

**Andy Lord**

Commissioner of Transport  
Transport for London  
Palestra House  
197 Blackfriars Road  
London SE1 8NJ

**Date:** 26 February 2026

I, SADIQ KHAN, MAYOR OF LONDON, In exercise of the power conferred upon me by section 155 (c) of the Greater London Authority Act 1999, and having regard to the matters set out in the decision form MD3475 and the information provided to me with it, I hereby direct Transport for London as follows:

1. That Transport for London shall, in its capacity as highway and traffic authority, and in compliance with all relevant statutory requirements, take steps to obtain all orders and permits needed permanently to remove traffic from Oxford Street, between Orchard Street and Great Portland Street ("Oxford Street West").
2. That the steps to remove traffic referred to above shall include the exercise of powers under section 183 Greater London Authority Act 1999 to vary London local bus services in order to remove buses from Oxford Street West.
3. That such steps to remove traffic shall include such interim measures as Transport for London considers necessary and appropriate to allow for the permanent removal of traffic in due course

Dated this day 26<sup>th</sup> of February 2026.



**Sadiq Khan**  
Mayor of London

# GREATER LONDON AUTHORITY

## REQUEST FOR MAYORAL DECISION – MD3394

### The designation of a Mayoral Development Area and establishment of a Mayoral Development Corporation for Oxford Street

#### Executive summary:

In Mayoral Decision 3327, the Mayor decided to consult on plans to designate a Mayoral Development Area (MDA) for Oxford Street; and to request the Secretary of State to establish a Mayoral Development Corporation (MDC) (operational by 1 January 2026), using powers granted by the Localism Act 2011. The consultation also asked for views on the principle of pedestrianisation. It received 6,642 responses; of these, 4,391 related to plans for an MDA, including from statutory consultees. 69 per cent of those who responded on the Mayor's proposals to designate an MDA and establish an MDC to manage regeneration of Oxford Street expressed support; and 66 per cent of those who responded on the principle of pedestrianisation expressed support. This decision invites the Mayor to approve publication of the consultation report including the Statement of Reasons, as required by the Act. It also requests that the Mayor approves: designation of an MDA (subject to the consideration period by the London Assembly); future steps to establish the Oxford Street Development Corporation; and development of detailed pedestrianisation proposals, for future consultation.

#### Decision:

That, in light of recommendations given below, and analysis in the consultation report, the Mayor approves:

- publication of the consultation report, as set out in Appendix A
- the Statement of Reasons in response to issues raised by statutory consultees, in the consultation report at Appendix A; and its publication as required by sections 197(3)(d), 202(7)(c), and 214(4)(c) of the Localism Act 2011 (the 2011 Act)
- the Mayoral Development Area (MDA) boundary for a Mayoral Development Corporation (MDC) (Appendix B), to be known as the Oxford Street Development Corporation
- establishment of the Oxford Street Development Corporation, with all the functions and powers set out in sections 202 (2) to (5) and 214 of the 2011 Act
- the document at Appendix C that sets out the Mayor's proposal to designate an MDA, and the laying of that document before the London Assembly, in accordance with section 197(3)(e) of the 2011 Act and GLA Standing Order 3.22
- subject to the consideration period expiring without the London Assembly having rejected the proposal to designate the MDA, in accordance with section 197(3)(f) of the 2011 Act, the formal designation of the MDA for Oxford Street, and formal notification to the Secretary of State of: the designation of the MDC; the MDC's name as the Oxford Street Development Corporation; and the Mayor's decision to give the Oxford Street Development Corporation all of the functions and powers set out in sections 202(2) to (5) and 214 of the 2011 Act
- proposals for MDC board composition (paragraph 1.48)
- transfer of any balance from the Oxford Street budget to the MDC, when established, under section 121 of the Greater London Authority Act 1999
- development of detailed proposals for pedestrianisation of Oxford Street, for public consultation.

#### Mayor of London

I confirm that I do not have any disclosable pecuniary interests in the proposed decision and take the decision in compliance with the Code of Conduct for elected Members of the Authority. The above request has my approval.

Signature:



Date:

16/6/25

## **PART I – NON-CONFIDENTIAL FACTS AND ADVICE TO THE MAYOR**

### **Decision required – supporting report**

#### **1. Introduction and background**

- 1.1. The London Plan 2021 identifies Oxford Street, which welcomes approximately 120m visitors a year, as one of two International Centres within the Central Activities Zone (CAZ). As well as being an internationally recognised destination, it is also a major element of the West End, London and the UK economies. In 2022, it contributed an estimated £25bn to London's GVA.
- 1.2. Compared to similar locations, however, Oxford Street is under-performing. It was already in a slow decline pre-pandemic; and has subsequently recovered more slowly, across several metrics, than direct local comparators (Bond Street and Regent Street) and the wider West End and CAZ. For example, November 2024 data indicates that footfall on Oxford Street is 43 per cent below 2006 levels, compared to just 2 per cent and 17 per cent respectively for Bond Street and Regent Street. This suggests that visitor, investor and business expectations on the quality of the environment, amenity and retail offer are not being met. Since 2022, there have been welcome increases in the amount of enforcement activity against rogue traders by Westminster City Council. However, a bold vision and coordinated action is needed to drive the regeneration of the street and enable it to achieve its potential.
- 1.3. The Localism Act 2011 (2011 Act) provides the legislative basis for the Mayor of London to designate Mayoral Development Areas (MDAs); and for the Secretary of State to establish Mayoral Development Corporations (MDCs) to drive regeneration in those areas. To assist them in pursuing this purpose, the 2011 Act gives MDCs wide powers relating to regeneration, development and other activities. The 2011 Act also allows the Mayor to grant further powers enabling the MDC to perform some or all of the functions of the local planning authority for the area; and to grant discretionary relief to non-domestic (business) rate payers.
- 1.4. In February 2025, further to Mayoral Decision (MD) 3327, the Mayor launched a public consultation on the proposal to establish a new MDA for Oxford Street, and an MDC for the area. It was proposed the MDC would be established by 1 January 2026. The consultation also sought views on the principle of pedestrianisation of Oxford Street.

#### ***The public consultation process***

- 1.5. The public consultation ran from 28 February 2025, for nine weeks closing on 2 May 2025. The consultation materials included a detailed report, a map and a survey. Responses could be submitted by post or email, or via a dedicated online form on Transport for London's (TfL's) consultation tool.
- 1.6. The specific statutory consultees identified in the 2011 Act, with regards to proposals to designate an MDA and establish an MDC, were directly contacted by email and invited to respond. The statutory consultees (as referred to in sections 197, 202 and 214 of the 2011 Act) were: the London Assembly; each constituency member of the London Assembly whose Assembly constituency contains any part of the proposed MDA; each Member of Parliament whose parliamentary constituency contains any part of the proposed MDA; and each London borough council whose borough contains any part of the area. The statutory consultees for the consultation concerning proposals to establish a new MDA for Oxford Street were, therefore:
  - Sir Keir Starmer MP
  - Rachel Blake MP
  - Anne Clarke AM
  - James Small-Edwards AM

- Westminster City Council
  - the London Borough of Camden
  - the London Assembly.
- 1.7. Of the statutory consultees, only Westminster City Council, the London Borough of Camden and the London Assembly (through its Planning and Regeneration Committee) responded to the consultation.
  - 1.8. Local residents and businesses were also contacted by post. An invitation to complete the consultation, with a summary of the proposals, was sent to 23,228 addresses within the proposed MDA and a 250-metre surrounding area. Throughout the consultation period, posters were displayed at over 100 Underground stations across the TfL network, including Bond Street, Oxford Circus, Tottenham Court Road and Marble Arch. The consultation was also promoted to local residents, businesses and shoppers through face-to-face activity on the street. Around 4,500 flyers explaining the consultation, and how to contribute, were distributed over nine leafleting sessions on Oxford Street, of which four sessions specifically targeted bus users.
  - 1.9. The consultation launched on 28 February 2025 garnered extensive media coverage. On 22 March, the Metro newspaper also ran a quarter-page advertisement promoting the consultation. From 5 March 2025, the GLA promoted the consultation via campaigns on Facebook and Instagram, targeting all Londoners.
  - 1.10. The consultation received 6,642 written responses. Of these, 4,391 concerned the Mayor's proposals to designate an MDA for Oxford Street and establish an MDC (this includes responses from the three statutory consultees mentioned in paragraph 1.6).
  - 1.11. 69 per cent of responses concerning the Mayor's proposals supported designating an MDA and establishing an MDC to manage the regeneration of Oxford Street.
  - 1.12. Appendix A contains a copy of a consultation report for the Mayor's review and consideration. This addresses the comments made by consultees on the proposals for the MDA and MDC, and on the principle of pedestrianisation. The consultation report includes (at chapter 4) a recommended form of a Statement of Reasons that the Mayor is asked to consider and approve. The Statement of Reasons includes (in section 4.2) responses to issues raised by statutory consultees; and (in section 4.3) a response to issues raised by the public around creating a new MDA for Oxford Street, and establishing a new MDC to manage its transformation. It is proposed that the responses to the comments from the Assembly and the two borough councils fulfil the requirement, under sections 197(3)(d), 202(7)(c), and 214(4)(c) of the 2011 Act, to publish a statement giving reasons where any of their comments are not accepted by the Mayor. Chapter 3 of the report sets out officers' responses to issues raised by campaigning groups and on the consultation methods. Chapter 5 sets out officers' responses to issues raised by all consultees on the principle of pedestrianisation. The Mayor is asked to consider and approve the consultation report and its publication, including his Statement of Reasons, as provided at Appendix A of this MD.
  - 1.13. The public consultation sought views on the principle of pedestrianisation for Oxford Street. It made clear that any detailed proposal for permanent pedestrianisation would be subject to further development and assessment, including additional engagement and public consultation. This proposal drew 6,245 responses – 66 per cent of which supported the principle of pedestrianising Oxford Street. Pedestrianisation was first proposed by the Mayor in 2016, with detailed proposals consulted on in 2017. However, plans were halted when Westminster City Council, at that time, withdrew its support. The case for pedestrianisation has strengthened since then.
  - 1.14. By removing most vehicles on Oxford Street, pedestrianisation would significantly expand and improve the area for people, providing a more attractive environment with space to dwell and relax. It would also provide space to host events and create memorable moments, which would help increase footfall and growth in the area.

- 1.15. In addition to reducing road danger on Oxford Street, pedestrianisation would help boost the West End's economy. GLA Economics estimates the mid-range of its potential impacts would increase GVA by nearly £82m per year, whilst supporting a further 781 jobs. The analysis also states that pedestrianisation could raise £30m-£40m in VAT receipts and £10m-£20m in business rates, depending on the scenario and outcomes.
- 1.16. The opening of the Elizabeth line in 2022 – including step-free access stations at Bond Street and Tottenham Court Road – has further improved access and the opportunity to revisit the potential for pedestrianisation of Oxford Street.
- 1.17. The consultation report sets out responses to issues raised on the principle of pedestrianising Oxford Street (chapter 5). Some respondents asked for more detail on the Mayor's plans with regards to public realm improvements; changes in bus routes and other forms of transportation (taxi, cycling, delivery vehicles, etc.); accessibility issues; and broader impact on the area (for instance, in relation to safety, overcrowding, etc.).
- 1.18. Having considered the above, and taking into account the consultation responses and the other relevant information referred to in (and appended to) this MD, including the equality comments below, pedestrianisation is likely to contribute to achieving regeneration of the area. It is therefore recommended that the Mayor authorises GLA officers to work with TfL to lead the development of detailed proposals for the pedestrianisation of Oxford Street, for future public consultation.
- 1.19. Having considered responses to the public consultation on the designation of the MDA and proposals to establish an MDC – including from statutory consultees – this MD provides more information on recommended next steps with regards to these plans.

*Final proposals for the boundary of the MDA and MDC functions, powers and governance*

MDA boundary

- 1.20. The public consultation sought views on the Mayor's proposed boundaries for the MDA, presented in Appendix B. None of the statutory consultees raised issues with the proposed boundary.
- 1.21. Section 4.3 of the Statement of Reasons (chapter 4 of the consultation report) in Appendix A addresses requests from members of the public to amend the MDA boundary. Respondents to the public consultation suggested the MDA should include Soho; the side streets connecting Oxford Street to surrounding areas and up to Wigmore Street; Regent Street; and the West End. Individual property owners mentioned they would like their whole portfolio to be included in the MDA, where possible.
- 1.22. The MDA boundary should enable a strategic focus on Oxford Street and its immediate surroundings. Redrawing the MDA boundary to extend its reach into Soho, Regent Street or the West End, or all the way up to Wigmore Street, would not help achieve this and may dilute the focus on regenerating Oxford Street. Equally, reducing the MDA boundary to cover Oxford Street only would exclude the surrounding buildings, which would therefore not fall within the MDC's remit as a local planning authority. Planning law makes provisions for developers, whose development sites cut across several local authorities, to submit the same planning application to all relevant planning authorities. Each planning authority would then be responsible for determining planning applications within their boundary. The MDC would be expected to work closely with Westminster City Council and the London Borough of Camden to ensure a coordinated approach to planning and decision-making, should such cases arise.
- 1.23. Having taken into account the responses to the consultation, it is therefore considered that the boundary for the MDA should not be altered. Therefore, the Mayor is invited to approve the boundary as set out in Appendix B.

## MDC powers

### *MDC's general powers*

- 1.24. The 2011 Act gives all MDCs powers to secure the regeneration of their area. This includes functions relating to infrastructure; regeneration; streets; business; financial assistance; and land acquisitions including compulsory purchase enabling powers.
- 1.25. Should the Mayor approve the designation of the MDA, as proposed in this MD and subject to the consideration period by the London Assembly, he must notify the Secretary of State for Housing, Communities and Local Government of such designation and the proposed name. When the Secretary of State receives such notification, they must by order establish a corporation for the area and give the corporation the name as notified by the Mayor. It is anticipated that the corporation will be established by 1 January 2026.
- 1.26. A further order would be brought forward by the Secretary of State giving the MDC certain functions and powers that the Mayor has decided it should have. These are set out in the following paragraphs.

### *MDC's planning functions and powers*

- 1.27. The 2011 Act allows the Mayor to decide whether to confer certain planning functions and powers on the MDC.
- 1.28. In the consultation, the Mayor proposed that the MDC would become the local planning authority for its area, for all of the purposes, and with all of the functions and powers, set out in sections 202(2) to (5) of the 2011 Act. This means the MDC will be responsible for planning functions including (but not limited to): determination of applications for planning permission; plan-making (including responsibility for neighbourhood planning); determination of listed building consent; and certain planning enforcement functions. The MDC will also be the charging authority for the community infrastructure levy (CIL) in the MDA, under sections 206(2) and (5)(a) of the Planning Act 2008. This also means the MDC will have the power to set a charging schedule for the CIL in the MDA. The MDC will be the collecting authority for the MDC's CIL and the Mayoral CIL, under regulations 10(1) and 10(3) of the Community Infrastructure Levy Regulations 2010.
- 1.29. During the consultation, Westminster City Council and the London Borough of Camden accepted the Mayor's proposal for the MDC to take on plan-making functions, if the MDC is created. The London Assembly Planning and Regeneration Committee asked why the MDC would need to take on the proposed functions to deliver the pedestrianisation of Oxford Street. Westminster City Council asked for more clarity on the scope of the Mayor's proposal for the MDC to determine 'all planning applications' in the MDA. Similarly, the London Assembly Planning and Regeneration Committee asked for more clarity about 'how and by whom planning applications would be determined'.
- 1.30. Both the London Borough of Camden and Westminster City Council have asked for enforcement powers to remain with the local authorities. This would mean that the MDC would not take on those powers, as initially proposed by the Mayor in the consultation document. The London Borough of Camden also asked if some of the planning powers the Mayor is proposing to transfer to the MDC could be delegated back to the local authority temporarily, to allow more time for the operational setup of the MDC.
- 1.31. The London Borough of Camden asked for more detail on the GLA's and the future MDC's plans around collaboration with the relevant local authorities in the MDC set-up phase, and in the subsequent operation, management and delivery phases of the programme.
- 1.32. In the Statement of Reasons, which the Mayor is asked to consider and approve, it is proposed (in response to those comments) that the MDC should determine planning applications; and take on development and plan-making functions, as well as other planning functions relating to planning enforcement, tree management, advertisement, listed buildings and conservation areas. This is because transformation of Oxford Street is more comprehensive than the pedestrianisation proposals.

It involves curating the mix of economic activities and broader quality of the street, through targeted interventions and the use of planning powers. The transformation of Oxford Street is more likely to be achieved through the cumulative impact of public realm changes and planning decisions (including relatively small-scale actions), rather than through large new development (which was the main focus of previously established MDCs).

- 1.33. If the MDC is established, it would be solely responsible for discharging relevant planning functions within the MDA. The exception to this would be if a decision is made to discharge those functions back to the boroughs through a scheme of delegation (note: this would only apply to functions that can be discharged under Part 3 of the Town and Country Planning Act 1990).
- 1.34. The Statement of Reasons does not propose discharging planning functions back to the London Borough of Camden or Westminster City Council under a scheme of delegation, even temporarily. This is because all types of planning applications would be relevant to the improvement and regeneration of Oxford Street. It is therefore important that a single authority has the decision-making functions over all planning applications. 'All planning applications', in this context, means the MDC would exert control over development (including planning control) under Part 3 of the Town and Country Planning Act 1990 and the Planning (Listed Buildings and Conservation Areas) Act 1990. The MDC would also exercise the additional functions described in sections 202(3) to (5) of the 2011 Act, throughout the whole of the proposed MDA.
- 1.35. Transitional arrangements – for example, in regards to live planning applications – would be agreed with local authorities and in conversation with the Ministry for Housing, Communities and Local Government (MHCLG), as part of the establishment of the MDC. This ensures the smooth transition of plan-making and other planning functions to the MDC.
- 1.36. It will be important for the proposed MDC to take on planning enforcement powers – considering the importance of those powers for shaping the character of the Oxford Street area, and to ensure a coherent approach to enforcement across the MDA. It is anticipated that the MDC will work in partnership with the London Borough of Camden and Westminster City Council to ensure alignment in discharging planning functions, including enforcement. This would ensure the MDC can implement best practices from both local authorities, and enable a coordinated approach where needed. The exact details of this partnership working would be formalised through separate cooperation arrangements with the London Borough of Camden and Westminster City Council.
- 1.37. If established, the MDC would continue to rely on pre-existing planning frameworks, planning policy documents and local plans to determine planning applications, until it has fully developed its own documents and policies. This would require, in some instances, following established public consultation processes – for instance, to adopt a new local plan. On establishment, the MDC would need to consider an appropriate time frame to develop relevant documents and policies; and will engage with stakeholders, including the local authorities, in doing so. The MDC would seek to ensure that transitional arrangements are smooth and clear for stakeholders, so that existing activity is not paused.
- 1.38. Detailed responses to this proposal are dealt with in the Statement of Reasons (chapter 4 of the consultation report) in Appendix A.
- 1.39. Following the consultation, and having considered responses from the public and statutory consultees, it is recommended that the Mayor maintains his proposal; and that the MDC should be granted all the functions and powers mentioned in sections 202(2) to (5) of the 2011 Act.
- 1.40. The order to be made by the Secretary of State will need to contain transitional provisions in relation to transferring these functions to the MDC. Following the designation, there will be further discussions with MHCLG, the London Borough of Camden and Westminster City Council in relation to those transitional provisions.

*MDC powers to give discretionary relief from non-domestic rates*

- 1.41. In the consultation, the Mayor proposed giving the MDC the power to grant discretionary relief from non-domestic rates. The MDC would make the decision to use this function, if it deems that doing so would further the regeneration of Oxford Street, and considering any financial implications. This proposal was included in the consultation because business rates relief could be a useful and important tool for regenerating the area.
- 1.42. During the consultation, the London Borough of Camden asked whether they would be reimbursed for any income lost as a result of non-domestic rates reliefs being granted within their part of the MDA. They also asked what their role would be in applying relief, as this could have cost implications for them. Similarly, Westminster City Council stressed that any reliefs scheme must consider the financial implications of such proposals for the local authorities; and that any costs incurred by the local authorities should be covered by the MDC. Westminster City Council requested more information about the proposed process for the MDC to enact non-domestic rates relief, and whether this requires a vote by the MDC board.
- 1.43. The Statement of Reasons, which the Mayor is invited to approve, clarifies that, while the Mayor proposed that the MDC would take on powers to grant discretionary relief for non-domestic rates within the MDA, no decisions have been made on whether, when and in what context the MDC would use this function. The MDC would only make the decision to use this function if doing so would further the regeneration of Oxford Street, and considering any financial implications. This proposal was included in the consultation because business rates relief could be a useful tool for regenerating the area.
- 1.44. Following the consultation, and having considered responses from the public and statutory consultees, the Mayor is invited to maintain his proposal to grant the MDC the powers to give discretionary relief to non-domestic rates under section 214 of the 2011 Act. The order will provide detail on the relationship between the MDC and each local authority, should the MDC exercise this function. GLA officers will work with the MHCLG and both local authorities to discuss this and any transitional arrangements required in more detail.
- 1.45. Detailed responses to this proposal are dealt with in the Statement of Reasons (chapter 4, section 4.2 of the consultation report) in Appendix A.

#### MDC governance

- 1.46. Once established, the MDC will have a board. As the Mayor proposed that the MDC should exercise planning functions, it will also have a planning committee. Both the board and the planning committee will require member appointments.

#### *MDC board*

- 1.47. Schedule 21 of the 2011 Act makes provision for appointments of members to the MDC, and for the terms of such appointments. The membership will form a board and must consist of at least six people. Appointments to the board, including its Chair, are to be made by the Mayor. The board must consist of at least one elected member of each of the two relevant London borough councils (London Borough of Camden and Westminster City Council). The Mayor may also choose to appoint any other members to the board as he considers appropriate. The issues of board and planning committee composition are dealt with in the Statement of Reasons (chapter 4, section 4.2 of the consultation report) in Appendix A.
- 1.48. Members of the MDC board should be appointed on merit, drawing from a range of backgrounds to give the board access to the skills needed to deliver the functions of the MDC – as required by Schedule 21 of the 2011 Act. The final composition of the board will be established through a transparent recruitment process; however, in the consultation, the Mayor proposed that it should include the following members (subject to the appointment criteria outlined above): one elected member from each of Westminster City Council and the London Borough of Camden, as per statutory requirements; and two other individuals nominated by Westminster City Council – subject to Mayoral

Appointment. This would allow Westminster to nominate three seats in total. The Mayor also proposed he would appoint up to eight individuals directly.

- 1.49. The London Borough of Camden raised no issue with the proposed board representation. It asked that the Mayor ensures the board is diverse and representative of the groups who visit, work and live in the city centre. Westminster City Council advised that local residents and New West End Company (NWECC) should sit on the MDC board – subject to appropriate protections against conflict of interest around the commercial aspects of any decision making, in the case of NWECC. Westminster City Council also requested that they could nominate four seats on the MDC board, as opposed to the three suggested in the consultation.
- 1.50. The Statement of Reasons, which the Mayor is asked to approve, highlights in section 4.2 that members of the MDC board will be appointed on merit, drawing from the public and private sectors to give the board access to the skills required to deliver the functions of the MDC – as required by Schedule 21 of the 2011 Act. It also clarifies that, having considered the responses of the local authorities, the proposals for number of board seats per organisation as set out in the consultation will remain. This is to preserve the balance of local interest with the need for specialisms and diversity on the remainder of the board.
- 1.51. Following the consultation, and having considered responses from the public and statutory consultees, it is recommended that the Mayor maintains his proposal regarding the make-up of the MDC board, to ensure a balanced representation.

#### *MDC planning committee*

- 1.52. Two options for the planning committee were proposed as part of the public and stakeholder consultation:
  - a single planning committee
  - two planning sub-committees, one for each local authority area.
- 1.53. The London Borough of Camden and Westminster City Council both expressed a preference for having two separate planning sub-committees. These comments are addressed in the Statement of Reasons at Appendix A (which the Mayor is asked to consider and approve). The Statement of Reasons (section 4.2) sets out that only one planning committee is established for the entire MDA. This will ensure that a joined-up approach to planning and regeneration is achieved across the MDA; and will avoid any inconsistency in how planning decisions are made across the MDA. The planning committee would exercise the powers of a local planning authority for the preparation of local plans and development management.
- 1.54. Following the consultation, and having considered responses from the public and statutory consultees, it is recommended that the Mayor maintains his proposal regarding the establishment of a single planning committee for the entire MDA.
- 1.55. The planning committee does not have to be drawn exclusively from the MDC board; with the Mayor's consent, it can include non-board members and/or non-elected representatives. The planning committee would have representatives from each of the two borough councils, and the board will be asked to appoint its chair. The final composition of the MDC's planning committee will be agreed by the MDC board, following consultation with the Mayor. At that point, his consent to the appointment of any non-MDC board members to the planning committee will be sought.

#### Mayoral statement regarding certain respondents' comments

- 1.56. The London Assembly, and the two boroughs within whose area the proposed MDA will fall (London Borough of Camden and Westminster City Council), were consulted on the Mayor's proposals in accordance with the requirements of the 2011 Act. Each provided comments. Other statutory consultees did not respond to the consultation. The 2011 Act states that if the Mayor does not accept

any of the comments submitted by statutory consultees, he is obliged to publish a statement of his reasons for his non-acceptance (section 197(3)(d); see also sections 202(7)(c) and 214(4)(c)). The consultation report provided in Appendix A contains this statement which responds to comments of the three bodies mentioned and (to the extent the Mayor disagrees with them) it constitutes what officers' recommend stand as the Mayor's formal Statement of Reasons to each for the purpose of the 2011 Act (section 4.2) as well as setting out a recommended response to other consultee's comments (section 4.3). The Mayor is invited to approve the Statement of Reasons and its publication as part of the consultation report (chapter 4) in Appendix A.

#### Next steps on the designation of the MDA and establishment of the Oxford Street Development Corporation

- 1.57. To give effect to the Mayor's proposals for the MDC, he must formally designate an MDA for Oxford Street. The designation of the MDA leads to the establishment of the MDC for that area.
- 1.58. The 2011 Act sets out, at section 197(3), a number of conditions that must be met before the Mayor may designate an MDA. These are described below. Once these conditions are met, the Mayor can formally designate an MDA, and notify the Secretary of State of the designation. Conditions a) and b) (as set out below) have already been met. Officers invite the Mayor to approve the laying of a document (at Appendix C) before the London Assembly, stating his proposal to designate an MDA for Oxford Street, to meet condition c).
- a) *The Mayor considers that designation of the area is expedient for furthering any one or more of the Greater London Authority's (GLA's) principal purposes.*

It is considered that designating the MDA is expedient for furthering all three of the GLA's principal purposes under section 30(2) of the Greater London Authority Act 1999 (GLA Act) (promoting economic development and wealth creation, social development, and the improvement of the environment in Greater London); and that this requirement is met. In fulfilling its objectives, the MDC will coordinate and drive the long-term transformation of Oxford Street, which will address all three principal purposes.

- b) *The Mayor has consulted the persons specified in the 2011 Act; has had regard to any comments made in response by the consultees; and, in the event that the Mayor does not accept comments made by the London Assembly or an affected local authority, the Mayor has published a statement giving reasons for the non-acceptance.*

These requirements have been met by the consultation carried out between February and May 2025, by which the Mayor has consulted all the persons required by the 2011 Act. The Statement of Reasons included in chapter 4 of the consultation report, at Appendix A, fulfils the requirement to have regard to responses; and in particular, under sections 197(3)(d), 202(7)(c) and 214(4)(c), to provide a written statement if the Mayor does not accept any comment submitted by the Assembly or any of the two London boroughs affected (i.e., London Borough of Camden and Westminster City Council).

- c) *The Mayor has laid before the London Assembly, in accordance with the Standing Orders of the GLA, a document stating that he is proposing to designate the area and MDA; and the 21-day consideration period for the document has expired without the London Assembly having rejected the proposal.*

In accordance with the GLA's standing orders, it is proposed that the Mayor lays a document (in the form of the draft letter at Appendix C, which the Mayor is asked to approve) before the Chair of the London Assembly, stating his formal proposals to designate an MDA for Oxford Street. From the day this document is laid before the Assembly, a statutory 21-day consideration period (which includes weekends and holidays) will begin. During this period, the Assembly may reject the proposal, via a decision agreed to by at least a two-thirds majority of Assembly Members voting (abstentions and absentees not counted). It would be possible for the Assembly to consider the Mayor's proposals at its plenary meeting on 3 July 2025.

- 1.59. Provided the consideration period expires without the London Assembly having rejected the proposal, the Mayor may proceed to formally designate the area an MDA, for the purposes of section 197(1) of the 2011 Act, using the designation instrument appended at Appendix D.
- 1.60. If the Mayor designates an MDA he must, pursuant to section 197(6) of the Act:
- publicise the designation
  - notify the Secretary of State of the designation
  - notify the Secretary of State of the name to be given to the MDC: the Oxford Street Development Corporation.
- 1.61. If the Mayor makes a decision in relation to the planning functions and powers that the MDC is to have, under sections 202(2) to (5) of the 2011 Act, then under section 202(8) of the 2011 Act he must publicise, and notify the Secretary of State of, this decision.
- 1.62. If the Mayor makes a decision in relation to the power for discretionary relief from non-domestic rates that the MDC is to have, under sections 214(2) of the 2011 Act, then under section 214(5) of the 2011 Act he must publicise, and notify the Secretary of State of, this decision.
- 1.63. Subject to paragraph 1.60, above, the Mayor is invited to approve taking all the necessary steps required by the 2011 Act for the establishment of the MDC, including by officers where relevant.
- 1.64. The publicity requirement will be discharged by publishing, on the GLA's website, this decision; the designation instrument (signed by the Mayor); and the Mayor's notification to the Secretary of State of the designation, which will happen on the date that letter is sent.
- 1.65. The letter of notification to the Secretary of State will cover the matters required by the 2011 Act. It will request the Secretary of State to bring forward a statutory instrument – the Establishment Order – under sections 198 and 235 of the 2011 Act, by which the Oxford Street Development Corporation would be established on 1 January 2026. It will further request the Secretary of State to bring forward a further statutory instrument – the Functions Order – under sections 202, 214 and 235 of the 2011 Act, which would contain the additional functions and powers that the MDC will be given.
- 1.66. The letter of notification will further request that the MDC is made a body to which section 33 of the Value Added Tax Act 1994 applies.

## **2. Objectives and expected outcomes**

- 2.1. As set out in section 201 of the Act, 'the objective of an MDC is to secure the regeneration of its area' and an MDC 'may do anything it considers appropriate for the purposes of its object or for purposes incidental to those purposes'.
- 2.2. The Mayor's proposed objectives for the future of the Oxford Street area were summarised in MD3327, and developed in the consultation materials. These objectives are presented below. They were consulted on as part of the public consultation on the proposed establishment of the MDC, which received 4,391 responses around the designation of an MDA and establishment of an MDC. Of these, 69 per cent support the Mayor's proposals. It is important to note that one of the MDC's first tasks will be to consider this list of draft objectives, along with the comments received during the consultations as summarised in the consultation report (Appendix A); and to agree a final set of objectives and outcomes for the MDC.
- 2.3. Once established, the Oxford Street Development Corporation would provide sustained and focused leadership for the regeneration and transformation of the area. It is anticipated to:
- develop strategies and provide visible leadership to address Oxford Street's ongoing under-performance as a visitor destination and economic driver

- maintain and improve the attraction of Oxford Street to visitors, investors and employers
- build confidence and attract investment by promoting Oxford Street as a globally significant retail and leisure destination
- facilitate the delivery of detailed proposals for any agreed public realm interventions, and coordinate the management and operation of the street, to provide a safe and welcoming environment for visitors, workers and residents
- support the development of Oxford Street's retail and leisure offer, including curating an ongoing programme of activations to provide a world-leading visitor experience
- establish a dedicated and locally based team with the right skills and experience to achieve the regeneration of Oxford Street
- harness exemplar design, including a strong focus on inclusion and accessibility, to deliver a world-class space and an attractive, sustainable and climate-resilient public realm
- achieve London Plan targets for comparison shopping and office space
- improve coordination and build consensus through effective engagement with key stakeholders, service providers, businesses and the local community
- develop and implement sustainable commercial and financial strategies to support the long-term curation, activation and operation of the area
- respect the role and importance of the two local authorities within whose boundaries the MDA would be sited.

2.4. The public consultation also sought views on the principle of pedestrianisation for Oxford Street. The consultation documents made it clear that any detailed proposal for a permanent pedestrianisation scheme would be subject to further development and assessment – including additional engagement and public consultation, and an updated Equality Impact Assessment (EqIA).

2.5. The expected outcome of any future pedestrianisation proposals, as described above, would be to help boost the West End's economy by significantly expanding and improving the area for people, providing a more attractive environment with space to dwell and relax. It would also provide space to host events and create memorable moments, which would help increase footfall and growth in the area. In addition, it would be expected to reduce road danger on Oxford Street.

### **3. Equality comments**

3.1. Under section 149 of the Equality Act 2010 (the Equality Act) the GLA (including the Mayor), as a public authority, must comply with the Public Sector Equality Duty when exercising its functions. This is a duty to have due regard to the need to eliminate discrimination, harassment and victimisation, and any conduct that is prohibited by or under the Equality Act; and to advance equality of opportunity, and foster good relations, between people who share a protected characteristic and those who do not. This involves having due regard to the need to remove or minimise any disadvantage suffered by those who share a relevant protected characteristic that is connected to that characteristic; taking steps to meet the different needs of such people; and encouraging them to participate in public life or in any other activity where their participation is disproportionately low.

3.2. The protected characteristics under section 149 of the Equality Act are: age, disability, gender reassignment, pregnancy and maternity, marital or civil partnership status, race, religion or belief, sex, and sexual orientation. Compliance with the duty may involve ensuring people with a protected characteristic are provided with all the opportunities that those without the characteristic would have.

- 3.3. The consultation carried out pursuant to MD3327 specifically sought views on any impacts of the proposals on people with protected characteristics. The consultation materials included two EqlA documents – one relating to the proposed MDC, and another on the principle of pedestrianisation. The full EqlAs are appended to this MD (Appendices E and F).
- 3.4. The Mayor has been provided with the EqlAs, and should take them into account in taking the decisions for which approval is sought by this MD.

#### Potential equality impacts arising from the creation of the Oxford Street Development Corporation

- 3.5. The Mayor's Equality, Diversity and Inclusion (EDI) Strategy sets out how the Mayor works to create a fairer, more equal, integrated city where all people feel welcome and able to fulfil their potential. EDI are subsequently enshrined within the GLA's strategies, programmes, and activities.
- 3.6. The MDC would create a single local planning authority for Oxford Street. It will be necessary to ensure that relevant planning services remain accessible and accountable to local communities, following statutory requirements and learning from best practices with regards to public engagement.
- 3.7. The MDC would allow a single organisation to consider Oxford Street and its immediate surroundings in a holistic manner. It would allow greater focus on the Mayor's commitments to the regeneration of this area; and would enable the Mayor to embed his equality and inclusion policies to promote an accessible and inclusive environment.
- 3.8. By pursuing its proposed objectives to deliver an improved public realm, and provide a safe and welcoming environment, the MDC would make Oxford Street more inclusive and responsive to the needs of all Londoners and visitors – including those with protected characteristics.
- 3.9. Through efforts to achieve its proposed objective of improving coordination and building consensus among key stakeholders, service providers, businesses and the local community, the MDC would undertake effective engagement with a range of Londoners – including those with protected characteristics.
- 3.10. A key aim for the MDC would be to create an attractive and inclusive neighbourhood that welcomes people of all ages and backgrounds. It will also contribute to the regeneration of the area. The MDC would seek to influence policies and practices of businesses and investors active in the MDA, to support the Mayor's objectives with regards to EDI. This would include working with employers to create high-quality jobs; and ensure those are accessible to all Londoners, including those with protected characteristics.
- 3.11. Responses to the public consultation also requested that the Mayor pays due regard to diversity when appointing members to the MDC board; and that this principle applies to appointments to the MDC more generally. It is expected that the Mayor and the MDC, if established, would ensure due regard is paid to EDI principles in decisions relating to appointments into the future MDC. No other comments relating to the establishment of the MDC and equalities were received.

#### Potential equality impacts arising from pedestrianisation

- 3.12. The EqlA undertaken regarding the principle of pedestrianisation was based, in part, on assessments of accessibility and equalities impacts. These formed part of previous consultations on the transformation of Oxford Street.
- 3.13. The EqlA found that the pedestrianisation of Oxford Street would create more dedicated pedestrian space along Oxford Street, and should significantly improve the overwhelming and disorienting nature of crowding that is common. By removing most traffic from Oxford Street, it would significantly reduce road danger risks for pedestrians.
- 3.14. The EqlA also found that any pedestrianisation scheme would reduce bus access on Oxford Street, as well as taxi and private hire access. As such, any detailed proposals should consider alternative access points on adjacent streets. Equally, if proposals to pedestrianise Oxford Street do not allow cyclists to

travel through pedestrianised sections of the road, alternative cycling routes should be considered in any future detailed plans.

- 3.15. The EqIA will be updated to incorporate insights from the recent consultation on the principle of pedestrianisation. If the Mayor decides to proceed in accordance with the recommendations set out in this MD, the updated EqIA will inform the development of more detailed proposals for pedestrianisation. These will then be subject to public consultation. This will give consultees the opportunity to provide their views on the impacts of those more detailed proposals, before a decision is taken on whether to proceed and on whether the proposals should be adapted to mitigate any adverse impacts.

#### 4. Other considerations

##### Key risks and issues

- 4.1. The key risks and issues are set out in the table below.

| Risk   | Likelihood | Impact | Mitigation  | RAG rating |
|--|------------|--------|---|------------|
| Delays in the operational set-up of the Oxford Street Development Corporation. | Medium     | High   | While new resource has been agreed to enable the project to progress, delays in recruitment or follow-on activities (such as procurement) may create delays in establishing the MDC and enabling its commencement by 1 January 2026. This is currently being mitigated by the onboarding of new staff to support the operational set-up of the MDC; and by drawing on existing staff from operational teams at the GLA and TfL. | Amber      |
| Delays in parliamentary process required to establish the MDC.                 | Low        | High   | Early engagement with MHCLG provides reassurance that, should the Mayor approve the decisions sought in this MD, the relevant statutory instruments will be laid on time to enable the MDC to start operating by 1 January 2026.  | Amber      |

##### Links to Mayoral strategies and priorities

- 4.2. The proposed decision is expected to deliver against multiple objectives included in the London Plan, the Mayor's Economic Development Strategy, and the London Environment Strategy.
- 4.3. The London Plan 2021 identifies Oxford Street as part of one of two international centres within the CAZ.
- 4.4. The work outlined in this MD will contribute towards the following Mayoral policies and priorities:
- London Plan Policy:
    - GG3: creating a healthy city
    - GG5: growing a good economy
    - policy SD4: the CAZ

- policy SD6: town centres and high streets
  - policy SD10: strategic and local regeneration
  - policy D8: public realm
  - Economic Development Strategy:
    - promote the importance of well-designed, inclusive and high-quality public spaces, buildings and housing
    - work with local authorities, the voluntary, community and social enterprise sector to enable the creation of more socially integrated places
    - help to protect London's role as a global hub for business, ensuring there is sufficient supply of office accommodation and investment in transport and infrastructure
    - help to make more efficient use of London's streets by reducing car dependency and tackling congestion
  - Environment Strategy:
    - objective 4.1: support and empower London and its communities, particularly the most disadvantaged and those in priority locations, to reduce their exposure to poor air quality
    - policy 5.1.2: protect, conserve, and enhance the landscape and cultural value of London's green infrastructure
    - policy 8.2.3: increase the amount of sustainable drainage, prioritising greener systems across London in new development, and retrofit solutions
    - policy 8.4.5: reduce the impacts of heat on streets.
- 4.5. The work described in the MD also aligns with the ambitions of the Culture Strategy for London, the 24-hour London vision, and the Healthy Streets agenda.

#### Consultations and impact assessments

- 4.6. As described in paragraph 1.5 onwards, the public consultation on Oxford Street transformation ran from 28 February 2025 until 2 May 2025; it received 6,642 written consultation responses. There were 4,391 responses in relation to the Mayor's proposals to designate an MDA for Oxford Street and the establishment of an MDC, including from statutory consultees.
- 4.7. EqlAs were undertaken for all the strategies referenced above. As the proposal set out in this decision will help deliver the objectives of these strategies, the original impact assessments are still relevant to the programme.
- 4.8. In accordance with best practice and the Mayor's Public Sector Equality Duty, the consultation materials included two EqlAs: one covering the MDC proposals, and one covering proposals in relation to the pedestrianisation of Oxford Street. These are provided in Appendices E and F respectively. They have been previously shared with the Mayor.

#### Conflicts of interest

- 4.9. No GLA officer involved in the drafting or clearance of this Mayoral Decision is aware of any conflicts of interest with the proposed decision.

## **5. Financial comments**

- 5.1. The Oxford Street Transformation programme for 2025-26 is supported by an allocation of GLA revenue budget of £4.7m. Any remaining balance at the date of establishment of the MDC will be transferred by the GLA to the MDC (if established), under section 121 of the GLA Act to fund its early operational costs.
- 5.2. The longer-term revenue budget and capital strategy for the MDC and its work programme will be confirmed through the GLA Group Budget Process for 2026-27.
- 5.3. The MDC is expected to use every opportunity to bring in outside investment from philanthropic contributions and commercial opportunities, alongside public and private sector contributions. Revenue generated by development within the MDA, or through other public-sector funding opportunities, will be used to support the delivery of the physical and social infrastructure requirements of the Oxford Street area.
- 5.4. The Oxford Street work programme will consider various funding and financing options, supported by external funding sources, to offset initial and future expenditure. Further details, including the most sustainable funding and financing model, will be identified as part of the GLA Group budget process for 2026-27. It is recognised that the Mayor may need to borrow funds for capital investment to support infrastructure delivery.
- 5.5. Upon establishment of the MDC, a level of income from pre-application planning meeting fees and planning application fees will be assumed.
- 5.6. The proposed board composition is noted in paragraph 1.48.
- 5.7. Any changes to this proposal will be subject to further approval via the GLA's decision-making process.
- 5.8. Until such time as the MDC is established, the Oxford Street Transformation Team, within the Good Growth Directorate, will be responsible for managing this project.

## **6. Legal comments**

- 6.1. Section 197(3) of the 2011 Act sets out the legal requirements that must be met before the Mayor can designate an MDA. These are set out below.
- 6.2. Section 197(3)(a) provides that the Mayor can designate an MDA only if he considers it expedient for furthering one or more of the GLA's principal purposes as set out at section 30(2) GLA Act. These are:
  - promoting economic development and wealth creation in Greater London
  - promoting social development in Greater London
  - promoting the improvement of the environment in Greater London.
- 6.3. For the reasons set out in the consultation materials, and in paragraph 1.58, the designation of an MDA and establishment of an MDC to focus on the regeneration of Oxford Street and the surrounding area is expected to further all of the principal purposes set out in section 30(2).
- 6.4. Section 197(3) (b) and (c) provide that the Mayor may designate an MDA only if he has consulted the persons specified in section 197(4), and has had regard to any comments made in response by those consultees.
- 6.5. Sections 202 and 214 of the 2011 Act further provide that the Mayor can decide that the MDC is to have certain functions and powers relating to planning and discretionary relief from non-domestic rates. Before making a decision in relation to those functions and powers, the Mayor must also consult with the persons stated in section 197(4) of the 2011 Act.

- 6.6. The consultation report appended to this MD sets out full details of the consultation. All statutory consultees were consulted. The consultation was extended beyond the list of statutory consultees to seek views from members of the public and stakeholders, in accordance with section 197(4)(h) which gives the Mayor discretion to consult any person he thinks appropriate.
- 6.7. Sections 197(3)(d), 202(7)(c), and 214(4)(c) require the Mayor to publish a statement (the Statement of Reasons) explaining why he does not accept any comments made by specified consultees, where applicable. In the present context, the specified consultees are the London Assembly, Westminster City Council and the London Borough of Camden.
- 6.8. The Statement of Reasons, included in the consultation report (Appendix A), complies with the requirements of sections 197(3)(d), 202(7)(c), and 214(4)(c).
- 6.9. Section 197(3)(e) sets out a requirement for the Mayor to lay before the London Assembly, in accordance with GLA standing orders, a document stating that the Mayor is proposing to designate the MDA. A draft of this document is appended to this MD (Appendix C) for the Mayor's approval.
- 6.10. Section 197(3)(f) provides that the MDA can only be designated once the consideration period of 21 days (beginning with the day when the document is laid before the London Assembly) has expired without the London Assembly having rejected the proposal.
- 6.11. Under the 2011 Act, a resolution of the Assembly to reject the Mayor's proposals is not binding unless it passes by a two-thirds majority of votes cast. The Assembly has no power to amend his proposals. The Mayor may proceed with his proposals notwithstanding that the Assembly fails to positively approve them or rejects them by a lesser majority. The Mayor's appointment of the MDC Chair will be subject to the Assembly's confirmation procedures set out in Schedule 4A of the GLA Act 1999.

## 7. Planned delivery approach and next steps

- 7.1. The MDC would be established to the timeline set out below:

| Activity   | Timeline  |
|--|---|
| Letter issued to the London Assembly to consider the Mayor's proposal to designate the MDA | Expected the day following MD signature                                       |
| End of the consideration period for the London Assembly to review the Mayor's proposal     | 21 days after Assembly letter is issued                                       |
| Designation of the MDA   | Expected in the week following the end of the Assembly's consideration period |
| Letter to the Secretary of State for Housing, Communities and Local Government issued      | Expected in the week following the end of the Assembly's consideration period |
| Oxford Street Development Corporation established  | By 1 January 2026   |

### Appendices and supporting papers:

Appendix A – Consultation report

**Appendix B – MDA boundary**

**Appendix C – Draft letter from the Mayor to the Chair of the London Assembly**

**Appendix D – Designation instrument**

**Appendix E – EqIA relating to MDA proposal**

**Appendix F – EqIA relating to the principle of pedestrianisation**

**Public access to information**

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FoIA) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary. **Note:** This form (Part 1) will be published either within one working day after it has been approved or on the defer date.

**Part 1 – Deferral**

**Is the publication of Part 1 of this approval to be deferred? YES**

If YES, for what reason: To align with Mayoral announcement.

Until what date: 17 June 2025.

**Part 2 – Sensitive information**

Only the facts or advice that would be exempt from disclosure under the FoIA should be included in the separate Part 2 form, together with the legal rationale for non-publication.

**Is there a part 2 form – NO**

**ORIGINATING OFFICER DECLARATION:**

Drafting officer to confirm the following (✓)

**Drafting officer:**

Enora Robin has drafted this report in accordance with GLA procedures and confirms the following:

✓

**Sponsoring Director:**

Philip Graham has reviewed the request and is satisfied it is correct and consistent with the Mayor’s plans and priorities.

✓

**Mayoral Adviser:**

Richard Watts has been consulted about the proposal and agrees the recommendations.

✓

**Advice:**

The Finance and Legal teams have commented on this proposal.

✓

**Mayoral Delivery Board**

This decision was agreed by the Mayoral Delivery Board on 16 June 2025.

✓

**CHIEF FINANCE OFFICER:**

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

**Signature:**

*Fay Hammond*

**Date:**

16/06/2025

**CHIEF OF STAFF:**

I am satisfied that this is an appropriate request to be submitted to the Mayor.

**Signature:**

*D. Bellamy*

**Date:**

16/06/2025

# Your Oxford Street. Your say.



## Oxford Street – proposals for transport and highways changes

Consultation Report  
February 2026

MAYOR OF LONDON



**TRANSPORT  
FOR LONDON**  
EVERY JOURNEY MATTERS

# Contents

|  |     |
|--|-----|
| 1. Executive Summary .....   | 3   |
| 1.1 Next Steps.....  | 6   |
| 2. About the respondents.....  | 8   |
| 2.1 Number of respondents.....   | 8   |
| 2.2 Methods of responding.....   | 8   |
| 2.3 Visits to our consultation website .....                                   | 9   |
| 2.4 Postcodes analysis .....   | 9   |
| 3. Summary of all consultation responses .....                                 | 10  |
| 3.1 Summary of responses to Question 1 .....                                   | 10  |
| 3.2 Summary of responses to Question 2.....                                    | 12  |
| 3.3 Stakeholder responses .....  | 13  |
| 3.4 Campaigns.....   | 15  |
| 4. About the consultation .....  | 17  |
| 4.1 Purpose.....   | 17  |
| 4.2 Consultation history.....  | 17  |
| 4.3 Who we consulted.....  | 17  |
| 4.4 Dates and duration.....  | 18  |
| 4.5 What we asked.....   | 18  |
| 4.6 Methods of responding.....   | 18  |
| 4.7 Consultation materials and publicity.....                                  | 19  |
| 4.8 Equalities Assessment.....   | 26  |
| 4.9 Analysis of consultation responses .....                                   | 27  |
| Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised .... | 28  |
| Appendix B: Consultation publicity .....                                       | 57  |
| Appendix C: Summary of stakeholder replies .....                               | 83  |
| Appendix D: Demographics.....  | 124 |

# 1. Executive Summary

Between 21 November 2025 and 16 January 2026, we held an eight-week consultation on proposed transport and highway changes to enable the pedestrianisation of a section of Oxford Street between Orchard Street and Great Portland Street. We called this section 'Oxford Street West'. This followed a previous consultation on the principle of pedestrianising Oxford Street and establishing a Mayoral Development Corporation for the area, which was held from February to May 2025.

We published a range of information to explain our proposals, including:

- How we proposed to amend the bus services that serve the area, including what routes the buses would take and where bus stops would be located,
- How taxis and private hire vehicle services would be affected by the pedestrianisation of Oxford Street West,
- Information about how people who currently cycle on Oxford Street West, or in the surrounding area, would be affected by the proposals,
- Changes to the road itself, including how we would allow traffic to flow north-south through the area to navigate a pedestrianised Oxford Street West,
- Information about how businesses on Oxford Street West would continue to make or take deliveries,
- The impacts that our proposals would have on traffic flows, journey times and the environment, and
- What impacts our proposals would have on people with 'protected characteristics'. We published an Equality Impact Assessment, together with a range of other background information, to help respondents to the consultation understand this aspect.

We received 2,716 responses in total, including 83 responses from stakeholders<sup>1</sup>. We identified some of the responses as being part of a campaign, as follows:

- 531 responses were part of a campaign organised by the London Cycling Campaign (LCC). These responses were supportive of the pedestrianisation of Oxford Street but called for Transport for London (TfL) and Westminster City Council to develop proposals for alternative cycle routes to Oxford Street. We refer to this as the 'LCC campaign' throughout this report.
- 224 responses expressed support for the use of new Routemaster zero emission buses on the network. We refer to this as the 'Bus vehicle type campaign' throughout this report.

There is more information about these campaign responses in section 3.4.

---

<sup>1</sup> This includes two responses that were received after our consultation had closed. We have noted the responses but have not been able to include them in our analysis. Further details are in section 3.3.

