations is recognised but a wider deliver window or a further time when the street could be accessed eg between 2pm till 4pm would enable the businesses on Villiers Street to be serviced and supported”.*
- *“Support (slightly) to the extent that it does not increase noise on the street, and the proposed hours for traffic are not put in place as too restrictive and would cause late night noise for deliveries”.*
- *“Access to premises on John Adam Street could be maintained.”*
- *“Move the boots methadone clinic”.*
- *“The proposal is positive in trying to improve the look / ambience of Villiers Street and the surrounding area. Restricting vehicular access to the proposed extent would create immense problems for very obvious innumerable reasons. Pedestrianising Villiers Street would do nothing to reduce the chance of hostile pedestrian attacks which are more common than vehicular attacks”.*

- *“Comments on this Proposal from xxx [redacted] xxx, Villiers Street: While I welcome improvement to the look and environment of Villiers Street and its adjacent roads, the Proposal highlights several vital issues. These raise questions needing to be addressed and resolved satisfactorily before I would feel able to support the proposal. I don't find the tick box approach a unsatisfactory means of addressing important matters such as this proposal. For my full response please see:*

- *“We are residents of Villiers Street (not a business), and are very worried about the length of time proposed for the road closure. Leaving access for only 2 hours a day will be totally impractical in terms of cleaners, builders, deliveries, contractors etc - all services which inevitably, and without exception, require access during the normal working day. The suggestion that parking in John Adam Street should be adequate for service providers in Villiers Street is totally unrealistic. We would simply not be able to get contractors to work for us. Currently, pedestrians and the few vehicles that drive down Villiers Street use it together without any problems that we are aware of. The proposal to almost totally close it to vehicles is an unnecessary over-reaction to a well-intentioned plan to enhance the area”.*

- *“Any improvement to layout, landscaping and greening is welcomed; however, a cycling lane will be impractical in a street with such heavy footfall, and pedestrianisation will make servicing and deliveries to both residential and commercial units virtually impossible.”*

- *“Astonishing that I cannot immediately see in your presentation how much taxpayers' money is to be spent on this. Is it truly necessary? I expect it will just add yet more debt for our grandchildren to repay”.*

- *“As a resident on John Adam Street, I live past the no-entry sign (27-29, closest to Villiers Street) and thus all satnavs will not direct drivers to my address via Adam Street from the Strand as a result of the proposed pedestrianisation. The proposed opening hours for Villiers street are far too narrow to facilitate deliveries for residents and businesses alike. Please either reconsider the times, or remove the no entry sign situated at 27 John Adam street (on the corner of Buckingham street and John Adam Street) and actively update this street sign amendment for online mapping services used by couriers/sat-nav directed drivers in the UK.”*

- *“Trees needed please - like Northumberland Avenue. Works desperately need to extend to Craven Street, including repaving and trees, as above.”*

- *“I have two points: Firstly, Westminster currently has a great number of unhoused people. Have you thought about how these proposals will help them? For instance, have you taken care to avoid hostile architecture, and provide space for unhoused people to sleep if they need it? Their needs are much greater than the needs of shoppers and housed residents. Secondly, as a*



*philosopher of security I would like to advise that it is probably a bad idea to install automatic bollards. I notice that you have not made public the Threat and Vulnerability Risk Assessment that has supposedly been carried out - think very carefully; does that Assessment actually show that a Hostile Vehicle Attack is being planned? Is there any evidence that such an attack is going to happen? If not, then you are allowing yourselves to be scared into handing over public money to Heald, the company that makes Matador bollards, on the basis of nothing but fearmongering. A *possible* attack is not sufficient justification for *actual* steps to be taken; don't waste time and money worrying about something unless there is actual evidence that it is going to happen."*

Emails

- [Redacted], Westminster City Council:

“Thank you for your email regarding the proposals for Villiers Street.

I have viewed the online display and, at this stage, the only concern I have is that these proposals may possibly restrict access to the area for the emergency services and must point out that neither the Metropolitan Police nor the London Ambulance Service carry ‘Fire Brigade’ Keys or similar so any physical closure, such as bollards, would create issues regarding access.

I appreciate this proposal is still in the planning stages, however I would request that the above comments be considered before any implementation.

Our Ref: CW1740TD2020

- [Redacted], Westminster City Council:

“What is the pedestrianised zone proposal? The cycle / pedestrianisation zone is required at this location to ensure permeable cycle route in both directions. Example of the signage is:

‘Pedestrian and Cycle Zone’ signage design (TSRGD Diagram 618.3C:

<http://www.legislation.gov.uk/cy/uksi/2016/362/schedule/8/part/2/made>

“The cycle stands stated to be relocated are not shown where they will be relocated. There is a deficiency in cycle stands in this area and the failure to include more cycle parking infrastructure will encourage cycles being parked on existing street furniture (such as the TfL underground railings etc). I not one row of bollards are being removed on the western side of Villiers Street, but the bollards are remaining on the western side, what is the rationale behind this? The bollards are quite an obstruction to the flow of pedestrians and serve no useful function, so consideration to replace these with cycle stands should be considered. These bollards also appear to be further than the 450mm offset from the carriageway, can you please confirm?”

John Adam Street is remaining open but for only loading which is proposed on the southern side, but perhaps this loading would be better placed on the northern side against a ‘blank’ wall

Was consideration given to further close John Adams Street, as it would be difficult for vehicles to turn around?”

- [Redacted] Resident, Kipling House, Villiers Street

“Public Realm Improvement Proposals on Villiers Street (see Emails section below).

[Redacted], **My Response to the Proposal**

While I welcome improvement to the look and environment of Villiers Street (VS) and its adjacent roads, the Proposal highlights several vital issues. These raise questions needing to be addressed and resolved satisfactorily before I would feel able to support the proposal.