We asked respondents to tell us any views they had about our proposals or the impacts they would have, and we additionally asked if respondents had any comments about the changes we proposed to the bus services which currently use Oxford Street West. It should be noted that respondents were not asked for their views on general support or otherwise for the scheme because this question was addressed in a previous consultation, although some respondents chose to express these general comments.

The table below lists the top five most frequently raised issues we identified in respondents' written comments: this includes responses to both of the questions in our questionnaire as well as those we received by email or letter. We have excluded from the table the issues raised in the campaign responses we identified above. We did so in order that the table would be focussed solely on the issues raised by respondents who were not part of either campaign. Nevertheless, we have considered and responded to the issues raised in both campaigns in the same way as every other issue raised by respondents. This approach is consistent with the manner in which we routinely process 'campaign'-type responses to TfL consultations. There is more information about these campaign responses in section 3.4.

Appendix A provides a complete list of the almost 200 issues we identified in respondents' written comments, together with our response to each of them. Within individual responses, a variety of both general and specific comments were raised

| <b>Top five most frequently raised issues</b>   | <b>Our response</b>  |
|---|--|
| Support/agree with proposals (general comment)  | We noted this general support  |
| Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment) | <p>As part of our consultation, we shared detailed information on how we would expect traffic flows and journey times to change under our proposals. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts</a>.</p> <p>This assessment does show that some streets would experience an increase in vehicle use, however, it shows this change is manageable and does not cause any longstanding resilience concerns with the road network performance.</p> <p>During and following delivery of the changes, we would continue to monitor traffic and congestion levels in the area and work with Westminster City Council to minimise the impact of the changes and keep traffic moving smoothly. General traffic is not permitted to use Oxford Street</p> |

|  |  |
|--|--|
|  | currently, which means those vehicles displaced to other routes are buses, taxis and cycles.   |
| Oppose/disagree with proposals (general comment)   | <p>Oxford Street is not currently living up to its potential and visitor numbers have not recovered on Oxford Street since the pandemic, as they have on Bond Street or Regent Street. This is due to a number of factors including the rise of online shopping and the nature of the current retail offer on Oxford Street. We consider that removing traffic from Oxford Street and transforming it into an exciting, high-quality destination would revitalise the street and the wider area, encourage new and exciting shops and venues, and provide an iconic destination in the heart of London.</p> <p>Oxford Street and its surrounds is one of the country's most important economic areas, generating around one per cent of the country's economic output. Home to a wide range of businesses, it is also the United Kingdom's leading retail and tourist destination. Oxford Street district is not only a critical driver of London's success, but it also drives growth throughout the UK. Nonetheless it faces a number of issues which threaten its long-term success and London's reputation as one of the world's leading cities. Investment is required to transform Oxford Street and ensure that it can continue to provide the best environment for people and businesses. This includes addressing significant issues including poor road safety, poor air quality and pedestrian crowding, which in turn lead to reduced retail spending.</p> <p>We consider that the value for money case of this scheme is strong due to the wide range of benefits that the plans would deliver.</p> |
| Concern about reduced/loss of access for older people/those less able to walk longer distances | <p>We acknowledge that our plans would make a number of changes that would affect people who are older, disabled, pregnant or have other characteristics (permanent or temporary). We have considered the likely impact of the changes upon these groups of people and shared this information as part of the public consultation. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>.</p>   |
| Concern about reduced/loss of access for people with disabilities                              |  |

|  |  |
|--|--|
|  | <p>Removing buses and taxis from Oxford Street would mean that people would need to travel longer distances (around 100m to 200m) to access bus stops and taxi ranks. As older people and those less able to walk have higher rates of bus and taxi use, we accept that this group may be more affected by the changes - as would people carrying heavy bags or luggage. This means that some people may have longer and more difficult journeys to get to Oxford Street.</p> <p>On the other hand, our proposals create significantly more space for people walking and wheeling and ease the current crowding on footways. Therefore, once on Oxford Street, older people, disabled people and women (including pregnant women) would find it easier to use Oxford Street as a result of having more pedestrian space, a level pavement surface and more seating and resting places. Where bus stops would be relocated, we have sought to ensure they would be located close to Oxford Street and would work closely with Westminster City Council to improve routes from the new bus stops to Oxford Street. We would also work to improve wayfinding and signage and ensure that new bus stops are fully accessible, with features such as good lighting, CCTV and accessible customer information. In recent years, we have improved accessibility to the Oxford Street area through the provision of step-free access at Bond Street and Tottenham Court Road stations.</p> |
|--|--|

## 1.1 Next Steps

In February 2025 the Mayor of London held an eight-week public consultation on proposals to establish a Mayoral Development Corporation for Oxford Street, and on the principle of pedestrianising the street. In July 2025, following an analysis of the responses to that consultation, the Mayor instructed TfL to develop detailed transport and highway proposals that would enable the section of Oxford Street between Orchard Street and Great Portland Street (a section we've called 'Oxford Street West') to be pedestrianised, subject to a further consultation. We did as the Mayor asked, and held an eight-week consultation on our proposals from 21 November 2025 to 16 January 2026.

Following the conclusion of our consultation, we have analysed and considered the responses we received, and we have prepared this Consultation Report. Our report explains what the outcomes of the consultation were, and it provides our response to each of the issues raised by respondents. Having considered all of the issues raised by respondents, we remain satisfied that the proposals consulted on are workable and would, subject to a decision from the Mayor, be an appropriate means of implementing the pedestrianisation of Oxford Street West, subject to ongoing monitoring of the effects of our proposals on traffic, including local bus services. We are satisfied that pedestrianising Oxford Street West in the way we have proposed would be consistent with our Network Management Duty under the Traffic Management Act 2004<sup>2</sup>.

This report, together with underlying information obtained through the modelling of air quality, noise and traffic impacts, an updated Equality Impact Assessment and our Business Case, has been provided to the Mayor so that he can now decide on the next steps.

---

<sup>2</sup> This requires highway authorities to secure the expeditious movement of traffic on the roads for which we are responsible as highway and/or traffic authority, and on the authority's road network; and on the road networks for which another authority is the traffic authority.

## 2. About the respondents

### 2.1 Number of respondents

The table below shows the number of responses we received from members of the public and stakeholders, and the number of responses we identified as being part of a campaign.

| Respondents                         | Total | %  |
|-------------------------------------|-------|----|
| Public responses                    | 1,878 | 69 |
| Stakeholder responses               | 83    | 3  |
| LCC campaign responses              | 531   | 20 |
| Bus vehicle type campaign responses | 224   | 8  |
| Total                               | 2,716 | -  |

### 2.2 Methods of responding

We made a variety of methods available to respondents to submit a response to the consultation. The table below lists how many responses we received through each of these methods. All of the 'Bus vehicle type campaign' responses were submitted to us through our website, and all of the 'LCC campaign' responses were submitted to us by email.

| Methods of responding                                     | Total | %  |
|---|-------|----|
| Website (including 'Bus vehicle type campaign' responses) | 1,721 | 63 |
| Email (including 'LCC campaign' responses)                | 988   | 36 |
| Paper response form (completed at a drop-in event)        | 5     | <1 |
| Letter  | 2     | <1 |
| Total   | 2,716 | -  |

As part of our detailed analysis, we noted the number of respondents that took part in the consultation in more than one way. This includes respondents who used a single method but did so more than once. The table below shows the number of multiple responses that we received, and the different methods used. Where a single respondent raised the same issue across multiple responses this was 'counted' as a single issue only, to avoid duplication.

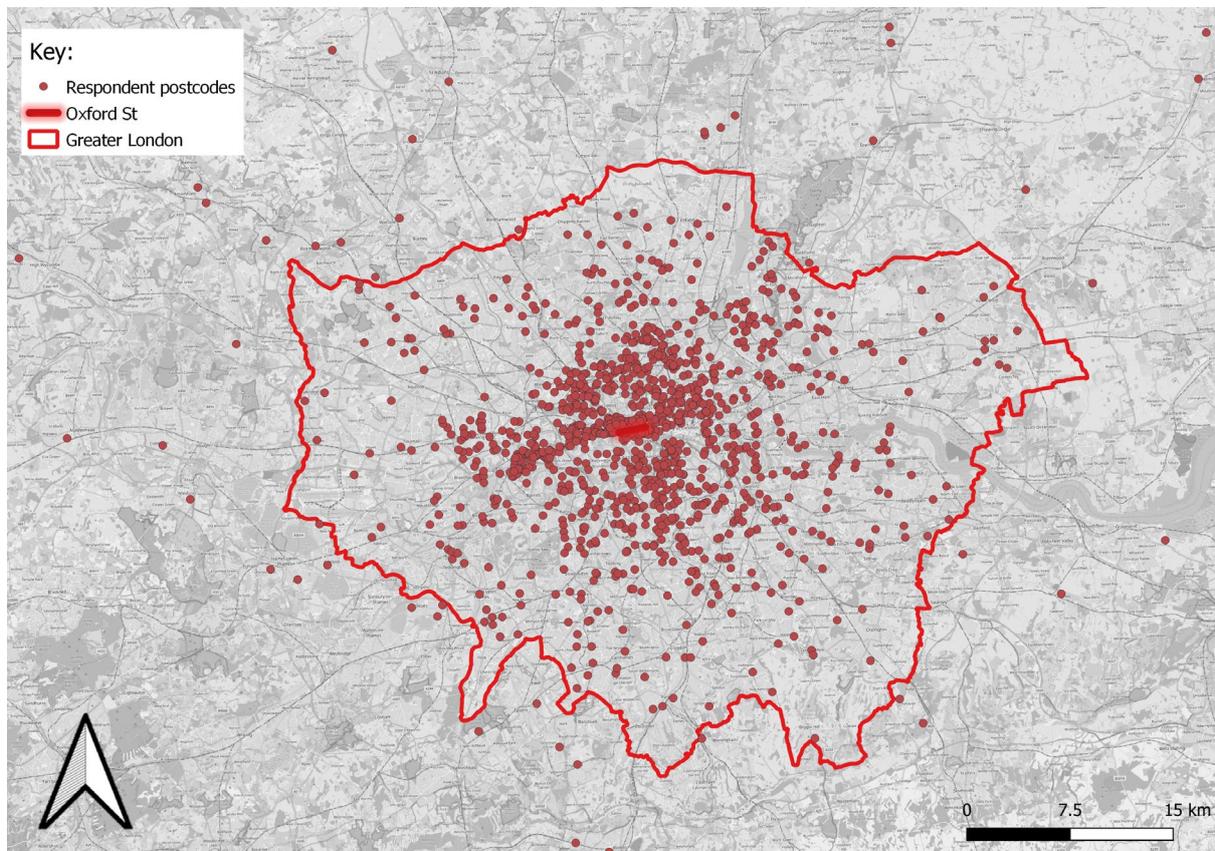
| Multiple responses: method of responding | Count     |
|--|-----------|
| Email(s) and survey                      | 30        |
| More than one email                      | 11        |
| <b>Total</b>                             | <b>41</b> |

## 2.3 Visits to our consultation website

Our consultation materials were provided on our website [haveyoursay.tfl.gov/oxford-street-transport-highways](https://haveyoursay.tfl.gov/oxford-street-transport-highways). During the consultation period from 21 November to 16 January 2026, there were over 34,000 visits to our website.

## 2.4 Postcodes analysis

We asked respondents to give us their home postcode. The map below shows the location of all those respondents who provided us with a valid postcode.



### 3. Summary of all consultation responses

#### 3.1 Summary of responses to Question 1

Our consultation questionnaire included two 'open' questions. The first of these was as follows:

We developed proposals that would be necessary to support the pedestrianisation of the section of Oxford Street between its junctions with Orchard Street and Great Portland Street. We've referred to this area as 'Oxford Street West'. Please tell us any thoughts you have about our proposals in the space below.

If you believe that the proposals would have an impact on you or others, please explain why in the space below. You can also comment on any other matter related to the proposals, and we have listed some potential topics you might like to consider:

- How our proposals would change your experiences of using Oxford Street West
- Any impacts our proposals might have; for example on the accessibility of Oxford Street West, or on roads surrounding Oxford Street West, or on the ability of businesses here to make or take deliveries
- Any suggestions you might have on improvements or changes we could make to our proposals

Where a person submitted their response to us by email or letter, we have recorded their comments as a response to this question. We received 2,396 responses to this question in total (with the two campaigns included). Of these responses:

- 1,863 responses were not part of a campaign
- 2 responses were identified as being part of the 'Bus Vehicle Type' campaign
- 531 responses were identified as being part of the 'LCC campaign'

In total in response to question one, including the two campaigns we identified, there were over 14,000 individual comments that were 'coded' to almost 200 separate codes (both positive and negative), as shown in Appendix A. We also respond to each issue raised (both positive and negative) in Appendix A.

Across a total of 1,863 public and stakeholder responses, almost 200 separate issues (or 'codes') that were either positive or negative were raised. Each response to our consultation may have contained a variety of individual comments, some of which were of a general nature, while others were more specific.

While respondents were not asked explicitly for their views on general support or otherwise for pedestrianisation, some respondents chose to provide general comments. Excluding the issues we identified in each of the two 'campaign' groups of responses, in summary we found:

- The most frequently raised comment was general support/agreement with the proposals, which was mentioned by 647 respondents (out of 1,863)<sup>3</sup>.
- This was followed by general opposition/disagreement with the proposals (472 comments)
- There were then more specific suggestions or concerns about traffic congestion (439 comments), reduced/loss of access for people with disabilities (308 comments) and reduced/loss of access for older people (304 comments). The top ten most frequently counted comments are detailed below.

| Q1 We developed proposals that would be necessary to support the pedestrianisation of the section of Oxford Street between its junctions with Orchard Street and Great Portland Street. We've referred to this area as 'Oxford Street West'. Please tell us any thoughts you have about our proposals in the space below | Public and stakeholder responses (excluding campaigns) |                      |
|--|--|----------------------|
|  | Number of comments made                                | % of total responses |
| Support/agree with proposals (general comment)   | 647  | 34.7%                |
| Oppose/disagree with proposals (general comment)   | 472  | 25.3%                |
| Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment)  | 439  | 23.6%                |
| Concern about reduced/loss of access for people with disabilities  | 308  | 16.5%                |
| Concern about reduced/loss of access for older people/those less able to walk longer distances   | 304  | 16.3%                |
| Oppose/disagree with proposed bus route changes/buses should continue to run along and through Oxford Street West (general comment)  | 277  | 14.9%                |
| Support/agree with pedestrianisation to make more space for pedestrians/Oxford Street West is currently overcrowded/pavements too narrow   | 201  | 10.8%                |
| Concern proposals will have a negative impact on residents around Oxford Street (e.g. reduce accessibility, safety, travelling experience)   | 199  | 10.7%                |
| Concern proposed changes will negatively impact businesses/shops on Oxford Street/in the area/local economy (general comment)  | 195  | 10.5%                |
| Oppose/disagree/concern with restricting taxis/PHVs from accessing Oxford Street West/should allow them to use it  | 180  | 9.7%                 |
| <b>Total number of respondents who provided a comment in response to Q1 (excluding campaign respondents)</b>   | <b>1863</b>  |                      |

We rejected one response to our consultation because it contained offensive language and therefore breached our threatening or abusive communications policy. No other responses to the consultation were rejected.

<sup>3</sup> In 2025, the Mayor consulted on his proposal to designate a Mayoral Development Area (MDA), and establish a Mayoral Development Corporation (MDC), to drive the regeneration of Oxford Street. The consultation also asked for the public's views on the principle of pedestrianising Oxford Street. In relation to the Mayor's proposal to designate an MDA for Oxford Street, 69 per cent of submitted responses were supportive. In relation to the principle of pedestrianising Oxford Street, 66 per cent of submitted responses were supportive.

## 3.2 Summary of responses to Question 2

The second question in our questionnaire was as follows:

We've proposed a series of changes to bus services which use the section of Oxford Street between Orchard Street and Great Portland Street. We'd like to know how the proposed changes to bus routes 7, 94, 98, 139 and 390, N7, 94, N98, N113, N137, 139, N207 and 390 would affect passengers. If you have any thoughts please explain these in the space below. If your comments relate to a specific bus route (or several bus routes) please let us know what routes these are in your comments.

We received 1,254 responses to this question in total (with the two campaigns included). Of these responses:

- 1,030 responses were not part of a campaign
- 224 responses were identified as being part of the 'Bus Vehicle Type' campaign
- 0 responses were identified as being part of the 'LCC campaign'

In total in response to question two, including the two campaigns we identified, there were almost 4,000 individual comments that were 'coded' to almost 200 separate codes (both positive and negative) as shown in Appendix A. We also respond to each issue raised (both positive and negative) in Appendix A.

Across a total of 1,030 public and stakeholder responses, almost 200 separate issues (or 'codes') that were either positive or negative were raised. Each response to our consultation may have contained a variety of individual comments, some of which were of a general nature, while others were more specific.

While respondents were not asked explicitly for their views on general support or otherwise for pedestrianisation, some respondents chose to provide general comments. Excluding the issues we identified in each of the two 'campaign' groups of responses, in summary we found:

- The most frequently raised comment was Support/agree with proposed bus route changes/not allowing buses on Oxford Street West (general comment), which was mentioned by 187 respondents (out of 1,030).
- This was followed by concern about journey time increasing due to bus route/stop change/bus journeys taking longer (156 comments)
- There were then comments about changes to bus route 94 (123 comments), a concern the proposals would increase vehicle use/traffic congestion around Oxford Street (122 comments) and concerns about reduced/loss of access for older people (113 comments). The top ten most frequently counted comments are detailed below.

| Q2 We've proposed a series of changes to bus services which use the section of Oxford Street between Orchard Street and Great Portland Street. We'd like to know how the proposed changes to bus routes 7, 94, 98, 139 and 390, N7, 94, N98, N113, N137, 139, N207 and 390 would affect passengers | Public and stakeholder responses (excluding campaigns) |                      |
|--|--|----------------------|
|  | Number of comments made                                | % of total responses |
| Support/agree with proposed bus route changes/not allowing buses on Oxford Street West (general comment)   | 187  | 18.2%                |
| Concern about journey time increasing due to bus route/stop change/bus journeys taking longer  | 156  | 15.1%                |
| Oppose/disagree/concern with proposed change for bus route 94 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)   | 123  | 11.9%                |
| Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment)  | 122  | 11.8%                |
| Concern about reduced/loss of access for older people/those less able to walk longer distances   | 113  | 11%                  |
| Oppose/disagree with proposed bus route changes/buses should continue to run along and through Oxford Street West (general comment)  | 107  | 10.4%                |
| Concern about reduced/loss of access for people with disabilities  | 104  | 10.1%                |
| Proposed bus route changes will have minimal disruption/limited impacts/impacts and proposals for change are reasonable  | 94   | 9.1%                 |
| Proposed changes will have no impact on me as I don't use the buses/routes in the area/use other modes of travel in the area   | 87   | 8.4%                 |
| Concern about having to walk further due to bus route/stop changes (general comment)   | 84   | 8.2%                 |
| <b>Total number of respondents who provided a comment in response to Q2 (excluding campaign respondents)</b>   | <b>1030</b>  |                      |

### 3.3 Stakeholder responses

We received responses from the following groups of stakeholders. All stakeholder replies have been read and analysed in the same way as every other response to the consultation.

A summary of each of these responses is included in Appendix C.

We received responses from London Fire Brigade and the owner of 95 Wigmore Street after our consultation had closed, and so it was not possible for us to include these responses in our analysis. The contents of the responses have been noted however, and we have included a summary of each in Appendix C.

|                              |   |
|------------------------------|---|
| Heart of London BID          | Business Improvement Districts & businesses |
| Baker St Quarter Partnership |   |
| Berwick St Traders Society   |   |
| Welbeck Health Partners      |   |
| Ikea                         |   |
| John Lewis                   |   |
| Nimax Theatres               |   |
| Belgravia Forum              |   |
| Business LDN                 |   |
| Park House                   |   |

|   |                           |
|---|---------------------------|
| Shaftesbury Capital                         |                           |
| Central District Alliance                   |                           |
| Harley Street BID                           |                           |
| Bauer Media Outdoor                         |                           |
| NWEC  |                           |
| Selfridges                                  |                           |
| Society of London Theatres                  |                           |
| Royal Mail                                  |                           |
| UPS   |                           |
| Fitzrovia West Business Neighbourhood Forum |                           |
| Uber  |                           |
| Federation of Small Businesses              |                           |
| M&S   |                           |
| London Heritage Quarter                     |                           |
| Metropolitan Police                         |                           |
| London Fire Brigade                         |                           |
| Investment Property Management              | Landowners                |
| SCP Estate                                  |                           |
| Grosvenor                                   |                           |
| The Crown Estate                            |                           |
| Farton Holdings                             |                           |
| Howard de Walden Estates                    |                           |
| M&G   |                           |
| Berkeley Estate Asset Management            |                           |
| 120 Wigmore St Ltd                          |                           |
| Duke St Property                            |                           |
| Great Portland Estates                      |                           |
| Reef & Partners                             |                           |
| Owner of 95 Wigmore Street                  |                           |
| London Borough of Camden                    | Local authorities         |
| Westminster City Council                    |                           |
| Hinde Street Methodist Church               | Miscellaneous             |
| Better Oxford Street                        |                           |
| Islington Swifts Group                      |                           |
| Historic England                            |                           |
| Westminster Tree Trust                      |                           |
| London Sight Loss Council                   |                           |
| Guide Dogs                                  |                           |
| National Federation for the Blind UK        |                           |
| Conservative Group, City of Westminster     | Political representatives |
| GLA Conservative Group                      |                           |
| West End Conservative Action Team           |                           |

|  |                       |
|--|-----------------------|
| Westminster Lib Dems                         |                       |
| GLA Labour Group                             |                       |
| GLA Lib Dem Group                            |                       |
| Caroline Russell AM                          |                       |
| Cllr Linda Chung                             |                       |
| Water Gardens Residents Association          | Residents Association |
| Portland Village Association                 |                       |
| West End Community Network                   |                       |
| Westminster Amenities Society Forum          |                       |
| Marylebone Association                       |                       |
| The Soho Society                             |                       |
| Residents Society of Mayfair & St James      |                       |
| Charlotte St Association                     |                       |
| Linden Gardens Residents Association         |                       |
| GMB Union                                    |                       |
| Future Transport London                      | Transport groups      |
| Brewery Logistics Group                      |                       |
| Addison Lee & Com Cab                        |                       |
| London Living Streets                        |                       |
| Wheels for Wellbeing                         |                       |
| London Cycling Campaign                      |                       |
| Brent Cycling Campaign                       |                       |
| London TravelWatch                           |                       |
| United Cabbies Group                         |                       |
| AICES  |                       |
| Road Haulage Association                     |                       |
| LTDA   |                       |
| Clapham Transport Users Group                |                       |
| Chartered Institute of Logistics & Transport |                       |
| Logistics UK                                 |                       |

### 3.4 Campaigns

We classified some of the responses to our consultation as being part of a campaign, as follows:

- 531 responses were part of a campaign organised by the London Cycling Campaign. These responses were supportive of the pedestrianisation of Oxford Street but called for TfL and Westminster City Council to develop proposals for alternative cycle routes to Oxford Street. We refer to this as the ‘LCC campaign’ throughout this report
- 224 responses expressed support for the use of new Routemaster zero emission buses on the network. We refer to this as the ‘Bus vehicle type campaign’ throughout this report.

We identified a response as being part of a campaign if it met at least one of the following criteria:

- The text of the response was identical to others we had received
- The text of the response was identical to others we had received, and it included some additional personalisation
- The response was submitted to us via an external website associated with the originator of the campaign, or through a temporary email address, thus making clear that the response was a part of that campaign

This approach is consistent with the manner in which we routinely process 'campaign'-type responses to TfL consultations. All of the issues raised by respondents to the consultation, including those we identified in both campaigns, are listed and responded to in Appendix A.

#### 3.4.1 LCC campaign

We identified 531 responses as being part of a campaign organised by the London Cycling Campaign. We did so because these responses were submitted to us via an external website associated with the organisers of the campaign and contained text that was identical to other submissions from the same campaign.

The campaign was supportive of the proposed pedestrianisation of Oxford Street West but called for TfL and Westminster City Council to develop proposals for alternative, parallel routes for cyclists. Some responses included additional text and this has been analysed and considered in the same way as every other response to the consultation.

#### 3.4.2 Bus vehicle type campaign

We identified 224 responses as being part of a campaign which expressed support for the use of New Routemaster zero emission buses on our services. We classified this as the 'Bus vehicle type response' campaign.

## **4. About the consultation**

### **4.1 Purpose**

The objectives of the consultation were to:

- Give stakeholders and the public easily understandable information about the proposals and allow them to respond,
- Understand the public view on the changes proposed,
- Understand any issues that might affect the proposals of which we were not previously aware,
- Understand concerns and objections,
- Allow respondents to make suggestions.

### **4.2 Consultation history**

The Greater London Authority (GLA) held a previous consultation related to the pedestrianisation of Oxford Street. This ran from 28 February to 2 May 2025 and sought comments on two matters:

- The proposed designation of a Mayoral Development Area for the Oxford Street district,
- The principle of pedestrianising Oxford Street.

The consultation was hosted on TfL's 'Have your Say' website at [Haveyoursay.tfl.gov.uk/oxford-street](https://haveyoursay.tfl.gov.uk/oxford-street). A consultation report was published by the GLA in June 2025 and is available through TfL's website.

Prior to this, TfL and Westminster City Council held two consultations on proposals to pedestrianise Oxford Street. These ran from 24 April to 18 June 2017 and 6 November to 3 January 2018. The details of both consultations are available from TfL on request from [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk).

### **4.3 Who we consulted**

The consultation was open to anyone who had a view about the proposals. Our consultation publicity was intended to reach people living in, working in or travelling through on the Oxford Street West area itself, and we also sent emails to a very large number of stakeholders. The tools we used to publicise the consultation are described in section 4.7.

## 4.4 Dates and duration

Our consultation ran from 21 November 2025 to 16 January 2026. This timeframe included the Christmas and New Year period, and for that reason we extended the consultation to run for eight weeks.

## 4.5 What we asked

Our consultation questionnaire included two open questions, as follows:

1, We developed proposals that would be necessary to support the pedestrianisation of the section of Oxford Street between its junctions with Orchard Street and Great Portland Street. We've referred to this area as 'Oxford Street West'.

Please tell us any thoughts you have about our proposals in the space below.

If you believe that the proposals would have an impact on you or others, please explain why in the space below. You can also comment on any other matter related to the proposals, and we have listed some potential topics you might like to consider:

- How our proposals would change your experiences of using Oxford Street West
- Any impacts our proposals might have; for example on the accessibility of Oxford Street West, or on roads surrounding Oxford Street West, or on the ability of businesses here to make or take deliveries
- Any suggestions you might have on improvements or changes we could make to our proposals

2, We've proposed a series of changes to bus services which use the section of Oxford Street between Orchard Street and Great Portland Street. We'd like to know how the proposed changes to bus routes 7, 94, 98, 139 and 390, N7, 94, N98, N113, N137, 139, N207 and 390 would affect passengers. If you have any thoughts please explain these in the space below. If your comments relate to a specific bus route (or several bus routes) **please let us know what routes these are** in your comments.

We also asked respondents for their postcode.

Respondents who used our consultation website to submit a response were additionally asked to provide demographic information about themselves upon registering. These questions were voluntary. We have included a series of charts in Appendix D to show what information we received.

## 4.6 Methods of responding

We made several channels available through which people could respond to the consultation.

- It was possible for respondents to complete a consultation questionnaire by visiting our website [haveyoursay.tfl.gov.uk/oxford-street-transport-highways](https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways).

- Comments could also be submitted by email to [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) or in writing to FREEPOST TFL Have your say (Oxford Street).
- Respondents could complete an Easy Read Version of the consultation survey. This survey was also available to download from our webpage as a fillable PDF for completion and return by email or our Freepost service.
- We provided a telephone call back service (Tel: 020 3054 6037) for respondents to get in touch with any questions and as a further method of response.
- The 'Questions' tool on our consultation website was available during the consultation to enable people to submit queries and obtain further information to help them respond.

## 4.7 Consultation materials and publicity

This section describes what information we published on our website to explain our proposals, how we publicised our consultation and how we made it possible for people with questions about our proposals to discuss them with us.

### *Consultation webpage*

Our consultation webpage [Haveyoursay.tfl.gov.uk/oxford-street-transport-highways](https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways) provided a large range of information to describe our proposals, as follows:

- Information about our consultation, including what section of Oxford Street our proposals applied to. We also confirmed that the focus of our consultation was on proposed transport and highway changes to Oxford Street West, and that it did not revisit the proposals covered in the previous Oxford Street consultation, which was held by the GLA from 28 February to 2 May 2025.
- Information about the case for pedestrianising Oxford Street West, including a short video in which people who use the area explained their views. We also provided information to explain what highways changes we proposed to Oxford Street West and some roads in the surrounding area.
- How we proposed to amend the bus services that serve the area, including what routes the buses would take and where bus stops would be located.
- How taxis and private hire vehicle services would be affected by the pedestrianisation of Oxford Street West.
- Information about how people who currently cycle on Oxford Street West, or in the surrounding area, would be affected by the proposals.
- Information about how businesses on Oxford Street West would continue to make or take deliveries.
- The impacts that our proposals would have on traffic flows, journey times, the environment and on the accessibility of Oxford Street West.

We also published a range of information to support or further explain our proposals. This included:

- a range of maps to illustrate our proposals,
- supporting factsheets and technical reports to explain our traffic and environmental modelling in greater detail, and

- Our Equalities Impact Assessment and a ‘Healthy Streets Check<sup>4</sup>’.

Finally, we also published an easy read, British Sign Language video and audio version of our proposals.

### **Emails to the public and other stakeholders**

We sent several emails to invite people and other stakeholders to respond to our consultation. These were:

- An email sent at the beginning of our consultation to passengers using routes 7, 22, 73, 94, 98, 139, 390, N7, N15, N22, N73 N98, N113, N137, N207 and Bond Street, Oxford Circus, Marble Arch, Tottenham Court Road tube stations. This was sent to almost 272,000 people in total.
- An email sent at the beginning of our consultation to a large range of stakeholders who we considered would have an interest in our proposals. We also sent this email to those people who had responded to the GLA’s previous consultation on proposals to pedestrianise Oxford Street. On 9 January 2026 we sent a further email to the same recipients, as a reminder that our consultation would close a week later, on 16 January 2026. The emails were sent to 1,682 recipients in total and a list of the organisations we sent it to is included in Appendix B.

Each of our emails provided information about our consultation and a link at which recipients could find out more or respond. Copies of each email are included in Appendix B.

### **Media activity**

We issued a press release at the beginning of our consultation, and this generated a variety of articles in the press.

A copy of our press release is included in Appendix B.

### **Bus stop posters**

We produced a poster which advertised our consultation and included a QR code and other information about how to respond to the consultation. This poster was placed at seven bus stops along Oxford Street West and the immediate surrounding area.

A copy of our bus stop poster is included in Appendix B.

---

<sup>4</sup> This is a document which assesses the extent to which proposals for changes to a street accord with TfL’s Healthy Streets approach. For further information see [Healthy Streets - Transport for London \(tfl.gov.uk\)](https://www.tfl.gov.uk)

## **Letter to local properties**

We sent a letter to around 6,000 residential and business properties in an area within a 250m radius of Oxford Street West. The letter explained how the recipient could find out more about our proposals and respond, and it confirmed the closing date of our consultation.

A copy of our letter and the area within which it was distributed is included in Appendix B.

## **Face-to-face activity**

We distributed A5-sized postcards to pedestrians and bus passengers on Oxford Street West and surrounding area. The postcards explained how the recipient could find out more about our proposals and respond, and confirmed the closing date of our consultation.

There were eight sessions in total; four of these took place on Saturdays during the consultation period, and the remainder took place during the week. In each session, we distributed at least 500 postcards, and in some cases they left additional postcards in venues in the Oxford Street West area which had agreed to display them. The dates these sessions took place were:

- Saturday 22 November
- Monday 24 November
- Saturday 29 November
- Friday 5 December
- Saturday 13 December
- Monday 15 December
- Monday 5 January
- Friday 9 January
- Saturday 10 January
- Tuesday 13 January

A copy of the postcard that were distributed is included in Appendix B.

## **Social media**

At the start of the consultation, we issued posts on Facebook and X to promote our consultation and the opportunity to take part. Each of our posts included a link to our consultation web page [Haveyoursay.tfl.gov.uk/oxford-street-transport-highways](https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways) and confirmed the closing date for comments. These posts were seen by around 58,500 people.

An example of one of our posts is included in Appendix B.

### **‘Drop-in’ sessions and enabling potential respondents to ask questions**

We arranged a series of drop-in sessions to give people who might have questions about our proposals the opportunity to speak to TfL staff who had been involved in developing them. These sessions were held at venues in the vicinity of Oxford Street West, on dates throughout our consultation period. The dates of the drop-in sessions were as follows:

- 5 December 2025, 12:00 – 16:00, David Wolf Kaye room, Wigmore Hall, 36 Wigmore Street W1U 2BP
- 13 December 2025, 13:00 - 17:00, Princes St room, Salvation Army Regent Hall, 275 Oxford Street W1C 2DJ
- 9 January 2026, 12:00 – 16:00, David Wolf Kaye room, Wigmore Hall, 36 Wigmore Street W1U 2BP
- 10 January 2026, 13:00 – 17:00, Princes St room, Salvation Army Regent Hall, 275 Oxford Street W1C 2DJ

We estimate that between 150 – 200 people visited the four drop-in sessions. Visitors asked a large range of questions, including to clarify a variety of aspects of our proposals or questions about what impacts they might have. In each case, we provided information to assist visitors to respond to the consultation and ensured that they were aware how they could do so.

We also made available additional channels through which people who had questions about our proposals could contact us. These were:

- Our telephone call back service 020 3054 6037. Respondents who wished to discuss a question could leave a message with their telephone number so that we could call them back
- Our email address [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- The ‘Questions’ tool on our website: this allowed people to submit a question to us electronically
- Our Freepost address FREEPOST TFL HAVE YOUR SAY

We promoted these channels on our website, within the letter we distributed to local properties, on the postcard that was distributed to pedestrians and bus passengers on Oxford Street West and on the poster we placed at bus stops along Oxford Street West.

### **Meetings with stakeholders**

We held 34 meetings with stakeholder groups both before the consultation took place and during the consultation period. These are described in the tables below, together with the date of each meeting and the topics discussed.

| <b>Date of engagement</b> | <b>Attendees</b>                                       | <b>Summary of discussion</b>                                      |
|---------------------------|--|---|
| 24 June 2025              | Taxi and Private Hire / Deputy Mayor for Transport     | Outcome of Greater London Authority (GLA) consultation next steps |
| 1 July 2025               | New West End Company ((NWECC) Oxford Street businesses | GLA Workshop: Look, feel and maintenance of the public realm      |
| 2 July 2025               | NWECC Oxford Street businesses                         | GLA Workshop: Security and safety                                 |
| 3 July 2025               | Federation of Small Businesses (FSB)                   | Outcome of consultation next steps                                |
| 9 July 2025               | Portman Estate   | Outcome of consultation next steps                                |
| 9 July 2025               | NWECC Oxford Street businesses                         | GLA Workshop: Deliveries and Access                               |
| 10 July 2025              | Independent Disability Advisory Group (IDAG)           | TfL presentation to IDAG on next steps for scheme                 |
| 14 July 2025              | Society of London Theatres (SOLT)                      | Briefing on approach to developing scheme for consultation        |
| 16 July 2025              | NWECC invited businesses                               | GLA Workshop: Events and commercial activations                   |
| 16 July 2025              | Harley St Business Improvement District (BID)          | Briefing on approach to developing scheme for consultation        |
| 21 July 2025              | Business Working Group Officers                        | Briefing on approach to developing scheme for consultation        |
| 24 July 2025              | Westminster Amenity Societies Forum (WASF)             | Briefing on approach to developing scheme for consultation        |
| 24 July 2025              | TfL Business Advisory Group                            | Briefing on approach to developing scheme for consultation        |
| 24 July 2025              | London Travel Watch                                    | Briefing on approach to developing scheme for consultation        |
| 11 August 2025            | Marble Arch BID  | Briefing on development of scheme for consultation                |
| 12 August 2025            | Metropolitan Police Service (MPS) meeting (AM)         | Update on our approach to developing scheme for consultation      |

| <b>Date of engagement</b> | <b>Attendees</b>   | <b>Summary of discussion</b>   |
|---------------------------|--|--|
| 12 August 2025            | Westminster Amenity Societies Forum (WASF) meeting (PM)      | Briefing on development of scheme for consultation to multiple key West End residents forums                   |
| 4 September 2025          | Baker Street Quarter   | Briefing on development of scheme for consultation   |
| 15 September 2025         | Accessibility Workshop                                       | Workshop with accessibility stakeholders on emerging development of design to take to consultation in November |
| 17 September 2025         | Freight Decarbonisation Forum 'LoCity'                       | Briefing on approach to developing scheme for consultation   |
| 22 September 2025         | London Ambulance Service                                     | Access / Hostile Vehicle Mitigation briefing   |
| 24 September 2025         | TfL Taxi & Private Hire (TPH) Licensing and Regulatory Forum | Briefing on approach to developing scheme for consultation   |
| 24 September 2025         | TPH Technology Forum   | Briefing on approach to developing scheme for consultation   |
| 1 October 2025            | London Fire Brigade (LFB)                                    | LFB initial introduction and briefing  |
| 21-Oct-25                 | Stephen Timms MP / Price Waterhouse Coopers                  | Briefing on approach to developing scheme for consultation   |
| 21-Oct-25                 | Central London Quality Freight Partnership                   | Briefing on approach to developing scheme for consultation   |
| 27-Oct-25                 | MPS Further briefing   | Hostile vehicle mitigation requirements  |
| 29-Oct-25                 | TfL Youth Panel  | Briefing on approach to developing scheme for consultation   |
| 05-Nov-25                 | Selfridges   | Briefing on approach to developing scheme for consultation   |
| 10-Nov-25                 | NWEC briefing  | Briefing on approach to developing scheme for consultation   |
| 11-Nov-25                 | Taxi Ranks Committee briefing                                | Briefing on approach to developing scheme for consultation in high level ranks approach                        |

| <b>Date of engagement</b> | <b>Attendees</b>             | <b>Summary of discussion</b>                               |
|---------------------------|------------------------------|--|
| 13-Nov-25                 | Westminster Council Officers | Briefing on approach to developing scheme for consultation |
| 18-Nov-25                 | Camden Council Officers      | Briefing on approach to developing scheme for consultation |
| 19-Nov-25                 | Duke St Properties           | Briefing on approach to developing scheme for consultation |

The following 15 meetings took place during the consultation period itself, in addition to the planned consultation events. At each meeting the proposed scheme was discussed, with questions answered and attendees informed and encouraged to provide their feedback through the TfL consultation portal.

| <b>Date of meeting</b> | <b>Attendees</b>                            | <b>Summary of discussion</b>  |
|------------------------|---|---|
| 21-Nov-25              | NWEC members briefing                       | Run through of scheme developed for consultation  |
| 03-Dec-25              | London Cycling Campaign                     | Run through of scheme developed for consultation  |
| 04-Dec-25              | TfL Business Working Group                  | Run through of scheme developed for consultation  |
| 11-Dec-25              | Young Westminster Workshop                  | Run through of scheme developed for consultation including workshop on how the scheme may affect young people |
| 11-Dec-25              | Women's Safety Group                        | Run through of scheme developed for consultation with a focus on addressing questions relevant to the group   |
| 12-Dec-25              | London Ambulance Service                    | HVM and access  |
| 15-Dec-25              | John Lewis                                  | Run through of scheme developed for consultation in Holles Street   |
| 15-Dec-25              | Good Night Out                              | Run through of scheme developed for consultation  |
| 18-Dec-25              | West End Street Traders Association (WESTA) | Run through of scheme developed for consultation in the context of street trader kiosks                       |
| 05-Jan-26              | London Living Streets (Road Safety Groups)  | Run through of scheme developed for consultation  |
| 08-Jan-26              | Wheels for Wellbeing                        | Run through of scheme developed for consultation  |

|           |   |  |
|-----------|---|--|
| 08-Jan-26 | Westminster Council                               | Briefing on scheme, to all WCC officers to provide formal feedback |
| 08-Jan-26 | Westminster residents (Coffee Connections)        | Run through of scheme developed for consultation                   |
| 12-Jan-26 | Residents meeting arranged by Cllr Patrick Lilley | Run through of scheme developed for consultation                   |
| 15-Jan-26 | Harley Street BID                                 | Run through of scheme developed for consultation                   |

## 4.8 Equalities Assessment

To support and inform our consultation, we published an Equalities Impact Assessment (EqIA) on our consultation website [Haveyoursay.tfl.gov.uk/oxford-street-transport-highways](http://Haveyoursay.tfl.gov.uk/oxford-street-transport-highways). We used the findings of the EqIA to inform our approach to planning and delivering our consultation. We took the following steps to ensure a wide range of people could respond:

- We discussed our proposals with a wide range of stakeholders in advance of our consultation and carried out further engagement during the consultation itself. These meetings were intended to give these organisations notice that our consultation would be taking place and to further spread awareness of the opportunity to take part in it.
- We included a large number of organisations representing disabled people in the list of stakeholders we invited to take part in our consultation. These included, but were not limited to, Action on Disability, Age UK and Blind UK. We asked all the stakeholders we contacted to promote our consultation to their own network of contacts, to supplement the steps we had taken. A complete list of the stakeholder organisations we sent emails to is provided in Appendix B.
- Our consultation materials were written in an easy to understand and legible way, and we provided channels (including a telephone call back service) for people who had questions about our proposals to contact us.
- We published easy read, British Sign Language-video and audio versions of our consultation materials, for people who might need these formats
- Our website included an auto-translate function so that people who did not have English as a first language could understand our proposals and respond

We have updated our EqIA to reflect our learnings from the consultation and it has been provided to the Mayor of London, together with this consultation report, to enable him to decide how to move forward.

## 4.9 Analysis of consultation responses

All free text responses, letters, and emails were grouped into themes using a code frame to allow meaningful analysis. A code frame is a list of the issues identified in respondents' written comments. These are then grouped thematically, and a count provided against each issue.

For each of the two questions, initial responses were used to develop a code frame based on emerging themes. These were verified before full coding began. Where new themes emerged, these were verified and confirmed before continuing. A minimum of 10 per cent quality assurance checks and validation were completed on the coding for each question.

Each of the two consultation questions was analysed and coded separately. For each question, free text responses were analysed and coded using the relevant code frame.

We have considered and responded to every issue raised in the consultation as set out in Appendix A, which follows this chapter. We explain our Next Steps in section 1.1 of this report.

## Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised

This section provides a list of the issues we identified (we call this a ‘code frame’) in responses to question one and two. We have provided separate code frames for each question.

### Code frame – question one

We developed proposals that would be necessary to support the pedestrianisation of the section of Oxford Street between its junctions with Orchard Street and Great Portland Street. We’ve referred to this area as ‘Oxford Street West’. Please tell us any thoughts you have about our proposals in the space below.

If you believe that the proposals would have an impact on you or others, please explain why in the space below. You can also comment on any other matter related to the proposals, and we have listed some potential topics you might like to consider:

- How our proposals would change your experiences of using Oxford Street West
- Any impacts our proposals might have; for example on the accessibility of Oxford Street West, or on roads surrounding Oxford Street West, or on the ability of businesses here to make or take deliveries
- Any suggestions you might have on improvements or changes we could make to our proposals

|   |  | Member of the public | Stakeholder | LCC Campaign | Routemaster Campaign | Total |
|---|--|----------------------|-------------|--------------|----------------------|-------|
|   |  | Count                | Count       | Count        | Count                | Count |
|   | <b>Proposals - general comments</b>  |                      |             |              |                      |       |
| 1 | Support/agree with proposals (general comment)   | 615                  | 32          | 530          | 0                    | 1177  |
| 2 | Oppose/disagree with proposals (general comment)   | 458                  | 14          | 0            | 2                    | 474   |
| 3 | Comment acknowledging the decline of Oxford Street due to closure of shops/venues/facilities/ more online shopping | 46                   | 1           | 0            | 0                    | 47    |

|   |  |     |    |    |   |     |
|---|--|-----|----|----|---|-----|
| 4   | Oppose/disagree with proposed changes as they would be a waste of money/time/resources/should spend money on other priorities (general comment)                  | 83  | 2  | 0  | 0 | 85  |
| <b>General impacts</b>                    |  |     |    |    |   |     |
| 10  | Proposals will have a positive impact on workers around Oxford Street (e.g. improve accessibility, safety, travelling experience)                                | 24  | 1  | 5  | 0 | 30  |
| 11  | Concern proposals will have a negative impact on workers around Oxford Street (e.g. reduce accessibility, safety, travelling experience)                         | 54  | 9  | 14 | 2 | 79  |
| 12  | Proposals will have a positive impact on residents around Oxford Street (e.g. improve accessibility, safety, travelling experience)                              | 19  | 1  | 3  | 0 | 23  |
| 13  | Concern proposals will have a negative impact on residents around Oxford Street (e.g. reduce accessibility, safety, travelling experience)                       | 176 | 23 | 0  | 0 | 199 |
| 14  | Proposals will have a positive impact on tourists/tourism/visitor experience on Oxford Street (e.g. improve accessibility, safety, travelling experience)        | 136 | 6  | 8  | 0 | 150 |
| 15  | Concern proposals will have a negative impact on tourists/tourism/visitor experience on Oxford Street (e.g. reduce accessibility, safety, travelling experience) | 69  | 5  | 2  | 2 | 78  |
| 16  | Proposals will increase footfall/number of visitors to the area/make people more likely to visit the area  | 117 | 4  | 41 | 0 | 162 |
| 17  | Concern proposals will reduce footfall/number of visitors/stop people visiting the area  | 155 | 5  | 15 | 0 | 175 |
| <b>Pedestrianisation of Oxford Street</b> |  |     |    |    |   |     |
| 30  | Support/agree with pedestrianisation to make more space for pedestrians/Oxford Street West is currently overcrowded/pavements too narrow                         | 198 | 3  | 41 | 0 | 242 |
| 31  | Suggest extending pedestrianised area/pedestrianising more of Oxford Street/pedestrianising other areas nearby   | 126 | 9  | 5  | 0 | 140 |
| 32  | Suggest Oxford Street is accessible only to buses and pedestrians  | 15  | 0  | 0  | 0 | 15  |

|    |   |     |    |     |   |     |
|----|---|-----|----|-----|---|-----|
| 33 | Suggest only partial pedestrianisation of Oxford St West/pedestrianisation only applying to certain days/times  | 19  | 2  | 1   | 0 | 22  |
| 34 | Other comment/suggestion about pedestrianising Oxford Street  | 11  | 11 | 1   | 0 | 23  |
|    | <b>Transport and highway changes</b>  |     |    |     |   |     |
| 50 | Support/agree with still allowing vehicles to cross Oxford Street   | 4   | 2  | 0   | 0 | 6   |
| 51 | Suggest not allowing vehicles to cross Oxford Street  | 12  | 2  | 0   | 0 | 14  |
| 52 | Concern about loss/lack of east-west travel options   | 71  | 12 | 528 | 0 | 611 |
| 53 | Concern about more pedestrians on streets around Oxford Street/overcrowding issues  | 31  | 9  | 0   | 0 | 40  |
| 54 | Support/agree with more pedestrian crossing points on/around Oxford Street  | 19  | 3  | 0   | 0 | 22  |
| 55 | Oppose/disagree with more pedestrian crossing points on/around Oxford Street  | 3   | 1  | 0   | 0 | 4   |
| 56 | Suggest improving train/Tube/other public transport options (accessibility, step-free access, cost etc)   | 65  | 11 | 1   | 1 | 78  |
|    | <b>Accessibility</b>  |     |    |     |   |     |
| 70 | Support/agree with proposed changes as will have a positive impact on accessibility/make Oxford Street more accessible/will not reduce accessibility                | 63  | 2  | 2   | 0 | 67  |
| 71 | Concern about reduced/loss of access and connectivity to Oxford Street (general comment)  | 100 | 10 | 4   | 0 | 114 |
| 72 | Concern the proposed changes will have a negative impact on regular bus users/those who rely on buses/generally make travel by bus more difficult (general comment) | 160 | 12 | 0   | 0 | 172 |

|  |  |     |    |     |   |     |
|--|--|-----|----|-----|---|-----|
| 73                                       | Concern about reduced/loss of access for older people/those less able to walk longer distances   | 280 | 24 | 6   | 2 | 312 |
| 74                                       | Concern about reduced/loss of access for people with disabilities  | 277 | 31 | 8   | 2 | 318 |
| 75                                       | Concern about reduced/loss of access/greater difficulty for encumbered people (e.g. those travelling with shopping bags, push chairs, luggage) | 107 | 9  | 4   | 0 | 120 |
| 76                                       | Support/agree with allowing emergency vehicles access to Oxford Street   | 11  | 3  | 2   | 0 | 16  |
| 77                                       | Other comment/suggestion about accessibility on/around Oxford Street   | 14  | 8  | 0   | 0 | 22  |
| 78                                       | Concern about safety of emergency vehicles accessing Oxford Street West/pedestrianisation slowing down emergency response time                 | 38  | 13 | 1   | 0 | 52  |
| <b>Traffic and congestion</b>            |  |     |    |     |   |     |
| 90                                       | Support proposals as they will reduce car/vehicle use/traffic congestion on/around Oxford Street (general comment)                             | 39  | 1  | 21  | 0 | 61  |
| 91                                       | Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment)  | 403 | 36 | 528 | 0 | 967 |
| 92                                       | Concern that streets/roads are not big enough for additional buses/are too narrow  | 49  | 11 | 0   | 0 | 60  |
| 93                                       | Other comment/suggestion about traffic/congestion  | 13  | 7  | 0   | 0 | 20  |
| 94                                       | Suggest more enforcement of existing restrictions to traffic/suggest other restrictions to traffic/vehicle access                              | 15  | 3  | 1   | 0 | 19  |
| <b>Cycling/scooters on Oxford Street</b> |  |     |    |     |   |     |
| 110                                      | Support/agree with not allowing cycling on Oxford Street West  | 109 | 11 | 6   | 2 | 128 |

|                                    |  |     |    |     |   |     |
|------------------------------------|--|-----|----|-----|---|-----|
| 111                                | Suggest cycling should be allowed on Oxford Street West/need cycle route/lanes/concern about negative impact on cyclists if now allowed to use Oxford Street West      | 86  | 2  | 530 | 2 | 620 |
| 112                                | Support/agree with not allowing scooters on Oxford Street West   | 31  | 4  | 2   | 0 | 37  |
| 113                                | Suggest scooters should be allowed on Oxford Street West   | 0   | 0  | 1   | 0 | 1   |
| 114                                | Suggest cycle parking needed on/around Oxford Street West  | 22  | 7  | 12  | 0 | 41  |
| 115                                | Suggest cycle route/lanes/infrastructure should be created on roads/streets parallel/near to Oxford Street West  | 106 | 10 | 529 | 0 | 645 |
| 116                                | Concern about cyclists continuing to use Oxford Street even if not allowed/concern about how will be enforced  | 94  | 8  | 530 | 0 | 632 |
| 117                                | Other comment/suggestion about cycling on/around Oxford Street West  | 13  | 9  | 5   | 0 | 27  |
| 118                                | Concern about lack of clear plans for alternate cycling routes through/around Oxford Street/more information needed about plans for cycling infrastructure in the area | 69  | 11 | 530 | 0 | 610 |
| <b>Taxis/PHVs on Oxford Street</b> |  |     |    |     |   |     |
| 130                                | Support/agree with restricting taxis/PHVs from accessing Oxford Street West  | 30  | 2  | 0   | 2 | 34  |
| 131                                | Oppose/disagree/concern with restricting taxis/PHVs from accessing Oxford Street West/should allow them to use it  | 170 | 10 | 1   | 0 | 181 |
| 132                                | Support/agree with proposals for new locations of taxi ranks   | 3   | 7  | 0   | 0 | 10  |
| 133                                | Oppose/disagree/concern with proposals for new locations of taxi ranks   | 9   | 3  | 0   | 0 | 12  |
| 134                                | Suggest where taxi rank/s should be located  | 5   | 3  | 0   | 0 | 8   |

|     |  |     |    |    |   |     |
|-----|--|-----|----|----|---|-----|
| 135 | Other comment/suggestion about taxis/PHVs/taxi ranks on/around Oxford Street West  | 4   | 13 | 0  | 0 | 17  |
| 136 | Suggest reducing the number of taxis operating in the area/suggest other restrictions on taxis   | 4   | 0  | 0  | 0 | 4   |
|     | <b>Businesses</b>  |     |    |    |   |     |
| 150 | Support/agree with proposed changes as they will benefit businesses/shops on Oxford Street/in the area/local economy (general comment)                   | 63  | 7  | 15 | 0 | 85  |
| 151 | Concern proposed changes will negatively impact businesses/shops on Oxford Street/in the area/local economy (general comment)                            | 177 | 18 | 1  | 0 | 196 |
| 152 | Support/agree with business deliveries/servicing vehicles entering the area between midnight and 7am   | 35  | 4  | 0  | 2 | 41  |
| 153 | Concern about negative impact on deliveries to businesses/make them more difficult   | 101 | 26 | 1  | 0 | 128 |
| 154 | Other comment/suggestion about business deliveries on Oxford Street  | 11  | 17 | 0  | 0 | 28  |
| 155 | Suggest Oxford Street should have a mix of shops/facilities/businesses to cater for all  | 16  | 0  | 0  | 0 | 16  |
| 156 | Suggest ensuring buildings/units on Oxford Street are being used appropriately for the area/not being used for criminal activity (e.g. money laundering) | 14  | 0  | 0  | 0 | 14  |
| 157 | Suggest protecting the culture/character of the area when considering what buildings/units/businesses operate on Oxford Street                           | 10  | 2  | 0  | 0 | 12  |
| 158 | Suggest improving/attracting more places to eat/drink on/around Oxford Street (e.g. cafes, restaurants)  | 31  | 3  | 1  | 0 | 35  |
| 159 | Suggest reducing/removing candy shops on/around Oxford Street  | 41  | 0  | 0  | 0 | 41  |
| 160 | Suggest reducing/removing souvenir/tourist shops on/around Oxford Street   | 28  | 0  | 0  | 0 | 28  |

|                                     |  |    |    |   |   |    |
|-------------------------------------|--|----|----|---|---|----|
| 161                                 | Suggest reducing/removing vape shops on/around Oxford Street   | 8  | 0  | 0 | 0 | 8  |
| 162                                 | Suggest improving/attracting other types of shops/businesses on/around Oxford Street   | 19 | 1  | 1 | 0 | 21 |
| 163                                 | Suggest reducing/removing other types of shops/businesses on/around Oxford Street  | 11 | 1  | 0 | 0 | 12 |
| 164                                 | Other comment/suggestion about businesses on/around Oxford Street  | 11 | 7  | 0 | 0 | 18 |
| 165                                 | Suggest other period/timings for allowing business deliveries/servicing vehicles on Oxford Street                            | 11 | 7  | 0 | 0 | 18 |
| 166                                 | Suggest providing rate relief/lower rents/more support to businesses operating on Oxford Street                              | 11 | 4  | 0 | 0 | 15 |
| <b>Improvements to Public Realm</b> |  |    |    |   |   |    |
| 180                                 | Suggest improving/creating more seating/rest areas on/around Oxford Street   | 50 | 8  | 2 | 0 | 60 |
| 181                                 | Suggest improving/providing areas for arts/entertainment (e.g. sculptures, art installations, busking, street entertainment) | 12 | 4  | 0 | 0 | 16 |
| 182                                 | Suggest adding public toilets on/around Oxford Street  | 13 | 4  | 0 | 0 | 17 |
| 183                                 | Concern about litter on Oxford Street/suggest adding more bins   | 14 | 4  | 0 | 0 | 18 |
| 184                                 | Suggest improving lighting on/around Oxford Street   | 6  | 4  | 0 | 0 | 10 |
| 185                                 | Suggest improving/creating more green spaces on/around Oxford Street   | 50 | 13 | 4 | 2 | 69 |
| 186                                 | Suggest alternative ways to travel on Oxford Street (e.g. tram, travelator)  | 26 | 2  | 0 | 0 | 28 |

|     |   |     |    |     |   |     |
|-----|---|-----|----|-----|---|-----|
| 187 | Other comment/suggestion about improving Oxford Street  | 26  | 16 | 0   | 0 | 42  |
| 188 | Concern about increased number of homeless people/begging on Oxford Street/suggest addressing those issues                                    | 37  | 1  | 1   | 0 | 39  |
|     | <b>Health and safety</b>  |     |    |     |   |     |
| 200 | Support/agree with proposed changes as will improve safety on/around Oxford Street (general comment)  | 79  | 0  | 2   | 0 | 81  |
| 201 | Concern proposed changes will reduce safety on/around Oxford Street (general comment)   | 35  | 1  | 0   | 0 | 36  |
| 202 | Support/agree with proposed changes as will reduce crime/antisocial behaviour on/around Oxford Street   | 14  | 1  | 0   | 0 | 15  |
| 203 | Concern proposed changes as will increase crime/antisocial behaviour on/around Oxford Street  | 136 | 12 | 0   | 0 | 148 |
| 204 | Support/agree with proposed changes as will improve road safety/reduce the likelihood of traffic incidents/collisions on/around Oxford Street | 30  | 6  | 1   | 0 | 37  |
| 205 | Concern proposed changes will reduce road safety/increase the likelihood of traffic incidents/collisions on/around Oxford Street              | 60  | 14 | 529 | 0 | 603 |
| 206 | Suggest better policing/enforcement to reduce crime/antisocial behaviour on/around Oxford Street  | 58  | 12 | 3   | 0 | 73  |
| 207 | Other comment/suggestion about health and safety on/around Oxford Street  | 6   | 6  | 2   | 0 | 14  |
|     | <b>Environment</b>  |     |    |     |   |     |
| 220 | Support/agree with proposed changes as will reduce environmental impact/improve air quality on/around Oxford Street                           | 62  | 9  | 10  | 0 | 81  |
| 221 | Concern proposed changes will increase environmental impact/reduce air quality on/around Oxford Street  | 130 | 14 | 528 | 0 | 672 |

|  |  |    |    |   |   |    |
|--|--|----|----|---|---|----|
| 222  | Support/agree with proposed changes as will reduce noise on/around Oxford Street                         | 26 | 3  | 2 | 0 | 31 |
| 223  | Concern proposed changes as will increase noise on/around Oxford Street                                  | 80 | 16 | 0 | 0 | 96 |
| 224  | Other comment/suggestion about the environment/pollution on/around Oxford Street                         | 13 | 9  | 1 | 0 | 23 |
| <b>Bus route changes - general support</b> |  |    |    |   |   |    |
| 300  | Support/agree with proposed bus route changes/not allowing buses on Oxford Street West (general comment) | 27 | 5  | 5 | 0 | 37 |
| 301  | Support/agree with proposed change for bus route 7   | 0  | 0  | 0 | 0 | 0  |
| 302  | Support/agree with proposed change for bus route 94 (runs during the day)                                | 0  | 0  | 0 | 0 | 0  |
| 303  | Support/agree with proposed change for bus route 98  | 0  | 0  | 0 | 0 | 0  |
| 304  | Support/agree with proposed change for bus route 139 (runs during the day)                               | 2  | 0  | 0 | 0 | 2  |
| 305  | Support/agree with proposed change for bus route 390 (runs during the day)                               | 1  | 0  | 0 | 0 | 1  |
| 306  | Support/agree with proposed change for bus route N7  | 0  | 0  | 0 | 0 | 0  |
| 307  | Support/agree with proposed change for bus route 94 (runs during the night)                              | 0  | 0  | 0 | 0 | 0  |
| 308  | Support/agree with proposed change for bus route N98   | 0  | 0  | 0 | 0 | 0  |
| 309  | Support/agree with proposed change for bus route N113  | 0  | 0  | 0 | 0 | 0  |

|     |  |     |   |   |   |     |
|-----|--|-----|---|---|---|-----|
| 310 | Support/agree with proposed change for bus route N137  | 0   | 0 | 0 | 0 | 0   |
| 311 | Support/agree with proposed change for bus route 139 (runs during the night)   | 0   | 0 | 0 | 0 | 0   |
| 312 | Support/agree with proposed change for bus route N207  | 0   | 0 | 0 | 0 | 0   |
| 313 | Support/agree with proposed change for bus route 390 (runs during the night)   | 0   | 0 | 0 | 0 | 0   |
|     | <b>Bus route changes - general oppose</b>  |     |   |   |   |     |
| 330 | Oppose/disagree with proposed bus route changes/buses should continue to run along and through Oxford Street West (general comment)                                | 269 | 8 | 1 | 2 | 280 |
| 331 | Oppose/disagree/concern with proposed change for bus route 7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                          | 20  | 4 | 0 | 2 | 26  |
| 332 | Oppose/disagree/concern with proposed change for bus route 94 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)   | 67  | 6 | 0 | 2 | 75  |
| 333 | Oppose/disagree/concern with proposed change for bus route 98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                         | 11  | 5 | 0 | 0 | 16  |
| 334 | Oppose/disagree/concern with proposed change for bus route 139 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)  | 7   | 1 | 0 | 0 | 8   |
| 335 | Oppose/disagree/concern with proposed change for bus route 390 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)  | 16  | 4 | 0 | 0 | 20  |
| 336 | Oppose/disagree/concern with proposed change for bus route N7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                         | 0   | 0 | 0 | 0 | 0   |
| 337 | Oppose/disagree/concern with proposed change for bus route 94 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc) | 3   | 1 | 0 | 0 | 4   |
| 338 | Oppose/disagree/concern with proposed change for bus route N98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                        | 1   | 1 | 0 | 0 | 2   |

|     |   |   |   |   |   |    |
|-----|---|---|---|---|---|----|
| 339 | Oppose/disagree/concern with proposed change for bus route N113 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                        | 1 | 0 | 0 | 0 | 1  |
| 340 | Oppose/disagree/concern with proposed change for bus route N137 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                        | 0 | 1 | 0 | 0 | 1  |
| 341 | Oppose/disagree/concern with proposed change for bus route 139 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc) | 0 | 0 | 0 | 0 | 0  |
| 342 | Oppose/disagree/concern with proposed change for bus route N207 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                        | 1 | 0 | 0 | 0 | 1  |
| 343 | Oppose/disagree/concern with proposed change for bus route 390 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc) | 0 | 1 | 0 | 0 | 1  |
|     | <b>Bus stop changes</b>   |   |   |   |   |    |
| 360 | Support/agree with proposed bus stop changes (general comment)  | 2 | 1 | 1 | 0 | 4  |
| 361 | Support/agree with specific proposed bus stop changes   | 1 | 5 | 0 | 0 | 6  |
| 362 | Oppose/disagree with proposed bus stop changes (general comment)  | 2 | 0 | 0 | 0 | 2  |
| 363 | Oppose/disagree with specific proposed bus stop changes   | 5 | 9 | 0 | 0 | 14 |
| 364 | Concern about space/capacity/overcrowding at proposed bus stops   | 7 | 6 | 0 | 0 | 13 |
| 365 | Concern about safety at proposed locations of bus stops   | 1 | 3 | 0 | 0 | 4  |
| 366 | Suggest changes to proposed locations of bus stops  | 3 | 2 | 0 | 0 | 5  |
| 367 | Suggest adding more bus stops around Oxford Street  | 3 | 4 | 0 | 0 | 7  |

|     |   |    |    |   |   |    |
|-----|---|----|----|---|---|----|
| 368 | Other comment/suggestion about bus stops around Oxford Street West  | 2  | 12 | 0 | 0 | 14 |
|     | <b>Bus routes/stops/services - other comments</b>   |    |    |   |   |    |
| 380 | Concern about other bus routes being affected/other bus routes not considered/factored into proposals                                       | 17 | 9  | 0 | 0 | 26 |
| 381 | Concerns about connectivity of proposed routes/how they connect with other existing bus routes  | 25 | 2  | 0 | 0 | 27 |
| 382 | Concern about how proposed changes affect bus connections/timings/reliability   | 7  | 9  | 0 | 0 | 16 |
| 383 | Suggest other routing for buses than those proposed   | 28 | 5  | 0 | 0 | 33 |
| 384 | Suggest adding more bus routes/increasing connectivity of buses more generally  | 4  | 2  | 0 | 0 | 6  |
| 385 | Suggest reducing the number of buses/bus services   | 6  | 0  | 0 | 0 | 6  |
| 386 | Suggest improving bus services/frequency  | 6  | 5  | 1 | 0 | 12 |
| 387 | Suggest reducing bus fares/making cheaper   | 2  | 0  | 0 | 2 | 4  |
| 388 | Suggest improving quality/condition of buses/suggest upgrading to electric/newer models   | 8  | 1  | 0 | 2 | 11 |
| 389 | Concern about driving of bus drivers/suggest more training  | 0  | 0  | 0 | 0 | 0  |
| 390 | Suggest mobile transport apps are updated with bus changes/real-time information is available about changes to help bus users plan journeys | 0  | 2  | 0 | 0 | 2  |
| 391 | Consider temporary measures during transition period with proposed changes to help bus users travel/change behaviour                        | 1  | 1  | 0 | 0 | 2  |

|     |  |    |   |   |   |    |
|-----|--|----|---|---|---|----|
| 392 | Need clear signage about changes to bus routes/stops/pedestrianisation   | 17 | 4 | 1 | 0 | 22 |
| 393 | Out of Scope - Suggestion about vehicle type e.g. tram-style/double decker electric/new routemasters/zero-emission buses/vehicle accessibility | 0  | 0 | 0 | 2 | 2  |
| 394 | Other comment/suggestion about bus services on/around Oxford Street/London   | 9  | 7 | 0 | 0 | 16 |
| 395 | Suggest more priority measures for buses on streets/roads where they are rerouted (e.g. bus lanes, signal priority etc)                        | 5  | 3 | 0 | 0 | 8  |
|     | <b>Night buses</b>   |    |   |   |   |    |
| 410 | Concern about impact on night bus users/need to ensure there are reliable alternatives for them  | 5  | 4 | 0 | 0 | 9  |
| 411 | Suggest allowing night buses to continue using Oxford Street/less pedestrians at night when night buses operate                                | 1  | 0 | 0 | 0 | 1  |
| 412 | Concern about safety at proposed locations of night bus stops  | 3  | 2 | 0 | 0 | 5  |
| 413 | Other comment/suggestion about night bus services on/around Oxford Street  | 0  | 0 | 0 | 0 | 0  |
|     | <b>Impact of proposed bus route/stop changes</b>   |    |   |   |   |    |
| 430 | Proposed bus route changes will have no impact on me (general comment)   | 0  | 0 | 0 | 0 | 0  |
| 431 | Proposed changes will have no impact on me as I don't use the buses/routes in the area/use other modes of travel in the area                   | 1  | 0 | 0 | 0 | 1  |
| 432 | Proposed bus route changes will have minimal disruption/limited impacts/impacts and proposals for change are reasonable                        | 3  | 1 | 0 | 0 | 4  |
| 433 | Concern proposed bus route changes will cause major disruption/cause chaos/will have a negative impact (general comment)                       | 36 | 1 | 0 | 2 | 39 |

|     |  |    |    |   |   |    |
|-----|--|----|----|---|---|----|
| 434 | Support/agree with proposed bus route/stop changes as will encourage more use of active travel/public transport/sustainable travel modes     | 2  | 0  | 0 | 0 | 2  |
| 435 | Concern proposed bus route/stop changes will reduce the number of people travelling via bus/will push people to use other modes of transport | 3  | 1  | 1 | 0 | 5  |
| 436 | Concern about journey time increasing due to bus route/stop change/bus journeys taking longer  | 62 | 13 | 0 | 2 | 77 |
| 437 | Concern about having to walk further due to bus route/stop changes (general comment)   | 38 | 13 | 0 | 0 | 51 |
| 438 | Concern about walking further/for longer in poor weather conditions/lack of shelter  | 16 | 4  | 0 | 0 | 20 |
| 439 | Reference to previous changes to bus routes  | 24 | 3  | 0 | 0 | 27 |
| 440 | Concern about other negative impact on other specific streets/roads/areas by proposed changes  | 20 | 9  | 0 | 1 | 30 |
| 441 | Other comment about impact of bus route/stop changes on/around Oxford Street West  | 5  | 7  | 0 | 0 | 12 |
| 442 | Concern about the negative impact on Marylebone Lane (e.g. increased traffic, overcrowding of people, disturbance, safety)                   | 36 | 8  | 0 | 0 | 44 |
|     | <b>Impact on Wigmore Street</b>  |    |    |   |   |    |
| 460 | Concern that proposed changes will negatively impact Wigmore Street (general comment)  | 14 | 4  | 0 | 0 | 18 |
| 461 | Concern proposals will increase vehicle use/traffic congestion on Wigmore Street   | 89 | 9  | 0 | 0 | 98 |
| 462 | Concern that Wigmore Road is not big enough for additional buses/is too narrow   | 39 | 7  | 0 | 0 | 46 |
| 463 | Concern about more pedestrians on Wigmore Street/overcrowding issues   | 5  | 2  | 0 | 0 | 7  |

|  |  |     |    |   |   |     |
|--|--|-----|----|---|---|-----|
| 464                                    | Concern about other specified impact on Wigmore Street   | 17  | 6  | 0 | 0 | 23  |
| <b>Comments about the consultation</b> |  |     |    |   |   |     |
| 500                                    | Positive comment about consultation/consultation material  | 2   | 0  | 0 | 0 | 2   |
| 501                                    | Questions were limited/should have provided the option to support/oppose the proposals                 | 0   | 0  | 0 | 0 | 0   |
| 502                                    | Need further information/clarity about proposals/consultation information                              | 98  | 33 | 0 | 0 | 131 |
| 503                                    | Layout/design of the consultation material/survey was poor quality/could have been improved            | 0   | 0  | 0 | 0 | 0   |
| 504                                    | Layout/design of the maps for the consultation were poor quality/could have been improved              | 3   | 1  | 0 | 0 | 4   |
| 505                                    | Comment/criticism of consultation information/forecasts believed to be inaccurate                      | 50  | 16 | 0 | 0 | 66  |
| 506                                    | Queries about who has been engaged with about proposals/suggest further consultation/engagement needed | 35  | 35 | 2 | 0 | 72  |
| 507                                    | Comment about the accessibility of the consultation material/survey                                    | 19  | 0  | 1 | 0 | 20  |
| 508                                    | Concern consultation responses will have no/little impact on TfL decisions/just a tickbox exercise     | 52  | 4  | 0 | 0 | 56  |
| 509                                    | Other comments about consultation/consultation material  | 12  | 2  | 0 | 0 | 14  |
| <b>Other comments</b>                  |  |     |    |   |   |     |
| 700                                    | Criticism/negative comment about TfL/the Mayor/Government  | 153 | 7  | 7 | 0 | 167 |

|     |  |     |    |    |   |     |
|-----|--|-----|----|----|---|-----|
| 701 | Unclear comment/unsure what referring to   | 3   | 0  | 0  | 0 | 3   |
| 702 | Comment/comparison to other country/city   | 106 | 2  | 32 | 0 | 140 |
| 703 | Other reference to people with protected characteristics (e.g. age, disability, gender, ethnicity, religion) | 62  | 17 | 21 | 2 | 102 |
| 704 | Don't know/unsure/no opinion/unable to comment   | 0   | 0  | 0  | 0 | 0   |
| 705 | See previous response/comments   | 2   | 0  | 0  | 0 | 2   |
| 706 | Reference to previous consultation/s   | 43  | 25 | 2  | 0 | 70  |
| 750 | Out of scope comment/unrelated to proposals and not captured elsewhere                                       | 46  | 28 | 1  | 0 | 75  |
| 800 | Other (does not fit into codeframe)  | 0   | 0  | 0  | 0 | 0   |

### Code frame – question two

We've proposed a series of changes to bus services which use the section of Oxford Street between Orchard Street and Great Portland Street. We'd like to know how the proposed changes to bus routes 7, 94, 98, 139 and 390, N7, 94, N98, N113, N137, 139, N207 and 390 would affect passengers. If you have any thoughts please explain these in the space below. If your comments relate to a specific bus route (or several bus routes) please let us know what routes these are in your comments.

|  |                                     | Member of the public | Stakeholder | LCC Campaign | Routemaster Campaign | Total |
|--|-------------------------------------|----------------------|-------------|--------------|----------------------|-------|
|  |                                     | Count                | Count       | Count        | Count                | Count |
|  | <b>Proposals - general comments</b> |                      |             |              |                      |       |

|    |  |    |   |   |   |    |
|----|--|----|---|---|---|----|
| 1  | Support/agree with proposals (general comment)   | 23 | 0 | 0 | 0 | 23 |
| 2  | Oppose/disagree with proposals (general comment)   | 24 | 0 | 0 | 0 | 24 |
| 3  | Comment acknowledging the decline of Oxford Street due to closure of shops/venues/facilities/ more online shopping   | 0  | 0 | 0 | 0 | 0  |
| 4  | Oppose/disagree with proposed changes as they would be a waste of money/time/resources/should spend money on other priorities (general comment)                  | 5  | 0 | 0 | 0 | 5  |
|    | <b>General impacts</b>   |    |   |   |   |    |
| 10 | Proposals will have a positive impact on workers around Oxford Street (e.g. improve accessibility, safety, travelling experience)                                | 2  | 0 | 0 | 0 | 2  |
| 11 | Concern proposals will have a negative impact on workers around Oxford Street (e.g. reduce accessibility, safety, travelling experience)                         | 39 | 3 | 0 | 0 | 42 |
| 12 | Proposals will have a positive impact on residents around Oxford Street (e.g. improve accessibility, safety, travelling experience)                              | 0  | 0 | 0 | 0 | 0  |
| 13 | Concern proposals will have a negative impact on residents around Oxford Street (e.g. reduce accessibility, safety, travelling experience)                       | 46 | 1 | 0 | 0 | 47 |
| 14 | Proposals will have a positive impact on tourists/tourism/visitor experience on Oxford Street (e.g. improve accessibility, safety, travelling experience)        | 3  | 0 | 0 | 0 | 3  |
| 15 | Concern proposals will have a negative impact on tourists/tourism/visitor experience on Oxford Street (e.g. reduce accessibility, safety, travelling experience) | 18 | 1 | 0 | 0 | 19 |
| 16 | Proposals will increase footfall/number of visitors to the area/make people more likely to visit the area  | 8  | 0 | 0 | 0 | 8  |
| 17 | Concern proposals will reduce footfall/number of visitors/stop people visiting the area  | 69 | 0 | 0 | 0 | 69 |
|    | <b>Pedestrianisation of Oxford Street</b>  |    |   |   |   |    |

|                                      |  |    |   |   |   |    |
|--------------------------------------|--|----|---|---|---|----|
| 30                                   | Support/agree with pedestrianisation to make more space for pedestrians/Oxford Street West is currently overcrowded/pavements too narrow | 9  | 0 | 0 | 0 | 9  |
| 31                                   | Suggest extending pedestrianised area/pedestrianising more of Oxford Street/pedestrianising other areas nearby                           | 5  | 0 | 0 | 0 | 5  |
| 32                                   | Suggest Oxford Street is accessible only to buses and pedestrians  | 4  | 0 | 0 | 0 | 4  |
| 33                                   | Suggest only partial pedestrianisation of Oxford St West/pedestrianisation only applying to certain days/times                           | 3  | 0 | 0 | 0 | 3  |
| 34                                   | Other comment/suggestion about pedestrianising Oxford Street   | 3  | 0 | 0 | 0 | 3  |
| <b>Transport and highway changes</b> |  |    |   |   |   |    |
| 50                                   | Support/agree with still allowing vehicles to cross Oxford Street  | 1  | 0 | 0 | 0 | 1  |
| 51                                   | Suggest not allowing vehicles to cross Oxford Street   | 1  | 0 | 0 | 0 | 1  |
| 52                                   | Concern about loss/lack of east-west travel options  | 30 | 1 | 0 | 0 | 31 |
| 53                                   | Concern about more pedestrians on streets around Oxford Street/overcrowding issues   | 1  | 0 | 0 | 0 | 1  |
| 54                                   | Support/agree with more pedestrian crossing points on/around Oxford Street   | 0  | 0 | 0 | 0 | 0  |
| 55                                   | Oppose/disagree with more pedestrian crossing points on/around Oxford Street   | 0  | 0 | 0 | 0 | 0  |
| 56                                   | Suggest improving train/Tube/other public transport options (accessibility, step-free access, cost etc)                                  | 37 | 0 | 0 | 0 | 37 |
| <b>Accessibility</b>                 |  |    |   |   |   |    |

|    |   |     |   |   |   |     |
|----|---|-----|---|---|---|-----|
| 70 | Support/agree with proposed changes as will have a positive impact on accessibility/make Oxford Street more accessible/will not reduce accessibility                | 6   | 0 | 0 | 0 | 6   |
| 71 | Concern about reduced/loss of access and connectivity to Oxford Street (general comment)  | 45  | 1 | 0 | 0 | 46  |
| 72 | Concern the proposed changes will have a negative impact on regular bus users/those who rely on buses/generally make travel by bus more difficult (general comment) | 50  | 2 | 0 | 0 | 52  |
| 73 | Concern about reduced/loss of access for older people/those less able to walk longer distances  | 111 | 2 | 0 | 0 | 113 |
| 74 | Concern about reduced/loss of access for people with disabilities   | 102 | 2 | 0 | 0 | 104 |
| 75 | Concern about reduced/loss of access/greater difficulty for encumbered people (e.g. those travelling with shopping bags, push chairs, luggage)                      | 35  | 0 | 0 | 0 | 35  |
| 76 | Support/agree with allowing emergency vehicles access to Oxford Street  | 2   | 0 | 0 | 0 | 2   |
| 77 | Other comment/suggestion about accessibility on/around Oxford Street  | 3   | 0 | 0 | 0 | 3   |
| 78 | Concern about safety of emergency vehicles accessing Oxford Street West/pedestrianisation slowing down emergency response time                                      | 2   | 0 | 0 | 0 | 2   |
|    | <b>Traffic and congestion</b>   |     |   |   |   |     |
| 90 | Support proposals as they will reduce car/vehicle use/traffic congestion on/around Oxford Street (general comment)  | 14  | 0 | 0 | 0 | 14  |
| 91 | Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment)   | 120 | 2 | 0 | 0 | 122 |
| 92 | Concern that streets/roads are not big enough for additional buses/are too narrow   | 39  | 1 | 0 | 0 | 40  |
| 93 | Other comment/suggestion about traffic/congestion   | 1   | 0 | 0 | 0 | 1   |

|     |  |    |   |   |   |    |
|-----|--|----|---|---|---|----|
| 94  | Suggest more enforcement of existing restrictions to traffic/suggest other restrictions to traffic/vehicle access  | 7  | 0 | 0 | 0 | 7  |
|     | <b>Cycling/scooters on Oxford Street</b>   |    |   |   |   |    |
| 110 | Support/agree with not allowing cycling on Oxford Street West  | 7  | 0 | 0 | 0 | 7  |
| 111 | Suggest cycling should be allowed on Oxford Street West/need cycle route/lanes/concern about negative impact on cyclists if now allowed to use Oxford Street West      | 3  | 0 | 0 | 0 | 3  |
| 112 | Support/agree with not allowing scooters on Oxford Street West   | 0  | 0 | 0 | 0 | 0  |
| 113 | Suggest scooters should be allowed on Oxford Street West   | 0  | 0 | 0 | 0 | 0  |
| 114 | Suggest cycle parking needed on/around Oxford Street West  | 1  | 0 | 0 | 0 | 1  |
| 115 | Suggest cycle route/lanes/infrastructure should be created on roads/streets parallel/near to Oxford Street West  | 3  | 0 | 0 | 0 | 3  |
| 116 | Concern about cyclists continuing to use Oxford Street even if not allowed/concern about how will be enforced  | 5  | 0 | 0 | 0 | 5  |
| 117 | Other comment/suggestion about cycling on/around Oxford Street West  | 5  | 0 | 0 | 0 | 5  |
| 118 | Concern about lack of clear plans for alternate cycling routes through/around Oxford Street/more information needed about plans for cycling infrastructure in the area | 4  | 0 | 0 | 0 | 4  |
|     | <b>Taxis/PHVs on Oxford Street</b>   |    |   |   |   |    |
| 130 | Support/agree with restricting taxis/PHVs from accessing Oxford Street West  | 3  | 0 | 0 | 0 | 3  |
| 131 | Oppose/disagree/concern with restricting taxis/PHVs from accessing Oxford Street West/should allow them to use it  | 19 | 0 | 0 | 0 | 19 |

|     |  |    |   |   |   |    |
|-----|--|----|---|---|---|----|
| 132 | Support/agree with proposals for new locations of taxi ranks   | 0  | 0 | 0 | 0 | 0  |
| 133 | Oppose/disagree/concern with proposals for new locations of taxi ranks   | 0  | 0 | 0 | 0 | 0  |
| 134 | Suggest where taxi rank/s should be located  | 1  | 0 | 0 | 0 | 1  |
| 135 | Other comment/suggestion about taxis/PHVs/taxi ranks on/around Oxford Street West  | 1  | 0 | 0 | 0 | 1  |
| 136 | Suggest reducing the number of taxis operating in the area/suggest other restrictions on taxis   | 3  | 0 | 0 | 0 | 3  |
|     | <b>Businesses</b>  |    |   |   |   |    |
| 150 | Support/agree with proposed changes as they will benefit businesses/shops on Oxford Street/in the area/local economy (general comment)                   | 7  | 0 | 0 | 0 | 7  |
| 151 | Concern proposed changes will negatively impact businesses/shops on Oxford Street/in the area/local economy (general comment)                            | 20 | 0 | 0 | 0 | 20 |
| 152 | Support/agree with business deliveries/servicing vehicles entering the area between midnight and 7am   | 0  | 0 | 0 | 0 | 0  |
| 153 | Concern about negative impact on deliveries to businesses/make them more difficult   | 2  | 0 | 0 | 0 | 2  |
| 154 | Other comment/suggestion about business deliveries on Oxford Street  | 1  | 0 | 0 | 0 | 1  |
| 155 | Suggest Oxford Street should have a mix of shops/facilities/businesses to cater for all  | 0  | 0 | 0 | 0 | 0  |
| 156 | Suggest ensuring buildings/units on Oxford Street are being used appropriately for the area/not being used for criminal activity (e.g. money laundering) | 0  | 0 | 0 | 0 | 0  |
| 157 | Suggest protecting the culture/character of the area when considering what buildings/units/businesses operate on Oxford Street                           | 0  | 0 | 0 | 0 | 0  |

|                                     |  |   |   |   |   |   |
|-------------------------------------|--|---|---|---|---|---|
| 158                                 | Suggest improving/attracting more places to eat/drink on/around Oxford Street (e.g. cafes, restaurants)                      | 1 | 0 | 0 | 0 | 1 |
| 159                                 | Suggest reducing/removing candy shops on/around Oxford Street  | 1 | 0 | 0 | 0 | 1 |
| 160                                 | Suggest reducing/removing souvenir/tourist shops on/around Oxford Street   | 1 | 0 | 0 | 0 | 1 |
| 161                                 | Suggest reducing/removing vape shops on/around Oxford Street   | 0 | 0 | 0 | 0 | 0 |
| 162                                 | Suggest improving/attracting other types of shops/businesses on/around Oxford Street   | 1 | 0 | 0 | 0 | 1 |
| 163                                 | Suggest reducing/removing other types of shops/businesses on/around Oxford Street  | 1 | 0 | 0 | 0 | 1 |
| 164                                 | Other comment/suggestion about businesses on/around Oxford Street  | 1 | 0 | 0 | 0 | 1 |
| 165                                 | Suggest other period/timings for allowing business deliveries/servicing vehicles on Oxford Street                            | 0 | 0 | 0 | 0 | 0 |
| 166                                 | Suggest providing rate relief/lower rents/more support to businesses operating on Oxford Street                              | 2 | 0 | 0 | 0 | 2 |
| <b>Improvements to Public Realm</b> |  |   |   |   |   |   |
| 180                                 | Suggest improving/creating more seating/rest areas on/around Oxford Street   | 2 | 0 | 0 | 0 | 2 |
| 181                                 | Suggest improving/providing areas for arts/entertainment (e.g. sculptures, art installations, busking, street entertainment) | 0 | 0 | 0 | 0 | 0 |
| 182                                 | Suggest adding public toilets on/around Oxford Street  | 1 | 0 | 0 | 0 | 1 |
| 183                                 | Concern about litter on Oxford Street/suggest adding more bins   | 2 | 0 | 0 | 0 | 2 |

|     |   |    |   |   |   |    |
|-----|---|----|---|---|---|----|
| 184 | Suggest improving lighting on/around Oxford Street  | 0  | 0 | 0 | 0 | 0  |
| 185 | Suggest improving/creating more green spaces on/around Oxford Street  | 0  | 0 | 0 | 0 | 0  |
| 186 | Suggest alternative ways to travel on Oxford Street (e.g. tram, travelator)   | 10 | 0 | 0 | 0 | 10 |
| 187 | Other comment/suggestion about improving Oxford Street  | 1  | 0 | 0 | 0 | 1  |
| 188 | Concern about increased number of homeless people/begging on Oxford Street/suggest addressing those issues                                    | 3  | 0 | 0 | 0 | 3  |
|     | <b>Health and safety</b>  |    |   |   |   |    |
| 200 | Support/agree with proposed changes as will improve safety on/around Oxford Street (general comment)  | 3  | 0 | 0 | 0 | 3  |
| 201 | Concern proposed changes will reduce safety on/around Oxford Street (general comment)   | 1  | 0 | 0 | 0 | 1  |
| 202 | Support/agree with proposed changes as will reduce crime/antisocial behaviour on/around Oxford Street   | 0  | 0 | 0 | 0 | 0  |
| 203 | Concern proposed changes as will increase crime/antisocial behaviour on/around Oxford Street  | 10 | 1 | 0 | 0 | 11 |
| 204 | Support/agree with proposed changes as will improve road safety/reduce the likelihood of traffic incidents/collisions on/around Oxford Street | 8  | 0 | 0 | 0 | 8  |
| 205 | Concern proposed changes will reduce road safety/increase the likelihood of traffic incidents/collisions on/around Oxford Street              | 21 | 1 | 0 | 0 | 22 |
| 206 | Suggest better policing/enforcement to reduce crime/antisocial behaviour on/around Oxford Street  | 5  | 1 | 0 | 0 | 6  |
| 207 | Other comment/suggestion about health and safety on/around Oxford Street  | 0  | 0 | 0 | 0 | 0  |

|     |   |     |   |   |   |     |
|-----|---|-----|---|---|---|-----|
|     | <b>Environment</b>  |     |   |   |   |     |
| 220 | Support/agree with proposed changes as will reduce environmental impact/improve air quality on/around Oxford Street | 5   | 0 | 0 | 0 | 5   |
| 221 | Concern proposed changes will increase environmental impact/reduce air quality on/around Oxford Street              | 28  | 0 | 0 | 0 | 28  |
| 222 | Support/agree with proposed changes as will reduce noise on/around Oxford Street                                    | 0   | 0 | 0 | 0 | 0   |
| 223 | Concern proposed changes as will increase noise on/around Oxford Street   | 14  | 0 | 0 | 0 | 14  |
| 224 | Other comment/suggestion about the environment/pollution on/around Oxford Street                                    | 2   | 0 | 0 | 0 | 2   |
|     | <b>Bus route changes - general support</b>  |     |   |   |   |     |
| 300 | Support/agree with proposed bus route changes/not allowing buses on Oxford Street West (general comment)            | 187 | 0 | 0 | 1 | 188 |
| 301 | Support/agree with proposed change for bus route 7  | 10  | 0 | 0 | 0 | 10  |
| 302 | Support/agree with proposed change for bus route 94 (runs during the day)   | 12  | 0 | 0 | 0 | 12  |
| 303 | Support/agree with proposed change for bus route 98   | 11  | 0 | 0 | 0 | 11  |
| 304 | Support/agree with proposed change for bus route 139 (runs during the day)  | 17  | 0 | 0 | 0 | 17  |
| 305 | Support/agree with proposed change for bus route 390 (runs during the day)  | 15  | 0 | 0 | 0 | 15  |
| 306 | Support/agree with proposed change for bus route N7   | 5   | 0 | 0 | 0 | 5   |

|     |   |     |   |   |   |     |
|-----|---|-----|---|---|---|-----|
| 307 | Support/agree with proposed change for bus route 94 (runs during the night)   | 3   | 0 | 0 | 0 | 3   |
| 308 | Support/agree with proposed change for bus route N98  | 6   | 0 | 0 | 0 | 6   |
| 309 | Support/agree with proposed change for bus route N113   | 5   | 0 | 0 | 0 | 5   |
| 310 | Support/agree with proposed change for bus route N137   | 2   | 0 | 0 | 0 | 2   |
| 311 | Support/agree with proposed change for bus route 139 (runs during the night)  | 3   | 0 | 0 | 0 | 3   |
| 312 | Support/agree with proposed change for bus route N207   | 4   | 0 | 0 | 0 | 4   |
| 313 | Support/agree with proposed change for bus route 390 (runs during the night)  | 3   | 0 | 0 | 0 | 3   |
|     | <b>Bus route changes - general oppose</b>   |     |   |   |   |     |
| 330 | Oppose/disagree with proposed bus route changes/buses should continue to run along and through Oxford Street West (general comment)                               | 106 | 1 | 0 | 0 | 107 |
| 331 | Oppose/disagree/concern with proposed change for bus route 7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                         | 55  | 0 | 0 | 0 | 55  |
| 332 | Oppose/disagree/concern with proposed change for bus route 94 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)  | 123 | 0 | 0 | 0 | 123 |
| 333 | Oppose/disagree/concern with proposed change for bus route 98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                        | 68  | 0 | 0 | 0 | 68  |
| 334 | Oppose/disagree/concern with proposed change for bus route 139 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc) | 62  | 0 | 0 | 0 | 62  |
| 335 | Oppose/disagree/concern with proposed change for bus route 390 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc) | 61  | 0 | 0 | 0 | 61  |

|     |   |    |   |   |   |    |
|-----|---|----|---|---|---|----|
| 336 | Oppose/disagree/concern with proposed change for bus route N7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                          | 20 | 0 | 0 | 0 | 20 |
| 337 | Oppose/disagree/concern with proposed change for bus route 94 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)  | 19 | 0 | 0 | 0 | 19 |
| 338 | Oppose/disagree/concern with proposed change for bus route N98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                         | 15 | 0 | 0 | 0 | 15 |
| 339 | Oppose/disagree/concern with proposed change for bus route N113 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                        | 16 | 0 | 0 | 0 | 16 |
| 340 | Oppose/disagree/concern with proposed change for bus route N137 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                        | 10 | 0 | 0 | 0 | 10 |
| 341 | Oppose/disagree/concern with proposed change for bus route 139 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc) | 12 | 0 | 0 | 0 | 12 |
| 342 | Oppose/disagree/concern with proposed change for bus route N207 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                        | 10 | 0 | 0 | 0 | 10 |
| 343 | Oppose/disagree/concern with proposed change for bus route 390 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc) | 11 | 0 | 0 | 0 | 11 |
|     | <b>Bus stop changes</b>   |    |   |   |   |    |
| 360 | Support/agree with proposed bus stop changes (general comment)  | 12 | 0 | 0 | 0 | 12 |
| 361 | Support/agree with specific proposed bus stop changes   | 13 | 0 | 0 | 0 | 13 |
| 362 | Oppose/disagree with proposed bus stop changes (general comment)  | 5  | 0 | 0 | 0 | 5  |
| 363 | Oppose/disagree with specific proposed bus stop changes   | 30 | 0 | 0 | 0 | 30 |
| 364 | Concern about space/capacity/overcrowding at proposed bus stops   | 15 | 1 | 0 | 0 | 16 |

|     |   |    |   |   |   |    |
|-----|---|----|---|---|---|----|
| 365 | Concern about safety at proposed locations of bus stops   | 4  | 0 | 0 | 0 | 4  |
| 366 | Suggest changes to proposed locations of bus stops  | 11 | 0 | 0 | 0 | 11 |
| 367 | Suggest adding more bus stops around Oxford Street  | 6  | 0 | 0 | 0 | 6  |
| 368 | Other comment/suggestion about bus stops around Oxford Street West                                    | 7  | 0 | 0 | 0 | 7  |
|     | <b>Bus routes/stops/services - other comments</b>   |    |   |   |   |    |
| 380 | Concern about other bus routes being affected/other bus routes not considered/factored into proposals | 27 | 1 | 0 | 0 | 28 |
| 381 | Concerns about connectivity of proposed routes/how they connect with other existing bus routes        | 46 | 2 | 0 | 0 | 48 |
| 382 | Concern about how proposed changes affect bus connections/timings/reliability                         | 50 | 2 | 0 | 0 | 52 |
| 383 | Suggest other routing for buses than those proposed   | 47 | 0 | 0 | 0 | 47 |
| 384 | Suggest adding more bus routes/increasing connectivity of buses more generally                        | 7  | 0 | 0 | 0 | 7  |
| 385 | Suggest reducing the number of buses/bus services   | 8  | 0 | 0 | 0 | 8  |
| 386 | Suggest improving bus services/frequency  | 22 | 2 | 0 | 0 | 24 |
| 387 | Suggest reducing bus fares/making cheaper   | 1  | 0 | 0 | 0 | 1  |
| 388 | Suggest improving quality/condition of buses/suggest upgrading to electric/newer models               | 6  | 0 | 0 | 0 | 6  |

|     |  |    |   |   |     |     |
|-----|--|----|---|---|-----|-----|
| 389 | Concern about driving of bus drivers/suggest more training   | 2  | 0 | 0 | 0   | 2   |
| 390 | Suggest mobile transport apps are updated with bus changes/real-time information is available about changes to help bus users plan journeys    | 7  | 1 | 0 | 0   | 8   |
| 391 | Consider temporary measures during transition period with proposed changes to help bus users travel/change behaviour                           | 4  | 1 | 0 | 0   | 5   |
| 392 | Need clear signage about changes to bus routes/stops/pedestrianisation   | 20 | 1 | 0 | 0   | 21  |
| 393 | Out of Scope - Suggestion about vehicle type e.g. tram-style/double decker electric/new routemasters/zero-emission buses/vehicle accessibility | 0  | 0 | 0 | 224 | 224 |
| 394 | Other comment/suggestion about bus services on/around Oxford Street/London   | 14 | 1 | 0 | 0   | 15  |
| 395 | Suggest more priority measures for buses on streets/roads where they are rerouted (e.g. bus lanes, signal priority etc)                        | 21 | 1 | 0 | 0   | 22  |
|     | <b>Night buses</b>   |    |   |   |     |     |
| 410 | Concern about impact on night bus users/need to ensure there are reliable alternatives for them  | 18 | 1 | 0 | 0   | 19  |
| 411 | Suggest allowing night buses to continue using Oxford Street/less pedestrians at night when night buses operate                                | 5  | 0 | 0 | 0   | 5   |
| 412 | Concern about safety at proposed locations of night bus stops  | 8  | 1 | 0 | 0   | 9   |
| 413 | Other comment/suggestion about night bus services on/around Oxford Street  | 3  | 0 | 0 | 0   | 3   |
|     | <b>Impact of proposed bus route/stop changes</b>   |    |   |   |     |     |
| 430 | Proposed bus route changes will have no impact on me (general comment)   | 59 | 0 | 0 | 0   | 59  |

|     |  |     |   |   |   |     |
|-----|--|-----|---|---|---|-----|
| 431 | Proposed changes will have no impact on me as I don't use the buses/routes in the area/use other modes of travel in the area                 | 87  | 0 | 0 | 0 | 87  |
| 432 | Proposed bus route changes will have minimal disruption/limited impacts/impacts and proposals for change are reasonable                      | 94  | 0 | 0 | 0 | 94  |
| 433 | Concern proposed bus route changes will cause major disruption/cause chaos/will have a negative impact (general comment)                     | 69  | 0 | 0 | 0 | 69  |
| 434 | Support/agree with proposed bus route/stop changes as will encourage more use of active travel/public transport/sustainable travel modes     | 16  | 0 | 0 | 0 | 16  |
| 435 | Concern proposed bus route/stop changes will reduce the number of people travelling via bus/will push people to use other modes of transport | 36  | 1 | 0 | 0 | 37  |
| 436 | Concern about journey time increasing due to bus route/stop change/bus journeys taking longer  | 153 | 3 | 0 | 0 | 156 |
| 437 | Concern about having to walk further due to bus route/stop changes (general comment)   | 83  | 1 | 0 | 0 | 84  |
| 438 | Concern about walking further/for longer in poor weather conditions/lack of shelter  | 10  | 0 | 0 | 0 | 10  |
| 439 | Reference to previous changes to bus routes  | 34  | 1 | 0 | 0 | 35  |
| 440 | Concern about other negative impact on other specific streets/roads/areas by proposed changes  | 23  | 2 | 0 | 0 | 25  |
| 441 | Other comment about impact of bus route/stop changes on/around Oxford Street West  | 7   | 1 | 0 | 0 | 8   |
| 442 | Concern about the negative impact on Marylebone Lane (e.g. increased traffic, overcrowding of people, disturbance, safety)                   | 7   | 1 | 0 | 0 | 8   |
|     | <b>Impact on Wigmore Street</b>  |     |   |   |   |     |
| 460 | Concern that proposed changes will negatively impact Wigmore Street (general comment)  | 4   | 0 | 0 | 0 | 4   |

|     |  |    |   |   |   |    |
|-----|--|----|---|---|---|----|
| 461 | Concern proposals will increase vehicle use/traffic congestion on Wigmore Street                       | 32 | 2 | 0 | 0 | 34 |
| 462 | Concern that Wigmore Road is not big enough for additional buses/is too narrow                         | 15 | 2 | 0 | 0 | 17 |
| 463 | Concern about more pedestrians on Wigmore Street/overcrowding issues                                   | 6  | 0 | 0 | 0 | 6  |
| 464 | Concern about other specified impact on Wigmore Street   | 1  | 0 | 0 | 0 | 1  |
|     | <b>Comments about the consultation</b>   |    |   |   |   |    |
| 500 | Positive comment about consultation/consultation material  | 3  | 0 | 0 | 0 | 3  |
| 501 | Questions were limited/should have provided the option to support/oppose the proposals                 | 1  | 0 | 0 | 0 | 1  |
| 502 | Need further information/clarity about proposals/consultation information                              | 23 | 0 | 0 | 0 | 23 |
| 503 | Layout/design of the consultation material/survey was poor quality/could have been improved            | 0  | 0 | 0 | 0 | 0  |
| 504 | Layout/design of the maps for the consultation were poor quality/could have been improved              | 4  | 0 | 0 | 0 | 4  |
| 505 | Comment/criticism of consultation information/forecasts believed to be inaccurate                      | 12 | 1 | 0 | 0 | 13 |
| 506 | Queries about who has been engaged with about proposals/suggest further consultation/engagement needed | 5  | 0 | 0 | 0 | 5  |
| 507 | Comment about the accessibility of the consultation material/survey                                    | 1  | 0 | 0 | 0 | 1  |
| 508 | Concern consultation responses will have no/little impact on TfL decisions/just a tickbox exercise     | 8  | 0 | 0 | 0 | 8  |

|     |  |    |   |   |    |    |
|-----|--|----|---|---|----|----|
| 509 | Other comments about consultation/consultation material  | 1  | 0 | 0 | 0  | 1  |
|     | <b>Other comments</b>  |    |   |   |    |    |
| 700 | Criticism/negative comment about TfL/the Mayor/Government  | 57 | 1 | 0 | 0  | 58 |
| 701 | Unclear comment/unsure what referring to   | 11 | 0 | 0 | 0  | 11 |
| 702 | Comment/comparison to other country/city   | 5  | 0 | 0 | 66 | 71 |
| 703 | Other reference to people with protected characteristics (e.g. age, disability, gender, ethnicity, religion) | 15 | 0 | 0 | 68 | 83 |
| 704 | Don't know/unsure/no opinion/unable to comment   | 38 | 1 | 0 | 0  | 39 |
| 705 | See previous response/comments   | 46 | 0 | 0 | 0  | 46 |
| 706 | Reference to previous consultation/s   | 11 | 0 | 0 | 0  | 11 |
| 750 | Out of scope comment/unrelated to proposals and not captured elsewhere                                       | 10 | 0 | 0 | 0  | 10 |
| 800 | Other (does not fit into codeframe)  | 0  | 0 | 0 | 0  | 0  |

## Responses to issues raised

The following tables provide our response to each of the issues we identified in the consultation responses we received and have listed in the code frames for both questions one and two.