Why does the road need to be pedestrianised at all?

Resident / domestic traffic is not and has never been a problem in VS. There are issues from time to time around the number and size of delivery vehicles, refuse collectors and construction vehicles. Deliveries, refuse and contraction will still have to be allowed but the Proposal indicates that access for them will be funnelled into short off peak time slots.

Out of peak hours it will cause congestion, more pollution due to queuing and noise along with inconvenience for both drivers and residents alike.

- Why make VS a pedestrian zone anyway?
- What hours and conditions are suggested?
- Who will be allowed into the street?
- What form of access will be allowed to residents?

What does the Greening and landscaping plan actually mean?

Continued increasing in greening is welcome. But there is a lack of clarity as to what is intended. Assurance is needed on the following:

- There will be **no** more exercise or recreational areas designated than currently installed?
- There would be more green area as well as more planting, not less of either?
- There would be **no** removal of any of the Plane trees or any other trees?

How will Safety and security be improved

There are significant issues in VS and surrounding roads about rough sleepers, drugs and crime. These affect both the Park and the roads themselves. The proposal suggests some 'opening up' of the Park and its interaction with VS. As it appears this is most likely to increase, not decrease the safety and security issues.

- How is the Proposal intended to address these issues?
- What measures will be introduced to keep the Park secure overnight?

Kind regards,

[redacted] Resident, Kipling House, Villiers Street

- [Redacted] Metropolitan Police Service (CPIC):

"Good afternoon

Thank you for consulting me on this proposed public realm improvements.

To assist me in formulating an accurate response may I ask you to ask the applicant to contact me so that I can arrange to meet them to review the proposed plan drawings within the remit of reducing the opportunity for crime, the fear of crime and personal safety concerns thank you. Please contact me if you have any questions.

Kind regards

[Redacted] Metropolitan Police Service (CPIC)"



- [Redacted], Bar, Villiers Street

“Hello,

I have just returned to work having been furloughed and found the letter regarding the Public Realm Improvement Proposals on Villiers St. I would like to subscribe to the email updates, please.

I appreciate that I have now missed the deadline to comment on the proposals however would like to lodge that I am firmly in favour of the improvement and pedestrianisation of Villiers St!

We live in hope that the repaving will be done beautifully and that in doing so the drainage issues will be resolved.

Kind regards,

[Redacted] Bar, Villiers Street”

- [Redacted], Taxi and Private Hire, Transport for London

“Good afternoon

Thank you for sending this through.

As the appropriate taxi authority this will be discussed with us at the ranks team. I am concerned as there looks like a loss of two taxi spaces.

I have also received a further email inviting me to a meeting to discuss this further.

Best wishes,

[Redacted], Taxi and Private Hire, Transport for London”

A meeting was arranged with the Rank Liaison Officer

Appendix F

INFORMATION ABOUT BUSINESSES

Q6 If you operate a business, we'd like to ask you a little bit more about your business, if you would like to provide it

Where do vehicles currently load and unload?	Does the business receive time critical / on demand deliveries/collections? (e.g. emergency customer orders). If yes, please provide further details.	Can these deliveries be consolidated during the times the road is open? If not, please specify other times when these can be consolidated.	Who collects the business's waste? e.g. Westminster City Council/Other (If other, please specify who)
			London
Hungerford Lane, WC2N 5NG (rear of venue)	Yes - but on Hungerford Lane at the rear of the venue	Deliveries will not be affected at [redacted] as deliverers do not stop on Villiers Street - see above.	RTS Waste - they collect via Hungerford Lane at the rear of the venue
1 Embankment Place loading bay and on Villiers St.	Yes - Business Couriers	Deliveries can be rescheduled and possibly consolidated - However and additional time widow where Villiers St could be accessed eg 2pm till 4pm would alleviate some of the challenges for both Embankment Place and the other businesses on Villiers Street.	Third party waste contractor and Westminster City Council
Outside the building on Villiers Street	Not currently	n/a	Currently Westminster - changing in December.
Outside Kipling House front door	Not applicable	Not applicable	Not applicable

In PWC carpark	Between 0500 and 0800 on Saturday delivery and exiting between 1400 and 1700 Saturday afternoon	See above	Westminster City Council
We load and unload people at PWC and at various destinations in Villiers Street and John Adam Street when coming from Victoria Embankment to travel round and enter via Strand and Adam Street is excessive	Yes as it is passenger led, we go where passengers want to go	Not always as based on passenger demand	n/a
			London
			London
Shelton st, Neal St, Endell St, Shorts Gardens	no but emergency repairs are needed to our residential properties	no	Westminster Council & Camden Council
			London
			London
			Surrey



Appendix G

CODE FRAME

Theme1	Roads/Footway/Deliveries
Description1-1	footway/paving/bollard suggestions
Description1-2	in favour of full pedestrianisation/no cyclists allowed
Description1-3	not needed/road closure times objections/need deliveries in daytime
Description1-4	noise concerns
Description1-5	lack of access for disabled/elderly carers etc
Description1-6	construction concerns
Theme2	Materials/planting
Description2-1	tree/shrub suggestions/concerns
Description2-2	anti social behaviour suggestions/park being open (incorrect interpretation)
Description2-3	tree / shurub/planting support/garden support
Description2-4	supports improved safety
Theme3	Approval
Description3-1	approve of scheme look/feel/paving etc
Description3-2	approve of scheme, doesn't want extended opening hours in daytime
Description3-3	supports road closure times
Description3-4	Approval of scheme but has issues with road closure times





25 Mandela Way
Southwark
London
SE1 5SZ

wsp.com

PUBLIC