| <b>Proposals - general comments</b>   |   |
|---|---|
| Support/agree with proposals (general comment)  | We noted this general support   |
| Oppose/disagree with proposals (general comment)  | <p>Oxford Street is not currently living up to its potential and visitor numbers have not recovered on Oxford Street since the pandemic, as they have on Bond Street or Regent Street. This is due to a number of factors including the rise of online shopping and the nature of the current retail offer on Oxford Street. We consider that removing traffic from Oxford Street and transforming it into an exciting, high-quality destination would revitalise the street and the wider area, encourage new and exciting shops and venues, and provide an iconic destination in the heart of London. Oxford Street and its surrounds is one of the country's most important economic areas, generating around one per cent of the country's economic output. Home to a wide range of businesses, it is also the United Kingdom's leading retail and tourist destination. Oxford Street district is not only a critical driver of London's success, but it also drives growth throughout the UK. Nonetheless it faces a number of issues which threaten its long term success and London's reputation as one of the world's leading cities. Investment is required to transform Oxford Street and ensure that it can continue to provide the best environment for people and businesses. This includes addressing significant issues including poor road safety, poor air quality and pedestrian crowding, which in turn lead to reduced retail spending.</p> <p>We consider that the value for money case of this scheme is strong due to the wide range of benefits that the plans would deliver.</p> |
| Comment acknowledging the decline of Oxford Street due to closure of shops/venues/facilities/ more online shopping                              |   |
| Oppose/disagree with proposed changes as they would be a waste of money/time/resources/should spend money on other priorities (general comment) |   |
| <b>General impacts</b>  |   |

|   |   |
|---|---|
| <p>Proposals will have a positive impact on workers around Oxford Street (e.g. improve accessibility, safety, travelling experience)</p>        | <p>We noted these comments</p>  |
| <p>Concern proposals will have a negative impact on workers around Oxford Street (e.g. reduce accessibility, safety, travelling experience)</p> | <p>Our plans involve relocating bus stops to roads surrounding Oxford Street, so some workers arriving by bus would have to walk further to reach Oxford Street or locations south of Oxford Street. Conversely, workers arriving by bus may be nearer to destinations north of Oxford Street. Most local bus routes would operate similar journey times, seeing an overall change of a minute or less in both the AM and / or PM peak. Detailed information on how the plans are expected to impact buses and general traffic is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>.</p> <p>Overall, we are confident that removing traffic from Oxford Street and delivering a new high-quality urban realm would make Oxford Street and the surrounding area a more pleasant place to work. We would also work closely with Westminster City Council to ensure that safety on the roads surrounding Oxford Street is prioritised and lighting is improved to enhance visibility and safety for night-time workers. Removing traffic from Oxford Street and improving the urban realm would also improve safety for workers and provide new opportunities for them to enjoy breaks and after-work activity on the street.</p> |
| <p>Proposals will have a positive impact on residents around Oxford Street (e.g. improve accessibility, safety, travelling experience)</p>      | <p>Our plans would play a vital part in the regeneration of Oxford Street to create a cleaner, safer, and more accessible public space where people can shop, dine, and gather in comfort and safety. Our plans would enable the delivery of a new, high quality, traffic free space in the heart of London. We consider that local residents would also benefit from these improvements, but we also acknowledge that some do not share this view and have concerns about the impacts of the scheme.</p>   |

|   |  |
|---|--|
| <p>Concern proposals will have a negative impact on residents around Oxford Street (e.g. reduce accessibility, safety, travelling experience)</p>                       | <p>Some local residents highlighted a number of concerns with the plans including expected changes to traffic flows in the area, air quality and noise changes, impacts on accessibility and changes to bus services in the area. We have listened carefully to local residents and considered responses from both individual residents and resident groups.</p> <p>Overall, we are confident that our plans would make Oxford Street and the surrounding area more attractive and thriving for residents as well as for visitors and businesses. An improved Oxford Street would itself be a benefit for local residents who shop and spend time on Oxford Street. We have worked to ensure that the changes would not restrict access to residential properties or reduce parking provision in the local area. We have also shared detailed information as part of our consultation on the expected impacts of the changes in the area surrounding Oxford Street, including assessments of likely traffic, air quality and noise changes.</p> <p>We would work to ensure that safety continues to be prioritised in the local area and work with Westminster City Council, the Metropolitan Police and the British Transport Police to enforce and police the area effectively.</p> <p>We are committed to monitoring the impacts of any changes on the local area and would work with residents and other groups to mitigate any adverse impacts. Finally, during construction works we would work to ensure that disruption to residents is minimised.</p> |
| <p>Proposals will have a positive impact on tourists/tourism/visitor experience on Oxford Street (e.g. improve accessibility, safety, travelling experience)</p>        | <p>We noted these comments</p>   |
| <p>Concern proposals will have a negative impact on tourists/tourism/visitor experience on Oxford Street (e.g. reduce accessibility, safety, travelling experience)</p> | <p>Some respondents commented that removing traffic from Oxford Street will result in fewer visitors and/or will deter visitors from spending time in the area, due to concerns around bus stop locations, taxi access and perceptions of safety and crime.</p> <p>We do not agree that this would be the case, and evidence from other pedestrianised spaces around the world w also suggest this wouldn't be the case. We feel that the plans would enable the delivery of a new, high quality, traffic free space in the heart</p>  |

|  |  |
|--|--|
|  | <p>of London. This would attract more people to Oxford Street and the wider area by reducing pedestrian crowding and improving the urban realm. A traffic-free day on Oxford Street in September 2025 resulted in a c. 45% increase in visitor numbers while studies on pedestrianisation schemes elsewhere consistently show increases in visitor numbers as a result of traffic removal.</p> <p>Overall, our plans would improve the visitor experience by providing a less crowded environment with less noise and improved air quality while an improved urban realm would encourage people to spend time in the area and explore more of the Oxford Street area. Reducing pedestrian crowding would also help reduce the risk of low level theft, such as pick-pocketing, and we would work to deliver improved lighting and seating to further enhance the overall experience.</p> |
| Proposals will increase footfall/number of visitors to the area/make people more likely to visit the area                                | We noted these comments.   |
| Concern proposals will reduce footfall/number of visitors/stop people visiting the area  | Our plans would enable the delivery of a new, high quality, traffic free space in the heart of London. We consider that this would attract more people to Oxford Street and the wider area by reducing pedestrian crowding and improving air quality and noise levels on the street. In turn, this would encourage people to spend time in Oxford Street and the surrounding area and thereby contribute to economic growth in the area. When traffic was removed from Oxford Street for one day in September 2025, footfall increased by around 45%. Moreover, pedestrianisation schemes have been shown to increase visitor numbers in New York and various European cities.   |
| <b>Pedestrianisation of Oxford Street</b>  |  |
| Support/agree with pedestrianisation to make more space for pedestrians/Oxford Street West is currently overcrowded/pavements too narrow | We noted these comments.   |

|   |   |
|---|---|
| <p>Suggest extending pedestrianised area/pedestrianising more of Oxford Street/pedestrianising other areas nearby</p> | <p>The Mayor of London has outlined his aspirations to transform the full length of Oxford Street between Marble Arch and Tottenham Court Road although there are not any detailed proposals for the additional sections of Oxford Street or for other nearby areas. Any further proposed changes would be subject to public consultation.</p>  |
| <p>Suggest Oxford Street is accessible only to buses and pedestrians</p>  | <p>We have considered whether buses should be permitted to travel along Oxford Street (either at all times or at specific times of day). After careful consideration, we do not feel it would be appropriate to permit buses to travel along Oxford Street. Permitting buses to use Oxford Street would mean retaining a roadway along the street and would mean that we would not be able to address the significant pedestrian crowding and comfort issues on the street.</p>   |
| <p>Suggest only partial pedestrianisation of Oxford St West/pedestrianisation only applying to certain days/times</p> | <p>We have carefully considered the extent of the proposed pedestrianised areas and have kept some north-south movements open to minimise the impact on the surrounding areas. We also considered various options around opening up sections or all of Oxford Street to traffic overnight or during quieter periods. These options would require us to maintain a fully operational carriageway with additional signalised junctions and as such, would significantly reduce the level of pedestrian benefits and urban realm improvements that we would be able to deliver. Only applying pedestrianisation to certain times of day would also mean that bus routes would potentially operate on different routes at different times of day, which could be very confusing for bus passengers and other visitors to the area.</p>  |
| <p>Other comment/suggestion about pedestrianising Oxford Street</p>   | <p>Some respondents provided suggestions around specific design issues at pedestrian crossings, such as ensuring pedestrians were provided with sufficient time to cross at junctions or requested that zebra crossings are used on Oxford Street in place of signalised crossings. We carefully test the operation of all signalised pedestrian crossings to make sure that people are given sufficient time to cross and would install a range of measures such as pedestrian countdown and tactile cones at these crossings to make them safe and accessible. Given the significant number of people who would cross roads such as Duke Street and Vere Street when moving east-west along Oxford Street, we do not consider zebra crossings to be appropriate at these locations. The lack of a clear signal marking when it is safe to cross would be likely to introduce significant safety issues and would also hamper the movement of north-south traffic.</p> |

Some other respondents suggested that a 'single trial day' (referring to the This is Oxford Street Event on 21 September 2025) is not sufficient to assess the impact of a pedestrianised Oxford Street. The This is Oxford Street event was not a trial for any transport or highway changes associated with the removal of traffic and instead sought to showcase the significant potential of a new traffic-free public space in the heart of London. The traffic and transport changes made to support the event on 21 September 2025 were temporary arrangements only and different to those proposed in the public consultation. To assess the likely impact of the removal of traffic from Oxford Street, we undertook extensive traffic, air quality and noise modelling, which is available at <https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways>.

We received some comments about Oxford Street East (the section of the road between Great Portland Street and Tottenham Court Road), including suggestions that this section should be pedestrianised as a next stage of work, or that pedestrianisation of the entirety of Oxford Street should be undertaken simultaneously. The Mayor of London has outlined his aspirations to improve the entire length of Oxford Street and we will work closely with the Oxford Street Development Corporation to support these plans and the wider regeneration of the area. Any future proposals for changes to Oxford Street East will remain subject to public consultation and the relevant approvals.

Some respondents suggested that our plans fail to comply with the Equality Act 2010. We do not accept this to be the case and have carefully considered the impact of the changes upon people with protected characteristics. Further information on the impacts of the changes upon accessibility and our Equality Impact Assessment is available at <https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways>

We also received comments suggesting that traffic should be removed prior to the delivery of any public realm enhancements and that the operation of Oxford Street at night should be considered as part of the delivery of works. We noted these comments and will work to ensure that works are delivered so as to minimise disruption to people living, working and visiting the area.

**Transport and highway changes**

|  |  |
|--|--|
| Support/agree with still allowing vehicles to cross Oxford Street                  | We consider that permitting vehicles to cross Oxford Street in a north/south-bound direction at several locations is important to support traffic movement, deliveries, access and other activities in the local area. Prohibiting any north/south crossings of Oxford Street between Orchard Street and Great Portland Street would have a significant impact on local traffic, taxis and servicing arrangements. However, our plans would also significantly improve pedestrian safety at these crossing points by providing improved crossing facilities and ensuring that the crossing areas are made as pedestrian-friendly as possible. We will continue to monitor traffic patterns closely and, depending on how these evolve over time, could consider further changes to the permitted north-south routes. |
| Suggest not allowing vehicles to cross Oxford Street                               |  |
| Concern about loss/lack of east-west travel options *(by bus)                      | Our plans involve making a number of changes to the bus network in the local area. While some bus routes would no longer travel east-west through the Oxford Street district, three routes would continue to serve this corridor using Wigmore Street and Henrietta Place. We acknowledge that this means that some bus passengers, most notably those using routes 7 and 94, would need to change buses either side of the pedestrianised section of Oxford Street in order to continue their east-west journey.  |
| Concern about more pedestrians on streets around Oxford Street/overcrowding issues | Our plans would remove traffic and create additional space for pedestrians. With buses and taxis removed, Oxford Street would be wide enough to comfortably accommodate both the existing level of pedestrian footfall and any increases in footfall that we could reasonably expect.  |
| Support/agree with more pedestrian crossing points on/around Oxford Street         | We noted these comments and will ensure that any pedestrian crossing points on Oxford Street are safe, fully signalised and include the necessary safety features, such as tactile paving and tactile cones. As part of the Mayor's commitment to Vision Zero, we will also continue to work with Westminster City Council to continue to deliver pedestrian safety improvements in the area.  |

|   |  |
|---|--|
| <p>Oppose/disagree with more pedestrian crossing points on/around Oxford Street</p>   | <p>Our plans would mean that pedestrians are able to cross large sections of Oxford Street without any designated crossing points because crossing the street in a north/south direction would not involve any potential conflict with traffic travelling east/west along the street. Where we have proposed that north/south traffic is permitted to cross Oxford Street, as at Duke Street for example, we would be obliged to provide safe crossing points for pedestrians.</p>   |
| <p>Suggest improving train/Tube/other public transport options (accessibility, step-free access, cost etc)</p>  | <p>Some respondents provided a range of suggestions for other improvements TfL could consider, either alongside the pedestrianisation plans or instead of them. These ranged from general comments about investing more in buses and/or tube to more targeted comments focussing on specific stations or other infrastructure to upgrade, such as delivering step-free access at Oxford Circus underground station. While these suggestions fall outside the scope of this consultation, TfL has an ambitious programme of planned upgrades to ensure we continue to improve the transport network in London. Our latest business plan is available at <a href="https://tfl.gov.uk/info-for/media/press-releases/2026/january/tfl-sets-out-ambitious-programme-for-the-future-of-london-s-transport-network-as-it-publishes-draft-business-plan">https://tfl.gov.uk/info-for/media/press-releases/2026/january/tfl-sets-out-ambitious-programme-for-the-future-of-london-s-transport-network-as-it-publishes-draft-business-plan</a>. This plan details how we will further upgrade bus and tube services, deliver more cycle improvements and address congestion to drive growth and support the continued success of London.</p> |
| <p><b>Accessibility</b></p>   |  |
| <p>Support/agree with proposed changes as will have a positive impact on accessibility/make Oxford Street more accessible/will not reduce accessibility</p> | <p>Our plans would deliver a number of benefits to disabled people, including a significant reduction in pedestrian crowding and enabling disabled people to cross Oxford Street more easily when travelling north-south. Where bus stops would be relocated, we have sought to ensure they would be located close to Oxford Street and would work closely with Westminster City Council to improve routes from the new bus stops to Oxford Street. We will also work with the Oxford Street Development Corporation to ensure that urban realm works improve way-finding, seating and lighting.</p>   |

|  |  |
|--|--|
| <p>Concern about reduced/loss of access and connectivity to Oxford Street (general comment)</p>  | <p>Our plans include relocating bus stops away from Oxford Street and onto nearby roads, at a distance of between 100m and 200m from Oxford Street. Taxis would also be removed from Oxford Street, meaning that taxis would need to pick up and drop off on side roads or on nearby taxi ranks. We acknowledge that this means that some people would need to walk or wheel greater distances in order to access Oxford Street from bus stops or taxi drop-off locations. For people wishing to access Oxford Street West directly by bus, the changes we propose would mean that they would have to walk a short additional distance to and from their bus. The stops would be approximately 100m to 200m from Oxford Street, depending on the final detailed designs. We appreciate that additional distances can be challenging for people with mobility impairments or other disabilities, or for people carrying shopping or luggage.</p> <p>Our plans would also deliver a number of benefits with regards to accessibility and connectivity, including a significant reduction in pedestrian crowding and enabling people to cross Oxford Street more easily. The removal of traffic and increase in space to walk would create a more relaxing environment for everyone visiting Oxford Street. We have worked to ensure that new bus stops would be located close to Oxford Street and are committed to working with Westminster City Council to improve wayfinding and walking routes from any new bus stops to Oxford Street. We will also work to ensure that seating, lighting and other urban realm features are improved to ensure that Oxford Street is a more pleasant and inclusive environment for all. In recent years, we have improved accessibility to the Oxford Street area through the provision of step-free access at Bond Street and Tottenham Court Road stations. New seating and rest areas would however form part of the planned urban realm improvements to Oxford Street West. We would also work with Westminster City Council to improve the condition of footways in the surrounding area: this would help those with accessibility requirements to get to and from Oxford Street West and surrounding bus stops, taxi pick up/drop off locations and tube stations.</p> |
| <p>Concern the proposed changes will have a negative impact on regular bus users/those who rely on buses/generally make travel by bus more difficult (general comment)</p> | <p>Our plans involve making a number of changes to the bus network in the local area. As some bus routes would no longer travel east-west through the Oxford Street district, we acknowledge that this means that some bus passengers, most notably those using routes 7 and 94, would need to change buses either side of the pedestrianised section of Oxford Street in order to continue their east-west journey and this would introduce additional time into their journeys. We have also shared detailed information on how we expect journey times through the area to be affected</p>  |

|   |   |
|---|---|
|   | <p>as a result of these changes. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/</a></p> <p>We have worked to minimise this impact by continuing to operate three high-frequency routes through the area and will continue to keep this arrangement under review to ensure we are providing bus services which accommodate demand in the area. The Hopper Fare also means that those people who do need to change buses will not face any additional cost as a result.</p>   |
| <p>Concern about reduced/loss of access for older people/those less able to walk longer distances</p>   | <p>We acknowledge that our plans would make a number of changes that could affect people with mobility issues which could include people who are older, disabled, pregnant or have other characteristics (permanent or temporary). We have considered the likely impact of the changes upon these groups of people and shared this information as part of the public consultation. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>.</p>  |
| <p>Concern about reduced/loss of access for people with disabilities</p>  | <p>Removing buses and taxis from Oxford Street would mean that people would need to travel longer distances (around 100m to 200m) to access bus stops and taxi ranks. As older people and those less able to walk have higher rates of bus and taxi use, we accept that this group may be more affected by the changes - as would people carrying heavy bags or luggage. This means that some people may have longer and more difficult journeys to get to Oxford Street.</p>   |
| <p>Concern about reduced/loss of access/greater difficulty for encumbered people (e.g. those travelling with shopping bags, push chairs, luggage)</p> | <p>On the other hand, our proposals create significantly more space for people walking and wheeling and would ease pedestrian crowding. Therefore, under our proposals once on Oxford Street, older people, disabled people and women (including pregnant women) would find it easier to use Oxford Street as a result of having more pedestrian space, a level pavement surface and more seating and resting places. Where bus stops would be relocated, we have sought to ensure they would be located close to Oxford Street and would work closely with Westminster City Council to improve routes from the new bus stops to Oxford Street. We would also work to improve way-finding and signage and ensure that new bus stops are fully accessible, with features such as good lighting, CCTV and accessible customer information.</p> <p>In recent years, we have improved accessibility to the Oxford Street area through the provision of step-free access at Bond Street and Tottenham Court Road stations.</p> |

|  |   |
|--|---|
| Support/agree with allowing emergency vehicles access to Oxford Street   | We noted this general support.  |
| Other comment/suggestion about accessibility on/around Oxford Street   | <p>We received a range of other comments related to accessibility on and around Oxford Street, including suggestions about the provision of disabled parking bays, blue badge and white badge parking, mobility aid hire and the quality of paving in the area.</p> <p>Our plans include options for drop off/pick up points for taxis and other vehicles and we would work to minimise walking distances for bus and taxi passengers. Our plans retain the overall number of disabled parking bays in the area and we would work with Westminster City Council to explore options for improving the provision of blue/white parking bays. We will also work with the Oxford Street Development Corporation and other stakeholders to explore options for mobility aid hire and will ensure that paving on Oxford Street is maintained to a high standard.</p> <p>More broadly, we considered the impact of pedestrianising Oxford Street on disabled people and those with other protected characteristics within an Equality Impact Assessment which was published as part of the public consultation and is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a></p> |
| Concern about safety of emergency vehicles accessing Oxford Street West/pedestrianisation slowing down emergency response time | <p>We agree with the importance of ensuring emergency services are able to access Oxford Street to deal with a wide range of situations. As a result, we have developed our plans to ensure that emergency services would be able to access Oxford Street at all times. We have worked closely with the emergency services to understand their requirements and ensure that access to Oxford Street West would be maintained for the Metropolitan Police Service (MPS), London Fire Brigade (LFB) and London Ambulance Service (LAS).</p> <p>We have also worked closely with the MPS and other agencies to ensure that access to Oxford Street West overnight (from midnight to 07:00) would be for the emergency services and freight and servicing vehicles only. We would achieve this by placing bollards or other features on closed roads which will open and close to enable access only for the emergency services or for overnight servicing.</p>   |

| <b>Traffic and congestion</b>  |   |
|--|---|
| Support proposals as they will reduce car/vehicle use/traffic congestion on/around Oxford Street (general comment) | We noted these comments.  |
| Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment)              | <p>As part of our consultation, we shared detailed information on how we would expect traffic flows and journey times to change under our proposals. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts</a>.</p> <p>This assessment does show that some streets will experience an increase in vehicle use, however, it shows this change is manageable and does not cause any longstanding resilience concerns with the road network performance. During and following delivery of the changes, we would continue to monitor traffic and congestion levels in the area and work with Westminster City Council to minimise the impact of the changes and keep traffic moving smoothly. General traffic is not permitted to use Oxford Street currently, which means those vehicles displaced to other routes are buses, taxis and cycles.</p> |
| Concern that streets/roads are not big enough for additional buses/are too narrow                                  | <p>When developing our plans, we carefully considered the width of all roads and ensured that buses would be able to operate on their new routes. These new routes were also built into our detailed traffic models, the results of which were shared as part of the consultation and are available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts</a>.</p> <p>TfL keeps the London bus network under constant review and we would closely monitor the impact of any new bus routes upon considerations such as road safety, operational performance and customer feedback. Should further changes be required to improve the bus network, we will work closely with Westminster City Council and other key stakeholders to develop these plans.</p>  |

|   |  |
|---|--|
| Other comment/suggestion about traffic/congestion   | <p>Some respondents suggested that traffic should be retained on Oxford Street West in one direction only, either eastbound or westbound. We consider that this approach would not enable us to deliver the full benefits in terms of pedestrian safety and reducing overcrowding, since a carriageway would need to be retained along Oxford Street. Additionally, this arrangement would result in buses running on very different routes through the area depending on their direction, which could confuse people who want to travel by bus.</p> <p>We received some comments which suggested that parking should be removed in the area to provide more space for road users. Our plans have sought to retain parking in the Oxford Street area, particularly for residents and disabled drivers for whom parking is especially important. We do not consider that the current parking arrangements in the area play a significant role in restricting traffic movement. Where parking arrangements would be changed as part of our plans, to provide room for bus stops for example, we would work with Westminster City Council to ensure that sufficient replacement parking is provided in nearby locations.</p> <p>Some respondents commented that TfL should commit to the ongoing monitoring of traffic flows and consider making appropriate changes to traffic routes, signage or other restrictions in response to emerging issues. We are pleased to confirm this commitment. TfL monitors traffic flows and other performance data as part of its usual operations and will work with Westminster City Council and other stakeholders to consider appropriate changes should the need arise if our plans are implemented.</p> |
| Suggest more enforcement of existing restrictions to traffic/suggest other restrictions to traffic/vehicle access | TfL became the highway authority for Oxford Street in September 2025 and has been enforcing restrictions on Oxford Street since that time. Following the removal of traffic from Oxford Street, TfL would continue to enforce all traffic restrictions on Oxford Street in accordance with the relevant Traffic Regulation Orders.   |
| <b>Cycling/scooters on Oxford Street</b>  |  |
| Support/agree with not allowing cycling on Oxford Street West   | Permitting cyclists to use Oxford Street would introduce safety risks, largely as a result of the risk of conflict with the high numbers of pedestrians in this location,  |

|  |   |
|--|---|
| <p>Suggest cycling should be allowed on Oxford Street West/need cycle route/lanes/concern about negative impact on cyclists if now allowed to use Oxford Street West</p> | <p>making it less attractive for all. The Oxford Street plans seek to create an environment that is safe, comfortable and convivial for pedestrians to encourage more visitors and for people to spend longer visiting. Oxford Street already experiences extremely high pedestrian flows, exceeding recommended thresholds where shared use between cyclists and pedestrians may be deemed appropriate. Nonetheless, promoting cycling in London remains a key priority for the Mayor of London and TfL. For that reason, we will continue to work with Westminster City Council to develop high quality cycle routes in the wider Oxford Street area.</p>   |
| <p>Support/agree with not allowing scooters on Oxford Street West</p>  | <p>We recognise that non-powered scooters can be an efficient and popular mode of travel in central London. However, permitting scooters to use Oxford Street at all times would be challenging, particularly given the high number of pedestrians using the area. This would create safety concerns due to the potential conflict with pedestrians, making the area less attractive for all. For this reason, our plans would not permit non-powered scooters to use Oxford Street West. Regarding electric scooters, these remain illegal on UK roads and pavements (except when used as part of an approved rental scheme and in approved areas). As such, electric scooters would not be permitted on Oxford Street as part of our plans.</p> |
| <p>Suggest scooters should be allowed on Oxford Street West</p>  |   |
| <p>Suggest cycle parking needed on/around Oxford Street West</p>   | <p>We acknowledge the need for sufficient high-quality cycle parking in the Oxford Street West area and agree that prohibiting cyclists from using Oxford Street may increase the demand for cycle parking at key locations. As a result, we will work closely with Westminster City Council to support the provision of new and improved cycled parking facilities in the area surrounding Oxford Street.</p>  |

|  |   |
|--|---|
| <p>Suggest cycle route/lanes/infrastructure should be created on roads/streets parallel/near to Oxford Street West</p> | <p>Some respondents suggested that alternative cycle routes that run parallel or close to Oxford Street could be used for cycling, noting that Cycleway 27 is a key east-west route for cyclists to the north of Oxford Street while Cycleway 55 connects cyclists using Park Lane into Mayfair at Stanhope Gate and Brook Gate. These routes are indeed important east-west links through the area and we will work with Westminster City Council to develop plans for further cycling improvements in the Oxford Street area.</p> <p>We received some comments suggesting that segregated cycle lanes should be delivered on nearby roads, notably Wigmore Street. Whilst we have included a contraflow cycle lane on Holles Street in our plans to support cyclists travelling north-south, it is not feasible to provide protected cycle lanes on Wigmore Street as well as some of the other north / south routes crossing Oxford Street due to the carriageway width and/or the volume of kerbside activity that currently takes place. Our plans also include the installation of Advance Stop Lines (ASLs) at the side road junctions crossing Oxford Street to enable cyclists to get in front of motor vehicles when the traffic lights are red. We are also proposing to install cycle parking at key locations on Oxford Street. We will continue to work with Westminster City Council to develop high-quality cycle routes to facilitate connectivity to cyclists wishing to pass through the area, and also those cycling to and from Oxford Street.</p> |
| <p>Concern about cyclists continuing to use Oxford Street even if not allowed/concern about how will be enforced</p>   | <p>It is important to note that most cyclists are considerate and law-abiding road users. We expect that the provision of alternative cycling routes (delivered through close working with Westminster City Council), coupled with the high number of pedestrians on Oxford Street, would play a significant role in deterring cyclists from using Oxford Street as they would be unable to move safely or quickly along Oxford Street. Our own enforcement teams would work with the Metropolitan Police to provide on-street enforcement and we would also explore the 'geo-fencing' of electric cycles to further deter cyclists from using Oxford Street. TfL's Cycle Safety Action Plan describes a range of actions to improve safety. It additionally describes our ongoing work to tackle anti-social or illegal road user behaviour, including amongst some cyclists.</p>  |

|  |  |
|--|--|
| Other comment/suggestion about cycling on/around Oxford Street West  | We received a number of queries and suggestions regarding the provision of additional cycle routes in the area. We are committed to working with Westminster City Council and the other London Boroughs to expand London's cycleways network. We also received comments highlighting the need for additional cycle parking and we will work with the Oxford Street Development Corporation to ensure that cycle parking and other cycling measures, including ensuring that e-bikes and e-scooters are properly managed, are incorporated into the urban design and long-term operational plans. |
| Concern about lack of clear plans for alternate cycling routes through/around Oxford Street/more information needed about plans for cycling infrastructure in the area | Although Oxford Street is not a designated cycleway, cyclists are currently permitted on Oxford Street and we acknowledge that it is a popular route for cyclists, with several thousand daily trips. Whilst we consider that permitting cycling on Oxford Street would not be appropriate or safe if traffic is removed, we agree that improved cycling provision on alternative routes would significantly improve conditions for cyclists. For this reason, we will work closely with Westminster City Council to support the development of improved cycle routes through the area.          |
| <b>Taxis/PHVs on Oxford Street</b>   |  |
| Support/agree with restricting taxis/PHVs from accessing Oxford Street West  | We noted this general support.   |
| Oppose/disagree/concern with restricting taxis/PHVs from accessing Oxford Street West/should allow them to use it  | We have considered whether taxis and/or private hire vehicles should be permitted to travel along Oxford Street (either at all times or at specific times of day). After careful consideration, we do not feel it would be appropriate to permit taxis to travel along Oxford Street. Permitting taxis to use Oxford Street would mean retaining a roadway along the street and would mean that we would not be able to address the significant pedestrian crowding and safety issues on the street.   |
| Support/agree with proposals for new locations of taxi ranks   | We noted this general support.   |

|  |  |
|--|--|
| <p>Oppose/disagree/concern with proposals for new locations of taxi ranks</p>            | <p>Our plans include the removal of two existing taxi ranks, one outside Selfridges on Oxford Street and another on Margaret Street. However, we recognise the importance of taxi ranks in supporting customers and are working with Westminster City Council to deliver additional ranking space nearby in the roads surrounding Oxford Street, such as Duke Street, Orchard Street, Holles Street and John Princes Street. We are working to minimise the distance between new ranks and Oxford Street, with the distance from the furthest rank to Oxford Street West expected to be around 70 metres.</p>  |
| <p>Suggest where taxi rank/s should be located</p>                                       | <p>Respondents made a variety of suggestions for locations for new ranks, including Davis Street and Great Castle Street.</p> <p>There is a significant amount of kerbside activity in the roads around Oxford Street West but we have worked with the taxi trade to identify potential new or extended locations for ranks. Unfortunately, there is insufficient space on Davis Street outside Bond Street station to accommodate a taxi rank. A taxi rank has been proposed on John Princes Street rather than Great Castle Street, as this was considered a convenient location with good sight lines for both pedestrians and taxis themselves.</p>  |
| <p>Other comment/suggestion about taxis/PHVs/taxi ranks on/around Oxford Street West</p> | <p>Some respondents commented that taxi ranks should be located as close as possible to Oxford Street while others suggested that existing cul-de-sacs such as Old Cavendish Street and the southern end of Marylebone Lane should be converted to taxi ranks / drop-off locations. As part of our plans, we have sought to locate taxi ranks as close as practicable to Oxford Street. We will work with Westminster City Council to continue to review the provision of taxi ranks in the area and ensure these are sufficient and located in safe, accessible places. We will also work with the Oxford Street Development Corporation to ensure that way-finding to taxi ranks is improved and that visitors to Oxford Street are able to locate taxi ranks easily. Our plans do not include providing taxi ranks on Marylebone Lane or Old Cavendish Street and we do not consider these locations to be appropriate for taxi ranks although taxis are permitted to drop off passengers in such locations subject to local kerbside restrictions.</p> <p>We also received comments suggesting that taxi ranks and bus stands be relocated to alternative locations in order to improve the views towards buildings from Oxford Street. As with all our plans, we seek to locate taxi ranks and other critical transport</p> |

|   |   |
|---|---|
|   | <p>infrastructure, such as bus stands, in locations which ensure safety, improve passenger experience and support the operation of the public transport network. We would also seek to minimise impacts on local residents and businesses where feasible.</p>   |
| <p>Suggest reducing the number of taxis operating in the area/suggest other restrictions on taxis</p>   | <p>We received some comments suggesting that parking on nearby streets should be removed in favour of taxi ranks, particularly on roads crossing Oxford Street. We have sought to balance the provision of taxi ranks in the area with the needs of residents, disabled drivers and servicing vehicles, all of whom need access to kerbside space. Our plans would increase the amount of taxi ranking available, all of which would be close to Oxford Street. We would also work with the Oxford Street Development Corporation to ensure that these taxi ranks are easy to locate with way-finding measures.</p> |
| <p><b>Businesses</b></p>  |   |
| <p>Support/agree with proposed changes as they will benefit businesses/shops on Oxford Street/in the area/local economy (general comment)</p> | <p>We have noted these comments.</p>  |

|  |   |
|--|---|
| <p>Concern proposed changes will negatively impact businesses/shops on Oxford Street/in the area/local economy (general comment)</p> | <p>Some respondents disagreed with the proposed changes due to potential negative impacts on businesses and the local economy.</p> <p>There is a clear economic case to pedestrianise Oxford Street to help boost the West End's economy. GLA Economics estimate the mid-range of potential impacts of pedestrianisation will increase GVA by nearly £82m per year while supporting a further 781 jobs. The analysis also states that pedestrianisation could raise £30-£40m in VAT receipts and £10- £20m in business rates per year depending on the scenario and outcomes.</p> <p>By removing vehicles from Oxford Street, pedestrianisation would improve the public realm, providing a more attractive, safer environment for local residents and visitors with space to dwell and relax. It would also provide space to host events which would help increase footfall and growth in the area. It is anticipated that the pedestrianisation and subsequent public realm improvements would also offer significant commercialisation opportunities, further enhancing visitor numbers and revenue generation opportunities.</p> <p>Case studies of pedestrianisation elsewhere have shown an increase in footfall and an increase in trade. In Strøget, in the heart of Copenhagen, following pedestrianisation, footfall increased by 35 per cent. Similarly, in Times Square in New York City, pedestrianisation improved economic performance by 22 per cent between 2007 and 2011.</p> |
| <p>Support/agree with business deliveries/servicing vehicles entering the area between midnight and 7am</p>                          | <p>We have noted these comments.</p>  |

|   |  |
|---|--|
| <p>Concern about negative impact on deliveries to businesses/make them more difficult</p> | <p>Delivery and servicing activity on Oxford Street is currently permitted from 9pm to 7am only. Our plans would shorten this window, with vehicle access for deliveries and servicing enabled within the pedestrianised areas between midnight and 7am only. Based on the feedback we have received, we consider that this is a sufficient window for business to continue to operate effectively whilst minimising conflict between delivery vehicles and pedestrians. We would, however, continue to monitor the effectiveness of this arrangement and work with businesses and other stakeholders to review and amend the delivery/servicing hours window as necessary.</p> <p>We will also work with businesses affected by any changes to identify additional measures required and support business efforts to consolidate and/or re-time deliveries.</p> |
|---|--|

|  |  |
|--|--|
| <p>Other comment/suggestion about business deliveries on Oxford Street</p>                     | <p>Some respondents suggested that business deliveries or servicing should be undertaken on foot only and/or use sustainable modes of transport, with other comments suggesting alternative delivery times and/or freight consolidation practices.</p> <p>Whilst we encourage deliveries and servicing activity to employ sustainable practices as far as possible, we do not consider it practical for all deliveries to be undertaken on foot and accept that some vehicular access will be required. For this reason, our plans permit vehicles into some sections of Oxford Street between midnight and 7am. We would work with businesses and suppliers to keep these timings under review and consider changes where appropriate. We will also continue to promote a wide range of sustainable delivery practices and will work with the Oxford Street Development Corporation to develop freight consolidation measures in the area. Further information and support on improving delivery activity is available at <a href="https://tfl.gov.uk/info-for/deliveries-in-london/delivering-efficiently/deliveries-toolkits?intcmp=53241">https://tfl.gov.uk/info-for/deliveries-in-london/delivering-efficiently/deliveries-toolkits?intcmp=53241</a></p> <p>We also received comments suggesting that highway works should be avoided during peak trading periods. We noted these comments and are committed to working with local businesses to minimise the impact of our plans on businesses, residents and visitors to the Oxford Street West area.</p> <p>We noted comments regarding the feasibility of making deliveries during the proposed servicing hours, in the context of the London Lorry Control Scheme (LLCS). The LLCS does not prohibit overnight deliveries in itself, but merely regulates the routes that HGVs of 18t in weight may use to travel in London. Hauliers that do need to make a delivery using roads restricted by the LLCS may seek a permit from London Councils, who administer the LLCS. Further information about the LLCS is available on London Councils website. While the LLCS more generally is outside the scope of this consultation, we will work closely with London Councils and the freight industry to consider any issues arising from the scheme's operation with the proposed servicing hours for Oxford Street.</p> |
| <p>Suggest Oxford Street should have a mix of shops/facilities/businesses to cater for all</p> | <p>Our consultation focused upon a set of proposed changes to the highways and public transport network aimed at supporting the ambition to remove traffic from Oxford</p>   |

|  |  |
|--|--|
| Suggest ensuring buildings/units on Oxford Street are being used appropriately for the area/not being used for criminal activity (e.g. money laundering) | Street. As such, comments about town planning considerations, the current / future retail offer or building uses fall outside of the scope of this particular consultation. Nonetheless, we note the importance of providing a high-quality mix of shops and other services to attract people to Oxford Street and ensure it will be an attractive place to visit and spend time in. We will therefore work closely with the Oxford Street Development Corporation to support the ongoing regeneration of the Oxford Street district.  |
| Suggest protecting the culture/character of the area when considering what buildings/units/businesses operate on Oxford Street                           |  |
| Suggest improving/attracting more places to eat/drink on/around Oxford Street (e.g. cafes, restaurants)  |  |
| Suggest reducing/removing candy shops on/around Oxford Street  |  |
| Suggest reducing/removing souvenir/tourist shops on/around Oxford Street   |  |
| Suggest reducing/removing vape shops on/around Oxford Street   |  |
| Suggest improving/attracting other types of shops/businesses on/around Oxford Street   |  |
| Suggest reducing/removing other types of shops/businesses on/around Oxford Street  |  |
| Other comment/suggestion about businesses on/around Oxford Street  |  |
| Suggest other period/timings for allowing business deliveries/servicing vehicles on Oxford Street  | Some respondents suggested alternative times for permitted deliveries and servicing on Oxford Street, such as extending the window to 10am in the morning or retaining the timed restrictions in their current format. At present, loading and servicing is permitted between 9pm and 7am, whilst our changes would shorten this window to between 12am and 7am. We have considered alternative timed arrangements and are of the view that our changes would provide sufficient time for loading and servicing to take place. We are committed to monitoring the arrangements to ensure that business are able to continue to thrive on and around Oxford Street, so would keep the access timings under review and consider changes where appropriate. |

|  |   |
|--|---|
| Suggest providing rate relief/lower rents/more support to businesses operating on Oxford Street                              | These issues are outside the scope of this consultation and have been noted.  |
| <b>Improvements to Public Realm</b>  |   |
| Suggest improving/creating more seating/rest areas on/around Oxford Street   | This consultation focussed upon a set of highway and transport changes to support the Mayor of London's plans to remove traffic from Oxford Street. As such, comments about improvements to the urban realm fall outside the scope of this consultation. However, the provision of a high quality urban realm on Oxford Street is critically important. We have therefore noted these comments and will use them to help inform our work with the Oxford Street Development Corporation to design and deliver an iconic public realm for Oxford Street.   |
| Suggest improving/providing areas for arts/entertainment (e.g. sculptures, art installations, busking, street entertainment) |   |
| Suggest adding public toilets on/around Oxford Street  |   |
| Concern about litter on Oxford Street/suggest adding more bins   |   |
| Suggest improving lighting on/around Oxford Street   |   |
| Suggest improving/creating more green spaces on/around Oxford Street   |   |
| Suggest alternative ways to travel on Oxford Street (e.g. tram, travelator)  | When considering options to support the Mayor of London's aspirations for Oxford Street, we looked at a wide range of ideas. Tram services have been considered for Oxford Street previously but, given the significant challenges around compatibility with improving conditions for pedestrians and finding a local depot for maintenance, we do not consider that providing a tram service along Oxford Street is feasible. We have also previously considered the introduction of moving walkways (or 'travelators') but feel that the combination of high installation and maintenance costs, safety risks and challenges around inclusivity would make these impractical, especially in an outdoor environment. |

|   |   |
|---|---|
| <p>Other comment/suggestion about improving Oxford Street</p>   | <p>Some respondents suggested a range of complementary measures which could improve Oxford Street. These included the provision of shelter from the elements, ensuring seating is fully accessible and weather-resistant, raising the carriageway to provide a single level surface on Oxford Street to help people move around the street and using advertising billboards to promote way-finding through the area. Other comments suggested that the amount of advertising on Oxford Street should be reduced, or that street-food vending and busking should be prohibited from Oxford Street.</p> <p>While our consultation focussed upon highway and public transport changes, we recognise that it is critical to provide a well-designed, maintained and managed public realm to ensure the long-term success of Oxford Street. We will therefore use these comments to help inform our work with the Oxford Street Development Corporation to design and deliver an iconic public realm for Oxford Street. We will also work alongside the Oxford Street Development Corporation and Westminster City Council to ensure that street activity such as busking or food-vending is well managed.</p> |
| <p>Concern about increased number of homeless people/begging on Oxford Street/suggest addressing those issues</p> | <p>Rough sleeping is a widespread issue across London and is often the consequence of complex societal factors. We work with a wide range of organisations to help tackle rough sleeping and associated activities. Further information on TfL's response to rough sleeping is available at <a href="https://tfl.gov.uk/travel-information/safety/our-response-to-rough-sleeping">https://tfl.gov.uk/travel-information/safety/our-response-to-rough-sleeping</a>. We also encourage people to engage with local support services such as Streetlink - <a href="https://thestreetlink.org.uk/">https://thestreetlink.org.uk/</a></p> <p>With regards to Oxford Street specifically, we recognise that rough sleeping is an issue and are working with Westminster City Council and other outreach services to help address this issue and support people who are homeless or sleeping rough.</p>  |
| <p><b>Health and safety</b></p>   |   |
| <p>Support/agree with proposed changes as will improve safety on/around Oxford Street (general comment)</p>       | <p>We noted these comments.</p>   |

|  |   |
|--|---|
| <p>Concern proposed changes will reduce safety on/around Oxford Street (general comment)</p>                 | <p>Our plans would play a vital part in the regeneration of Oxford Street to create a cleaner, safer, and more accessible public space where people can shop, dine, and gather in comfort and safety. Our plans would provide more space for people and help create a safe and more pleasant overall experience. High levels of pedestrian overcrowding on Oxford Street and in the wider area continue to have a negative impact on the visitor experience. Not only does it discourage visitors from coming into the area, but it also reduces the amount of time people are willing to stay in the area.</p> <p>Our plans would reduce conflict between vehicles and pedestrians, making walking on Oxford Street West a safer and more relaxing experience. Currently, people are being hurt in collisions on Oxford Street: from May 2022 until April 2025 there were 79 collisions along Oxford Street West and its junctions. These collisions resulted in 24 serious injuries and 54 per cent of those who were injured were pedestrians. Given the significantly lower footfall on the streets surrounding Oxford Street, we do not anticipate that the changes would lead to an increase in road-safety related issues across the wider Oxford Street district. Nonetheless, if the proposed changes are implemented, we will closely monitor the impacts of the changes on all aspects of safety. We would work with Westminster City Council and other stakeholders to address any safety issues which may arise.</p> |
| <p>Support/agree with proposed changes as will reduce crime/antisocial behaviour on/around Oxford Street</p> | <p>We noted these comments.</p>   |

|  |  |
|--|--|
| <p>Concern proposed changes as will increase crime/antisocial behaviour on/around Oxford Street</p>  | <p>Some respondents raised concerns that removal of traffic from Oxford Street will lead to additional crime and anti-social behaviour on Oxford Street. We do not accept this to be the case, with studies on the impacts of traffic removal and improved walkability demonstrating a generally positive effect upon crime and safety. Additional space for pedestrians would reduce crowding, make some types of theft less likely, and evidence suggests crime is not generally displaced onto surrounding streets.</p> <p>Nonetheless, we know that to ensure we can deliver the proposed improvements in safety we would need to deliver a high-quality urban realm with improved lighting and clear sight-lines. We will also continue to work closely with the Metropolitan Police, British Transport Police and other stakeholders to provide a visible on-street enforcement presence to deter crime and other anti-social behaviour, particularly at night-time.</p> |
| <p>Support/agree with proposed changes as will improve road safety/reduce the likelihood of traffic incidents/collisions on/around Oxford Street</p> | <p>We noted these comments.</p>  |
| <p>Concern proposed changes will reduce road safety/increase the likelihood of traffic incidents/collisions on/around Oxford Street</p>              | <p>We consider that our plans would reduce conflict between vehicles and pedestrians, making walking on Oxford Street West a safer and more relaxing experience. Currently, people are being hurt in collisions: from May 2022 until April 2025 there were 79 collisions along Oxford Street West and its junctions. These collisions resulted in 24 serious injuries and 54 per cent of those who were injured were pedestrians. Given the significantly lower footfall on the streets surrounding Oxford Street, we do not anticipate that the changes would lead to an increase in road-safety related issues across the wider Oxford Street district. Nonetheless, we will closely monitor the impacts of any changes upon all aspects of safety and are committed to working with Westminster City Council and other stakeholders to address any safety issues which may arise.</p>   |

|   |   |
|---|---|
| <p>Suggest better policing/enforcement to reduce crime/antisocial behaviour on/around Oxford Street</p> | <p>Some respondents highlighted the need to address criminal and other anti-social behaviour on Oxford Street as a matter of urgency and instances of theft and other crime on Oxford Street are well documented. We are confident that the removal of traffic from Oxford Street West would contribute to lower overall levels of crime on Oxford Street, with improved natural surveillance and lower levels of pedestrian crowding helping to deter pick-pocketing and other low-level offences. However, we acknowledge that policing and enforcement is critically important to public safety and are working closely with the Metropolitan Police and British Transport Police to ensure that Oxford Street is effectively policed. We will also improve CCTV coverage on Oxford Street and work with the Oxford Street Development Corporation to design and deliver a high-quality urban realm that will deter crime and anti-social behaviour.</p>   |
| <p>Other comment/suggestion about health and safety on/around Oxford Street</p>                         | <p>Some respondents provided comments about road safety outside of the scope of our plans, such as on George Street and Maddox Street. While we do not currently have plans for these locations, we are committed to improving road safety across London and will work with Westminster City Council (which is the highway authority for these streets) and support any safety improvements they may develop at these locations.</p> <p>Some respondents commented that the location of new bus stops and stands may conflict with building entry / evacuation locations. We have reviewed the proposed location of the stops and stands and do not consider that the location of bus stop infrastructure or the presence of waiting bus passengers would impede the flow of pedestrians or, critically, the evacuation of buildings in response to a fire or other incident. However, we will engage with those properties adjacent or near to new bus stops and stands to ensure that we minimise the impact of any changes upon those properties and will consider any appropriate amendments to designs and locations.</p> <p>We received some comments suggesting that the impact of the changes on walking routes to schools was not considered during the development of the plans. We do not accept this to be the case and the impact of the changes upon young people is considered within our Equality Impact Assessment, which is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. We are confident that our proposals will have a minimal impact on walking routes to schools, with some schools being closer to bus stops under our plans than they are currently.</p> |

| <b>Environment</b>  |   |
|---|---|
| Support/agree with proposed changes as will reduce environmental impact/improve air quality on/around Oxford Street | We noted these comments.  |
| Concern proposed changes will increase environmental impact/reduce air quality on/around Oxford Street              | <p>As part of the public consultation, we shared detailed information on how we would expect air quality to change as a result of our plans and this information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. We assessed Nitrogen Dioxide (NO<sub>2</sub>), Particulate Matter (PM<sub>2.5</sub> and PM<sub>10</sub>) at 85 selected sensitive locations such as homes, schools, hospitals and local community buildings and spaces within the study area. In summary we found that if we implemented our proposals:</p> <ul style="list-style-type: none"> <li>• 6 locations are predicted to benefit from improved NO<sub>2</sub> levels, 4 of which are within the scheme area</li> <li>• 24 locations are expected to see a fractional decrease in NO<sub>2</sub>, of 0.1 µg/m<sup>3</sup></li> <li>• 43 locations are expected to see a fractional increase in NO<sub>2</sub> of 0.1 µg/m<sup>3</sup></li> <li>• PM<sub>10</sub> and PM<sub>2.5</sub> levels fall below the limit values of 40 µg/m<sup>3</sup> and 20 µg/m<sup>3</sup> respectively</li> </ul> <p>If our plans are implemented, we would continue to monitor the real-world impact of the changes and are committed to working with local residents, businesses, Westminster City Council and other stakeholders to deliver any further air quality mitigations as appropriate. We have also committed to running zero-emission buses only on any bus routes diverted from Oxford Street and we will continue to support the taxi trade in transitioning to the use of zero-emission vehicles.</p> |
| Support/agree with proposed changes as will reduce noise on/around Oxford Street                                    | We noted these comments.  |

|   |   |
|---|---|
| <p>Concern proposed changes as will increase noise on/around Oxford Street</p>          | <p>As part of the public consultation, we shared detailed information on how we would expect noise levels to change as a result of our plans. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. In summary we found that if we implemented our proposals high traffic noise levels are no longer predicted in many parts of central London, including Oxford Street, Bryanston Street, Wimpole Street, Great Castle Street, Vere Street, James Street, North Audley Street, South Audley Street and South Molton Street. However, some roads experience an increase in road traffic noise because of re-routed traffic. These are Margaret Street, Upper Brook Street, Marylebone Lane, Dunraven Street and Stratford Place.</p> <p>If our plans are implemented, we would continue to monitor the real-world impact of the changes upon noise levels and are committed to working with local residents, businesses, Westminster City Council and other stakeholders to investigate and deliver any mitigations as appropriate. We will also work with the freight industry to encourage the use of our Quieter Deliveries framework.</p>                       |
| <p>Other comment/suggestion about the environment/pollution on/around Oxford Street</p> | <p>Some respondents commented that no air or noise pollution modelling had been conducted. This is not the case. As part of the public consultation, we shared detailed information on how we would expect noise levels to change as a result of our plans. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. We are also committed to monitoring the impact of our proposals and will consider further changes or mitigations as appropriate.</p> <p>We received some comments relating to night-time deliveries and noise from loading and servicing activity. Deliveries on Oxford Street West are currently restricted to the hours of 9pm to 7am, with deliveries during the daytime provided on side and rear streets. Our plans would further restrict nighttime deliveries on Oxford St West to midnight to 7am, with deliveries to side and rear streets still available outside those hours. While we do not anticipate that this change would result in a significant increase in noise in the surrounding areas, we will continue to monitor noise levels and will work with businesses to promote quieter delivery practices. More information</p> |

|  |   |
|--|---|
|  | <p>and support on delivery practices is available at <a href="https://tfl.gov.uk/info-for/deliveries-in-london/delivering-efficiently/deliveries-toolkits">https://tfl.gov.uk/info-for/deliveries-in-london/delivering-efficiently/deliveries-toolkits</a>. We will also work closely with the Oxford Street Development Corporation to support freight consolidation practices in the area, aiming to further reduce the impact of deliveries in the area, especially at night.</p> <p>Some respondents suggested that light pollution would increase, particularly as a result of vehicles running past residences at night. Our plans include enabling vehicles to access parts of Oxford Street between midnight at 7am, using specified servicing routes. This means that some servicing vehicles would use some residential roads to exit the Oxford Street area during this midnight to 7am window. Given that these residential roads are currently open to all traffic 24 hours a day and that the number of servicing vehicles on Oxford Street overnight is anticipated to be low, we do not anticipate any significant increase in light pollution. We would continue to keep the servicing and delivery arrangements under review and consider changes as appropriate.</p> <p>We received some comments relating to the enforcement of busking and use of amplification on Oxford Street. While this falls outside the scope of this consultation, we accept that such activity can cause nuisance when not managed carefully. On the other hand, well regulated street activity can also support the success of public spaces. It should be noted that anyone wishing to busk or use amplification on Oxford Street West must apply for a licence from Westminster City Council to do so and we will work collaboratively with Westminster City Council to ensure any licenses are suitable and enforced.</p> |
| <b>Bus route changes - general support</b>   |   |
| Support/agree with proposed bus route changes/not allowing buses on Oxford Street West (general comment) | We noted these comments   |
| Support/agree with proposed change for bus route 7   |   |

|  |  |
|--|--|
| Support/agree with proposed change for bus route 94 (runs during the day)    |  |
| Support/agree with proposed change for bus route 98                          |  |
| Support/agree with proposed change for bus route 139 (runs during the day)   |  |
| Support/agree with proposed change for bus route 390 (runs during the day)   |  |
| Support/agree with proposed change for bus route N7                          |  |
| Support/agree with proposed change for bus route 94 (runs during the night)  |  |
| Support/agree with proposed change for bus route N98                         |  |
| Support/agree with proposed change for bus route N113                        |  |
| Support/agree with proposed change for bus route N137                        |  |
| Support/agree with proposed change for bus route 139 (runs during the night) |  |
| Support/agree with proposed change for bus route N207                        |  |
| Support/agree with proposed change for bus route 390 (runs during the night) |  |
| <b>Bus route changes - general oppose</b>                                    |  |

|   |   |
|---|---|
| <p>Oppose/disagree with proposed bus route changes/buses should continue to run along and through Oxford Street West (general comment)</p>                              | <p>Some respondents opposed the bus changes in general and suggested that buses should be retained along Oxford Street. We noted these comments and recognise the role buses play in moving people around London. Retaining buses on Oxford Street, however, would mean that we would be unable to address the significant pedestrian crowding problems and safety concerns on Oxford Street.</p>   |
| <p>Oppose/disagree/concern with proposed change for bus route 7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>                        | <p>Some respondents commented that the changes to routes 7 and 94 will have a detrimental impact on their journeys. Our plans aim to provide a bus network that provides sufficient capacity and accessibility to and from Oxford Street while supporting the Mayor of London's ambitions to regenerate the Oxford Street area. To ensure good public transport access to the area, a wide range of options and combinations of route changes were considered.</p>  |
| <p>Oppose/disagree/concern with proposed change for bus route N7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>                       | <p>Detailed traffic modelling was undertaken to assess the impact of the proposed changes on bus journey times and general traffic journey times. Our plans involve three through routes operating along Wigmore Street and Henrietta Place, with routes 7 and 94 shortened. This option has been taken forward to ensure operational efficiency while minimising the impacts to our customers. We acknowledge that the early termination of routes 7 and 94 may increase overall journey times for some passengers whose planned stop would have been after the new termination point. Detailed information of how we would expect these changes to impact bus journey times was published as part of the consultation and is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a></p> |
| <p>Oppose/disagree/concern with proposed change for bus route 94 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p> |   |

|   |   |
|---|---|
| <p>Oppose/disagree/concern with proposed change for bus route 98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>                         | <p>Some respondents provided comments expressing opposition or concern with our plans to operate routes 98, 139 and 390 along Wigmore Street and Henrietta Place. When developing our plans, a wide range of options and combinations of route changes were considered. Our plans involve three through routes (98, 139, 390) operating on a new route via Wigmore Street and Henrietta Place. We consider that the operation of these three routes would enable traffic to be removed from Oxford Street while minimising customer impacts and avoiding significant extra operating costs.</p>   |
| <p>Oppose/disagree/concern with proposed change for bus route 139 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>  | <p>Where bus stops need to be relocated, we have sought to ensure they would be positioned close to Oxford Street and will also improve way-finding and signage and ensure that new bus stops are fully accessible, with features such as good lighting and accessible customer information. Detailed information of how we would expect these changes to impact bus journey times was published as part of the consultation and is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a></p>  |
| <p>Oppose/disagree/concern with proposed change for bus route 390 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>  |   |
| <p>Oppose/disagree/concern with proposed change for bus route 94 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p> |   |
| <p>Oppose/disagree/concern with proposed change for bus route N98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>                        | <p>Some respondents expressed their opposition and/or concern with changes to bus routes, notably the N113, N137 and the 94 (which is a 24-hour bus route at present). When designing night bus routes, we look to align with the principle of using the same routes as associated day-time routes. This ensures that bus routes are kept as clear as possible for customers and avoids having different bus stops at different times of day for the same route. With some routes, such as the N113 and the N137, we have also considered the need to minimise nighttime impact on roads such as Wigmore Street. As with all our bus services, we will keep these arrangements under review and will consider changes as appropriate should issues arise.</p> |
| <p>Oppose/disagree/concern with proposed change for bus route N113 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>                       |   |

|   |   |
|---|---|
| Oppose/disagree/concern with proposed change for bus route N137 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                        |   |
| Oppose/disagree/concern with proposed change for bus route 139 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc) | No comments received on this code   |
| Oppose/disagree/concern with proposed change for bus route N207 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)                        | We noted these comments. Route N207 is characterised by high demand to and from Holborn and Oxford Street. Re-routing this bus route via Wigmore Street and Henrietta Place would enable us to continue to meet this level of demand. As with all of our bus services, we will keep this arrangement under review to ensure that the service continues to meet the changing needs of our customers. |
| Oppose/disagree/concern with proposed change for bus route 390 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc) | Some respondents expressed their opposition and/or concern with changes to route 390 in specific relation to night-time running. In line with our guiding principle of designing services to be as simple as possible, the proposed changes to the nighttime operation of the 390 have been designed to follow the same routes as the daytime services where feasible.                              |
| <b>Bus stop changes</b>   |   |
| Support/agree with proposed bus stop changes (general comment)  | We noted these comments   |
| Support/agree with specific proposed bus stop changes   | We noted these comments   |

|   |   |
|---|---|
| <p>Oppose/disagree with proposed bus stop changes (general comment)</p> | <p>Our plans would mean that bus stops are relocated away from Oxford Street and onto surrounding roads, namely Wigmore Street and Henrietta Place. This means that bus stops would be located between 100m and 200m away from Oxford Street itself, in turn meaning that some bus users may find it more difficult or take longer to reach Oxford Street. We have sought to locate the proposed new bus stops as close as possible to Oxford Street and will work with Westminster City Council to continue to improve walking routes to and from the new bus stops. Any new bus stops in the proposed final scheme will be designed for passenger safety and accessibility, with features such as real-time customer information.</p>   |
| <p>Oppose/disagree with specific proposed bus stop changes</p>          | <p>Some respondents suggested that the new bus stops on Wigmore Street and Henrietta place should be located away from building entrances to ensure that waiting passengers do not disrupt pedestrian movements. When considering locations for bus stops a number of factors were taken into account, including distance from Oxford Street, footway width, pedestrian safety and distance between bus stops. We do not anticipate that the location of the bus stops would lead to the obstruction of building access but are committed to keeping this under review and would consider changes where appropriate should issues arise.</p> <p>We also received comments about how people can access specific locations on public transport following the changes to bus routes, for example asking how to travel to Charles II Street from Marble Arch following the changes to the route 94. In this case, passengers would need to change buses at Marble Arch and take bus route 23 to travel towards Charles II Street, alighting at Piccadilly and continuing on foot. We encourage customers to check their journey before they travel and provide detailed journey planning information at <a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a>,</p> |

|  |   |
|--|---|
| <p>Concern about space/capacity/overcrowding at proposed bus stops</p> | <p>Some respondents raised concerns about the potential for crowding at bus stops on Wigmore Street and Henrietta Place. We have considered this carefully in reference to existing boarding and alighting patterns and available footway widths. Based on these considerations, we do not anticipate that pedestrian crowding would be significant at these bus stops. However, we would continue to monitor the use of the bus stops at this location and consider changes where appropriate should issues arise.</p> <p>We also received comments suggesting a new bus stand location at 10-18 Great Portland Street. We have assessed this, but do not consider this a viable location due to the presence of existing bus stands on the other side of the road. Providing another stand at this location would result in there being insufficient carriageway width for through traffic.</p> |
| <p>Concern about safety at proposed locations of bus stops</p>         | <p>Some respondents made comments regarding safety at proposed locations of bus stops. We have tested the locations of the proposed new bus stops, demonstrating that buses are able to access and egress these stops safely. All detailed designs will also be subject to a full Road Safety Audit process, and we will run full bus route tests prior to the implementation of any bus route changes. These bus route tests ensure all users and drivers can safely access, board and alight the buses and provide us with valuable feedback from bus drivers. We will also continue to monitor safety at these stops and make adjustments as required to ensure safety for all users.</p>  |

|  |   |
|--|---|
| <p>Suggest changes to proposed locations of bus stops / stands</p> | <p>We received a number of suggestions for alternative locations for bus stops around Oxford Street West, including comments that fewer bus stops were required and that bus stops should not be located near to residential properties. When developing plans for bus stop locations, we consider a range of factors including visibility for drivers and passengers, accessibility, kerbside activity and distances between bus stops. We consider that our plans would ensure that bus stops would be safe and usable for all passengers and road users, while minimising the impact on local properties and parking / kerbside arrangements. We will keep locations under review and are committed to considering appropriate changes should issues arise.</p> <p>We also received comments suggesting that the number of bus stands in specific locations, such as on the western kerb of Holles Street, be reduced to provide pedestrian and/or other urban realm benefits. We have considered this carefully and have sought to retain only bus stands which are required for operational reasons. Nonetheless, we will keep the location of stands under review and will work with stakeholders to assess any alternative standing locations which may provide opportunities to deliver additional pedestrian benefits.</p> |
| <p>Suggest adding more bus stops around Oxford Street</p>          | <p>Some respondents commented that more bus stops should be provided in the area, notably on Wigmore Street, or that a bus station should be built in the area to accommodate buses at either end of the pedestrianised section. When considering the number and location of bus stops, we take a number of factors into account, including distances between stops and the width of footway/carrageway to ensure enough space for pedestrians and, where possible, for vehicles to pass stopped buses. In our proposals we have provided a sufficient number of bus stops. We consider that providing more bus stops in the area would not improve passenger experience, could slow the progress of buses and other vehicles through the area and would result in the loss of other kerbside provision such as parking or loading bays. We have taken comments about new bus stations into account, but do not consider that additional bus stations are required in the Oxford Street area at this time. As with all elements of the bus network, we will keep the provision of stops, stands and stations in London under review and will consider changes as appropriate should issues arise.</p>   |

|  |  |
|--|--|
| <p>Other comment/suggestion about bus stops around Oxford Street West</p>                                    | <p>Some respondents provided comments suggesting that bus stops be indented to enable buses to 'pull-in' and reduce carriageway obstruction. When designing bus stops, we consider a range of factors including safety, visibility, accessibility and footway width and any bus stop indentations would need to take such matters into account. While the detailed design of any new bus stops is yet to be finalised, we will ensure that vehicles are able to pass stopped buses where possible.</p> <p>We also received comments about the design of bus stops and shelters, some suggesting specific providers. While the specific details of stop and shelter design would be finalised as part of the detailed design process, we intend that any new bus stops would all have shelters, seating and features such as real-time customer information, if feasible.</p> |
| <p><b>Bus routes/stops/services - other comments</b></p>   |  |
| <p>Concern about other bus routes being affected/other bus routes not considered/factored into proposals</p> | <p>Whilst this consultation focussed on the small number of bus routes which would be impacted most directly by the changes, we also considered the wider effects of the plans on the bus network and over 80 bus routes were factored into our models. We noted comments about making further changes to bus routes, though these are outside of the scope of this consultation.</p>  |
| <p>Concerns about connectivity of proposed routes/how they connect with other existing bus routes</p>        | <p>When developing our plans, we have sought to ensure that same-stop interchange would be available for most direct bus journeys. This means that the majority of customers would not need to move to another bus stop when changing buses. We work to ensure that passengers who need to change buses can do so with minimum disruption. We will continue to keep interchange arrangements under review and will work to improve them further where issues arise.</p>  |
| <p>Concern about how proposed changes affect bus connections/timings/reliability</p>                         | <p>Our plans would mean that customers using bus no's 7 and 94 would need to change buses at either end of the pedestrianised section of Oxford Street in order to continue their journeys. We acknowledge that for these passengers this would mean having to change buses and introduce additional time into their journeys, though the bus hopper fare would mean that the overall cost of the journey would not increase. We have shared detailed information about how bus journey times would be affected through the areas, and this is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. We keep the bus network under continual review in order to optimise bus journey times and reliability and will continue to monitor how any</p>                    |

|  |  |
|--|--|
|  | changes affect the performance of the bus network for our customers and will work to mitigate adverse impacts as far as we can.  |
| Suggest other routing for buses than those proposed                            | When developing bus routes, we consider a wide range of options and considerations. These include safety, bus turning movements, minimising 'dead-running' (which is where a bus has to travel an extended route with no passenger benefit, or to turn around to undertake the reverse journey) and overall journey times. We are confident that the bus routes we have proposed are the most appropriate overall. However, we acknowledge that specific circumstances or changes in the area can affect this over time. As such, we will keep these bus routes under careful review and will consider alternative bus routings where appropriate.                       |
| Suggest adding more bus routes/increasing connectivity of buses more generally | We consider that the bus service changes we have proposed would provide sufficient capacity for passengers travelling through the Oxford Street district. However, we keep London's bus network under continual review, will closely monitor the impact of any changes upon our customers and will consider further changes to bus services as appropriate.  |
| Suggest reducing the number of buses/bus services                              |  |
| Suggest improving bus services/frequency                                       |  |
| Suggest reducing bus fares/making cheaper                                      | This public consultation focussed upon a set of proposed changes to support the Mayor of London's ambitions to remove traffic from Oxford Street and create a high-quality, traffic-free destination in the heart of London. As such, comments about fares and price structures fall outside of the scope of this consultation. Nonetheless, we work hard to keep bus fares low and the Hopper Fare means that the vast majority of London bus journeys can be made for £1.75, with a daily cap of £5.25 for bus travel. As with all TfL services, we are committed to keeping these price structures under review to provide the best possible value for our customers. |

|  |  |
|--|--|
| <p>Suggest improving quality/condition of buses/suggest upgrading to electric/newer models</p>   | <p>While the type and condition of London buses did not form part of this consultation, we are committed to ensuring London's buses are maintained in excellent condition and we hold bus operating companies to very high standards for that reason. We ensure that London buses are replaced regularly and upgraded to newer models, with London buses usually given a full refurbishment after seven years of operation prior to being replaced when they are no older than 14 years old. For the Oxford Street West scheme, we are committed to operating only zero-emission buses on those routes which would be diverted away from Oxford Street. More broadly, we are continuing to upgrade our bus fleet and are working towards operating a fully electric fleet as soon as possible.</p>   |
| <p>Concern about driving of bus drivers/suggest more training</p>  | <p>Some respondents provided comments about bus driver training and ensuring high standards of bus driver behaviour. We take the training and standards of bus drivers very seriously, and we enforce high standards through mandatory training, Independent Driving Standards Agency (DSA) assessments, and regular mystery traveller assessments. We discuss the outcomes of these with our bus operators and work together to continually improve bus driver behaviour. As part of our plans, we would ensure bus drivers are fully trained with regards to the proposed new bus routes, new stops and standing arrangements and are familiar with the areas they will pass through.</p> <p>We would encourage anyone who has experienced unsatisfactory bus driver behaviour to contact us at <a href="https://tfl.gov.uk/help-and-contact/contact-us-about-bus-staff">https://tfl.gov.uk/help-and-contact/contact-us-about-bus-staff</a> or call us on 0343 222 1234 to enable us to address these concerns as quickly as possible.</p> |
| <p>Suggest mobile transport apps are updated with bus changes/real-time information is available about changes to help bus users plan journeys</p> | <p>We would ensure that TfL's website and TfL Go are updated to reflect any changes to the highway and public transport network resulting from these proposals, both during works and after completion, to ensure that people are fully informed on how their journeys are likely to be affected. We would also communicate any temporary changes to bus routes or stops widely and make sure that people have advance notice of any changes. We would also work with other suppliers of transport information to ensure that we are communicating changes to as many customers as possible.</p>   |

|  |  |
|--|--|
| <p>Consider temporary measures during transition period with proposed changes to help bus users travel/change behaviour</p>        | <p>We would ensure that any changes to the road or transport network, temporary or permanent, are widely and clearly communicated. We are committed to minimising the impact of any changes both during and after their implementation and would support bus users and all other stakeholders to understand how their journeys would be affected.</p>  |
| <p>Need clear signage about changes to bus routes/stops/pedestrianisation</p>  | <p>We acknowledge that our plans would relocate bus routes and stops further away from Oxford Street West and agree that improved signage and customer information would be critical to the success of the scheme. We will communicate any changes we make to passengers, residents and stakeholders both during project delivery and for the final scheme layout. We will also work to ensure that the public realm design includes improved way finding and customer information to help people navigate the Oxford Street area.</p> |
| <p>Out of Scope - Suggestion about vehicle type e.g. tram-style/double decker electric/new routemasters/ vehicle accessibility</p> | <p>While the type of buses or other vehicles used in the area did not form part of the consultation, TfL is committed to the electrification of our bus fleet in London and we have also committed to using electric buses for the three east-west routes on Wigmore Street. More broadly, we are continuing to upgrade our bus fleet and plan to have a fully electric bus fleet as soon as possible. It is not possible to convert the New Routemaster bus to electric operation however.</p>  |

|  |   |
|--|---|
| <p>Other comment/suggestion about bus services on/around Oxford Street/London</p>  | <p>Some respondents suggested that some buses should continue to use Oxford Street, while others should use alternative routes. We considered this carefully and, while this approach could reduce the number of buses using Oxford Street, it would mean that we would be unable to address the significant pedestrian crowding and safety issues as we would need to retain an operational carriageway on Oxford Street at all times of day. Additionally, this approach would mean that buses would use two different routes through the area, which could be confusing for bus passengers and visitors to the area.</p> <p>We received some comments suggesting that a shuttle bus is operated along Oxford Street. As with options to retain buses on Oxford Street, this would limit our ability to address pedestrian safety and crowding concerns. However, we will work with the Oxford Street Development Corporation, local retailers and other stakeholders to explore shop-mobility or other similar schemes which may be applicable</p> <p>Some respondents outlined their expectations that TfL commit to monitoring the impact of the changes after implementation, publish transparent data and consider amendments if negative impacts are shown. We are pleased to confirm this commitment and we will work with Westminster City Council and wide range of stakeholders to monitor the impacts of any changes and consider further changes where appropriate.</p> |
| <p>Suggest more priority measures for buses on streets/roads where they are rerouted (e.g. bus lanes, signal priority etc)</p> | <p>As part of the public consultation, we shared detailed information on how we would expect bus journey times to be impacted by the changes. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. This information assumed that no further improvements for buses (such as bus lanes or signal priority for buses) were delivered. However, we would work closely with Westminster City Council to explore options for further bus priority measures and are also working to introduce new signalling technology across London to further improve the operation of London's road network.</p>   |
| <p><b>Night buses</b></p>  |   |

|  |  |
|--|--|
| <p>Concern about impact on night bus users/need to ensure there are reliable alternatives for them</p>                 | <p>The changes to night bus routes would mean that four night-bus routes would terminate in the Marble Arch/Cumberland Gate area rather than continuing towards Oxford Circus, Piccadilly Circus or Trafalgar Square. This means that users of these buses would need to change buses at Marble Arch and, as a result, are likely to have longer overall journeys. As part of the public consultation, we provided information on how bus passengers could continue their journeys following the changes and this information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/widgets/136311/faqs">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/widgets/136311/faqs</a>. We will continue to keep our bus network under review and will monitor changes to bus usage as a result of any changes. We will also ensure that all interchange stops are well-lit and include features such as CCTV and real-time passenger information to support those passengers who need to change buses.</p> |
| <p>Suggest allowing night buses to continue using Oxford Street/less pedestrians at night when night buses operate</p> | <p>We considered permitting buses to use Oxford Street overnight or during quieter periods. These options would require us to maintain a full-width carriageway and have additional signalised junctions on Oxford Steet and, as such, would significantly reduce the level of pedestrian benefits and urban realm improvements that we would be able to deliver. Permitting buses to use Oxford Street at night would also mean that bus routes would operate on different routes depending on the time of day, which could be very confusing for bus passengers and other visitors to the area and could also introduce additional safety risks.</p>   |
| <p>Concern about safety at proposed locations of night bus stops</p>   | <p>Some respondents commented that using the bus at night can feel less safe and that bus routes and stops should be made as safe as possible for customers travelling overnight. We agree and will ensure that all bus stops are well lit and include features such as CCTV and real-time passenger information. We will also work to ensure that bus stops are located in areas where natural surveillance is retained and that waiting passengers will be visible.</p>  |
| <p><b>Impact of proposed bus route/stop changes</b></p>  |  |
| <p>Proposed bus route changes will have no impact on me (general comment)</p>  | <p>We noted these comments.</p>  |

|   |   |
|---|---|
| <p>Proposed changes will have no impact on me as I don't use the buses/routes in the area/use other modes of travel in the area</p>                 | <p>We acknowledge that the bus route changes would not affect everyone and, for those that are impacted, the effects would vary according to individual circumstances and travel choices. We have sought to develop plans that balance a wide range of interests, some of which conflict, and have carefully considered all of the comments we have received on the plans.</p>  |
| <p>Proposed bus route changes will have minimal disruption/limited impacts/impacts and proposals for change are reasonable</p>                      | <p>We noted these comments.</p>   |
| <p>Concern proposed bus route changes will cause major disruption/cause chaos/will have a negative impact (general comment)</p>                     | <p>As part of the public consultation, we shared detailed information on how we would expect bus journey times to be impacted by the proposed changes. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. Based on this information, we do not anticipate that the changes would cause significant disruption in the area. We will, however, keep the performance and operation of the bus network under review and monitor the impact of any changes and will consider further mitigations where appropriate.</p>   |
| <p>Support/agree with proposed bus route/stop changes as will encourage more use of active travel/public transport/sustainable travel modes</p>     | <p>We note these comments</p>   |
| <p>Concern proposed bus route/stop changes will reduce the number of people travelling via bus/will push people to use other modes of transport</p> | <p>Bus usage patterns in London are affected by a wide range of factors, which naturally include journey times and pricing but also include factors outside of TfL's control or influence. We aim to operate a bus service which caters for these changes in usage patterns, continues to support Londoners in their daily lives and remains value for money. We accept that the proposed changes may cause some customers to change their travel patterns or use different forms of transport, we do not anticipate they would have a significant impact on overall bus usage or the usage of the London Underground or private vehicles. We will closely monitor the impact of any changes upon bus patronage and other modes of travel and will consider any mitigations as appropriate.</p> |

|  |   |
|--|---|
| <p>Concern about journey time increasing due to bus route/stop change/bus journeys taking longer</p> | <p>We acknowledge that the proposed changes to bus routes and bus stops would mean that some customers may experience longer journeys due to journey time impacts, walking distances, bus interchange or a combination of these factors. As part of the public consultation, we shared detailed information on how we expect journey times would be affected and what the changes mean for bus interchange. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. We have sought in the proposals to locate bus stops close to Oxford Street and would work with Westminster City Council to improve walking routes to and from these bus stops. All new bus stops will have shelters, good lighting, seating and features such as CCTV and real-time customer information to support customers who may need to change buses.</p>                       |
| <p>Concern about having to walk further due to bus route/stop changes (general comment)</p>          | <p>We acknowledge that the relocation of bus stops would mean that people would need to walk further between the bus stops and Oxford Street, and that this additional distance may be particularly challenging for older people, people with mobility impairments or those with luggage.</p> <p>We have worked with an independent accessibility consultant to advise on access and mobility matters and develop an Equality Impact Assessment (EqIA), considering the issue of access for disabled people and those with limited mobility. The EqIA, which has been updated to reflect the consultation, can be found here: <a href="https://tfl.gov.uk/oxford-street-transport-highways">https://tfl.gov.uk/oxford-street-transport-highways</a>. To mitigate the impact of the changes, we would work to improve crossing points and walking routes to and from the new bus stops, improve seating and lighting provision in the area and improve signage and wayfinding.</p> |
| <p>Concern about walking further/for longer in poor weather conditions/lack of shelter</p>           | <p>We acknowledge that the changes would mean that some people may need to walk or wheel additional distances, as bus stops would be located further from Oxford Street. We will work to provide a high-quality urban realm, incorporating natural shade, shelter, and places to rest. We will also ensure that if the proposals are implemented, the pedestrianised space is well maintained. and issues such as ponding are avoided.</p>  |

|   |   |
|---|---|
| Reference to previous changes to bus routes   | We received some comments which referred to historical bus route changes, and/or suggested reversing these changes. These comments are outside the scope of this consultation. TfL keeps London's bus network under continual review and regularly looks to amend the bus service in order to meet changing passenger demands. Every significant change to the bus network is subject to a consultation process and responses are carefully considered before any changes are made.   |
| Concern about other negative impact on other specific streets/roads/areas by proposed changes | Some respondents made comments about general negative impacts on other roads, such as Goodge Street and Mortimer Street. In particular, comments expressed concerns that some streets may see increased pedestrian footfall from workers, shoppers and tourists. We noted these comments and will, if the proposals are implemented, work with Westminster City Council to ensure that walking routes on these streets are safe for pedestrians and maintained to a high standard.  |
| Other comment about impact of bus route/stop changes on/around Oxford Street West             | <p>Some respondents expressed concern that tourist coach drop-off points would be relocated to side streets as part of the changes and that these streets are not suitable for coaches to park on. It should be noted that tourist coaches are not currently permitted to access Oxford Street West between 7am and 7pm. Our changes do not include any amendments to coach drop-off locations and coach drop-off would continue to be managed primarily via dedicated coach bays on Park Lane.</p> <p>Other respondents suggested that buses should be diverted onto Brook Street instead of Wigmore Street. We have considered this and, while buses could feasibly operate on some sections of this route, this route would involve longer bus routes and increase average distances between any new bus stops and Oxford Street to around 300m, resulting in longer walking distances for passengers wishing to reach Oxford Street. As such, we are confident that the bus routes we consulted on remain the most appropriate overall.</p> |

|   |   |
|---|---|
| <p>Concern about the negative impact on Marylebone Lane (e.g. increased traffic, overcrowding of people, disturbance, safety)</p> | <p>Our changes mean that buses would travel northbound on Marylebone Lane between Henrietta Place and Wigmore Street. This would result in approximately twenty buses per hour using this section of Marylebone Lane per hour during the daytime. We have assessed this section of road to ensure that buses would be able to navigate the street safely and consider that the routes we consulted on remain the most appropriate overall. However, we noted that some respondents expressed concerns about buses using Marylebone Lane and suggested alternative routes (most notably the option of using Wimpole Street to carry north-bound buses). Relocating buses to Wimpole Street would mean that buses would need to pass through two additional sets of traffic signals when travelling westbound, leading to longer journey times. Nonetheless, we are committed to ensuring that we deliver bus routing and stopping arrangements that are safe and balance the various needs of bus users. As such, we will keep the bus network at this location under review and will carefully consider whether a further change may be required in the future.</p> |
| <p><b>Impact on Wigmore Street</b></p>  |   |
| <p>Concern that proposed changes will negatively impact Wigmore Street (general comment)</p>                                      | <p>As part of our consultation, we shared detailed information on how the plans for Oxford Street would be expected to impact Wigmore Street in terms of traffic flow, air quality and noise levels. Wigmore Street was also considered as part of the Equalities Impact Assessment. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. While we do not anticipate that our changes would have an unacceptable impact on Wigmore Street, we are committed to continuing to monitor the impact of any changes and will work with local residents and businesses to consider any appropriate mitigations..</p>   |
| <p>Concern proposals will increase vehicle use/traffic congestion on Wigmore Street</p>   | <p>As part of our consultation, we shared detailed information on how we would expect traffic flows and journey times to change on Wigmore Street. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. This assessment does show that some streets will experience an increase in vehicle use, however, it shows this change is manageable and does not cause any longstanding resilience concerns with the road network performance. We will closely monitor the impact of any changes on Wigmore Street and the wider road network and are committed to working to minimise these impacts as far as we are able to.</p>   |

|   |  |
|---|--|
| <p>Concern that Wigmore Street is not big enough for additional buses/is too narrow</p> | <p>We have carefully considered the impact of re-routing buses onto Wigmore Street and are confident that Wigmore Street is wide enough to accommodate buses alongside other general traffic and kerbside activity such as loading and servicing. We will closely monitor the impact of any changes upon safety, bus network operations and general traffic and work with Westminster City Council to mitigate any adverse impacts as far as possible.</p>   |
| <p>Concern about more pedestrians on Wigmore Street/overcrowding issues</p>             | <p>Some respondents raised concerns that relocating bus stops onto Wigmore Street would lead to pedestrian overcrowding on Wigmore Street, particularly where people may be waiting for buses or where they may have alighted a bus and be continuing with their journey.</p> <p>We have worked to locate the proposed new bus stops where there is sufficient space for people to wait for buses and continue to permit other pedestrians to pass comfortably and used bus boarding and alighting data to assess whether our changes are likely to introduce overcrowding issues. We do not anticipate that locating bus stops on Wigmore Street would lead to overcrowding issues but will continue to monitor this and will work with Westminster City Council to ensure that pedestrian crowding does not become an issue. We would also work with Westminster City Council to remove unnecessary street clutter and improve pedestrian footways and crossings to remove barriers to pedestrian movement through the area.</p> |

|   |  |
|---|--|
| <p>Concern about other specified impact on Wigmore Street</p> | <p>We received some comments which focussed specifically on the impact of the changes upon Wigmore Street, expressing concern about traffic, noise and air quality on Wigmore Street. As part of our consultation, we published detailed information on how we would expect the changes to impact Wigmore Street - this information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. These comments also suggested that Wigmore Street is too narrow to accommodate buses. We do not accept this to be the case, we have used Wigmore Street previously for bus routes when diversions are in place, and are confident that buses can be accommodated on Wigmore Street.</p> <p>Other comments expressed concern about potential noise impacts on Wigmore Hall and concerts performed there. We published detailed noise impacts information as part of the public consultation, available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/noise">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/noise</a>. Based on this assessment, which shows minor noise increases on Wigmore Street near Wigmore Hall and minor decreases in noise at the junction of Wigmore Street and Wimpole Street, we do not anticipate any noticeable impact on concert-goers' experiences at Wigmore Hall as a result of the changes.</p> <p>Some comments raised concerns about the impact of diversions or alternative diversion routes should Wigmore Street be closed for utility works or other disruptive works. As with all roadworks or closures, it is the responsibility of the body undertaking the works to develop appropriate diversion routes in conjunction with relevant authorities and stakeholders. As such, the detail of any planned diversion works is largely dependent upon the nature of the works and the delivery approach adopted and requires approval from the relevant highway authority, which is Westminster City Council in the case of Wigmore Street. We remain committed to working with any works promoter or utility company to develop plans which minimise the impact of works on the surrounding area and the public transport network.</p> <p>We also received comments calling for more pedestrian crossings on Wigmore Street. While this is a matter for Westminster City Council, we understand that Wigmore Street already has signalised pedestrian crossings at all junctions. Should Westminster City Council wish to explore options to provide more pedestrian crossings, we will work closely with them to assess those plans.</p> |
|---|--|

| <b>Comments about the consultation</b>  |   |
|---|---|
| Positive comment about consultation/consultation material                                   | We noted these comments   |
| Questions were limited/should have provided the option to support/oppose the proposals      | A consultation held in early 2025 demonstrated very strong levels of support for pedestrianising Oxford Street, with almost 7 out of 10 respondents supporting the principle of pedestrianisation. This second consultation did not seek to revisit the underlying principle of pedestrianisation, but rather collect feedback and concerns around a specific set of proposals to help us develop these plans further and balance a range of stakeholder views. For this second consultation, we opted to use an open question format to ensure that respondents were able to provide their views in detail and, given the feedback we have received, we are confident that this has provided us with an in-depth understanding of stakeholder views.   |
| Need further information/clarity about proposals/consultation information                   | <p>We provided a significant amount of information about the Oxford Street West plans, including detailed assessments of how we would expect the changes to affect buses, general traffic, air quality, noise and accessibility. We consider that the level of information we provided was appropriate to enable respondents to consider the likely impact of changes and provide informed responses, and this has been demonstrated by the quality of responses that we have received. We have also been clear about where more information relating to Oxford Street will be forthcoming, most notably with regards to the development of the urban realm designs.</p> <p>We accept that, in some cases, the information we provide can be harder to understand (particularly with regard to some technical elements) and for this reason we made sure that people were able to ask TfL staff more specific questions either through our "Questions" portal, via email, at one of the four drop-in sessions we held during the consultation period, or through our telephone call back service.</p> |
| Layout/design of the consultation material/survey was poor quality/could have been improved | Some respondents raised concerns that the maps provided did not show specific locations of bus stop flags or shelters. The maps we provide as part of public  |

|   |   |
|---|---|
| <p>Layout/design of the maps for the consultation were poor quality/could have been improved</p>              | <p>consultation are necessarily schematic but attempt to show locations of key infrastructure as accurately as possible. The final location of bus stop infrastructure is to some degree dependent upon specific site conditions, such as underground utilities or the location of trees which can influence sight lines on the approach to bus stops. We will engage with those properties adjacent or near to any new bus stops and stands to ensure that we minimise the impact upon those properties.</p> <p>We made sure that people were able to ask TfL staff more specific questions either through our "Questions" portal, via email, at one of the four drop-in sessions we held during the consultation period, or through our telephone call back service.</p>  |
| <p>Comment/criticism of consultation information/forecasts believed to be inaccurate</p>                      | <p>We do not agree that our consultation materials were inaccurate or misleading and, as with all TfL consultations, have sought to provide a detailed description of our plans and their expected impacts in an objective and transparent way. We published a wide range of information to assist respondents, including supporting factsheets which covered a variety of topics and several maps which sought to explain the changes fully and explain impacts on traffic and journey times, noise, air quality and accessibility.</p>  |
| <p>Queries about who has been engaged with about proposals/suggest further consultation/engagement needed</p> | <p>When developing our plans, we engage and consult with a wide range of stakeholders including residents, local businesses and service providers. We encourage views from everyone who may be affected by our plans to help us shape and improve our plans and also to help mitigate any adverse impacts. For the Oxford Street West plans, two public consultations have been held and we have engaged with a wide range of key stakeholders. If we progress with our plans, we will continue to engage with those impacted by the plans, monitor the impact of the changes we make and work to mitigate any adverse effects as far as practicable.</p> <p>This report also explains (in Chapter 4) how we promoted the consultation, including what engagement we undertook both before and during the consultation.</p> |
| <p>Comment about the accessibility of the consultation material/survey</p>                                    | <p>When conducting consultations, we aim to make sure that the information is as accessible and easily-understood as possible. All information we provided was available in both easy-read and audio formats. We also provided a British Sign Language (BSL) video and a BSL conversation service. Our consultation information was available in a wide range of languages and people were able to respond to the consultation or ask questions in various ways, including by telephone,</p>  |

|  |  |
|--|--|
|  | <p>freepost or email. We made sure that people were able to ask TfL staff more specific questions either through our "Questions" portal, via email, at one of the four drop-in sessions we held during the consultation period, or through our telephone call back service.</p>  |
| <p>Concern consultation responses will have no/little impact on TfL decisions/just a tick box exercise</p> | <p>TfL considers thoroughly all responses to consultations, as we hope that this report will demonstrate./</p>   |
| <p>Other comments about consultation/consultation material</p>   | <p>Some respondents expressed concern about having to register to respond to the consultation, with suggestions that our intention was to deter people from providing comments. This is not the case. We ask people to register prior to providing feedback because it encourages people to give more thoughtful responses, means we can stay in touch if there are significant changes and communicate information about other engagement opportunities, events and other initiatives. It also helps us make sure people follow our community guidelines, making it a safe, constructive environment for everyone using the Have Your Say portal. Further information on Have Your Say is available at <a href="https://haveyoursay.tfl.gov.uk/how-we-involve-you-faqs">https://haveyoursay.tfl.gov.uk/how-we-involve-you-faqs</a>.</p> <p>Some respondents suggested that holding a consultation between December and January is not appropriate since it straddles the holiday period, or that the consultation period should be extended. The consultation ran for a period of eight weeks, which we consider is sufficient time for people to consider the information we provided and provide thoughtful responses. Given the level of detailed responses we have received, we are confident that we provided a sufficient amount of time and information to enable people to provide considered feedback.</p> <p>We received some comments which suggested that priority should be given to the views of residents, or that feedback provided by residents should be weighted / treated separately from the views of others. We have considered all the responses and comments we have received but have not given a specific weighting or preference to those comments from respondents who identify as residents. While local residents will undoubtedly be affected by the proposed changes, Oxford Street and the surrounding area is also of critical importance to the many users of public transport, businesses and visitors, all of whose views matter.</p> <p>Some comments expressed concern that Equality Impact Assessment was not</p> |

|  |  |
|--|--|
|  | <p>published. This is not the case. We published our Equality Impact Assessment as part of the public consultation. It is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a> and has been updated to reflect the consultation.</p> |
| <p><b>Other comments</b></p>                                     |  |
| <p>Criticism/negative comment about TfL/the Mayor/Government</p> | <p>We noted these comments. Where Oxford Street or related matters were mentioned, we have captured the comments / issues and responded to them within this report.</p>  |
| <p>Unclear comment/unsure what referring to</p>                  | <p>We noted these comments.</p>  |

|   |  |
|---|--|
| <p>Comment/comparison to other country/city</p>   | <p>In developing our plans, we looked at a number of successful pedestrianised areas in other major cities, such as Las Ramblas in Barcelona, Kartner Strasse in Vienna and Times Square in New York. Each of these pedestrianised spaces has developed differently over time and reflects a unique history and culture, and provide iconic destinations in the heart of the city that attract visitors and drive growth. We have sought to learn lessons from each of these examples, whilst noting that our plans for Oxford Street will naturally be different in nature due to the context in which they have been developed.</p>  |
| <p>Other reference to people with protected characteristics (e.g. age, disability, gender, ethnicity, religion)</p> | <p>Some respondents commented that the changes will significantly improve Oxford Street West for children or young families, as the street would be safer, more spacious and pleasant to spend time in. Others, on the other hand, commented that the changes will worsen conditions for children and young families as they could find it more difficult to move along Oxford Street following the removal of East-West buses.</p> <p>Some respondents commented that the changes will improve Oxford Street for people with neuro-diverse conditions, such as autism, due to reduced pedestrian crowding. It was also suggested that street furniture should be developed with people with protected characteristics in mind. While street furniture is outside the scope of this consultation, we agree that it is critically important to design an urban realm which is fully inclusive and will ensure these comments are considered as the urban realm plans are developed.</p> |

|   |  |
|---|--|
| <p>Out of scope comment/unrelated to proposals and not captured elsewhere</p> | <p>Some respondents commented that the plans should include a range of other measures, such as introducing one-way systems on Baker Street or Portman Place, or upgrading Marble Arch. While these measures do not form part of our plans, we will continue to work with Westminster City Council, land owners, local stakeholders and the Oxford Street Development Corporation to explore further opportunities to deliver benefits in the wider area. We will also work with local developers to co-ordinate our works across the district to minimise disruption for residents, businesses and visitors.</p> <p>Some comments focussed upon the role of the Oxford Street Development Corporation and its interfaces with TfL and Westminster City Council. While these comments fall outside of the scope of the consultation, we are committed to working with the Oxford Street Development Corporation to support its plans for the Oxford Street region. Further information on the Oxford Street Development Corporation can be found at <a href="https://www.london.gov.uk/who-we-are/city-halls-partners/oxford-street-development-corporation-osdc">https://www.london.gov.uk/who-we-are/city-halls-partners/oxford-street-development-corporation-osdc</a>.</p> <p>Some comments suggested that Oxford Street West should be closed to all vehicles except buses and taxis, and that Private Hire Vehicles should be prohibited from using Oxford Street. This is already the case for much of the day, with Oxford Street currently restricted to buses, taxis and cyclists only between 7am and 7pm, with Private Hire Vehicles not permitted to use Oxford Street during this time. Our plans would remove all traffic from Oxford Street, permitting loading and servicing access only between midnight and 7am.</p> <p>Some respondents commented that electric buses and taxis are damaging for the environment, due in part to manufacturing processes. While the production of electric vehicles and batteries does indeed involve the creation of emissions, these are quickly offset through a lack of tailpipe emissions and improved energy efficiency when compared to fossil-fuel vehicles. TfL strongly supports the transition to electric vehicles (EVs) to achieve a zero-carbon network by 2050.</p> <p>We received several comments suggesting that the iconic nature of buses and taxis means that they should be retained on Oxford Street. While we agree that London buses and taxis are indeed iconic, we do not consider that removing buses and taxis</p> |
|---|--|

from one street in London will diminish this iconic status. Buses and taxis, as well as other iconic symbols of London such as telephone boxes, will remain highly visible across London and continue to add to the attractiveness of London as a place to visit. We consider that removing buses and taxis from Oxford Street would enable us to create a safer and more pleasant environment for everyone on Oxford Street, whilst retaining the iconic nature of London's buses and taxis.

Some comments suggested that on-board bus announcements should be updated to reflect the changes and ensure customers are provided with accurate and up-to-date information. We agree and would ensure that on-board announcements are updated and that customer information is provided to ensure that all who come to Oxford Street, live or work locally understand how the changes will affect them.

We also received comments about motorcycle parking, with some comments suggesting that more should be provided and others less. Our plans do not include any changes to motorcycle provision in the area, but we will work with Westminster City Council to ensure that sufficient motorcycle parking is retained in the local area.

## Appendix B: Consultation publicity

Email to bus and tube passengers



# Transport for London



Dear Internal TfL Recipient,

We have developed proposals for transport and highway changes for the pedestrianisation of Oxford Street between Orchard Street and Great Portland Street.

[Have your say](#)

To find out more and have your say visit [haveyoursay.tfl.gov.uk/oxford-street-transport-highways](https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways).

The closing date for comments is 16 January 2026.

David Rowe  
Director of Investment Delivery Planning

Email to stakeholders



Good morning

I am writing to invite you to respond to TfL's consultation on proposals for transport and highway changes for the pedestrianisation of the section of Oxford Street between Orchard Street and Great Portland Street.

Our consultation explains:

- How we propose to amend the bus services that serve the area, including what routes the buses would take and where bus stops would be located
- How taxis and private hire vehicle services would be affected by the pedestrianisation of Oxford Street West
- Information about how people who currently cycle on Oxford Street West, or in the surrounding area, would be affected by the proposals
- Changes to the road itself, including how we could allow traffic to keep moving north-south through the area to navigate a pedestrianised Oxford Street West
- Information about how businesses on Oxford Street West would continue to make or take deliveries
- The impacts that our proposals would have on traffic flows, journey times, the environment and on the accessibility of Oxford Street West

For further information and to have your say, please visit our website [haveyoursay.tfl.gov.uk/oxford-street-transport-highways](https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways). The closing date for comments is midnight on **Friday 16 January 2026**.

If you have questions about our proposals you can contact us in a variety of ways. These are:

- Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) (please include 'Oxford Street' in the subject heading of your email)
- Telephone: 020 3054 6037 to leave your name and contact number and we will call you back. Please quote 'Oxford Street' when leaving your message
- Write to: FREEPOST TFL HAVE YOUR SAY no postage stamp required

We are also holding several 'drop-in' events at the dates, times and venues below. These will be staffed by TfL staff who have been involved in the development of our proposals for Oxford Street West, and are intended for people who need to discuss something with us to help them to respond.

- 5 December 2025, 12 – 4pm, David Wolf Kaye room, Wigmore Hall, 36 Wigmore Street
- 13 December 2025, 1 - 5pm, Princes Street room, Salvation Army Regent Hall, 275 Oxford Street (Please use the entrance on Princes Street)
- 9 January 2026, 12 – 4pm, David Wolf Kaye room, Wigmore Hall, 36 Wigmore Street
- 10 January 2026, 1 – 5pm, Princes Street room, Salvation Army Regent Hall, 275 Oxford Street (Please use the entrance on Princes Street)

Please note that the Princes Street room at Regent Hall is not fully accessible, although the David Wolf Kaye room at Wigmore Hall is accessible by lift. If you have a question that you would like to discuss with us and require an accessible venue but are not able to attend our dates at Wigmore Hall, please contact us using the details below so that we can respond to your questions.

If you are unable to attend these events but would like to discuss the proposals further with us, please get in touch by phone or email (our contact details are above) and we can respond to your queries directly.

Yours sincerely

David Rowe  
Director of Investment Delivery Planning, TfL

You're receiving this email because you are a registered participant on Have Your Say Transport for London.  
Powered by [EngagementHQ](#).  
[Unsubscribe](#)

**From:** TfL Have Your Say  
**Sent:** 09 January 2026 11:18  
**To:** TfL Have Your Say  
**Subject:** Reminder - Oxford Street: proposals for transport and highway changes



Good morning

I am writing about TfL's ongoing consultation on proposals for transport and highway changes for the pedestrianisation of the section of Oxford Street between Orchard Street and Great Portland Street.

Our consultation remains open until **midnight on Friday 16 January 2026**. If you have already responded thank you for doing so and you do not need to take any further action. We will consider the feedback you have provided and publish a consultation report to explain our next steps and decisions later this year.

If you have not yet responded but wish to do so you can submit a response in the following ways:

- Through our website [haveyoursay.tfl.gov.uk/oxford-street-transport-highways](https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways)
- By email to [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) (please include 'Oxford Street' in the subject heading of your email)
- By writing to FREEPOST TFL HAVE YOUR SAY (no postage stamp required)

Please make sure you respond by midnight on Friday 16 January 2026 so that we can consider your feedback.

Yours sincerely

David Rowe  
Director of Investment Delivery Planning, TfL

List of stakeholders we invited to respond to the consultation

**Stakeholder name**

|  |  |
|--|--|
| BARAC UK   | London Ambulance Service -<br>Transport Lead         |
| 17-24-30   | London Ambulance Service NHS<br>Trust                |
| AA   | London Assembly Lib Dems                             |
| Abellio  | London Assembly Planning &<br>Regeneration Committee |
| Abellio London Limited/ Abellio West<br>London Limited | London Assembly                                      |
| Access in London                                       | London Association of Funeral<br>Directors           |
| AccessAble   | London Chamber of Commerce and<br>Industry (LCCI)    |
| Action on Disability                                   | London Councils                                      |
| Action on Disability and Work UK                       | London Cycling Campaign                              |
| Action on Hearing Loss                                 | London Cycling Campaign (Camden)                     |
| Action Space   | London Cycling Campaign<br>(Westminster)             |
| Action Vision Zero                                     | London Faiths Forum                                  |
| Action Vision Zero/ London Living Streets              | London Fire Brigade                                  |
| Active Travel Academy                                  | London First   |
| Addison Lee  | London Forum of Amenity & Civic<br>Societies         |
| AECOM  | London General                                       |
| AICES  | London Gypsies & Travellers                          |
| Age UK   | London Hire Ltd                                      |
| Age UK London  | London Living Streets                                |
| Age UK Westminster                                     | London Luton Airport                                 |

|  |   |
|--|---|
| Age UK Westminster                     | London National Park City                 |
| Ageing Better in Camden                | London Older People's Strategy Group      |
| ALDI                                   | London Omnibus Traction Society           |
| All Party Parliamentary Cycling Group  | London Road Safety Council                |
| Almacantar                             | London Suburban Taxi-drivers' Coalition   |
| Andrew Boff AM                         | London Taxi PR                            |
| App Drivers and Couriers Union (ADCU)  | London TravelWatch                        |
| Amazon                                 | London Wetland Centre (South)             |
| Arcadis                                | London Wildlife Trust                     |
| Argent                                 | London Wildlife Trust                     |
| Arriva London                          | Loomis UK                                 |
| Arts Council England                   | London Cab Drivers Club (LCDC)            |
| Arup                                   | LTDA                                      |
| Asda                                   | M&G                                       |
| Asian People's Disability Alliance     | Mayfair Neighbourhood Forum               |
| ASLEF                                  | Marble Arch London                        |
| Aspire                                 | Marble Arch London BID                    |
| Association of British Drivers         | Margaret Mullane MP                       |
| Association of Fleet Professionals LTD | Marks & Spencer                           |
| Association of Town Centre Management  | Marriott Park Lane Hotel                  |
| Asthma & Lung UK                       | Marylebone Association                    |
| Attitude is Everything                 | Marylebone Association                    |
| Baker Street Quarter                   | Marylebone Forum                          |
| Baker Street Quarter Partnership       | Meard & Dean Street Residents Association |
| Bedford Park Bicycle Club              | Media team Westminster                    |

|   |  |
|---|--|
| Belsize Park Residents' Association                     | Mencap   |
| Berkely Estate Asset Management                         | Members of Parliament - Cities of London and Westminster |
| Berners Allsop  | Members of Parliament - Holborn and St Pancras           |
| Berwick Street Traders Society                          | Meristem Design  |
| Best Bike Training //Cycletastic                        | Metroline Travel Limited/ Metroline West Limited         |
| BFI   | Metropolitan Police - TMO                                |
| BlindAid  | Metropolitan Police (TMO for Westminster)                |
| Bloomsbury Association                                  | Metropolitan Police Service                              |
| Brake Group   | Mode Transport   |
| Brewery Logistics Group                                 | Motorcycle Action Group                                  |
| Brewing, Food & Beverage Industry Suppliers Association | Motorcycle Industry Association (MCIA)                   |
| British Association of Removers                         | MPS  |
| British Beer & Pub Association (BBPA)                   | MTR Crossrail  |
| British Blind Sport                                     | Mumderground   |
| British Cycling   | Mums for Lungs   |
| British Fashion Council                                 | Mumsnet  |
| British Land  | Musicians Union  |
| British Motorcycle Federation                           | National Express   |
| British Museum  | National Federation of the Blind                         |
| British Transport Police                                | National Federation of the Blind of the UK               |
| BT  | National Federation of the Blind UK                      |
| Business Disability Forum                               | National Motorcyclists Council (NMC)                     |
| Business LDN  | NCT  |

|   |   |
|---|---|
| C40 Cities  | NCT- Westminster                          |
| Camden Carers   | Neighbourcare St John's Wood & Maida Vale |
| Camden Chinese Community Centre<br>Chinese Housebound Project | Network Rail                              |
| Camden Council  | New West End Company                      |
| Camden Cutting  | New West End Company (BID)                |
| Camden Cycling Campaign                                       | NHS Property Services                     |
| Camden Cyclists   | NLA                                       |
| Camden Disability GroupAction                                 | No Panic                                  |
| Camden Disability GroupAction                                 | Noble House London Ltd                    |
| Camden Learning Disabilities Service                          | Norges Bank Investment Management         |
| Camden People First   | Northwood Residents Association           |
| Camden Safer Transport Team                                   | NWEC                                      |
| Camden Society Choices  | OnCue Transport                           |
| Camden Town unlimited   | One Place East                            |
| CamdenFamily Information Service                              | One Westminster                           |
| Campaign for Better Transport                                 | Opinari Ltd                               |
| Campbell's  | Ortegalink                                |
| Canal & River Trust   | PACTS                                     |
| Canal & River Trust London                                    | PCOrentals                                |
| Carers First  | PCS                                       |
| Caroline Russell AM   | Pedal Me                                  |
| Carousel  | philip kemp cycle training                |
| Castlehaven Community Association                             | PIPER TRANSPORT SERVICES<br>LTDE          |
| Cemex   | Planning Design                           |
| Central District Alliance BID                                 | Pollen Estate                             |

|  |  |
|--|--|
| Central District Alliance (BID)                | Portaramp UK Limited                                 |
| Central London Freight Quality Partnership     | Porter Black Ltd                                     |
| Centre for accessible environments             | Portland Village Association                         |
| Centre for Cities                              | Portman Estate                                       |
| Centre for London                              | Publica  |
| Centro Planning Consultancy                    | President National Federation of the Blind of the UK |
| Charlotte Street Association                   | Prince's Trust                                       |
| Chauffeur and Executive Association            | PrioritEyes Ltd                                      |
| City of London Police                          | Publica Associates                                   |
| City of London Police (TMO for City of London) | Publica Properties Establishment                     |
| Citymapper                                     | Purpose Union  |
| Claridges                                      |  |
| Clean Air London                               | RAC Motoring Foundation                              |
| Clean Cities Campaign                          | Race Equality Foundation                             |
| Clear Channel UK                               | Rail Delivery Group                                  |
| Clivedale London                               | Railfuture Ltd                                       |
| Cllr David Harvey, WCC                         | Ramblers   |
| Cllr Paul Fisher, Westminster                  | Rathbone Hotel                                       |
| Comms & press team Camden                      | Redevco UK   |
| Commune Well                                   | Residents Society of Mayfair & St James              |
| Communities and Third Sector                   | Residents Society of Mayfair and St James's          |
| Computer Cab                                   | Rethinking Childhood                                 |
| Confederation of British Industry (CBI)        | Reynolds   |

|                                      |  |
|--------------------------------------|--|
| Confederation of Passenger transport | RMT London Taxi                        |
| Co-op                                | RMT Taxi branch                        |
| Covent Garden Community Association  | RMT Union                              |
| CPRE London                          | RNIB                                   |
| CBRE                                 | Road Danger Reduction Forum            |
| Create Streets                       | Road Haulage Association               |
| Cross River Partnership              | Road Haulage Association LTD           |
| CTC                                  | Road Safety Markings Association       |
| CWPA                                 | Roadpeace                              |
| Cycle Confidence                     | Roma Support Group                     |
| Cycle Systems                        | Royal College of Nursing               |
| Cycling UK                           | Royal Institute of Chartered Surveyors |
| cycling4all                          | Royal London Asset Management          |
| Cyclists in the City                 | Royal London Society for Blind People  |
| Cyclists Tourist Club (CTC)          | Royal Mail                             |
| DABD (UK)                            | Royal Mail Parcel Force                |
| Dawn Butler MP                       | Royal Town Planning Institute (RTPI)   |
| DeafBlind UK                         | Sainsbury's Supermarkets               |
| Department for Transport             | Salvation Army                         |
| Derwent London                       | SBM Associates Limited                 |
| DHL                                  | Scope                                  |
| Disability Alliance                  | SCP Estate                             |
| Disability Horizons                  | Selfridges (two copies submitted)      |
| Disability Rights UK                 | Sense                                  |
| Disability Rights UK                 | Sensory Needs Forum                    |
| Disability Urbanism                  | Shaftesbury Capital                    |

|  |                                       |
|--|---------------------------------------|
| Disabled Go                                    | Simkins LLP                           |
| Disabled Motoring                              | SITA UK                               |
| Disabled Persons Transport Advisory Committee  | Skanska                               |
| Dogs for Good                                  | Soho Business Alliance                |
| DPDgroup UK                                    | Soho Estates                          |
| DPD  | Soho Live Studios                     |
| Driver & Vehicle Licensing Agency (DVLA)       | Soho Neighbourhood Forum              |
| Drivetech                                      | Soho Society                          |
| Duke Street Property                           | Soho Society Tim Lord                 |
| Ealing Friends of the Earth                    | SOLT                                  |
| EDF Energy                                     | South Herts Plus Cycle Training       |
| ELB Partners                                   | Southwark Living Streets              |
| Elfrida Rathbone Camden                        | Space Syntax                          |
| English National Opera                         | St Josephs Pastoral Centre            |
| Epsom Coaches / Quality Line                   | Stagecoach                            |
| Estee Lauder Cosmetics Ltd                     | Stay Safe                             |
| ETOA – European tourism association            | STMGROUPLTD                           |
| European Dysmelia Reference Information Centre | Sustainable Urban Freight Association |
| Euston Design                                  | Sustrans                              |
| Euston Town Unlimited                          | Suzy Lamplugh                         |
| Evolution Cycle Training                       | Team Margot                           |
| Federation of Small Businesses                 | Technicolour Tyre Company             |
| Federation of Small Businesses                 | Terrence Higgins Trust                |
| Federation of Wholesale Distributors (FWD)     | TfL's Valuing People                  |

|  |  |
|--|--|
| Fitzrovia Neighbourhood Association                            | Thames Water   |
| Fitzrovia Partnership  | The Association of Guide Dogs for the Blind            |
| Fitzrovia West Business Neighbourhood Form                     | The Big Bus Company Ltd,                               |
| Fitzrovia West Neighbourhood Forum                             | The British Dyslexia Association                       |
| Footways   | The ChangeGroup International Plc                      |
| Fowler Welch   | The Crown Estate                                       |
| Freedom for Drivers Foundation                                 | The Door Store   |
| Freight Transport Association                                  | The Driver-Guides Association                          |
| Friends of the Earth   | The Knightsbridge Residents Management Company Limited |
| Future Transport London  | The Northbank London                                   |
| Galop  | The Photographers Gallery                              |
| GBM Drivers  | The Prince Charles Cinema (Bubble Chamber Ltd)         |
| Gendered Intelligence  | The Ramblers   |
| GeoPost UK   | The Residents' Society of Mayfair & St. James's        |
| GIRES  | The Royal Association of Deaf People (RAD)             |
| GLA Strategy Access Panel members                              | The Royal Parks  |
| Global Action Plan UK  | The Royal Parks  |
| Good Night Out Campaign  | This is Paddington                                     |
| Go Jauntly   | Thomas Pocklington Trust                               |
| Golden Tours (Transport) Ltd,                                  | Thomas Pocklington Trust/ Loss Council                 |
| GMB Union / GMB Professional Drivers                           | TKMaxx   |
| Great Ormond Street Hospital for Children NHS Foundation Trust | TNT  |

|  |   |
|--|---|
| Great Portland Estate                          | Tony Gee and Partners                   |
| Greater London Authority - Officers            | Top Shop                                |
| Greater London Authority - Transport Committee | Trailblazers, Muscular Dystrophy UK     |
| Greater London Forum for Older People          | Transport Associates Network (Ann Frye) |
| Green Alliance                                 | Transport Focus                         |
| Greene King                                    | Transport for All                       |
| Grosvenor Estate                               | Trekstock                               |
| Guide Dogs                                     | Tulip Siddiq MP                         |
| Guide Dogs for the Blind Association           | UK Hospitality                          |
| HA Boyse and Son                               | UK Noise Association                    |
| HACKNEY CYCLING CAMPAIGN                       | UK Power Networks                       |
| Halcyon Interiors                              | Uma Kumaran MP                          |
| Harrowby and District Residents Association    | Unicycle Network                        |
| Hatton Garden BID                              | Unions Together                         |
| HCT plus                                       | Unite                                   |
| Health Poverty Action                          | Unite the Union                         |
| Healthwatch                                    | United Cabbies Group (UCG)              |
| Healthy Air Coalition                          | University College Hospital             |
| Heart of London                                | UPS                                     |
| Heart of London BID                            | Urban Movement                          |
| Heart of London Business Alliance              | USDAW                                   |
| Heathrow Community Engagement Board            | Velocity Transport Planning             |
| Hippodrome Casino                              | Victoria BID                            |
| Historic England                               | Voluntary Action Camden                 |
| Howard de Walden Estate                        | W9                                      |

|  |   |
|--|---|
| HSJ  | Walk London                               |
| Hyde Park & Paddington Forum                 | Warburton                                 |
| Hyde Park estate association (HPEA)          | Wells House Road residents association    |
| IAM  | WELPUT                                    |
| In & Around Covent Garden                    | West End Community Trust                  |
| Inclusion London                             | West End Street Traders Association       |
| Independent Disability Advisory Group        | West Hampstead Amenity & Transport (WHAT) |
| Individual                                   | West Hampstead Amenity And Transport      |
| Institute for Sustainability                 | West Hampstead BID                        |
| Institute Of Couriers                        | Westminster Amenity Societies Forum       |
| Institution of Civil Engineers               | Westminster City Council                  |
| Intermediate Capital Group                   | Westminster Council Conservative Group    |
| ITS Automotive                               | Westminster Cycling Campaign              |
| JAMI (Jewish Association for Mental Health)  | Westminster LGBT+ Forum                   |
| John Lewis Partnership                       | Westminster Property Association          |
| Joint Mobility Unit                          | Westminster Public Realm Team             |
| Joyriders                                    | Westminster Safer Transport Team          |
| K&C Cycling Campaign                         | Westminster Society                       |
| Kelly Group                                  | Westminster Youth Council                 |
| Kenny Stuart LTD                             | Westminster Adult Social Care team        |
| Kilburn Older Voices Exchange (KOVE)         | Westminster Local offer                   |
| King's College Hospital NHS Foundation Trust | Wheels for Wellbeing                      |
| Knight Frank Promise                         | Whizz Kidz                                |

|                                       |  |
|---------------------------------------|--|
| Lambeth Council                       | Whizz-Kidz   |
| Langham Estate                        | Winvisible (Women With Visible and Invisible Disabilities) |
| LAPD Consultants Ltd                  | Women's Budget Group                                       |
| Lazari Investments Ltd                | Women's Night Safety Steering Group                        |
| LB Redbridge                          | Women in Transport   |
| LCCI                                  | Yes Please Productions                                     |
| LDN 4U Westminster                    | Young Westminster  |
| Lendlease                             | Youth Panel  |
| Leonard Cheshire                      | Marylebone Forum Chair                                     |
| Liam Conlon MP                        | Fitzrovia West Neighbourhood Forum                         |
| Licensed Private Hire Car Association |  |
| Licensed Taxi Drivers Association     |  |
| Licensed Taxi Drivers Association     |  |
| Living Streets                        |  |
| Living Streets - Kings Cross (Camden) |  |
| Logistics UK                          |  |
| London Ambulance Service - NC London  |  |
| London Ambulance Service - NW London  |  |
| London Ambulance Service - SW London  |  |



Friday 21 Nov 2025

## Mayor of London and TfL set out bold proposals to deliver pedestrianisation along Oxford Street



[Download](#)

PN-122

- **Eight-week consultation until 16 January 2026 allows those visiting, living and working in this iconic location to shape the future of Oxford Street**

- **Carefully modelled proposal would see all traffic banned from Oxford Street between Orchard Street and Great Portland Street to help revitalise the UK's most famous shopping street**
- **Updated bus routes with new fully accessible bus stops and overnight access for local business deliveries would make Oxford Street accessible and enjoyable for everyone**

The Mayor of London, Sadiq Khan, and Transport for London (TfL) have today (Friday 21 November) set out their detailed proposals for transport and highway changes to deliver the Mayor's bold ambitions around pedestrianising and revitalising the capital's most famous high street.

Earlier this year, more than 6,000 people responded to the Mayor's consultation on the idea of pedestrianising Oxford Street and proposals to establish a new Mayoral Development Corporation for the area. When asked specifically about the principle of pedestrianisation, around two thirds were supportive [1].

This first consultation showed there is widespread support for pedestrianising Oxford Street, which would help boost the West End economy [2] by creating a safer and more pleasant overall experience when shopping, dining or simply exploring the iconic area.

The new consultation - which runs for eight weeks from 21 November 2025 until 16 January 2026 - proposes that the section of Oxford Street between Orchard Street and Great Portland Street is closed to private motorised vehicles, buses, taxis and private hire vehicles, cycles, scooters and pedicabs. However, the proposed scheme has been specifically designed to ensure that emergency services would have access to the street at any time, and that servicing vehicles could access the traffic-free area from midnight to 07:00 to support local businesses and retailers.

Oxford Street is already off limits to general traffic between 07:00 and 19:00 Monday to Saturday, and the Mayor and TfL would expect traffic to continue to use alternative routes going forwards.

The proposals being consulted on would maintain several routes for traffic crossing the pedestrianised section [3]. New and wider pedestrian crossings would ensure public safety at these junctions. There are also wider traffic management changes proposed as part of the scheme to ensure effective local access and servicing to the areas surrounding Oxford Street.



[Download](#)

Under the proposals, buses that currently serve Oxford Street would be rerouted along Wigmore Street and Henrietta Place [4]. Two new pairs of bus stops with shelters and countdown would be installed along this route.

While buses and taxis would no longer be able to directly access Oxford Street between Orchard Street and Great Portland Street, the proposals seek to provide bus stops, taxi ranks and drop-off locations as close to the pedestrianised area as possible. TfL has also worked to maintain the number of blue badge parking bays in the area and is discussing with Westminster City Council whether additional ranking space could be found on surrounding roads to further support taxi provision.



[Download](#)

A sophisticated traffic model developed to assess the proposals’ expected effects on traffic levels and journey times shows that most local bus routes would operate similar journey times, seeing an overall change of less than a minute [5]. A full equality impact assessment has also been carried out, looking in detail at impacts the proposals could be expected to have on the accessibility of Oxford Street.

Although cycling would not be allowed on this section of Oxford Street as part of this proposed scheme, the Mayor and TfL recognise the need to provide high-quality alternative routes through the area and will work closely with Westminster City Council as the highway authority for surrounding roads to support development of further proposals for improved cycling infrastructure.

**The Mayor of London, Sadiq Khan, said:** “We need urgent action to give the nation’s high street a new lease of life and make it an attractive international destination once again. A reimagined Oxford Street can bring the world to London and showcase the best of London to the world, and I’m pleased that we’re now moving ahead with our exciting plans to regenerate this iconic area, backed by the vast majority of Londoners and businesses.

“These new proposals map out the potential next steps with Transport for London to make our vision of a thriving, greener Oxford Street a reality. I encourage everyone to have their say on the proposals, which would transform Oxford Street into a place Londoners and the whole country can be proud of, as we continue to build a better London for everyone.”

**Claire Mann, Chief Operating Officer at Transport for London, said:** “Oxford Street is an iconic location, and these proposals would see the key section from Orchard Street to Great Portland Street pedestrianised – creating a safer and more pleasant overall experience when shopping, dining or simply exploring the area. We look forward to hearing the public feedback on

these proposals and, subject to the consultation results, delivery of the scheme could begin in the second half of 2026.”

**Dee Corsi, Chief Executive at New West End Company, said:** “Today’s consultation launch is an important step towards delivering Oxford Street’s transformation, forming part of what must be a long-term strategic approach to the revitalisation of the whole street. We will continue to engage closely with the Mayor and TfL to ensure that the proposed traffic modelling outlined in the consultation reflects the ambitions and needs of local businesses, whilst maintaining the momentum necessary to realise the West End’s full potential.”

**Meave Wall, Executive Director of Retail at Selfridges, said** “We’re encouraged by the proposals to enhance Oxford Street’s public realm and attract more people to the area through pedestrianisation. We look forward to hearing more about the transformation plans as they continue to progress, and how they can best serve our customers, neighbours, and the wider community.”

Subject to the consultation results, delivery of the scheme could begin in the second half of 2026, focusing initially on the necessary preparatory works to divert buses. Once traffic has been diverted away from Oxford Street, TfL and the Greater London Authority (GLA) would then begin work to make it a more attractive location for pedestrians, which would be subject to separate public engagement.

To respond to the consultation and have your say, please visit <https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways>

## Contact Information

### TfL Press Office

Transport for London

0343 222 4141

[pressoffice@tfl.gov.uk](mailto:pressoffice@tfl.gov.uk)

---

# Your Oxford Street. Your say.



Have  
your  
say

We would like to know your thoughts about the transport and highway changes necessary to pedestrianise the section of Oxford Street between Orchard Street and Great Portland Street.

For more information, to view maps and have your say, please scan the QR code or:

Visit: [tfl.gov.uk/oxford-street-transport-highways](https://tfl.gov.uk/oxford-street-transport-highways)

Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)

Telephone: 020 3054 6037 (call back service)

Write to: Freepost TfL Have Your Say (Oxford Street)

Consultation ends Friday 16 January 2026.

MAYOR OF LONDON



## Transport for London



22 November 2025

Transport for London  
Consultation Team

**FREEPOST HAVE YOUR SAY**

[haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)

### Oxford Street – proposals for transport and highway changes

I am writing to invite you to respond to TfL's consultation on proposals for transport and highway changes for the pedestrianisation of the section of Oxford Street between Orchard Street and Great Portland Street.

Our consultation explains:

- How we propose to amend the bus services that serve the area, including what routes the buses would take and where bus stops would be located.
- How taxis and private hire vehicle services would be affected by the pedestrianisation of Oxford Street West.
- Information about how people who currently cycle on Oxford Street West, or in the surrounding area, would be affected by the proposals
- Changes to the road itself, including how we could allow traffic to keep moving north-south through the area to navigate a pedestrianised Oxford Street West.
- Information about how businesses on Oxford Street West would continue to make or take deliveries.
- The impacts that our proposals would have on traffic flows, journey times, the environment and on the accessibility of Oxford Street West.

For further information and to have your say, please scan the QR code at the top of this letter or visit our website [haveyoursay.tfl.gov.uk/oxford-street-transport-highways](https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways). The closing date for comments is midnight on Friday 16 January 2026.

If you have questions about our proposals you can contact us in a variety of ways. These are:

- Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) (please include 'Oxford Street' in the subject heading of your email)
- Telephone: 020 3054 6037 to leave your name and contact number and we will call you back. Please quote 'Oxford Street' when leaving your message
- Write to: FREEPOST TFL HAVE YOUR SAY **no postage stamp required**

**MAYOR OF LONDON**



VAT number 756 2769 90

We are also holding several 'drop-in' events at the dates, times and venues below. These will be attended by TfL staff who have been involved in the development of our proposals for Oxford Street West, and are intended for people who need to discuss something with us to help them to respond to our consultation.

- 5 December 2025, 12 – 4pm, David Wolf Kaye room, Wigmore Hall, 36 Wigmore Street
- 13 December 2025, 1 - 5pm, Princes Street room, Salvation Army Regent Hall, 275 Oxford Street (Please use the entrance on Princes Street)
- 9 January 2026, 12 – 4pm, David Wolf Kaye room, Wigmore Hall, 36 Wigmore Street
- 10 January 2026, 1 – 5pm, Princes Street room, Salvation Army Regent Hall, 275 Oxford Street (Please use the entrance on Princes Street)

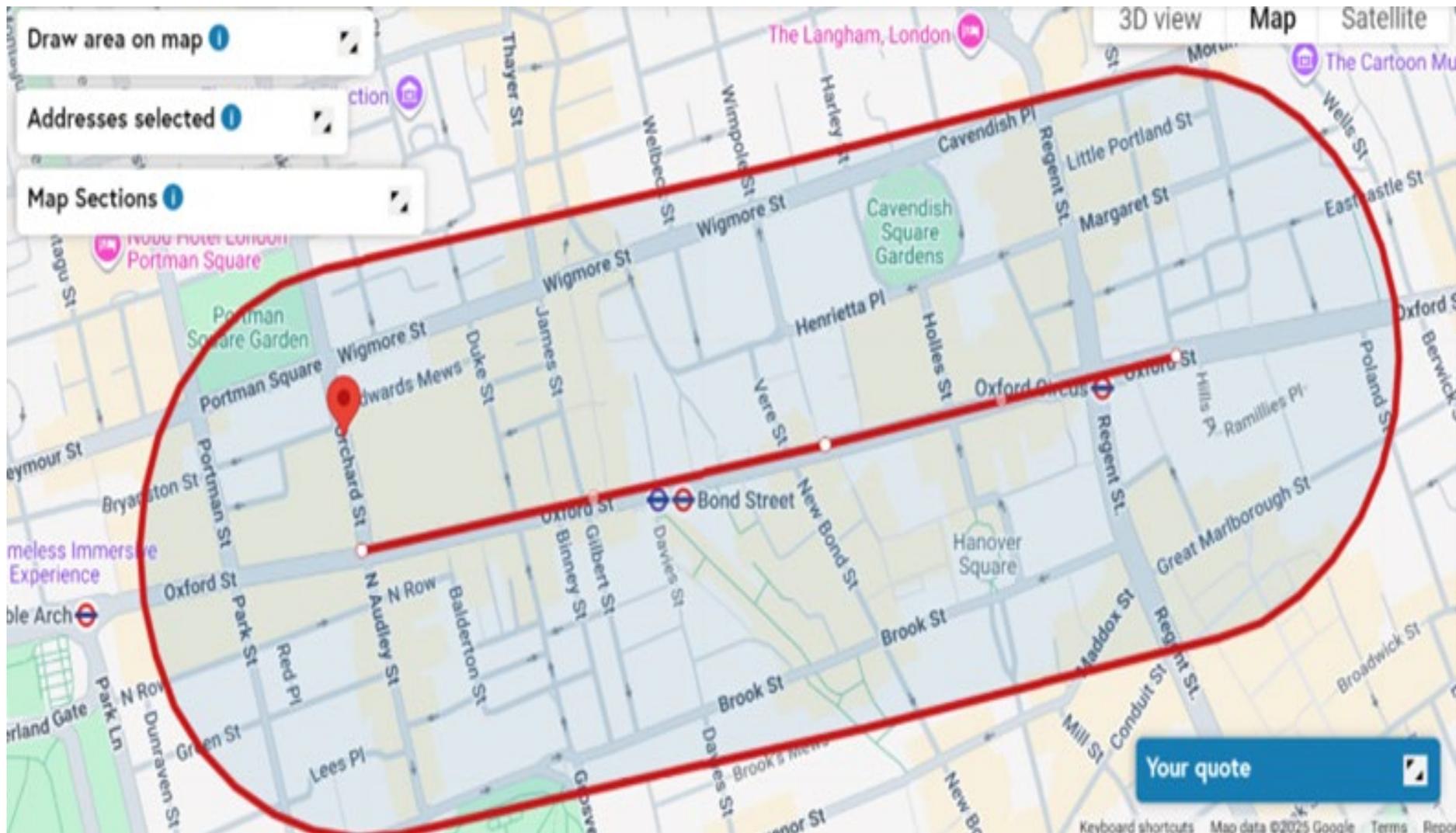
Please note that the Princes Street room at Regent Hall is not fully accessible, although the David Wolf Kaye room at Wigmore Hall is accessible by lift. If you have a question that you would like to discuss with us and require an accessible venue but are not able to attend our dates at Wigmore Hall, please contact us using the details above so that we can respond to your questions.

If you are unable to attend these events but would like to discuss the proposals further with us, please get in touch by phone or email (our contact details are above) and we can respond to your queries directly.

Yours faithfully

David Rowe  
Director of Investment Delivery Planning, TfL

Letter distribution area



Postcard distributed to people using Oxford Street

# Your Oxford Street. Your say.



Have  
your  
say

MAYOR OF LONDON



We would like to know your thoughts about the transport and highway changes necessary to pedestrianise the section of Oxford Street between Orchard Street and Great Portland Street.

For more information, to view maps and have your say, please scan the QR code or:

Visit: [tfl.gov.uk/oxford-street-transport-highways](https://tfl.gov.uk/oxford-street-transport-highways)

Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)

Telephone: **020 3054 6037** (call back service)

Write to: **Freepost TfL Have Your Say (Oxford Street)**

**Consultation ends  
Friday 16 January 2026.**



Have  
your  
say

Social media post

← Post

 **TfL**   
@TfL

Have your say on Oxford Street proposals 

We're planning transport and highway changes between Orchard Street and Great Portland Street.

Find out more and share your views: [haveyoursay.tfl.gov.uk/oxford-street-...](https://haveyoursay.tfl.gov.uk/oxford-street-...)

Closing date is 16 January 2026.



**Your Oxford Street.  
Your say.**

**ALT**

1:00 pm · 21 Nov 2025 · **22K** Views

 14  20  14  3 

## **Appendix C: Summary of stakeholder replies**

### **Stakeholder summaries**

AI was used to help in the production of these summaries. All responses were read in full by the project team and the AI summaries were checked and where necessary were amended to ensure all key points had been included as much as was reasonably possible. In many cases, the responses we received from stakeholders were lengthy and detailed and it is simply not possible to include every issue raised in the summaries provided here. Instead, these summaries are intended to give readers of this report a broad overview of the position and, in our view, the key points made by each responding stakeholder.

All responses to the consultation were analysed fully and the code frames in Appendix A include all points raised by each respondent, including the stakeholders listed in this section.

The following summaries provide the subjective view of each responding stakeholder rather than a statement of fact about our proposals.

#### **Addison Lee Ltd and ComCab London Ltd**

This response was submitted on behalf of both Addison Lee Ltd, a private hire vehicle (PHV) company, and ComCab London Ltd, a licensed taxi provider owned by Addison Lee. As major PHV and taxi operators, they accepted the principle of pedestrianisation but focused their submission on the practical impacts on taxi and private hire service delivery, particularly for disabled and elderly passengers who rely on accessible door-to-door transport.

Addison Lee Ltd's main concerns were the effects that pedestrianisation might have on displaced traffic on neighbouring streets, the enforcement of passenger pick-up points and the need for north-south routes through Oxford Street West to be maintained.

ComCab London Ltd's main concerns were that the changes to Oxford Street West be communicated to taxi passengers, that taxi drop-off and pick-up points be adequate and that there be good 'multimedia' wayfinding for passengers.

The combined response then commented on a variety of aspects of the proposals. Amongst other issues, the response objected to new bus stands at Margaret Street, Great Portland Street, Hanover Street and North Row. It also objected to a proposal to ban traffic other than buses and taxis turning right from Orchard Street into Wigmore Street. In both cases, this was because they felt these proposals would be onerous to traffic. The response also questioned the need for a contraflow cycle lane on Holles Street and Harewood Place, for similar reasons.

## **Association of International Courier & Express Services**

The response was supportive of the ambition to improve Oxford Street West but raised concerns with the proposals on behalf of those express parcel operators they represent. This was because they felt that the proposed servicing 'window' (from midnight – 7am) would not be operationally compatible with express logistics business models. AICES raised concerns with restricting deliveries and servicing to overnight only, including in terms of the availability of staff, safety and security concerns and noise impacts on nearby residential properties. They additionally felt that there were not sufficient details in the consultation materials about where new loading bays would be located or enforced, or how goods would be moved to or from these bays and premises on Oxford Street West. They also raised a concern about the potential for increased traffic flow on alternative routes to Oxford Street West.

AICES urged us to provide clearer information about loading bay provision and management, and to reconsider the overnight servicing window operational hours.

## **120 Wigmore Street Ltd**

A letter from Penningtons Manches Cooper LLP, submitted on behalf of 120 Wigmore Street Limited (a building comprising mainly residential apartments with two commercial units on the ground floor) raised objections to our proposals on the grounds that they felt that they would have detrimental impacts on residents and local institutions.

They raised a number of concerns, including that they felt that there was insufficient information about the effects of our proposals on traffic, particularly in terms of what knock-on effects might be felt by residents in the area. They also raised concerns that only two new bus stops were proposed to be sited in Wigmore Street, and they additionally raised concerns over the proximity of these new stops to Wigmore Court and the perceived effect that additional bus traffic on Wigmore Street might have on residents here, with particular concerns about impacts on residents overnight. Finally, they raised concerns that they felt our EqlA was insufficient in that it did not assess the impact of our proposals on residents living outside of a 'Core Assessment Area'. They called for us to undertake further assessments of the impacts of the proposals on residents.

## **Baker Street Quarter Partnership**

The Baker Street Quarter Partnership is the Business Improvement District (BID) for the wider Baker Street and Marylebone area, representing 170 local commercial occupiers and landowners. The BID supported improvements to Oxford Street but expressed perceived concerns about negative impacts on surrounding Marylebone streets.

Key points included:

- Concerns about pressure on Wigmore Street, where added bus stops and footfall might harm commercial character without guaranteed maintenance and policing,

- The perceived potential for north–south ‘gateway streets’ (Orchard St, Duke St, James St, etc.) to deteriorate as they take on additional footfall, servicing and transport functions without sufficient public realm investment,
- Reduced east–west network resilience potentially causing congestion at already strained junctions,
- The BID raised concerns about increased delivery pressure due to, in their view, unclear loading bay plans and freight strategy,
- A concern that noise and nighttime impacts had not been fully assessed.

The BID concluded that improvements must be matched with resourcing, mitigation and coordinated planning.

### **Berwick Street Traders Association**

The Berwick Street Traders Association expressed opposition to the proposals, arguing that they felt they would be detrimental to small independent businesses south of Oxford Street.

Key points included:

- Concerns about delivery restrictions that small traders cannot comply with,
- Fears of cultural and economic damage, with proposals seen as accelerating gentrification and undermining West End heritage,
- Concerns about traffic changes, particularly two-way flow on narrow streets (e.g. lower Great Windmill Street) creating congestion and unsafe conditions, and
- Criticism of reduced bus services, especially at night, endangering low-income workers.

### **Bauer Media Outdoor**

Bauer Media Outdoor (BMO), previously known as Clear Channel UK, provided a response that viewed pedestrianisation as an opportunity for innovation.

Key points included:

- BMO’s extensive capabilities and infrastructure track record.
- The potential for transformation, with pedestrianisation providing an opportunity for digital wayfinding, sustainable street furniture and large format screens.

The document suggested BMO as a partner and expressed eagerness to collaborate further.

### **Better Oxford Street**

Better Oxford Street (BOS) is a coalition of residents’ associations, community groups, businesses, and civic organisations drawn from across the West End. BOS

opposed the proposals, citing what they felt was insufficient evidence, unclear modelling and displacement risks.

Key points included:

- Oxford Street's role as a crucial east–west corridor could result in the displacement of traffic and servicing vehicles into other neighbourhoods,
- Proposed changes to bus services could harm accessibility for disabled and older users,
- They felt the published modelling information was difficult to understand and assumptive,
- They felt that certain key assessments (EqIA, noise, air quality, servicing) were incomplete,
- They added that they felt that governance, maintenance and emergency access issues remained unresolved.

BOS concluded that no irreversible decisions should be made without a more robust evidence base.

### **Brewery Logistics Group**

The Brewery Logistics Group warned that they felt the proposals would negatively impact safe delivery operations.

The Group asserted that long distances from vehicles to delivery points would cause safety risks and might lead operators to refuse deliveries. Moreover, increased waiting times could impact productivity and lead to more vehicles being required to service Oxford Street. They felt these additional vehicle requirements would drive congestion and unsafe practices.

They recommended the implementation of bookable or virtual loading bays for sectors requiring adjacent parking by the Health & Safety Executive (HSE).

### **Business LDN**

This response was submitted on behalf of BusinessLDN's West End Streets Steering Group (WESt). They supported the transformation of Oxford Street, subject to detailed design, long-term management considerations, and an area wide framework that extends beyond the tightly drawn OSDC area.

Their key points included (but were not limited to) support for our highway proposals, on the condition that they are integrated with future phases and surrounding redevelopment schemes. They added that this co-ordination should take place within an area-wide framework for the entire OSDC area and its wider hinterland. They also requested ongoing engagement with the WESt group, as they are delivering significant projects within or near the OSDC boundary. Concerns regarding the implementation and long-term management of any side street proposals, and a request for reassurance on how the OSDC will address these issues with WCC. They also suggested that TfL and the OSDC work closely with local landowners, businesses, and communities to minimise disruption and develop a servicing and

local area management strategy. Finally they requested clarity on safety at the pedestrianisation boundaries, particularly for north-south movements across Oxford Street at Oxford Circus.

### **Charlotte Street Association**

The Charlotte Street Association expressed concern that pedestrianisation could increase motor vehicle congestion in surrounding residential streets (Mortimer Street, Goodge Street and neighbouring streets), and that bus route changes would lengthen journey times.

### **Caroline Russell AM**

Caroline Russell provided a detailed response emphasising the need for accessibility and inclusion. Her key points included concerns that it was not yet clear how the proposals would affect the experience of using Oxford Street West. She requested more specific design details that would support older and disabled people, families with young children and those carrying heavy bags. She highlighted concerns raised by disability, taxi and cycling groups and emphasised that co-production with these groups is essential and requested more detailed designs from TfL, addressing the measures raised by Wheels for Wellbeing in their consultation response, and that co-production of the street design should be considered with Deaf and Disabled People's Organisation (DDPOs). She expressed interest in the next set of proposals, particularly regarding whether the right-hand turn from Orchard Street into Wigmore Street for black cabs can be accommodated and called for robust EqIA, accessible toilets, mobility hubs, and safe cycling alternatives. She asked that future iterations of the plans demonstrated clear and legible east-west connectivity for people cycling through the West End and stressed the need for continuity and clear communication around bus services, highlighted the importance of considering resident views on any service changes. Finally, she urged TfL and the OSDC to work closely with residents and disability groups.

### **Central District Alliance (CDA)**

CDA supported the ambition to transform and pedestrianise Oxford Street West. They made a range of comments about the proposals, including concerns about the potential for traffic to be displaced onto roads surrounding Oxford Street West and they encouraged us to develop robust contingency planning measures within the scheme to mitigate the potential for traffic displacement or disruption. They recommended that passenger infrastructure such as bus stops, taxis ranks and disabled parking bays be designed to be accessible and that additional bus priority measures be developed. They also recommended that we develop step free access measures for pedestrians using Oxford Street West. They emphasised the need for a Freight & Servicing Plan to be co-designed with local businesses.

### **Cllr Linda Chung**

Cllr Linda Chung expressed concern about reduced bus stops, arguing these changes penalised disabled people, businesses, visitors, shoppers and residents.

They urged TfL to maintain stops, improve bus frequency and reliability, and address overcrowding and driver welfare.

### **Clapham Transport Users Group (CTUG)**

CTUG viewed the Oxford Street changes as an opportunity to reshape the local environment and improve wider connectivity. Their suggestions focussed on using the scheme to deliver new direct links from South London to key transport hubs.

Their key points included support for the proposal to prohibit bicycles and e-scooters in the pedestrianised area, citing safety concerns and links to mobile phone theft. They raised concerns that rerouting bus services to Wigmore Street could create congestion and reduce convenience for people who rely on buses to access Oxford Street, especially those with mobility issues. They also suggested that terminating multiple bus routes at Marble Arch could create bottlenecks, due to limited stand space and challenging interchange conditions. They raised concerns with our proposal to terminate the N137 at Marble Arch. They proposed extending both the 137 and N137 beyond Marble Arch to Paddington, via Edgware Road, Praed Street and Eastbourne Terrace.

### **City of Westminster Conservative Group**

The Conservative Group opposed pedestrianisation. Their key points included concerns about buses using Wigmore Street and lack of alternative routes if access to Wigmore Street is restricted due to roadworks. They also suggested that bus interchanges on Wigmore Street could result in longer walking distances and a lack of pedestrian crossings there. They raised concerns about the potential for significant traffic displacement and congestion and highlighted safety risks caused by buses on residential streets, particularly for those who have mobility challenges, visual/hearing impairments, or who are using pushchairs for infants. They also raised concerns about the loss of direct bus routes 7 and 94 and suggested that there may be a lack of funding to enforce the scheme's goals. They also explained that they felt that there had been a lack of detailed traffic modelling.

### **Chartered Institute of Logistics and Transport (CILT)**

CILT supported the ambition to enhance Oxford Street West, but stressed that this must be delivered through a balanced, evidence-led, operationally robust strategy that safeguards essential servicing, maintains accessible public transport and avoids transferring negative impacts onto neighbouring streets.

Their key points included the need for thorough planning for freight, buses and waste systems and the need to consider accessibility, with the proposals potentially reducing independence for disabled travellers. They explained that buses remain the most accessible option for many disabled people, older users and those carrying shopping, and for these groups of people, the shift to a pedestrian-only space must not translate into longer, more complex journeys. They highlighted concerns over the potential for traffic displacement onto surrounding side streets, with congestion in these areas potentially leading to slower journey times for buses and taxis, greater difficulty for cyclists, poorer air quality for residents, and logistical inefficiencies for

service vehicles. They suggested that our modelling should be supplemented with real-world testing, with any re-routing strategy tested rigorously against real-world vehicle requirements, considering current demand, future growth, and wider changes across London's transport system. They recommended phased implementation and continuous monitoring and emphasised the importance of maintaining a sense of continuity with the longstanding identity of Oxford Street. Finally they suggested continuous monitoring of bus journey times, passenger loads and reliability, with a willingness to adjust routes or introduce additional bus priority routes where needed.

CILT understood the rationale for removing buses from Oxford Street West to support pedestrianisation but urged TfL and WCC to proceed with caution. They suggested that bus changes should be evidence-led and carefully monitored.

### **Federation of Small Businesses (FSB)**

FSB supported the aim of the scheme but stated that small businesses should be fully included in a new, vibrant Oxford Street. Their key points included a concern that many smaller businesses have been displaced by large commercial brands in the area and that small businesses should be properly represented on governance bodies for delivery of the Oxford Street scheme. They recommended that the scheme be monitored through regular surveys for local businesses and creation of a Business Index. They also requested an economic impact assessment and suggested rate relief tools to draw small firms back to the area.

### **Farton Holdings**

Farton Holdings supported pedestrianisation but requested further discussions with TfL to mitigate impacts on their properties. Their key points included requests for further detail and potential adjustments to bus stop and taxi rank locations to minimise impacts on those arriving at and exiting their buildings. They requested clarity around modified taxi ranks and service operations and recommended rationalising nearby bus stands.

### **Duke Street Property Limited (DSP)**

DSP supported the proposals. Their key overall points included a request for clarity on the respective roles and responsibilities of TfL, WCC and the OSDC, particularly information regarding how these three parties will collaborate, and the roles and responsibilities for each, for the benefit of surrounding landowners. They suggested that further thought should be given to the detailed design of the public realm outside the MDA boundary, to provide a cohesive and integrated approach. They recommended the re-establishment of a Design Advisory Board comprising representatives from local landowners, who previously advised on the Westminster proposals for Oxford Street Transformation.

They also made several points about bus and taxi services, included a request for detailed design and exact positioning information for the proposed bus stop outside 110 Wigmore Street, other Wigmore Street bus stops, and any associated changes to the pavement width and location, the relocation of the existing bike stands, residents parking bays, disabled parking bays, car club bays, e-scooter / cycle hire

bays and street furniture. They expressed concerns about the proximity of the proposed eastbound bus stop to the existing junction with Wigmore Street and Duke Street, and concerns that on-street changes might give rise to conflict with the existing ground floor retail / restaurant entrance and seating, as well as the office entrance at 110 Wigmore Street.

Finally they made a variety of points about the pedestrian experience and public realm of Oxford Street, including by suggesting that consideration be given to maintaining Duke Street as an inviting and safe street for pedestrian use. They expressed concern that the nature and quality of any temporary road blocking measures might not be suitable for a high-quality retail environment and requested more detail on how the existing road on Oxford Street (and James Street south of the junction with Barrett Street) would be filled and levelled to prevent pedestrians tripping on the curb line. They suggested a review of cycle and motorcycle parking bays, and that we consider removing or relocating the motorcycle bay on Barrett Street to improve pedestrian pavements widths.

### **GLA Labour Group**

The GLA Labour Group expressed support for the pedestrianisation of Oxford Street but wished to express some concern about the impact of the proposals on some groups of Londoners.

They noted that the Equalities Impact Assessment for the proposals states that women, including pregnant women, older people and those with disabilities are disproportionately disadvantaged by the proposals and the proposed restrictions on access to taxi and private hire vehicles on Oxford Street. Those who rely on buses are also disadvantaged, and the Labour group stated that adequate mitigation has not been provided.

They ask what measures TfL will take to ensure that those who rely on bus services have safe, convenient and reliable alternatives, particularly women, older people, younger people, and those on low incomes who disproportionately use buses. They also ask how TfL will address concerns around women's safety, as they would need to wait for buses in quieter locations than those currently available on Oxford Street. Similar concerns apply to groups who rely on taxi and private hire vehicles, especially those who have disabilities which mean they are less able to use other means of transport.

The Labour Group asked what mitigations will be put in place for people who cannot walk long distances or stand for prolonged periods. They asked if there would be enhanced seating available, improved transport interchange, dedicated mobility support, or other accessibility interventions.

They noted that neither Oxford Circus nor Marble Arch underground stations have step-free access and there is also a substantial walk to the street from the Bond Street Elizabeth line platforms. They state this is a major barrier to access to Oxford Street and request timelines for when TfL plans to install step free access at Oxford Circus and Marble Arch stations.

The Labour Group welcomed TfL's commitment to work with Westminster Council on cycling routes and asked that this work be prioritised to provide safe cycling routes in the area before pedestrianisation work begins.

They concluded that TfL needs to strengthen its plans for Oxford Street to ensure that it becomes a space which is truly inclusive and accessible for everyone.

### **GLA Conservative Group**

The GLA Conservative Group expressed strong concerns about the proposals.

They noted that Wigmore Street has been closed five times this year due to road works, and this is the key route for buses no longer using Oxford Street. They reiterate the Marylebone Association's concerns that no robust contingency plans have been provided for the buses proposed to run in Wigmore Street instead of Oxford Street, should Wigmore Street be unavailable. They add that many customers would need to change buses because of the proposals, often onto less frequent services. They also stated that insufficient new bus stops were proposed for Wigmore Street and add that no new pedestrian crossings are proposed to assist with safe road crossing for displaced bus users.

The Conservative Group raised concerns that traffic displacement, including bus services, resulting from the proposals would lead to noise and pollution increase, safety concerns and disturbance in local streets, including overnight.

They also cited concerns raised by London Ambulance Service relating to access along Oxford Street for ambulances attending emergencies, as delays could result in poor outcomes for patients needing emergency treatment.

TfL is urged to reconsider changes proposed to bus routes 7 and 94, as these remove direct access to Oxford Circus from Bayswater, Hyde Park and Lancaster Gate, negatively impacting residents in this area who rely on these services.

There were concerns about insufficient information about how the proposals would be enforced and the unreliability of vehicle mitigation barriers. They also stated that insufficient modelling has been provided on traffic displacement and bus usage and there has been a selective use of accident history data.

Proposals to ban cycling in Oxford Street have not been accompanied by a credible set of proposals for how displaced cyclists would move around the area and it is unclear how this would be enforced. They further state that the proposals have not taken due account of the need of Londoners with disabilities, particularly regarding restricting taxi and private hire vehicle access to Oxford Street.

### **GLA Liberal Democrats Group**

The GLA Liberal Democrats Group reiterated longstanding support for the proposals and noted the success of car free day in Oxford Street. However, they commented that we must monitor bus journey times to ensure that buses are operating in line with modelling, particularly routes 98 and 390, which are likely to be most impacted.

They added that some bus passengers will need to change buses to complete their journey, and this could impact on customers with mobility issues. They said that this group may also be disproportionately affected by crowding at bus stops if there is increased footfall and demand for interchange.

They raised concerns about access to taxi and private hire vehicles and welcomed the proposals for several new taxi ranks – they requested that we keep access to taxi and private hire vehicles under scrutiny to ensure that it remains adequate and people relying on these services are not unduly impacted.

They added that provision of step free access at both Oxford Circus and Marble Arch stations should be prioritised to ensure that Oxford Street becomes truly accessible for all transport users.

They noted the prohibition of cycling in Oxford Street and stated that this would be welcomed by many but that attracting a range of new businesses to Oxford Street may also necessitate an increase in delivery services, including those using bicycles, and sought clarity on how this need would be balanced against enforcing the ban on cyclists. They suggested this could be mitigated by introducing dedicated cycle parking for e-bikes and micro-mobility vehicles as well as recreational cyclists.

They also noted that an unintended consequence of the proposals could be increased traffic noise in neighbouring roads due to displacement, and they also suggested that the increased attractiveness of outdoor dining in Oxford Street West could become problematic in terms of noise generation. They sought clarification on mitigation of these issues.

They added that unintended consequence could be increased risk of overcrowding at underground stations and on Oxford Street itself. While acknowledging that the proposals are intended to provide more space for pedestrians and therefore mitigate this risk, they asked for more detail about how this would be managed in practice.

They stated that careful monitoring and mitigation of the scheme would be needed to ensure that the pedestrianisation of Oxford Street is truly inclusive and sustainable.

## **Grosvenor**

Grosvenor supported pedestrianisation in principle but identified unresolved issues.

They stated that it is essential for TfL to establish dialogue with neighbouring property owners and landowners to ensure awareness and compliance with existing agreements which developers may have with Westminster City Council.

They suggested that the consultation materials did not provide enough data relating to the impact of pedestrianisation of Oxford Street on nearby streets, and that improvements to Oxford Street should not be at the expense of other neighbourhoods.

They were concerned that not enough consideration had been given to how our proposals would work alongside South Molton, particularly at the Davies

Street/South Molton Street/Oxford Street junction, and the potential for environmental improvements at this location. They also requested more details about the timings of our scheme and stated that this needs to dovetail with their work locally. They expressed concern that not enough modelling information has been provided showing how the displacement of traffic from Oxford Street would impact nearby streets and impact motorists, public transport, cyclists, e-bike and scooter users.

They raised several detailed concerns relating to their development plans in the area and requested co-ordination between existing developments and the MDC's proposals, suggesting it would be vital for the MDC to quickly establish conversations with all local stakeholders who are investing in development in the Oxford Street area.

They raised concerns about the future of the existing retail kiosks on at the north end of South Molton Street and Duke Street.

They support the removal of cycling from Oxford Street but would like information about how this will be enforced. They also asked if the ban on cycles would extend to other nearby streets and areas. They requested information about any new locations for e-bikes and e-scooters in the area to ensure there is no conflict with their own public realm improvement plans in the area.

They expressed concern over the intensified use of Davies Street for servicing and would like to discuss how the proposals would work alongside servicing for South Molton and West One. They also sought clarity on operating hours for servicing. They welcome proposals for a consolidated servicing strategy.

Grosvenor support accessibility measures in Oxford Street and agree that step free access at Bond Street and Tottenham Court Road has been positive for the area. However, they stated that care must be taken to ensure that intensification of activity at Davies Street and re-opening of two-way traffic at Davies Street does not prove a retrograde step in relation to accessibility aspirations for Oxford Street.

## **Guide Dogs**

Guide Dogs welcomed pedestrianisation, viewing it as an accessibility benefit for blind and partially sighted people.

They noted that the proposals would reduce pedestrian-vehicle conflict and expressed support for bans on cycling and micro-mobility for safety reasons. They requested involvement in future public realm design work. They called for the correct use of tactile paving at crossings to ensure accessibility and stressed the need for clear and extensive communication regarding any changes to bus or taxi operations.

They oppose the principle of shared bus stop designs and emphasised the importance of inclusive design, alongside asking for longer consultation periods to allow for more meaningful engagement.

## **Howard de Walden Estate**

The Howard de Walden Estate expressed continued support for the Oxford Street West pedestrianisation proposals, while stressing that the plans required a wider area-based framework extending beyond the Mayoral Development Area. They raised concerns that the consultation materials did not provide enough information on the traffic impacts on Marylebone streets such as Portland Place, New Cavendish Street and Weymouth Street, which are vital to their residential, commercial and healthcare occupiers. They also highlighted risks around increased crime and antisocial behaviour during quiet hours and assumed that robust CCTV would be provided.

The Estate noted issues relating to governance over side streets, emphasising that Westminster City Council controlled these areas despite Oxford Street being on the TfL Road Network. They were concerned that dual control might complicate long term management issues such as maintenance and accessibility measures. They also expressed concern about traffic displacement onto Wigmore Street, the need for strong cyclist management policies, and potential air quality and noise impacts on the Harley Street Health District. They requested ongoing engagement with TfL and the Mayor's team to ensure surrounding projects were coordinated and long-term impacts understood.

### **Heart of London Business Alliance (HOLBA)**

HOLBA supported the principle of transforming Oxford Street West and acknowledged the potential benefits such as increased footfall, dwell time, consumer spending, job creation, and strengthened West End competitiveness. They stressed, however, that Oxford Street forms part of a highly interconnected district, and that changes on one section would inevitably affect surrounding areas such as Piccadilly, Haymarket, Leicester Square, and St Martin's Lane. They therefore argued that transformation must follow a coordinated, area-wide framework aligned with the long-term performance of the wider West End.

They noted that modelling forecasts increased traffic on Regent Street and called for holistic assessment before future phases progress. They also raised concerns about air quality in Piccadilly and emphasised that future phases must avoid worsening conditions in the wider area. They welcomed the midnight to 7am servicing window and viewed Oxford Street West as a test case for broader freight consolidation in the wider West End area. They emphasised the importance of maintaining strong bus and taxi accessibility, particularly for disabled and late-night users. They concluded by supporting the project's direction while urging comprehensive assessments of traffic, air quality, servicing, and accessibility for future Oxford Street phases.

### **Linden Garden Residents Association**

The Linden Garden Residents Association raised concerns about the proposed early termination of the 94-bus route at Marble Arch. They stated that Chiswick residents have already lost the 27 bus, which had provided access to key destinations such as Queensway, Marylebone, Camden and Chalk Farm. They argued that the 94 was the last remaining direct bus route into the West End for their community and that its truncation would disadvantage residents, especially those with limited mobility. They

noted that Chiswick tube stations are not step free and that Turnham Green does not receive daytime Piccadilly line services, making bus travel essential for many. The Association also expressed scepticism about the consultation process

## **Ikea**

IKEA expressed support for the ambition to pedestrianise Oxford Street, recognising benefits for customers, the environment and the overall visitor experience. At the same time, the company highlighted concerns about operational impacts, particularly the restricted delivery window (midnight–7am) and the proposed rerouting of buses, which could increase congestion or obstruct access on key service streets such as Great Castle Street. IKEA requested reassurance - backed by modelling - that deliveries could continue safely, reliably, and without compromising logistics. They called for transparency around traffic modelling, ongoing monitoring, and flexibility to adjust plans if negative impacts arise. They also stressed the importance of ensuring suitable access for disabled customers, safe cycle routes, and a clear, staged transition plan to avoid business disruption during implementation.

Overall, IKEA supported the pedestrianisation in principle while emphasising the need to balance sustainability goals with the operational realities of large retailers.

## **John Lewis Partnership**

The John Lewis Partnership supported the Mayor's aspiration to regenerate Oxford Street through daytime pedestrianisation, stating that it would enhance the retail environment and visitor experience. However, they emphasised that 24-hour, unimpeded access to their service yard on Old Cavendish Street was critical to store operations, particularly as they handle fresh groceries and high delivery volumes that could not be compressed into an overnight window. They raised concerns about proposed changes to Henrietta Place, Old Cavendish Street, and the new servicing loop, warning that these could complicate manoeuvres and called for ongoing dialogue with businesses as detailed plans are developed.

John Lewis also noted that existing bus stands on Holles Street created a physical and visual barrier to their store's eastern frontage and encouraged TfL to review their necessity in favour of improved public realm. They further urged investment in seating, lighting, safety, toilets, and high-quality pedestrian spaces, noting that their store is currently used as a de-facto rest area and public toilet due to inadequate street facilities. Finally, they stressed that careful timing of works to avoid peak periods, early communication, and close collaboration would be essential to avoid disrupting trade and to deliver the project successfully.

## **Logistics UK**

Logistics UK expressed support for the Mayor of London's vision to revitalise Oxford Street and welcomed the creation of the Mayoral Development Corporation (MDC), which they believed would simplify engagement for servicing and delivery operators. They reiterated warnings that any changes that negatively affected delivery access would harm Oxford Street's economy, but they were pleased that we had continued to consult businesses before setting access restrictions. They highlighted that the

proposed delivery window midnight to 7am fell entirely within the London Lorry Control Scheme (LLCS), and therefore requested coordination with London Councils to ensure larger vehicles could legally reach Oxford Street via the necessary routes.

Logistics UK also noted that daytime loading would depend on strict enforcement of surrounding loading bays and supported further work on freight consolidation—while cautioning that poorly targeted consolidation could increase vehicle movements. They emphasised that deliveries must remain efficient and that ongoing collaboration with TfL will be essential as pedestrianisation progresses.

### **London Cycling Campaign (LCC)**

The LCC supported the pedestrianisation of Oxford Street but stated that cycling had been given insufficient consideration. They warned that banning cycling on Oxford Street without providing high-quality, fully designed alternative routes risked excluding cycling from the West End for decades. They expressed concern that our stated intention to provide alternative cycling routes had not yet translated into concrete designs.

LCC argued that there was uncertainty about whether meaningful alternatives to Oxford Street West for cyclists would be delivered. They referenced TfL's Strategic Cycling Analysis, which identified several high-potential corridors crossing or running parallel to Oxford Street, and stressed that failing to provide direct, safe, high-capacity parallel routes would lead many cyclists to attempt to use Oxford Street regardless of restrictions. They called for a coordinated, West End-wide plan to integrate cycling, reduce motor traffic at scale, and improve conditions for all road users.

### **London Heritage Quarter**

London Heritage Quarter (LHQ), representing four Westminster BIDs, supported the strategic ambition behind Oxford Street pedestrianisation but emphasised the need for the scheme to be aligned with wider West End and Central Activities Zone (CAZ) priorities. They stated that large-scale projects across central London require coordinated delivery to maintain business confidence, especially during challenging economic conditions. Although LHQ lies outside the immediate project area, they highlighted that Oxford Street changes would inevitably affect transport, servicing, and public realm conditions across Westminster.

LHQ raised concerns about gaps in TfL's traffic modelling, noting that the current study area did not extend south to Victoria, Belgravia, or St James's areas already experiencing heavy traffic, poor air quality, and noise. They called for detailed modelling, trial pedestrianisation periods, and comprehensive monitoring to avoid worsening conditions in these districts. They also supported active travel ambitions but pushed for expanded step-free access across Westminster, improved cycle infrastructure, and clearer alignment between highway schemes and GLA public realm plans. LHQ concluded by requesting stronger monitoring, clearer wayfinding, better public transport integration, and ongoing consultation to mitigate unintended impacts.

## **London Living Streets**

London Living Streets expressed strong support for the pedestrianisation of Oxford Street West, seeing it as part of a wider strategy to enhance wellbeing and economic vitality by reducing motor traffic across the West End. They argued that the number of north–south vehicle crossings are too high and that these routes created intimidation and danger for pedestrians. They therefore recommended reducing these crossings and emphasised that where they remained, they should be designed for slow traffic (max 10mph), minimal carriageway width, and wide pedestrian crossings that clearly asserted pedestrian priority.

They further stated that fully pedestrianising Oxford Street would only succeed if high-quality protected cycle routes were provided to both the north and south, to prevent cyclists - particularly illegal e-bikes - from using the pedestrianised street. Their overall position framed the scheme as an important step toward rebalancing central London streets in favour of walking, wheeling, cycling, and public transport.

## **LTDA**

The Licensed Taxi Drivers' Association (LTDA) raised serious concerns about the Oxford Street West pedestrianisation proposals. They argued that licensed taxis form an essential part of London's transport system and that restricting taxi access would isolate vulnerable groups. They highlighted the Equality Act 2010 and TfL's duties under the Public Sector Equality Duty, stating that the proposals could disproportionately disadvantage protected groups.

The LTDA criticised TfL's traffic modelling as unrealistic, noting inconsistencies in journey time estimates and citing historical examples where predicted delays were far lower than real world conditions. They believed displaced traffic from Oxford Street would worsen congestion on surrounding streets, increase costs for taxi passengers, and damage network resilience, particularly during roadworks or incidents on diversion routes. They also questioned the governance and expertise of the OSDC (Oxford Street Development Corporation) board and argued that existing restrictions on general traffic should be properly enforced instead of implementing a disruptive full scale pedestrianisation scheme. Overall, the LTDA concluded that the proposals lacked sufficient evidence, clarity, and value for money, and did not represent the best option for Oxford Street.

## **London Fire Brigade**

London Fire Brigade (LFB) expressed overall support for the Mayor of London's ambitions to improve the street's environment and acknowledged the site's history of significant fire and special service incidents. They welcomed ongoing engagement with TfL and emphasised the importance of maintaining emergency access throughout any redevelopment.

They indicated a willingness to meet with TfL for further discussions and suggested forming a joint emergency services group to review detailed plans and ensure consistent operational considerations across all services. They stated that their response was based on the information available at this stage of the project and

focused on three key operational areas: firefighting access, ventilation of heat and smoke, and water access.

- **Firefighting Access:** LFB highlighted that meeting attendance targets – arrival of the first appliance within six minutes and the second within eight – depends on unobstructed access to incident locations. They referred to statutory regulations and their own *Guidance Note 29* on appliance access, stressing the need for a clearly defined fire path through any pedestrianised section. They noted that the route must be of sufficient width, structurally capable of supporting pumping appliances, free from obstructions, and designed with ramps where kerbs are present. They also flagged concerns about modernised street infrastructure, such as smart street furniture and bollards, requesting clear isolation and access arrangements. Finally, they noted that the pedestrianised layout would need to support responses to major or multi-agency incidents.
- **Ventilation of Heat and Smoke:** LFB observed that pedestrianisation could alter the area's fire risk profile – for example, through increased outdoor seating or awnings – which could obstruct access for crews. They noted that a continuous paved surface might conceal smoke vents or affect placement of appliances such as turntable ladders. They emphasised the need to differentiate between surfaces capable of supporting appliance weight and those above basements or service ducts. They referred to *Approved Document B* of the Building Regulations and asked to be consulted where proposed measures might compromise existing fire safety provisions.
- **Fire Hydrant and Water Access:** LFB stressed that any future design changes must preserve the visibility, viability, and accessibility of fire hydrants. They again cited *Guidance Note 29* and national guidance on firefighting water supply, emphasising compliance with the Building Regulations and relevant water-supply standards. They reiterated their willingness to discuss these points in further detail.

The letter concluded with an invitation to arrange a meeting through LFB's Public Affairs Manager, underscoring the Brigade's desire for continued collaboration as plans progress.

### **London TravelWatch**

London TravelWatch stated that they supported pedestrianisation of Oxford Street West in principle, recognising its potential to improve safety, reduce pedestrian–vehicle conflict, and enhance the public realm. However, they raised concerns about gaps in TfL's evidence, modelling and accessibility planning. They argued that accessibility must extend beyond Oxford Street itself, highlighting shortcomings in the Equality Impact Assessment (EqIA), including insufficient data on disabled users, women's safety, blue badge provision, and the effects of bus changes on vulnerable groups, and the effects of bus changes on vulnerable groups.

They noted that relocating bus stops to Wigmore Street, Henrietta Place and Margaret Street would require passengers - especially disabled or visually impaired people - to walk further, potentially deterring travel altogether. They emphasised that diverting buses into congested streets without bus priority measures would likely

worsen delays on routes 98 and 390, and they criticised the lack of detailed information on interchange impacts and Night Bus safety assessments. London TravelWatch stressed the need for more seating, shelters, accessible pavements, clear signage, improved lighting and CCTV, and accessible toilets, stating these features were essential for pedestrians, especially at night priority measures would likely worsen delays on routes 98 and 390.

They also questioned the adequacy of TfL's consultation and advertising, noting that information was difficult to access and that drop-in venues had not all been fully accessible. They concluded that while they supported the aims of pedestrianisation, significant additional detail, monitoring, and user-centred design work would be required before they could fully endorse the proposals.

### **Marble Arch BID**

Marble Arch BID raised concerns about the interface between TfL/GLA and Westminster City Council, stating that split responsibilities for traffic, public realm and planning could create confusion for users and add delivery risk if Westminster City Council failed to deliver its elements. They questioned how the MDC boundary would work in practice in places such as Marble Arch (where Westminster City Council still manages the park and areas around the Arch) and Old Quebec Street (where responsibility appears split). They warned that these boundary issues could hamper the overall user experience, potentially creating an inconsistent pedestrian experience across Oxford Street West.

### **M&G**

M&G (via their agent) supported the ambition to rejuvenate Oxford Street and the principle of pedestrianisation, and they welcomed the OSDC's potential to accelerate delivery. However, they emphasised that the final approach needed to provide a workable framework for servicing and construction logistics. They explained that their redevelopment plans relied on detailed logistics work, anticipating peak periods of around 14 significant construction deliveries per day, including larger lorries and specialist plant, with some materials requiring direct unloading and crane operations.

They supported retaining Stratford Place as a vehicle access route (via Davies Street), especially because Oxford Street loading arrangements might change, and existing bays could be lost. They also argued that Stratford Place alone would not meet all needs and that continued provision on Oxford Street would still be required for larger and specialist deliveries. They requested clearer information on how construction access would be managed (including permits/exemptions and coordination with public realm works) and warned that overly restrictive or inflexible timing controls could extend programmes, increase costs and undermine viability, counter to MDC objectives.

### **M&S (M&S)**

M&S welcomed the opportunity to respond and described Oxford Street as a critical retail destination, noting its long-standing presence through its Marble Arch flagship and Pantheon store. They outlined major ongoing and planned investment, including

substantial upgrades to the Pantheon store and planning consent to redevelop the Marble Arch site into a new flagship retail store with offices above. M&S supported the principles of the Oxford Street West proposals provided they enabled delivery of M&S's consented redevelopment and maintained footfall and connectivity while minimising operational disruption.

M&S raised concerns that the consultation drawings should reflect its committed highway changes around Orchard Street, including carriageway narrowing and the relocation of an Orchard Street bus stop and taxi rank to Oxford Street. M&S requested that drawings and TfL modelling be updated to incorporate these consented changes, warning that retaining Orchard Street bus/taxi facilities as shown could prevent implementation of the M&S scheme. M&S referred to its Section 278 agreement submission to TfL and highlighted the need for consistency to avoid later redesign or confusion.

M&S stressed the importance of maintaining pedestrian access to store entrances and ensuring servicing could continue, and that north–south servicing access for articulated vehicles to Portman Mews South must remain available and that wider traffic-flow changes should not block key servicing routes around Marble Arch (including movements via Orchard Street, Park Street and North Audley Street). M&S similarly requested that any changes near its Pantheon store should not disrupt local directional flows (including Great Marlborough Street and Poland Street connections).

### **Metropolitan Police Service (MPS)**

The MPS provided further comments on the pedestrianisation proposals, building on earlier initial feedback. The MPS highlighted two priorities: (1) maintaining rapid, reliable emergency access, and (2) ensuring strong multiagency planning and governance. The MPS emphasised that emergency access must always be unhindered, with removable barriers, ANPR-enabled controls and manual fail safes, and must not introduce avoidable delays.

The MPS identified several crime related implications, including in relation to increased footfall and changes in land use. It therefore recommended clear sightlines, strong lighting, CCTV expansion, and “designing out crime” principles. It also reported progress in increasing West End police resources and encouraged BIDs to include police representation on boards.

The MPS stated that traffic displacement could shift risks to surrounding streets and this should be considered, including safety for cyclists. Given Oxford Street's attractiveness for protests, the MPS recommended a multiagency event management protocol and clarity on how hostile vehicle mitigation would operate in practice. Overall, it supported continued dialogue and jointly developing key operational details.

### **Nimax Theatres**

Nimax Theatres objected to the proposed pedestrianisation of Oxford Street West out of concern for its West End theatres. Nimax Theatres highlighted that its seven

theatres require 24/7 delivery access which cannot be restricted to a midnight to 7am servicing window. They added that rerouting traffic, buses, and taxis could impede access for its audiences, including disabled or vulnerable patrons who relied on door-to-door transport.

Nimax Theatres stated that the one-day pedestrianisation event on Oxford Street in September 2025 did not reflect evening or nighttime conditions, nor the needs of people with access requirements. It stated that cumulative impacts from other nearby pedestrianisation schemes (e.g., Regent Street, St Martin's Lane) would compound transport disruption.

Nimax Theatres stated that rerouted or curtailed bus services could lead to delays affecting staff and audiences and deter attendance, and that disabled and older visitors would be particularly affected. Nimax Theatres also questioned how emergency access would operate for fire, police or ambulance services. The response concluded that specific operational needs had not been adequately considered.

### **Marylebone Association**

The Marylebone Association submitted a detailed and lengthy assessment of the Oxford Street West pedestrianisation scheme, concluding that they felt the proposals were not operationally feasible, safe, accessible, legally robust, or deliverable in its current form.

Their key findings included:

- **Transport & Traffic:** The Association stated that the scheme removed a major east-west distributor road without reducing traffic demand, which would displace buses, taxis, PHVs, freight and general traffic into narrow residential streets (e.g., Wigmore Street, Henrietta Place, Marylebone Lane), and that they felt that we had not published network-wide traffic modelling, junction analyses or period assessments, and that journey times and congestion would significantly worsen
- **Bus Impacts:** The scheme rerouted five daytime and four-night bus routes into side streets, creating perceived safety risks, increased journey times, at least six new turning movements, and potentially crowding at new bus stops up to 200m from Oxford Street. They felt that this disproportionately harms older and disabled passengers. Night-time diversions were described as unsafe due to poor lighting and reduced surveillance.
- **Servicing & Freight:** The proposed midnight to 7am servicing raised operational, noise, safety, and reliability concerns for side streets, the reliability of controlled loops, and a lack of rear servicing access to businesses.
- **Accessibility & Equality:** The scheme would remove delineated kerbs, rely on tonal contrast rather than tactile paving, eliminate taxi access, and significantly increase walking distances. They stated that the Equalities Impact Assessment was incomplete and potentially unlawful.
- **Safety & Emergency Access:** The proposed bollards for emergency entry could create a "point failure" and no emergency response modelling has been

disclosed. The Association stated that they felt there would be reduced fire appliance access, delays to ambulances, impaired counterterror response and risks to safety in the event of an evacuation or incident.

- **Assessment of Environmental Impact:** they felt that air quality, noise or carbon modelling had not been published and that Marylebone Lane was not adequately assessed.
- **Governance & the Mayoral Development Corporation:** they felt that the scheme relied on a future Mayoral Development Corporation that, at the time of consultation, did not yet have powers, funding, structure or confirmed responsibilities. The Association considered this a governance gap.
- **Legal & Procedural:** They suggested that the consultation failed to meet Gunning and Moseley standards, citing withheld evidence, lack of alternatives and incomplete assessments.

Overall, the Association recommended that the scheme not proceed until substantial modelling, redesign, governance clarity and further consultation were completed and suggested mitigations that should be made.

### **Reef + Partners**

Reef + Partners reviewed the proposals in the context of their implemented planning consent at Cavendish Square, focussing areas of interaction between both schemes, and requested ongoing discussion around detailed designs. Subject to that, in principle, they felt the schemes could coexist successfully.

### **Park House**

Park House (Oxford St.) Limited and Park House Apartments Limited (referred to as Park House) set out their opposition to certain details of the proposals, including the proposed bus stand on North Row and the general impacts on servicing, due to the proposed highway changes. While being generally supportive of pedestrianisation, they suggest specific impacts related to access, egress, fire safety and ambience need to be addressed in the design of the pedestrianisation scheme.

### **New West End Company (NVEC)**

NVEC expressed support for the strategic ambition to transform Oxford Street into a world-class, pedestrian focused destination. NVEC welcomed the strategic direction of the pedestrianisation proposals and highlighted that success depended on delivering a coherent whole street vision and on coordinating with broader West End initiatives such as the Regent Street, Haymarket and Piccadilly Circus public realm programme.

They identified four principles for success:

- Oxford Street must be planned and delivered as one coherent street, not as disconnected East and West sections, and should respect adjacent streets to achieve a positive outcome beyond the spine.
- Accessibility, servicing and operational management must be ‘designed in’ from the outset, not retrofitted.

- Delivery must be closely co-ordinated between all relevant stakeholders in the area, including Westminster City Council, London Borough of Camden, occupiers, major landowners and interested stakeholders
- Proposals for transport and highway changes should mirror public realm and urban greening design to ensure a high quality and appealing aesthetic.

NWEC highlighted key side streets such as Orchard Street, Davies Street and Duke Street as essential operational corridors that must be actively managed and improved.

NWEC advocated step-free, legible routes, improved crossings, regular seating, strong lighting and functional taxi arrangements. They recognised the ambition for cleaner logistics and highlighted that some occupiers would continue to require daytime access, and that flexibility, including consolidation planning will be required.

NWEC also noted the need for careful management of displacement impacts such as congestion, loading pressure and air quality effects. NWEC stated that effective governance, long-term stewardship and an agile regulatory framework for activations, events and commercial use of the street would be critical.

### **Royal Mail**

Royal Mail stated that it recognised the importance that pedestrianisation could play in the regeneration of Oxford Street, helping to create a cleaner, safer and more accessible public space. However, they stated that the plans, as drafted, would disrupt their statutory delivery and collection operations. They explained that they relied on daytime vehicular access to Oxford Street to meet their universal service obligations, with 14 vehicles entering the street daily from Mount Pleasant West Delivery Office and posties collecting from several post boxes and businesses along both sides of the street. Under the proposals, Royal Mail staff would be forced to park remotely and walk long distances, substantially increasing delivery times and compromising service reliability.

They further stated that the proposed routes and restrictions would also disrupt adjacent delivery areas such as Regent Street, Hanover Street and Great Marlborough Street, because postal staff currently use Oxford Street for cross-area access. They suggested diversions would necessitate a complete reorganisation of delivery routes. Royal Mail requested engagement with their local team to find a workable solution, permitting daytime deliveries and collections.

### **Residents Society of Mayfair & St James**

The Residents' Society of Mayfair & St James's (RSMSJ) expressed opposition to the Oxford Street pedestrianisation scheme, stating that it would irretrievably damage local neighbourhoods and quality of life. They criticised the proposals for lacking essential detail particularly in traffic modelling, servicing, environmental assessment (including noise and air monitoring), and emergency services planning.

The Society stated that displaced traffic would make narrow residential streets congested; worsening air pollution, noise levels and light pollution; especially with

increased night time servicing. They highlighted risks to public safety, stating that a pedestrianised Oxford Street could become unsafe. They also raised concerns about reduced access for disabled and elderly residents, disruptions to local deliveries and the impact on public transport leading to unintended social inequities.

The Society further opposed the establishment of the Oxford Street Mayoral Development Corporation and asked for resident representation to ensure there was a proper understanding of local issues.

### **Road Haulage Association**

The Road Haulage Association (RHA) acknowledged the value of improving Oxford Street's public realm but raised concerns about the impact on freight and coach operators. They noted that hundreds of goods vehicles use Oxford Street daily for deliveries and through routing and that removing access would increase delays, operational costs and impact the supply chain. They highlighted that congestion already accounted for 16 per cent of haulage operating costs, equivalent to around £6bn annually.

The RHA stressed that restricting HGV access to midnight to 7am was incompatible with the London Lorry Control Scheme, which prohibits most night-time lorry movements and therefore made the proposals challenging. They stated that they wanted a more joined-up approach between the pedestrianisation scheme and the London Lorry Control Scheme.

For coaches, they expressed concern that relocated drop-off points in side streets would be unsuitable, extend walking distances for passengers - especially those with mobility needs - and create competition for already limited kerbside space. They concluded that the consultation lacked sufficient detail to assure freight and coach operators that their needs had been considered, and they requested further engagement and more information before the scheme could be supported.

### **Shaftesbury Capital**

Shaftesbury Capital expressed support for the overall ambition to transform Oxford Street into a safer, healthier and more accessible destination, but highlighted several operational concerns that they stated needed to be resolved for the scheme to succeed. They stated that the proposals lacked sufficient clarity on how last-mile deliveries and servicing would work for large retailers, food and beverage operators and offices. They stated that restricting servicing to narrow time windows or displacing vehicles onto side streets may lead to congestion and operational conflict elsewhere.

They also highlighted the challenges between TfL and Westminster City Council, noting the potential for highways issues to fall between the two organisations. They stated that a detailed servicing strategy must be developed jointly with Westminster.

On traffic flow, they noted forecast increases on streets such as Great Marlborough Street and Regent Street and called for more detailed analysis of potential congestion and pedestrian safety. They also raised concerns that taxi and private

hire pickup would be displaced to Argyll Street, potentially worsening congestion and antisocial behaviour. They welcomed clarification on future phases of pedestrianisation and concluded that more detail was essential before they could fully support the proposals.

## **Selfridges**

Selfridges stated support for the ambition to pedestrianise Oxford Street West and welcomed investment in creating a world-class retail destination. However, they outlined several conditions that they believed were critical for successful implementation. They stated that Oxford Street must be treated as a single, coherent street, not delivered in isolated phases, and that accessibility, servicing and operational management must be embedded from the outset.

They requested that Sunday trading hours be extended to coincide with the launch of Phase 1 to maximise commercial benefit. They also made clear that changes to taxi rank locations, specifically a new rank on Orchard Street and an expanded rank on Duke Street, must be delivered before pedestrianisation goes live. They also stated the importance of having a plan to prevent pedicabs from being displaced into north-south side streets.

On servicing, Selfridges stated that their support was contingent on guaranteed vehicular access to their estate, including Orchard Street, Dover Street and Edwards Mews. They stated that this will be key for deliveries, maintenance and customer access. They also requested simple, reliable approvals for out-of-hours access but supported a coordinated approach to managing key connecting streets such as Orchard Street and Duke Street. Selfridges reiterated their overall support but stressed that they needed early reassurance on design details, safety systems, hostile vehicle mitigation, and phase by phase delivery.

## **SCP Estate**

SCP Estate (St Christopher's Place) stated general support for the principle of pedestrianising Oxford Street but highlighted several concerns about impacts on their estate. They stated that St Christopher's Place is a distinctive "oasis" destination dependent on high quality pedestrian routes and vibrant outdoor dining, and that some of TfL's proposals could harm the character and commercial success of the area.

SCP Estate objected to the proposed creation of a two-way carriageway on the lower part of James Street, stating that this would require removing trees, street furniture, and widening the carriageway at the expense of pedestrian space. They stated this would reduce the space available for outdoor seating which is central to the area's identity and the viability of many food and beverage businesses. Instead, they suggested a shared-surface space that could allow time-controlled servicing without undermining the pedestrian experience.

They also raised concerns about diverted bus services on Wigmore Street and the proximity of new bus stops to James Street, stating that pedestrian volumes could

overwhelm alfresco dining areas. While they welcomed the likelihood of some additional footfall, they stated that maintaining outdoor seating was a priority.

Although not part of this consultation they also stated that the current MDC boundary splits their estate in two. They reiterated their request for it to be included within the boundary to avoid being subject to different planning authorities. SCP sought greater clarity and coordination between all the key partners - TfL, Westminster City Council, Camden Council and the MDC.

### **Society of London Theatres**

The Society of London Theatres & UK Theatre acknowledged the engagement with the London Palladium and noted that Phase One of the Oxford Street West pedestrianisation would not significantly affect the Palladium's operations. They welcomed confirmation that Westminster City Council would continue to issue event licences, which the Palladium rely on for major opening night street closures.

However, they stressed that Great Marlborough Street must remain fully operational because the Palladium undertakes daily set and equipment loadings. This will be key to maintaining uninterrupted loading-bay access.

They also stated that restricting vehicle access could reduce accessibility for audience members and staff with mobility needs, potentially excluding entire groups from participating in the West End cultural experience. They also highlighted the cumulative impact of other major public realm scheme particularly Westminster City Council's plans for Regent Street, Haymarket and Piccadilly Circus. They stated that these schemes together could divert buses and freight into already congested streets, creating wider 'ripple' effects across the theatre district. They urged TfL, Westminster and the OSDC to undertake a joined-up strategic assessment to ensure theatres remain accessible, functional and economically viable across the West End.

### **Soho Society**

The Soho Society stated that they opposed the pedestrianisation proposals, stating that the plans would inevitably displace traffic into Soho, causing severe congestion and disruption. They argued that proposals from the Crown Estate and Shaftesbury Capital had not been properly integrated into TfL's traffic modelling, risking congestion across the West End. They requested real-time animated modelling to visualise impacts before going forward with the scheme.

They objected to the midnight to 7am servicing window, explaining that it would divert night-time traffic into Soho, disturbing residents and constraining small businesses that depended on daytime access. They suggested extending the delivery window to 10am to ease pressure on neighbouring streets and support local business.

They also expressed serious concern about the effects of re-routing multiple bus routes (including 7, 94, 98, 139, 390, and routes 19 and 38 which were not covered in the consultation). They stated that these changes would disproportionately harm older people, disabled passengers and women, who relied on accessible and direct

public transport. They claimed that the proposals risked making Oxford Street less inclusive and reducing access.

They also commented on the car-free trial day, stating that no evidence had been published demonstrating economic benefits and that higher footfall had been translated into improved retail performance. Finally, they opposed the formation of the new Mayoral Development Corporation, which they said lacked resident representation and highlighted their concerns about the risks to impacting Soho's character.

### **The Crown Estate**

The Crown Estate recognised the potential benefits of pedestrianising Oxford Street West but emphasised that the scheme must be integrated into a wider, coordinated transport and public realm strategy across the West End, especially given their own major regeneration programme for Regent Street, Haymarket and Piccadilly Circus (RSHPC).

They highlighted that both the Oxford Street and RSHPC schemes converged at Oxford Circus, a key strategic gateway. They stated that the success of this junction required close collaboration between TfL, Westminster City Council, the OSDC and major landowners. They suggested setting up a joint working group to share designs and coordinated communications.

They supported the ambition for improved accessibility, sustainability, and placemaking but requested further work on a series of technical issues. These included:

- managing diverted traffic to avoid increased pressure on Regent Street,
- reassessing junction changes at Great Castle Street and Margaret Street,
- reviewing proposed bus stand relocations,
- providing underlying traffic flow data, and
- developing a West End wide freight, waste, and servicing strategy.

They endorsed freight consolidation and expressed interest in aligning their own integrated servicing work with TfL and MDC planning. They stated that it would be helpful to carry out a West End-wide strategic transport review that brings together all major public-realm schemes. They stated that this would avoid piecemeal decision-making and deliver long-term, balanced benefits for residents, workers and visitors.

### **UPS**

UPS welcomed the intention behind the Oxford Street West pedestrianisation proposals but raised operational concerns. They explained that their express delivery model required daytime and peak-period deliveries and collections, making the proposed midnight–7am servicing window unworkable. They argued that early-morning deliveries (9am – 10.30am) and end-of-day collections (5pm – 6pm) were essential for businesses reliant on next-day and international shipping, and that

overnight collections would delay customer orders and disrupt their global logistics schedule.

UPS also questioned whether affected businesses had agreed to staff out-of-hours operations, noting that most stores are not open at night and that nearby residential areas could suffer noise disturbance. They highlighted a lack of information about daytime loading bays, including their number, location, capacity, enforcement, and whether booking would be possible.

UPS requested that cargo bikes and e-walkers be permitted during daytime hours and recommended the creation of micro-hubs near Oxford Street to support sustainable last-mile delivery. However, they emphasised that such alternatives could not accommodate all goods - especially bulky or multi-item shipments - and that some vehicle access would still be required. They called for further detail and engagement before the plans proceeded.

### **Welbeck Health Partners**

Welbeck Health Partners (WHP) submitted representations emphasising the need to safeguard the clinical and operational functionality of their flagship OneWelbeck medical facility on Welbeck Street. They supported the principle of pedestrianisation but stressed that certain transport and access arrangements should remain intact for healthcare safety and continuity.

They explained that OneWelbeck operates one of the UK's largest specialist day surgery centres, hosting over 300 consultants and treating more than 100,000 patients since 2019. As such, they require:

- Ambulance bays immediately outside the building, essential for safe patient transfers to emergency and partner hospitals.
- Pickup and drop-off bays for patients undergoing outpatient and day-case procedures, many of whom require wheelchairs or assistance following sedation or anaesthesia.
- 24/7 maintenance access, as life critical systems needed immediate engineer intervention to prevent clinical risk.
- 24/7 logistics access, including hazardous waste removal, medical consumables, and oxygen deliveries, all of which required vehicular servicing of their ground floor service yard.

WHP supported the continued vehicular access on Welbeck Street and Wimpole Street, and the absence of bus stops on these streets, but requested assurances that no future stages of the scheme would compromise ambulance, patient, maintenance, or logistics access. They emphasised that healthcare operations are protected under national and local planning policy and urged TfL to ensure their essential requirements remain fully accommodated.

### **United Cabbies Group**

The United Cabbies Group (UCG) opposed the Oxford Street West pedestrianisation proposals, arguing that the scheme would severely undermine taxi access, harm

vulnerable passengers, and worsen congestion across the West End. They stated that licensed taxis were a legally distinct, fully accessible public transport mode with statutory rights to operate in bus lanes, provide door-to-door service and meet the mobility needs of disabled and elderly passengers. They criticised the consultation for modelling taxis as “general traffic,” which they said ignored their regulated status and accessibility function.

UCG argued that restricting taxi movements and removing the long-established Selfridges rank would isolate mobility impaired users, force longer journeys, and reduce public safety - particularly at night, when taxis were often the safest and only practical mode of transport. They claimed that the Equality Impact Assessment failed to address the disproportionate harm to disabled, older, female and vulnerable passengers, and that the proposals conflicted with the Equality Act, Inclusive Mobility guidance, and TfL’s own accessibility commitments.

They also warned that displaced traffic and bus rerouting onto narrow residential streets would increase congestion, worsen air quality and lengthen journey times. They questioned the reliability of TfL’s modelling, citing previous discrepancies between predicted and actual delay impacts. They asserted that the scheme lacked a robust business case, overestimated pedestrianisation benefits, and risked creating long-term urban dysfunction for minimal gain.

UCG concluded that TfL should withdraw the proposals and instead reinstate and enforce historic bus/taxi/cycle exemptions on Oxford Street, which they said offered a lower risk, more inclusive alternative.

### **West End Conservative Action Team**

The West End Conservative Action Team opposed the proposed pedestrianisation of Oxford Street West, stating that the scheme had been poorly conceived and would be harmful to residents, visitors and the national high street. They argued that fully pedestrianising the area at night would increase crime risk, removing the natural surveillance provided by passing traffic and leaving a large, unmonitored open space in the city centre. They also claimed that TfL had not demonstrated how emergency services would maintain rapid access.

Regarding transport, they warned that banning buses, taxis, and cyclists from Oxford Street West would severely disrupt movement along a key route and disproportionately affect people with mobility needs. They expressed concern that displaced cycling routes would be imposed on residential streets, worsening traffic and neighbourhood impacts.

Economically, they suggested that removing traffic - especially buses and taxis - would harm tourism and retail, since visitors relied on these modes to reach major stores such as Selfridges. They stated that they felt that we had not properly assessed evening footfall or safety perceptions and therefore risked implementing a scheme with unknown and potentially damaging outcomes. They concluded by calling on us to reconsider the scheme and genuinely listen to residents.

### **West End Community Network**

The West End Community Network (WECN) opposed the Oxford Street West pedestrianisation proposals, arguing that the scheme failed strategically, operationally and legally. They asserted that the plan did not reduce traffic but instead redistributed it onto surrounding residential and mixed-use streets. They suggested that no network-wide modelling and no analysis of junction capacity or congestion impacts had been published. They highlighted that removing buses from Oxford Street would degrade the bus network, increase journey times, reduce reliability and disproportionately harm older, disabled, low-income, and shift-working passengers.

WECN identified accessibility and equalities risks, including loss of kerbs and the removal of taxis and PHVs, which they stated were essential mobility aids. They argued that the Equalities Impact Assessment did not address these issues and left TfL exposed to Public Sector Equality Duty failings.

They described the proposed midnight – 7am delivery window as unworkable, predicting noise disturbance, dependence on complex hostile vehicle mitigation systems, and severe pressure on already narrow side streets. They criticised long-term logistics proposals (e.g., hubs, cargo bikes, consolidation systems) as conceptual only, with no sites, operators or funding identified.

They further highlighted gaps in safety planning, including that they felt there had been no emergency access modelling, evacuation analysis or crowd management strategies - despite Oxford Street being a high footfall, high-risk location. They warned that they felt that environmental benefits were overstated, and that pollution would be displaced into residential streets. Finally, they raised concerns about unclear MDC governance, unresolved responsibilities and high litigation risk. They concluded that the scheme should not proceed in its current form.

### **Westminster Amenity Societies Forum**

The Westminster Amenity Societies Forum (WASF) expressed concern about the Oxford Street West pedestrianisation plans, stating that the proposals required major structural changes to transport, servicing and governance but lacked the evidence needed for responsible decision-making. They requested full network traffic modelling, bus performance analysis, freight feasibility testing, emergency response planning and environmental assessments.

WASF warned that removing all buses, taxis, PHVs and general traffic from Oxford Street would heavily displace movement onto adjacent residential streets such as Great Portland Street, Wigmore Street and Henrietta Place, many of which were already operating at capacity. They highlighted that they felt that our proposals to reroute buses would erode residential amenity, increase congestion and introduce safety risks at crossings.

They argued that the proposals would create significant accessibility barriers, especially for disabled people, older people, families and those with heavy shopping. They cited the loss of step free public transport connectivity, longer walking

distances to rerouted buses, and the removal of taxis from Oxford Street as unacceptable impacts not mitigated in our EqIA.

They stated that the midnight to 7am window was unrealistic and would cause noise disturbance, operational failures and spillover into side streets. They noted that TfL's freight consolidation and cargo bike solutions lacked identified sites, operators or funding, and depended on a future OSDC whose powers and responsibilities were unclear.

They also raised concerns over emergency vehicle access in crowded conditions, limited pedestrian flow modelling, environmental deterioration on side streets, and unclear governance between TfL, Westminster City Council and the OSDC. WASF concluded that the scheme posed substantial strategic, operational, accessibility, environmental and safety risks and urged TfL to engage meaningfully with residents before any decisions were taken.

### **Westminster Liberal Democrats group**

The Westminster Liberal Democrats expressed concern about the Oxford Street West pedestrianisation proposals. They reported that residents - especially in Marylebone and the West End - felt inadequately consulted, despite overall London wide support for the Mayoral Development Corporation. Their November 2025 survey of more than 250 Marylebone residents revealed strong opposition, with many believing their views were being ignored.

The group argued that the scheme would not reduce traffic, but would instead displace buses, taxis and cycles onto Wigmore Street, Henrietta Place, Cavendish Square and surrounding residential areas. They highlighted evidence of past congestion when buses were diverted and warned of bottlenecks at Portman Square. They also raised pedestrian safety concerns, arguing that traffic increases in narrower residential streets would create new risks, while pedestrians crossing a "pedestrianised Oxford Street might be caught off guard by the four-remaining north-south vehicle crossings.

They further warned that traffic displacement would worsen air quality, citing 'urban canyon' research showing that narrow streets such as Wigmore Street (less than 15m wide) experience dangerous particulate matter spikes. They criticised the loss of direct bus and taxi access, which would impact disabled people, older people, and shoppers, who would have to walk up to 400m from re-routed bus stops. Finally, they noted that only three bus routes would serve the diversion corridor, leading to slower journeys and potentially six buses queuing along Wigmore Street during peak times.

### **Westminster City Council**

Westminster City Council reaffirmed that their own previously developed scheme for Oxford Street remained their preferred approach. They nonetheless committed to working constructively with TfL, the OSDC and local partners to ensure the scheme delivered balanced outcomes for residents, visitors and businesses.

The Council identified numerous areas they felt required revision, clarification or mitigation, including:

- **Security & Public Safety:** They requested a full hostile vehicle mitigation strategy and 24/7 safety plan, developed with the Metropolitan Police and NWECC.
- **Accessibility:** They stressed the need for step-free routes, compliant tactile paving, safe crossings and early upgrades at Oxford Circus and Marble Arch.
- **Bus Network Impacts:** The Council opposed changes to Routes 7 and 94 and questioned the loss of direct access between key shopping destinations, questioning how people would travel between Selfridges, IKEA and Primark with fewer buses.
- **Traffic Displacement:** They highlighted concerns about impacts on North Audley Street, Grosvenor Square and Cavendish Square, and requested detailed modelling and mitigation.
- **Servicing and Waste:** They called for clearer servicing strategies, potential 'virtual' loading bays, and solutions for waste collection within access restricted hours.
- **Public Realm & Climate Resilience:** They asked for high-quality materials, cleaning regimes, shade, cooling measures and robust maintenance standards.
- **Economic Considerations:** They emphasised protecting worker access, supporting smaller businesses, and maximising local employment and skills opportunities.
- **Integration with Wider West End Schemes:** They noted the need to coordinate with Regent Street, Haymarket and Piccadilly Circus transformation programmes.

Overall, the Council emphasised that operational detail was insufficient, and that further modelling, consultation and joint planning were essential before implementation.

#### *Westminster Council appended officer response*

The appended officer review provided an extensive technical assessment of the TfL proposals, identifying multiple operational, safety, accessibility, servicing and governance risks requiring resolution.

Key points included:

- **Design, highway and public realm concerns:** Officers noted unclear plans for security, unresolved impacts on North Audley Street and Grosvenor Square, potential taxi rank capacity issues, and the need to coordinate alfresco dining, street furniture, bus stop relocations, and new infrastructure.
- **Cleansing, waste and servicing:** They warned that servicing restricted to midnight–7am would be unworkable, generate noise, overburden business storage capacity, and cause congestion on side streets. They requested evidence for extending servicing to 10–11am and highlighted challenges around cleansing standards, storage, vehicle access and litter aggregation points.

- Traffic impacts and bus operations: Officers identified substantial displacement of vehicles to residential corridors and highlighted capacity risks on Wigmore Street, Great Portland Street, Henrietta Place and Market Place. They reported concerns about proposed bus rerouting, longer journey times, safety at new stops, and impacts on disabled passengers - particularly if Routes 7 and 94 were curtailed.
- Accessibility and safety: The review emphasised the need for compliant tactile paving, safe crossing phases, consistent lighting, CCTV coverage, and avoidance of “colourful crossings” that distress neurodiverse users. Emergency access plans, bollard failure modes and crowd flow modelling were identified as missing.
- Cycling, taxis, P2Ws and micro-mobility: Officers requested clear cycling enforcement plans, safe contraflow infrastructure and relocation of cycle hire stations. They supported a broad distribution of taxi ranks but warned against conflicts with e-bike and pedicab bays and stressed the need for full consultation with taxi bodies.
- Environmental, drainage and climate matters: They called for heat mitigation measures, sustainable drainage aligned with the Flood Risk Strategy, air quality and noise mitigation packages, and better tree impact assessment.
- Schools, community safety and digital infrastructure: They identified risks for schools near diversion routes, requested clearer policing and enforcement expectations, and highlighted significant mobile signal “notspots” along Oxford Street.
- Freight strategy: Officers supported freight consolidation, night time delivery from the Marble Arch end, ‘virtual’ loading bays and expansion of cargo bike logistics (subject to secure parking and route provision), but noted that our proposals lacked identified sites, operators or funding models.
- Regent Street / Oxford Circus interface: They stated that Oxford Street proposals must integrate with the Regent Street movement strategy, particularly regarding junction operations, banned turns, bus stand relocations and pedestrian crossing needs.

Overall, the officer review concluded that the scheme required further work across modelling, governance, operations, safety and design before being capable of successful implementation.

### **Belgravia Society**

The Belgravia Society objected to the pedestrianisation of Oxford Street West. They stated that their objections were fully aligned with, and set out in, the Westminster Amenity Societies Forum (WASF) submission, of which they were a member.

### **Brent Cycling Campaign**

Brent Cycling Campaign supported the concept of a motor-traffic-free Oxford Street but warned that the consultation proposals would harm cycling unless significant mitigations were introduced. They noted that Oxford Street served as a major east–west cycling route with no nearby alternatives that met national cycle route standards.

To offset the loss of direct cycle access, they called for:

- Three high-quality, direct cycle corridors within 400m of Oxford Street,
- Explicit provision for people using cycles as mobility aids, arguing that exemptions like those for mobility scooters should apply to adapted cycles,
- Safe spaces at north–south crossing points for cyclists to dismount, wait and park, particularly where signalised flows meant continuous traffic movements,
- Measures to prevent taxis crossing protected cycle lanes,
- Area-wide motor traffic reduction, particularly in Soho, Fitzrovia, Marylebone and Mayfair, to avoid displacement impacts.

They emphasised that without these mitigations, the scheme would worsen conditions for cycling.

### **Berkely Estate Asset Management (BEAM)**

BEAM welcomed the pedestrianisation of Oxford Street West and supported the ambition to create a cleaner, safer and more accessible destination. As the asset manager for 33 Cavendish Square - located at the centre of the scheme - they noted that pedestrianisation would significantly improve the setting of their redevelopment, for which Westminster City Council had granted unanimous planning approval in December 2025.

BEAM provided a series of detailed recommendations, including:

- Holles Street: They argued that the proposed increase in bus stand capacity was unnecessary, and that the corridor's width could be reduced to ~6m to accommodate a northbound traffic lane, a contraflow cycle lane and expanded footways, enabling major public realm enhancements.
- John Princes Street: They highlighted a major opportunity to transform the southern half of the street into a new public space visible from Oxford Circus. They suggested reducing bus stand numbers, relocating the proposed taxi rank to Great Castle Street and improving east–west connectivity.
- Margaret Street / Cavendish Square: They encouraged further development of proposals, citing opportunities to integrate walking improvements with redevelopment of the underground car park.
- Servicing and freight: They requested exemptions allowing freight vehicles to use the new eastbound route on Henrietta Place at certain times, to maintain direct access and minimise emissions. They also recommended simplifying proposed servicing loops and potentially shifting access gate positions to support creation of a new public space.
- Construction logistics: They noted that planned construction at 33 Cavendish Square between 2029 and 2033 would interact with the Oxford Street scheme and called for ongoing coordination to avoid conflict.

They reaffirmed their support for the project and their commitment to collaborating closely with TfL, Westminster City Council and other partners as the scheme progressed.

## **GMB Union**

The GMB Union stated that it represented thousands of licensed private hire and taxi drivers and raised objections to any pedestrianisation scheme that restricted taxi or private hire access to Oxford Street.

They argued that licensed vehicles were essential for disabled passengers, older people, those with hidden disabilities, travellers with children or heavy items, and people moving around the West End at night or in adverse conditions. They warned that limiting access to licensed hire vehicles would isolate vulnerable passengers, reduce safety - especially at night - and create hardship for those reliant on door-to-door transport.

The Union also emphasised the professional and economic consequences for their members. They added that unclear or restricted pick up/drop off arrangements would increase congestion on surrounding streets, extend journey times, reduce driver earnings and harm service reliability. This could also increase conflict with passengers when drivers could not reach desired destinations.

The GMB urged TfL to retain full taxi and private hire access with clearly designated pickup and drop off points near major retail locations. They also stated that local people - especially those needing urgent, but non-blue light medical transport - depended on licensed vehicle access.

They requested continued engagement to help shape an inclusive scheme balancing environmental goals with practical mobility needs.

## **Fitzrovia West Business Neighbourhood Forum**

The Fitzrovia West Business Neighbourhood Forum (FitzWest) submitted a detailed response expressing concerns about traffic, public transport, pedestrian safety and servicing impacts arising from the Oxford Street West pedestrianisation. They explained that previous Westminster City Council traffic flow changes in 2023 were based on Oxford Street not being pedestrianised, and that the new proposals would require updated modelling

Forum members raised concerns about increased traffic, air pollution impacts, night-time disturbance, and the possible creation of new “rat runs” through Fitzrovia. They commented that TfL’s ‘VISSIM’ modelling contained no night-time analysis - an omission they considered significant given the heavy use of taxis and PHVs overnight.

Forum members also expressed concern about:

- Bus rerouting, noting that curtailments and diversions would add at least five minutes to journeys and reduce direct access to Oxford Street for older and disabled people, who would find walking an additional 200 metres to access buses when carrying shopping difficult. Additional resources should be allocated to bus routes in the area to maintain current frequencies.

- Night buses, which they stated were critical for nightshift and hospitality workers and those socialising late at night. They felt the impact of the proposals on the night bus network had been insufficiently evaluated.
- Pedestrian safety, especially at Great Portland Street junctions where buses using new bus stands would obstruct visibility. They particularly referenced the junction with Margaret Street, which is heavily used by both pedestrians and HGVs particularly in the early hours of the morning when nearby venues close. The Forum suggested that a road safety review be conducted, including consideration of night-time activity, at this junction and the junctions with Great Castle Street and Mortimer Street.
- Impacts on Great Portland Street, between Mortimer Street and Oxford Street: they commented that there are no alternative means for deliveries and servicing for the many businesses located here.
- Bus movements in Great Portland Street - increased standing facilities and bus flows would negatively impact on traffic management efforts at this location.
- Bus stand capacity, with concerns that proposed stands on Great Portland Street could block traffic in both directions when combined with parking on the opposite side.
- Servicing pressures, particularly on Great Castle Street, which already required complex reversing manoeuvres for lorries serving local businesses.

They believed that unmanaged impacts could lead to congestion, harm local businesses, reduce attractiveness for customers, and undermine bus service reliability. They requested a full safety review, updated traffic modelling, and a more detailed analysis of bus stand and servicing impacts. FitzWest also urged early engagement on Oxford Street East, highlighting longstanding issues with neglected alleyways and public realm quality.

Finally, they requested direct engagement with the new MDC as it became operational and thanked TfL for its collaboration so far.

### **Future Transport London**

Future Transport London supported the pedestrianisation of Oxford Street West. They suggested that the scheme would increase Oxford Street's attractiveness, boost retail footfall, and improve the public realm if greening and new rest areas were delivered as promised.

Their primary concern was accessibility. They acknowledged that private cars were already restricted but noted that the proposals would make taxi and bus access more difficult. They therefore supported providing taxi ranks nearby, strategic points for traffic to cross Oxford Street, and the rerouting of buses via Wigmore Street and Henrietta Street, welcoming the new bus stop close to Oxford Street.

They agreed with banning cycling on Oxford Street but stressed that high quality alternative cycle routes must be provided without long detours.

They expressed interest in hearing about future work, including proposals for the eastern section and urging TfL to advance pedestrianisation plans for Soho as well.

## **Great Portland Estates (GPE)**

GPE expressed support for the overall principles of the Oxford Street West pedestrianisation proposals. However, they stated that the transformation could only succeed if several conditions were met.

They emphasised that Oxford Street needed to be delivered as one coherent end to end street, warning against the creation of a “two tier” Oxford Street if the East and West sections were treated separately. They also argued that servicing, accessibility and operational management must be designed in from the outset, not retrofitted, to avoid deterioration of the public realm and disjointed maintenance arrangements.

GPE also stressed the need for close coordination between all major stakeholders - including Westminster, Camden, occupiers and large landowners - highlighting that businesses were heavily invested in the street’s success and should have an equal voice.

Finally, they raised concerns about transition arrangements, explaining that they had live development proposals on Oxford Street and that TfL appeared not to have the necessary resource or authority to process required road closure or interface requests. They stated that any delays during the transition period would directly impact their properties and therefore were not acceptable. A ‘business as usual’ operation should continue while the proposals were further developed/finalised.

## **Hinde St Methodist Church**

Hinde Street Methodist Church questioned the need for the Oxford Street pedestrianisation proposals, stating that, in the experience of their congregation, there was no real problem on Oxford Street outside of the Christmas period. They observed that traffic levels were generally low, crossings rarely required long waits, and pavements were already wide, except when seasonal crowds created temporary pressures.

They suggest instead that Oxford Street should be pedestrianised only during December evenings, from 16:00–21:00, as a trial in 2026–27, to support Christmas visitors without disrupting the area during the rest of the year.

In responding to the actual proposals, the church raised concerns about:

- Night-time only delivery windows, questioning whether essential repairs and small business deliveries could realistically happen between midnight and 07:00.
- Bus and taxi displacement to Wigmore Street, Henrietta Place and nearby Marylebone streets, arguing that these narrow, already busy roads were unsuitable for higher traffic volumes, especially large vehicles.
- Lack of study on traffic impacts on these surrounding areas.
- Reduced accessibility for residents - particularly disabled people, pregnant women, older adults, and those travelling with children - who currently rely on buses or taxis directly on Oxford Street.

- Equity issues, noting that our EqIA acknowledged disproportionate impacts on disabled people and women.
- Wider economic fairness, arguing that pedestrianisation could unfairly concentrate footfall in one section of Oxford Street at the expense of the rest of the district.

## **Harley St BID**

The Harley Street Business Improvement District (BID) welcomed the ambition behind the Oxford Street Transformation and acknowledged potential long-term benefits. However, they raised concerns - particularly about the proposed bus rerouting, given the medical and clinical nature of many businesses within their footprint.

They noted that accessibility was crucial for the district's 310+ businesses, including numerous medical practices serving patients with mobility needs. They felt that diverting buses onto Wigmore Street, Henrietta Place, Cavendish Square and Marylebone Lane would materially affect how customers, staff and servicing vehicles reached their destinations.

They highlighted several risks:

- Reduced visibility of and accessibility for businesses immediately outside the pedestrianised zone
- Overreliance on Wigmore Street as a diversion corridor, which could cause significant disruption if blocked by roadworks or incidents
- Marylebone Lane's limited capacity, where 20 buses per hour would negatively affect the character and function of the street
- Lack of step-free access at key local stations (Great Portland Street, Regent's Park, Oxford Circus, Marble Arch), which would compound accessibility challenges.

They requested:

- A detailed assessment of access, footfall and servicing impacts on Henrietta Place and Cavendish Square
- Clarity on exact bus routes, mitigation measures, contingency plans for Wigmore Street closures, and detailed street level operational information
- Dedicated engagement sessions for directly affected businesses
- Continuous air quality, noise and vibration monitoring for at least three years postimplementation
- Acceleration of accessibility improvements at nearby Underground stations, improved pedestrian wayfinding infrastructure and more street greening
- Clarity on planned hostile vehicle mitigation measures, especially due to medical and hospitality servicing needs.

They concluded by expressing willingness to work closely with TfL and emphasised the need for the BID to be fully embedded in the future development and management of the transformation programme.

## **Historic England**

Historic England acknowledged receipt of the consultation and stated that they had no comments to make at this stage. They requested ongoing involvement and asked to be reconsulted as the Oxford Street proposals progressed.

## **Islington Swifts Group**

The Islington Swifts Group expressed support for the Oxford Street West pedestrianisation proposals in principle. They requested that all new trees and planting consist of native or wildlife friendly species, and that the scheme incorporates water features suitable for wildlife, both to enhance biodiversity and to help regulate urban temperatures.

They highlighted the Grosvenor Square redevelopment as an exemplary model and recommended consultation with the London Wildlife Trust.

## **Investment Property Management**

Investment Property Management raised concerns about the proposed new bus stop on Henrietta Place, noting that consultation drawings appeared to place it directly outside their 24-hour entrance. They requested that the bus stop be relocated to avoid obstructing access and queueing across the entrance.

They also requested to be added to all relevant distribution lists to ensure they received updates on the following, stressing the importance of early communication and coordination:

- the Henrietta Place bus stop proposal,
- modifications to Vere Street affecting their pit lane (in use until June 2027), and
- any restrictions or diversions affecting their entrances on Oxford Street, Vere Street, Marylebone Lane and Henrietta Place, and access to their service yard at 1 Welbeck Street.

## **London Sight Loss Councils**

London Sight Loss Councils welcomed the intention to restore pedestrians to the top of the road safety hierarchy and expressed support for the removal of vehicles, including cycles, e-bikes and e-scooters, from Oxford Street. They anticipated improvements to air quality and noise levels but raised significant concerns about how blind and partially sighted people would navigate a much larger, obstacle free space.

They explained that without tactile or auditory guidance, blind pedestrians could easily become disoriented in wide open environments. They warned that an expanded pedestrian zone could encourage more street clutter, such as café seating, A-boards, planters and signage, which posed collision risks and could cause serious injury. To mitigate these risks, they called for a continuous tactile guidance

line (like platform edge strips used in rail stations) running the length of Oxford Street, with a guarantee that no street furniture would obstruct it.

### **London Borough of Camden**

The London Borough of Camden reaffirmed its support for the pedestrianisation of Oxford Street West but cautioned that investment should also occur simultaneously in the Oxford Circus –Tottenham Court Road section to avoid creating an uneven, two-tier Oxford Street and disincentivising investment in the east.

Camden noted that rerouting would not occur within its boundaries but acknowledged that increased journey times (3–5 minutes) for routes 98 and 390 would have implications for Camden residents. They accepted that some delay was an acceptable trade-off for safer and healthier streets, while asking us to work with them to find journey time savings elsewhere along these routes. Camden also encouraged improvements to user experience - such as air-conditioned buses, better shelters and more countdown displays - and referenced their own "Better Buses in Camden" programme for safer and healthier streets, while asking TfL to work with them to find journey time savings elsewhere along these routes.

On traffic displacement, Camden reported no major concerns for its area and confirmed ongoing coordination with TfL to ensure Oxford Street modelling is integrated into the Holborn Liveable Neighbourhood project.

Camden expressed concern about the absence of safe, segregated alternative east west cycle routes, warning that banning cycling on Oxford Street without providing replacements would undermine pedestrian benefits and worsen cyclist safety. They highlighted increased demand on the already capacity constrained C27 corridor and indicated willingness to upgrade it if TfL provided funding.

On servicing, Camden reserved comment but requested more detail on delivery, supply, waste and operating models, offering to share learning from their own schemes. They committed to continued engagement with TfL, the GLA and the OSDC.

### **National Federation of the Blind UK (NFBUK)**

NFBUK objected to the pedestrianisation of Oxford Street. NFBUK stated that direct access by bus, taxi and black cab is required for blind, partially sighted and deafblind people to travel independently. NFBUK stated that pedestrianising the street and excluding taxis would prevent door to door drop-off and pickup, thereby excluding disabled people from accessing Oxford Street. NFBUK stated that buses and taxis must be always permitted on Oxford Street, to enable blind people to travel independently.

### **Uber**

Uber highlighted that Private Hire Vehicles (PHVs) were integral to London's transport network, supporting access to train stations and major destinations.

They stated that the pedestrianisation proposals must treat taxis and PHVs equally, asserting that there was no justification for granting taxis greater access than PHVs. They stated that unequal access rules created confusion for passengers, safety risks and unnecessary congestion and undermined the objectives of improving air quality and accessibility.

They requested clarification on several parts of the proposals where areas appeared to be restricted to buses, taxis and cycles only, stating that PHVs must also be included because they serve the same point-to-point function. They stated that PHV access was particularly important for people with limited mobility and stated a concern that restricted access to Selfridges and Orchard Street would displace traffic onto smaller streets, creating congestion and environmental impacts.

They also asked whether new bus lanes would be created on other bus corridors (Baker Street, Wigmore Street, Henrietta Place, Great Portland Street) and stated that any restrictions must apply to both taxis and PHVs. They stated that PHV access was essential to delivering a truly inclusive, world-class Oxford Street and expressed willingness to continue collaborating with TfL and the GLA.

### **Portland Village Association**

The Portland Village Association objected to the Oxford Street West proposals, noting that a previous scheme consulted on by Westminster City Council had been abandoned.

Portland Village Association's concerns focussed on Great Portland Street, between Margaret Street and Oxford Street. They said that this section of road needed to feel safe, clean and welcoming, and that the proposals did not adequately address:

- pedestrian crossing safety,
- turning circle constraints,
- the placement of bus stands, and
- increased traffic loads from displaced vehicles.

The Association expressed concern that Great Portland Street would become a service area to Oxford Street and existing issues with the management of e-bikes, waste collection and maintenance would be exacerbated. The Association objected to the potential loss of trees. The Association recommended restricting e-bikes to keep them out of pedestrian zones and welcomed further engagement with the project.

### **Water Gardens Residents Association**

The Water Gardens Residents' Association objected to the proposed pedestrianisation of Oxford Street and the associated termination of bus routes 7 and 94 at Marble Arch. Representing over 250 leaseholders, the association stated that many residents - particularly older people and families with young children - relied on these direct bus services to access Oxford Street safely and conveniently.

They argued that requiring residents to walk further, in all weather conditions and irrespective of mobility limitations, was unreasonable and overlooked the realities of daily life for vulnerable groups. Bus routes, they emphasised, existed to provide access to specific destinations, and removing them would severely undermine accessibility.

The Association also warned that Edgware Road was already severely congested, with conditions worsening after the introduction of the Congestion Charge, ULEZ and road narrowing. They stated that diverting traffic and buses away from Oxford Street would inevitably push more congestion onto surrounding streets, creating an “unsustainable traffic environment.”

They urged authorities to reconsider and ultimately abandon the proposals, asserting that the plans failed to account for their practical and detrimental impacts on both residents and the wider transport network.

### **Wheels for Wellbeing**

Wheels for Wellbeing reiterated its concerns about accessibility within the Oxford Street pedestrianisation proposals. The organisation noted that accessibility along the long shopping street had already been very poor and that the removal of bus and cycle access would have worsened access for many disabled people, who were already underrepresented among Oxford Street users. While acknowledging that the scheme contained positive elements, such as improved pedestrian realm and better safety, they argued that these benefits needed to be accompanied by improved accessible public transport and active travel options. They referred to previous consultation feedback offering accessibility solutions and highlighted guidance illustrating how disabled people could use cycles as mobility aids at pedestrian speeds. The group urged TfL to incorporate such measures to ensure disabled people were not further excluded from the area.

### **Westminster Tree Trust**

The Westminster Tree Trust expressed concerns about how the Oxford Street pedestrianisation proposals might affect existing and future tree planting. They highlighted three key risks: the potential loss of existing trees - particularly the “Fitzrovia Forest 600th tree” on Great Portland Street - possible conflicts between new transport infrastructure (such as bus stops) and opportunities for future tree planting, and the need to ensure that detailed plans included provision for significant new tree planting on Oxford Street. They recommended early trial pits and the possible relocation of underground utilities to enable tree planting to be fully viable. The Trust stressed that the scheme represented a once in a generation opportunity and that early decisions must not pre-empt future landscaping work.

### **Owner of 95 Wigmore Street**

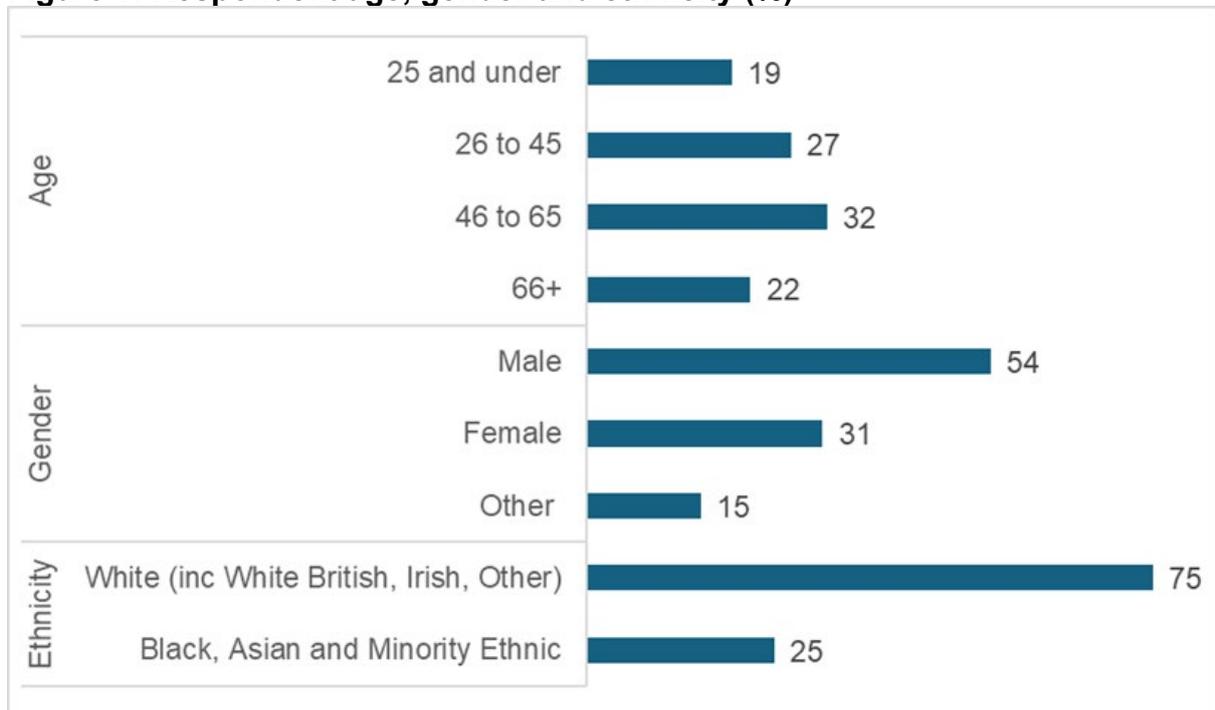
They raised significant concerns about the proposed introduction of a bus stop outside 95 Wigmore Street, citing concerns around highway safety, disruption to the flow of pedestrians on the footway, the potential for traffic congestion and disruption to servicing of their premises. They additionally raised concerns about the potential

for occupants of their building to be disturbed by the new bus stops and about a perceived lack of consultation by us.

## Appendix D: Demographics

Respondents provided details about themselves such as age, gender, and ethnic group. These questions were optional. The percentages in Figure 1 are of those who provided this information. Please note that age range figures are approximate.

**Figure 1: Respondent age, gender and ethnicity (%)**



Base: Age (n=1,297); Gender (n=1,328); Ethnicity (n=1,230). Excludes those who did not provide a response or responded 'prefer not to say'

# EQUALITY IMPACT ASSESSMENT

## Oxford Street Transformation – Highway and Transport Proposals

### 1. Purpose of this document

An Equality Impact Assessment (EQIA) is a tool used by TfL, and many other organisations, to evaluate how policies, services or decisions could affect people with different protected characteristics, such as age, sex, race, disability, or sexual orientation. Its primary purpose is to identify the actual or potential impacts of proposals on those people at an early stage of development so that they are fully considered as part of our decision-making, ensuring that the need to avoid discrimination and promote equality wherever reasonably possible is taken into account in our decisions. By analysing potential impacts, this assessment helps us to comply with our legal duties under the Equality Act 2010, particularly the public sector equality duty, which requires us to have due regard to the need to eliminate *discrimination, harassment, victimisation and other prohibited conduct*, advance equality of opportunity *between those who share a relevant protected characteristic and those who do not share it*, and foster good relations *between persons who share a relevant protected characteristic and those who do not share it*.

This document considers the potential impacts of the proposals to pedestrianise Oxford Street West, both positive and negative, on people with protected characteristics. The document systematically assesses potential impacts on people within each of the Protected Characteristic Groups (PCG), identifying both direct and indirect impacts and discussing potential mitigation measures.

### 2. Background Information

Earlier this year the Mayor of London held a consultation on proposals to establish a new Mayoral Development Corporation for the Oxford Street area, and on the principle of pedestrianising the street. In June 2025 the Mayor published a [consultation report](#) which showed that over 6,000 people had responded to the consultation, and that around two thirds of those who responded on pedestrianisation were supportive of the principle of pedestrianising Oxford Street. TfL have been developing proposed highways and transport changes to facilitate pedestrianisation along Oxford Street between Orchard Road and Great Portland Street and this Equality Impact Assessment covers those proposals.

- Located in the heart of the West End, Oxford Street is one of the world's premier shopping streets. Around 3.5 million people visit Oxford Street each week, making a significant contribution to the UK economy with around £25bn generated annually.
- GLA Economics estimate the mid-range of potential impacts of pedestrianisation to increase 'Gross Valued Added' (this is an economic indicator representing the value of goods and services produced in an area) by nearly £82m per year, whilst supporting a further 781 jobs.



The analysis also states that pedestrianisation could raise £30-£40m in VAT receipts and £10- £20m in business rates depending on the scenario and outcomes.

## 2.1. Transport context

Following the introduction of the Elizabeth Line in May 2022, the proportion of rail passengers using Bond Street and Tottenham Court Road stations, has increased significantly. Bond Street and Tottenham Court Road have step-free access and Passenger Assistance meeting points<sup>1</sup>. The Elizabeth Line operates up to twenty-four trains an hour, with a total capacity of 36,000 passengers per hour (in each direction) through the core central London section. In the three years since it opened, it has surpassed 242.9 million passenger journeys annually and has become the UK's busiest single-operator rail service<sup>2</sup>. This is substantially higher than the post pandemic estimation in the range of 104 to 136 million passenger journeys per year and rising to 130 to 170 million per year by 2026<sup>3</sup>.

Conversely, bus usage in Central London has declined significantly since 2018, primarily due to changing travel patterns, increased rail capacity from the Elizabeth Line, and congestion impacting bus speeds. TfL's Travel in London reports and bus performance data show that annual bus journeys fell from approximately 2.1 billion in 2018 to around 1.86 billion in 2023/24, a reduction of about twelve percent<sup>4</sup>.

The primary issues currently facing Oxford Street, from a highway and transport perspective, include:

- **Pedestrian crowding:** The level of pedestrian crowding that occurs on many parts of Oxford Street is perhaps the greatest factor affecting the overall customer experience. Westminster City Council's (WCC) Oxford Street and Oxford Circus Projects Full Business Case indicated very low Pedestrian Comfort Levels during the busiest times of day and on weekends (notwithstanding peak periods such as Christmas). Pedestrian comfort for significant portions of the street is identified as either 'at risk' or 'unacceptable.' The same study also showed that there is a general perception that Oxford Street is "too busy" or "overcrowded," with 59% of the respondents perceiving Oxford Street to be "overcrowded" and 31% of the respondents experiencing difficulty moving down the street. The study indicated that Pedestrian Comfort Levels have a tangible effect on both the number and durations of visits to Oxford Street.
- **Air Quality and Noise:** Air quality is an acknowledged problem on Oxford Street West, with road transport responsible for about 30% of NOX emissions across London<sup>5</sup>. At present, air pollution measurements indicate that both EU annual mean NO2 concentration and hourly

---

<sup>1</sup> [Bond Street \(Elizabeth line\) Station | National Rail](#)

<sup>2</sup> [Train Operating Company Key Statistics, April 2024 to March 2025, Elizabeth line](#)

<sup>3</sup> [Elizabeth line post-opening evaluation](#)

<sup>4</sup> [Buses performance data - Transport for London](#)

<sup>5</sup> LAEI 2022 Summary Note August 2025.pdf



exceedance targets are surpassed. Importantly, as bus services and taxis seek to meet customer demand, peaks in observed pollutant concentrations generally coincide with the periods of highest footfall. In addition, road noise levels on Oxford Street West are currently very high, with a significantly higher proportion of road noise concentrated on Oxford Street West compared to the immediate vicinity<sup>6</sup>.

- **Road Safety:** TfL road safety data shows that from May 2022 until April 2025 there were 79 collisions along Oxford Street West and its junctions. These collisions resulted in 24 serious injuries, with pedestrians being the most affected group.

To address these and the other challenges facing Oxford Street, the Mayor of London is working to transform Oxford Street, with the aim of making it a unique shopping and visitor experience.

## 2.2. Enabling Works and Delivery Stages

TfL would work with WCC to arrange any enabling works required for the initial phase of highway changes on surrounding streets, to facilitate all necessary traffic movements and bus re-routings. This includes implementing new signal arrangements.

In parallel, an information strategy or campaign would be rolled out ahead of the removal of traffic from Oxford Street West to ensure the public is well-informed and prepared, minimising disruption caused by changes to the transport network.

Subject to consultation, changes to the local area and the transport network in and around Oxford Street West are likely to include (but are not limited to):

- Re-design of area for pedestrians, cyclists and road users.
- Provision of more space and direct route through area for pedestrians.
- Linking of traffic signals for traffic progression on surrounding roads.
- New pedestrian crossings on desired lines.
- Wayfinding signage for pedestrians and cyclists.
- Cycling routes and connections.
- New paving, seating and trees
- Installation of Hostile Vehicle Mitigation (HVM) measures.
- Changes to bus routes, frequencies and bus stop locations.
- Removal of existing taxi ranks and the installation of new taxi ranks, located to provide access to Oxford Street West.

---

<sup>6</sup> Road Noise - All Metrics - England Round 4



- Changes to freight and servicing arrangements in the area.

The proposed changes to Oxford Street West are likely to have a range of positive impacts, particularly for pedestrians, and mixed implications for the overall accessibility of the area, especially for those with mobility or other impairments. Impacts identified to PCGs are captured in this EQIA alongside potential mitigations.

### 3. The Evidence Base

To understand the diversity of the communities potentially impacted by the proposed scheme, data from the 2021 Census has been analysed<sup>7</sup>, focusing on demographic characteristics of the surrounding areas, by reference to with protected characteristics as identified in the Equality Act 2010. The presence and location of local amenities and essential services have also been examined to help understand which groups are likely to be travelling to, or through the area. Additionally, insights from public consultation and engagement activities were used to identify community-specific impacts and barriers to inclusion, helping to shape proposals that are responsive to the needs of diverse groups. Where data allows, the 'Core Assessment Area' (CAA) resident statistics have been compared to those for Westminster, London and England.

To assist in capturing the local demographics, a CAA has been used to examine the local community socio-demographic profile, which comprises a zone ("radius") extending out 1km from Oxford Street West. This zone captures data on those living within it and has been identified through professional judgement from similar projects and is used for socio-demographics based on typical walk distances, although it is acknowledged that vehicle and public transport users may be travelling from further afield.

Whilst the 1km CAA provides valuable insight into the immediate local context, particularly for understanding walkable access, localised deprivation, and community characteristics, it is important to recognise that the functional catchment of Oxford Street West extends well beyond this boundary. Given the strategic significance of the location, particularly in terms of retail, employment, and connectivity, the area attracts users from across the wider borough, Greater London, and in many cases, nationally and internationally (such as tourists). This is especially relevant for understanding travel patterns, economic impact, and the diversity of users who may not reside locally but contribute to the area's vibrancy and demand.

Therefore, in addition to the CAA, comparative analysis has been undertaken at the borough level and for Greater London as a whole. This multi-scalar approach allows for a more nuanced understanding of how the local profile aligns with or diverges from broader trends. For example, borough-level data can highlight structural inequalities or investment needs, while London-wide figures provide a benchmark for assessing the area's role within the capital's wider socio-economic landscape. This layered analysis ensures that both hyper-local and strategic considerations are accounted for in the assessment.

---

<sup>7</sup> [Census - Office for National Statistics](#)



### 3.1. Age

Table 1 presents the breakdown of age profiles in the Oxford Street West CAA, City of Westminster, London and England.

*Table 1: Age Profile*

| Dataset |                        | Oxford Street West CAA % | City of Westminster Borough % | London % | England % |
|---------|------------------------|--------------------------|-------------------------------|----------|-----------|
| Age     | Children (Under 16)    | 9.5                      | 13.1                          | 19.3     | 18.5      |
|         | Young people (16-24)   | 17.7                     | 13.8                          | 11.1     | 10.6      |
|         | Working age (16-64)    | 78.8                     | 74.8                          | 68.9     | 62.9      |
|         | Older people: aged 65+ | 11.7                     | 12.1                          | 11.9     | 18.6      |

The proportion of children within the CAA and Westminster is lower than the figures for London and England. There is a higher proportion of young people (16-24) in the CAA and Westminster than London and a significantly higher proportion than in England. Young people tend to make more trips to or from further or higher education and often are more reliant on active travel or public transport (research has shown younger Londoners are statistically more likely to walk regularly (97% walk at least once a week compared to 95% of all Londoners<sup>8</sup>).

There is a higher concentration of working aged people aged between 16-64 in the CAA and Westminster compared to London and England. The proportion of people over 65 years old in the CAA is in line with Westminster and London, though considerably lower than England. The UK has an ageing population, and it is anticipated that the number of over 65s will increase over time. As people age, they generally decrease their use of cars and have an increased dependency upon public transport.

The London Travel Demand Survey (LTDS) shows young people (it uses a categorisation of 16–34) and working aged adults (it uses a categorisation of 25–64) are overrepresented in the sample, reflecting their higher travel activity. Young people make more trips per day, rely heavily on public transport, walking, and cycling, and are less likely to own cars. Their travel choices are shaped by affordability concerns, urban living, and environmental attitudes, with strong interest in sustainable modes.

Working aged adults dominate commuting trips, though remote working has reduced peak travel. They also depend on public transport for work and leisure, with car use remaining lower than national averages due to congestion and cost. While the survey is mainly descriptive, some concerns emerge for these groups. Cost sensitivity is a major issue, influencing mode choice and increasing reliance on active travel. Housing pressures push

<sup>8</sup> Transport for London. Diversity and inclusion publications - Understanding London's travel needs. Transport for London. [Online] 2019.



younger people to outer London, creating longer commutes and greater dependence on reliable public transport. Both groups value service reliability, safety, especially for late-night travel, and flexibility to accommodate changing work patterns. Environmental priorities are particularly strong among younger respondents, reinforcing demand for sustainable and affordable travel options.

The LTDS also shows that older Londoners (65+) make fewer trips and are less likely to walk or cycle compared to younger groups, often due to mobility and health limitations. They rely more on buses and taxis for essential journeys, as these modes offer convenience and accessibility, but concerns remain about crowded buses, availability of seating, and step-free access. Pedestrianisation can be a mixed issue: while safer, quieter streets are valued, reduced vehicle access can create challenges for those who depend on taxis for door-to-door travel. Improving bus reliability, ensuring safe walking environments, and maintaining taxi access are key priorities for supporting older people's mobility. The older population is more likely to have the following characteristics: not working, disabled and possibly on a lower income. In addition, statistics show that generally those of white ethnic origin and women, live longer and may therefore have higher representation in the older age category<sup>9</sup>.

Within the CAA, there are a total of six educational establishments including five primary schools and one secondary school. Given this concentration of schools, it is likely that school-aged children—either accompanied by parents or carers or travelling independently—are frequently present and travelling around the area to attend school. The National Travel Survey (NTS) provides insight into travel behaviour based on personal characteristics, with the main findings regarding age set out below.

1. Trip Frequency: Younger people tend to make more trips overall, particularly children and teenagers due to school and leisure activities. Trip frequency declines with age, with older adults making the fewest trips per year.
2. Mode of Transport: Children and teenagers make more walking and cycling trips, while young adults rely more on public transport. Middle-aged adults are most likely to use cars as drivers, whereas older adults are more likely to be car passengers and use buses for local journeys.
3. Trip Purpose: School and leisure dominate for children, commuting and business trips are most common for working-age adults, and shopping and visiting friends become the main purposes for older adults after retirement.
4. Distance Travelled: Working-age adults travel the longest distances, especially for commuting and business purposes. Young adults and older adults travel shorter distances overall, with the oldest age groups making mostly local trips.
5. Mode Share: Active modes (walking and cycling) account for the largest share among children, while private transport dominates for middle-aged adults. Public transport use peaks among young adults and declines with age. Older adults have a higher share of bus trips compared to middle-aged adults but fewer active trips.

---

<sup>9</sup> Transport for London. London Travel Demand Survey. *Transport for London*. [Online] December 2024.



### 3.2. Disability

As part of the 2021 Census, data was collected on those with a disability as defined by the Equality Act. The results can be seen in Table 2 split by residents who recorded that their daily activities are limited a little, or a lot.

*Table 2: Disabled Population*

| Dataset           |   | Oxford Street West CAA % | City of Westminster Borough % | London % | England % |
|-------------------|---|--------------------------|-------------------------------|----------|-----------|
| <b>Disability</b> | Disabled under the Equality Act: Day-to-day activities limited a lot    | 4.9                      | 6.5                           | 5.7      | 7.3       |
|                   | Disabled under the Equality Act: Day-to-day activities limited a little | 6.6                      | 7.3                           | 7.5      | 10.0      |

The CAA has both a lower proportion of residents whose daily activities are limited a lot, and limited a little compared with Westminster, London and England.

According to the LTDS, 84% of disabled Londoners (who consider themselves to have a long-term physical or mental disability or health issue that impacts their day-to-day activities) report that their disability limits their ability to travel. It should be noted that many disabled people have multiple impairments. The most frequently reported impairments by disabled Londoners are related to mobility (55%). The main barriers to using public transport for disabled Londoners are overcrowding and concerns about antisocial behaviour. Disabled Londoners make fewer trips overall but still rely heavily on buses and taxis for essential journeys, as these modes offer affordability and door-to-door convenience. Walking and cycling are far less common due to mobility limitations and accessibility challenges, while rail and Tube use is also lower because of limited step-free access.

TfL research shows that 10% of White Londoners identify as disabled, slightly higher than the 8% of Londoners from Black, Asian and other minority ethnic groups who identify as disabled. Londoners from these minority ethnic groups tend to have a younger age profile compared to White



Londoners. People identifying as White make up the largest proportion of the disabled population in London, accounting for 67%. There is also a gender disparity, with women comprising 56% of disabled Londoners compared to 50% of the non-disabled population<sup>10</sup>.

Disabled Londoners have lower rates of employment than non-disabled Londoners, with 77% of disabled Londoners being retired or not working compared to 20% of the non-disabled population. A higher proportion of disabled Londoners (34%) have a household income of less than £10,000 compared to non-disabled Londoners (10%). This illustrates disabled people in London may face affordability as a barrier to travel.

There are several health care facilities in and around the CAA, comprised of both hospitals and general practice surgeries. The CAA notably includes Harley Street, a nationally renowned centre for medical excellence, where a mix of NHS and private healthcare providers operate across a wide range of clinical specialisms. In addition to private hospitals such as The Harley Street Clinic and The London Clinic, the area also hosts NHS services including Harley Street Medical Centre, which offers treatment for common conditions and supports NHS patients through online consultations and walk-in services. Whilst most health care facilities are situated north of Oxford Street and many people would reach these without using or crossing Oxford Street, the presence of these facilities, combined with nearby specialist clinics and diagnostic centres, contributes to a higher likelihood of disabled people visiting the area for medical appointments and ongoing care.

The disability PCG includes a broad spectrum of conditions, such as mobility impairments, visual or hearing impairments, neurodivergence, mental health needs and other invisible conditions. These may also include continence-related issues or an increased need for ready access to accessible toilet facilities. The National Travel Survey (NTS) provides insight into travel behaviour based on personal characteristics, with the main findings regarding disabled people set out below.

1. Trip Frequency: Disabled adults made fewer trips per year compared to non-disabled adults. This gap is consistent across age groups, with disabled adults making 25–30% fewer trips overall.
2. Mode of Transport: Disabled adults were less likely to drive and more likely to travel as car passengers. They also relied slightly more on buses compared to non-disabled adults, while walking and cycling trips were less frequent. Taxis and private hire vehicles make up a small share of trips overall (around 1–2%), but disabled adults use them more frequently than non-disabled adults. This reflects their need for door-to-door transport and accessibility, especially when public transport or walking is difficult.
3. Most common purposes for trips among disabled adults: They made fewer commuting and business trips compared to non-disabled adults, reflecting lower participation in work-related travel.

---

<sup>10</sup> Transport for London. Diversity and inclusion publications - Understanding London's travel needs. Transport for London. [Online] 2019.



4. Distance Travelled: Disabled adults travelled shorter distances on average than non-disabled adults. Those with impairments such as speech, vision, or dexterity recorded the lowest annual mileage.
5. Mode Share: Trips by disabled adults were split roughly 59% private transport (car driver, passenger, private hire) and taxi, 6% public transport (bus), and the remainder active modes and other transport. Compared to non-disabled adults, the share of car passenger trips was higher, while active modes were slightly lower.

### 3.3. Sex

Table 3 below presents the proportion of men and women living in the CAA, Westminster, London and England. The proportion of women living in the Oxford Street West CAA is slightly lower than in Westminster, London and England. Women can experience more safety concerns, particularly when travelling alone or at night, than men.

*Table 3: Population breakdown by sex*

| Dataset    |       | Oxford Street West CAA % | City of Westminster Borough % | London % | England % |
|------------|-------|--------------------------|-------------------------------|----------|-----------|
| <b>Sex</b> | Women | 49.2                     | 51.6                          | 51.5     | 51.0      |
|            | Men   | 50.7                     | 48.4                          | 48.5     | 49.0      |

Women may be more likely to have mobility impairments and other impairments than men due to their greater life expectancy and the increased likelihood of having a disability in old age. TfL research also states women are more likely to make journeys on foot than men<sup>11</sup>.

TfL's *Understanding our Diverse Communities* report found that women are less likely than men to be employed, with 20% of women saying they are not employed, compared to 8% of men. Women are also more likely to have a low household income. 31% of women have an income of less than £20,000 per year compared to 26% of men. The National Travel Survey (NTS) provides insight into travel behaviour based on personal characteristics, with the main findings regarding gender set out below.

1. Trip Frequency: On average, men made more trips per year compared to women. However, the gap has been narrowing over recent years.
2. Mode of Transport: Men were more likely to use cars as drivers, while women were more likely to use cars as passengers. Women also made more walking trips compared to men.

<sup>11</sup> Transport for London. Diversity and inclusion publications - Understanding London's travel needs. Transport for London. [Online] 2019.



3. Trip Purpose: Men made more trips for commuting and business purposes, whereas women made more trips for shopping and escorting children.
4. Distance Travelled: Men travelled longer distances on average compared to women, particularly for commuting and business trips.
5. Mode Share: The mode share between active, private (including car drivers, passengers and public hire) and public transport modes was similar for both men and women. Trips by women were split 31% active transport modes, 60% private transport modes and 9% public transport modes, whereas trips by men were split 30% active transport modes, 62% private transport modes and 8% public transport modes.

The barriers to public transport use most mentioned by women are overcrowding, the cost of travel and service disruptions<sup>12</sup>. Personal safety on public transport is a concern for some women, with 34% reporting they are worried about personal safety compared to 14% of men. Women are also likely to travel more often during the day for multiple reasons including personal business, shopping, and accompanying children.

### 3.4. Gender Re-assignment

Table 4 presents the proportion of residents by their gender identity, including those who have undergone gender reassignment<sup>13</sup>. Gender Identity data is not available at a disaggregation suitably low to examine the CAA, therefore data from the City of Westminster Borough has been used to infer the proportions of residents likely for the local area surrounding the scheme.

*Table 4: Gender Identity*

| Dataset  | City of Westminster Borough % | London % | England % |
|--|-------------------------------|----------|-----------|
| <b>Gender identity the same as sex registered at birth</b>                                   | 90.03                         | 91.21    | 93.47     |
| <b>Gender identity different from sex registered at birth but no specific identity given</b> | 0.37                          | 0.46     | 0.25      |
| <b>Trans woman</b>   | 0.14                          | 0.16     | 0.10      |
| <b>Trans man</b>   | 0.13                          | 0.16     | 0.10      |

<sup>12</sup> Transport for London. Diversity and inclusion publications - Understanding London's travel needs. Transport for London. [Online] 2019.

<sup>13</sup> Office for National Statistics. Gender identity. *Office for National Statistics*. [Online] April 2023.



|                                    |      |      |      |
|------------------------------------|------|------|------|
| <b>All other gender identities</b> | 0.00 | 0.12 | 0.10 |
| Not answered                       | 9.22 | 7.88 | 5.98 |

The proportions of each gender identity within Westminster are broadly in line with London and England.

The *LGBT Action Plan 2018*<sup>14</sup> investigated the lived experience of trans people and their sense of personal safety:

- 40% of respondents had experienced at least one negative experience involving someone they did not live with within the preceding 12 months of the survey.
- More than 91% of respondents said the most serious incident they had experienced in the preceding 12 months had not been reported.

Research by TfL<sup>15</sup> has shown that transgender Londoners generally use the same modes as the wider population, namely buses, Tube, and walking, but their travel experiences are strongly shaped by safety and comfort concerns. TfL research notes that transgender people are more likely than other groups to report feeling unsafe or fearing harassment when using public transport, particularly during late-night travel. Incidents of intimidation and abuse are cited as barriers, alongside concerns about overcrowding and reliability. These issues can lead to avoidance of certain routes or times, and taxis or private hire vehicles may be preferred for added security and privacy. The report emphasises that personal safety and inclusive service provision are critical for supporting the mobility of transgender Londoners.

The data suggests that there are barriers that may stop some trans people from reporting incidents such as a lack of comfort and confidence to report incidents, in addition to more concerns regarding their perception of safety.

### 3.5. Marriage / Civil Partnership

Under the Equality Act 2010, marriage and civil partnership are not considered 'relevant protected characteristics' for the purposes of advancing equality of opportunity or fostering good relations. While the duty to eliminate discrimination applies in principle, discrimination on these grounds is only prohibited in relation to employment. As this is a highways and public realm project, marriage and civil partnership have been scoped out of this EQIA. Theoretically, there could be workplace impacts if the proposals had an indirectly discriminatory effect on individuals with this protected

<sup>14</sup> Government Equalities Office. LGBT Action Plan. Government Equalities Office. [Online] 2018.

<sup>15</sup> <https://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



characteristic who work in businesses within the CAA; however, such impacts appear very unlikely in practice and have therefore been excluded from further assessment.

### 3.6. Pregnancy / Maternity

The pregnancy and maternity PCG need to be considered within an EQIA for several reasons, including temporary mobility impairment, specific travel requirements, or access to medical and childcare facilities. As data on how pregnant people travel around the area, such as travel modes or journey patterns, is not available, local birth rates have been used as a proxy to provide an indication of their likely presence.

General Fertility Rate (GFR) and Total Fertility Rate (TFR) statistics were obtained for 2024, the most recent available data. Data on pregnancy rates are not widely available, and therefore a good approximation to this is the number of live births within the area. The examination of fertility rates also provides an indicator as to the presence of pregnancy and maternity groups.

Both the GRF and TFR for Westminster are lower compared to London and England. Westminster’s lower fertility rates are likely influenced by its inner-city location and urban environment, which typically feature a higher proportion of working-age adults and a slightly smaller proportion of women compared to men. Though there may be lower fertility rates in the area, given the proximity to medical facilities to the northwest of OSW, there may be healthcare trip attractors nearby increasing the number of pregnant people and those travelling with young children in the area.

Fertility measures such as the General Fertility Rate (GFR) and Total Fertility Rate (TFR) provide additional insight into reproductive patterns. While pregnancy rate reflects all pregnancies (including those not resulting in live birth), data on pregnancy rates are not widely available, and therefore a good approximation to this is the number of live births within the area. GFR measures live births per 1,000 women of childbearing age, and TFR estimates the average number of children a woman would have over her lifetime. Together, these indicators help identify the presence and characteristics of pregnancy and maternity groups.

Within the CAA, there are a total of fifteen medical facilities including:

- 5 Hospitals: University College Hospital, Fitzrovia Hospital, The Portland Hospital, Western Eye Hospital, University College Hospital at Westmoreland Street.
- 10 General Practice establishments.

*Table 5: Birth statistics<sup>16</sup>*

| Dataset | City of Westminster Borough | London | England |
|---------|-----------------------------|--------|---------|
|---------|-----------------------------|--------|---------|

<sup>16</sup> Live births in England and Wales: Nomis, official census and labour market statistics, 2024 data, accessed September 2025



|                       |   |      |      |      |
|-----------------------|---|------|------|------|
| <b>Fertility Rate</b> | General Fertility Rate (number of births per 1,000 women) | 34.4 | 48.7 | 49.0 |
|                       | Total Fertility Rate (number of children per woman)       | 1.00 | 1.35 | 1.42 |

### 3.7. Race

Table 6 presents a breakdown of the resident populations of the CAA, City of Westminster, London and England<sup>17</sup>.

Table 6: Ethnicity Statistics

| Dataset     | Oxford Street West CAA % | City of Westminster Borough % | London % | England % |      |
|-------------|--------------------------|-------------------------------|----------|-----------|------|
| <b>Race</b> |                          |                               |          |           |      |
|             | Asian                    | 19.8                          | 16.8     | 20.7      | 9.3  |
|             | Black                    | 4.6                           | 8.1      | 13.5      | 4.0  |
|             | Mixed                    | 6.6                           | 6.5      | 5.7       | 2.9  |
|             | Other                    | 10.4                          | 13.5     | 6.3       | 2.1  |
|             | White                    | 58.6                          | 55.2     | 53.8      | 81.7 |

The overall proportion of Asian, Black and Mixed/Multiple ethnic groups living in the CAA and Westminster are lower than London, but considerably higher than England. The proportion of the population living in the CAA who are of White ethnicities is slightly higher than Westminster and London, but significantly lower than England. This is in addition to visitors and tourists known to visit the area.

Table 7 presents the distribution of Domestic or International visitors from the Oxford Street West On-Street Survey.

<sup>17</sup> Office for National Statistics. Ethnic groups. *Office for National Statistics*. [Online] April 2023.



*Table 7: Distribution of Respondents by Domestic or International visitors (%)*

| Dataset              | Oxford Street West % |
|----------------------|----------------------|
| <b>Domestic</b>      | 60                   |
| <b>International</b> | 40                   |

Although Oxford Street West is a prominent international destination, domestic visitors account for most respondents (60%). Among international visitors, the largest shares are from France (9%), Germany (9%), Italy (6%), and Spain (6%).

This suggests that people from a wide range of nationalities and ethnic backgrounds are likely to live in or travel through the area, which is important for the EQIA to consider, to ensure that proposals are inclusive and responsive to the needs of diverse communities, where possible. Data on the proportion of trips by transport mode, disaggregated by ethnic group, is currently unavailable, and therefore the presence of all ethnic groups is considered in this assessment. According to TfL research, Asian, Black and minority ethnicity Londoners are less likely than White Londoners to be in employment (57% Asian, Black and minority ethnicity Londoners compared to 64% of White Londoners). They are also more likely to live in households with an annual income below £20,000 (33% Black, Asian and minority ethnicity Londoners compared to 25% of White Londoners).

Walking is the most commonly used form of transport by Asian, Black and minority ethnicity Londoners (96% walk at least once a week, compared with 95% white). After walking, the bus is the most common type of transport used: 65% of Asian, Black and minority ethnicity Londoners use the bus at least once a week compared to 56 per cent of White Londoners. This can be further disaggregated:

- Black ethnic groups make 12% of their trips by bus in London, compared to only 1% for White ethnic groups.
- Asian ethnic groups make 6% of their trips by bus in London, while White ethnic groups remain at 1%.
- Other ethnic groups show similar trend, with 8% of trips by bus in London.

This contrasts sharply with White ethnic groups, who are far more likely to travel by car (42% as drivers) and much less likely to use buses.

Black, Asian and minority ethnicity Londoners are more likely to report that they are worried about personal security on public transport – 33% say they are generally worried compared with 29% of White Londoners. The level of worry rises to 40% among Asian Londoners. The barriers to public transport use for Asian, Black and minority ethnicity Londoners most mentioned are the cost of travel, service disruptions and slow journey times.

Although not always directly linked in every instance, linguistic diversity is also likely to increase with diversity of ethnicity. This, combined with Oxford Street and nearby private medical facilities being an attractor for tourism or overseas visitors seeking medical assistance/treatment emphasises the importance of communication of changes and subsequent provision in diverse languages.



### 3.8. Religion or Belief

Table 8 presents the proportion of residents following each religion within the CAA, Westminster, London and England <sup>18</sup>.

*Table 8: Representation of Religion*

| Dataset                   |                 | Oxford Street West CAA % | City of Westminster Borough % | London % | England % |
|---------------------------|-----------------|--------------------------|-------------------------------|----------|-----------|
| <b>Religion or Belief</b> | Christian       | 35.6                     | 37.3                          | 40.7     | 46.2      |
|                           | Buddhist        | 1.8                      | 1.3                           | 0.9      | 0.5       |
|                           | Hindu           | 3.4                      | 2.2                           | 5.1      | 1.7       |
|                           | Jewish          | 3.5                      | 2.8                           | 1.7      | 0.5       |
|                           | Islam           | 14.3                     | 20.0                          | 15.0     | 6.5       |
|                           | Sikh            | 0.5                      | 0.3                           | 1.6      | 0.9       |
|                           | Other           | 1.1                      | 0.9                           | 1.0      | 0.6       |
|                           | None/Not stated | 39.8                     | 35.3                          | 34.0     | 43.2      |

The predominant religion followed by residents within the CAA and Westminster is Christianity, though a lower proportion than London and England. The next highest proportion is Islam (14%) which is significant as it may indicate a higher need for access to mosques and other religious amenities, such as halal food shops. The area surrounding Oxford Street West is home to a rich diversity of places of worship, reflecting the multicultural and multi-faith character of the city. Within approximately 1km, there are numerous Christian churches representing a range of denominations, including Anglican, Catholic, Evangelical, Methodist, and Orthodox traditions. Notable examples include Westminster Cathedral, All Souls Church, and the Ukrainian Catholic Cathedral of the Holy Family. In addition, the area hosts Muslim places of worship such as Muslim World League, the Islamic Centre, Jewish places of worship such as the West London Synagogue and Central Synagogue, as well as Buddhist temples like the London Fo Guang Shan Temple.

This religious diversity means that people of many beliefs are likely to live in, work in, or travel through the area to attend services, events, or community activities. Importantly, religious observance may take place at different times of day, days of the week, or seasons of the year (for example Friday prayers for Muslims, Saturday services for Jewish communities, and Sunday worship for many Christian denominations). These patterns of movement and access should be considered, so that any changes to the public realm, such as transport adjustments, support inclusive access for all belief communities.

<sup>18</sup> Office for National Statistics. Population and household estimates, England and Wales. *Office for National Statistics*. [Online] June 2022.



### 3.9. Sexual Orientation

Data on sexual orientation is available covering the local authority<sup>19</sup>, and therefore data for Westminster residents has been compared to those in London and England. While most of the residents in Westminster are straight or heterosexual, this is a lower proportion than London and England. The proportion of people who are gay or lesbian is higher in Westminster than London and England, though all other groups are in line.

*Table 9: Sexual Orientation Profile*

| Dataset                   |                               | City of Westminster Borough % | London % | England % |
|---------------------------|-------------------------------|-------------------------------|----------|-----------|
| <b>Sexual Orientation</b> | Straight or Heterosexual      | 83.3                          | 86.2     | 89.4      |
|                           | Gay or Lesbian                | 3.5                           | 2.2      | 1.5       |
|                           | Bisexual                      | 1.5                           | 1.5      | 1.3       |
|                           | Pansexual                     | 0.09                          | 0.10     | 0.1       |
|                           | Asexual                       | 0.06                          | 0.05     | 0.06      |
|                           | Queer                         | 0.05                          | 0.06     | 0.03      |
|                           | All other sexual orientations | 0.28                          | 0.31     | 0.16      |
|                           | Not answered                  | 11.2                          | 9.5      | 7.5       |

TfL research<sup>20</sup> finds that barriers to public transport use for lesbian, gay, bisexual and transgender (LGBTQ+) Londoners are broadly consistent with those mentioned by heterosexual Londoners, but safety concerns are more pronounced. LGBTQ+ Londoners are more likely to have experienced incidents of unwanted sexual behaviour (16% compared to 10% of heterosexual Londoners) or hate crime (30% compared to 21%) while travelling, and fears of intimidation or abuse are often cited as barriers. The TfL report also notes that LGBTQ+ Londoners generally use the same modes as the wider population, namely buses, Tube, and walking, but their choices are strongly influenced by personal safety and comfort. Overcrowding and cost are additional concerns, and some individuals avoid certain routes or modes, particularly late at night. Taxis and private hire vehicles may be preferred for added security and convenience, highlighting the importance of reliable, inclusive, and safe transport options for this group.

<sup>19</sup> ONS.gov, accessed November 2023:

[https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/bulletins/sexualorientationenglandandwales/census2021#:~:text=straight%20or%20heterosexual%20\(89.4%25%20of,in%20both%20England%20and%20Wales\)](https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/bulletins/sexualorientationenglandandwales/census2021#:~:text=straight%20or%20heterosexual%20(89.4%25%20of,in%20both%20England%20and%20Wales))

<sup>20</sup> <https://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



### **3.10. Disadvantaged, inclusion groups and communities (e.g., carers, refugees, low income, homeless people etc.)**

In addition to the nine PCGs, we also deem it important to consider groups such as carers, refugees, low-income households, and people experiencing homelessness, particularly in a central urban area like Oxford Street West. These groups often face barriers to accessing services, public transport, and safe public spaces.

Within the Oxford Street West area of Westminster, a range of disadvantaged and inclusion groups are present, supported by a network of voluntary and community organisations. According to One Westminster's directory<sup>21</sup>, the area is home to services supporting carers, refugees and asylum seekers, people experiencing homelessness, those with mental health needs, disabled people, and individuals from low-income households. These organisations provide vital services such as food distribution, housing support, mental health counselling, employment guidance, and community integration programmes. The presence of such services suggests that vulnerable groups are both living in and travelling through the area to access support.

Data from Trust for London<sup>22</sup> highlights that Westminster has a poverty rate of 42%, significantly higher than the London average of 26%. Child poverty is also notable, with 36% of children living in poverty after housing costs. Income inequality is pronounced, and housing pressures contribute to elevated levels of homelessness. A recent Westminster City Council review found that 988 individuals were seen sleeping rough in Westminster in a single quarter, representing 20% of London's entire rough sleeping population<sup>23</sup>.

These figures underscore the importance of considering the needs of disadvantaged groups particularly in relation to access, safety, and public realm design. Disadvantaged individuals may rely on public transport, require step-free access, or need safe, inclusive spaces at varying times of day and week to reach essential services.

For many people, especially those from disadvantaged groups, trip chaining (where multiple destinations are visited in a single journey) is a common travel behaviour. This might include combining work, school drop-offs, caring responsibilities, healthcare appointments, and shopping into one outing. Relocating bus stops or altering pedestrian routes through pedestrianisation could disrupt these patterns for people travelling to or from Oxford Street, making journeys longer, more complex, or less accessible (and conversely improve journey times for people travelling to locations nearer the new bus stops). Furthermore, those working in low-income jobs may also work unsociable hours, which restrict the times they can travel, giving rise to possible concerns about travelling at night. Therefore, consideration should be given to how changes to transport and street layout may affect those without access to private vehicles, ensuring that the scheme supports inclusive, efficient, and safe movement for all.

---

<sup>21</sup> This is a directory of voluntary and community organisations based in Westminster and/or working with Westminster residents.

<sup>22</sup> Trust for London fund hundreds of organisations fighting for economic and social justice across the city.

<sup>23</sup> [Appendix B - Westminster Homelessness Review Executive Summary.pdf](#)



### **3.11. Deprivation and socio-economic disadvantage of local communities (e.g., people with lack of access to housing, education, social resources, geographic location and income)**

The Index of Multiple Deprivation (IMD) 2019 data ranks Westminster as 19<sup>th</sup> most deprived out of the 32 London boroughs, and 128<sup>th</sup> most deprived out of 317 local authorities in England. While Westminster includes areas of significant affluence, it also contains pockets of high deprivation, particularly in relation to housing, income inequality, and homelessness.

Westminster contains several Lower Super Output Areas (LSOAs) that fall within the 10% most income-deprived areas nationally, despite the borough's overall affluence<sup>24</sup>. This reflects the borough's polarised socio-economic profile, where high-income households live in close proximity to communities experiencing significant financial hardship. Income deprivation is particularly concentrated in parts of Church Street, Queen's Park, and areas near Edgware Road. These disparities are important to consider as they highlight the need for inclusive public realm and transport interventions that do not disadvantage low-income residents or those reliant on accessible, affordable services.

In inner-city areas like Oxford Street West, a high proportion of households without access to a car is not necessarily an indicator of deprivation or low income. Instead, it often reflects the urban context where public transport is more accessible, parking is limited, and active travel options are more viable. Additionally, policies such as the Congestion Charge further discourage private car use and thereby encourage the use of sustainable modes of transport. However, this pattern does highlight the critical importance of maintaining strong public transport links and walkable infrastructure, particularly for residents and visitors who depend on these modes for daily activities.

Road safety outcomes are closely linked to levels of deprivation: residents in London's most deprived areas are twice as likely to be killed or seriously injured in road collisions<sup>25</sup>. Specifically, those living in the 30% most deprived postcodes experience nearly double the casualty rate compared to those in the least deprived 30%, with 3.7 versus 1.9 casualties per 1,000 people, based on the 2017-2019 baseline.

For communities experiencing socio-economic disadvantage, such as those with limited access to housing, education, social resources, or income, trip chaining (combining multiple destinations into one journey) is often essential for managing daily responsibilities. Changes to street layouts, such as relocating bus stops or introducing pedestrianisation, risk disrupting these patterns and making journeys longer, more complex, or less accessible for people without private vehicles. It is therefore critical to assess how proposed transport and public realm changes would impact these groups, ensuring schemes support inclusive, efficient, and safe movement for all.

---

<sup>24</sup> [Indices of Deprivation 2019 - Westminster | LG Inform](#)

<sup>25</sup> Transport for London. Diversity and inclusion publications - Understanding London's travel needs. Transport for London. [Online] 2019.



#### 4. Engagement and consultation

As part of the development of the proposals TfL has considered feedback from previous consultations and engaged with a wide range of stakeholders. This engagement is summarised below:

| Stakeholders and inclusion groups consulted/engaged with  | Feedback comments / issues raised  |
|---|--|
| <p>General Public</p> <p>Oxford Street Transformation – <a href="#">consultation report</a> and Equality Impact Assessment (EQIA) on the principle of pedestrianisation<sup>26</sup>.</p> | <p>The <b>Oxford Street Transformation consultation</b><sup>27</sup> was a public engagement exercise run by the Mayor of London from February to May 2025. It sought views on two key proposals:</p> <ol style="list-style-type: none"> <li>1. <b>Creating a Mayoral Development Corporation (MDC)</b> to lead regeneration of Oxford Street.</li> <li>2. <b>Pedestrianising a major section of Oxford Street</b> to improve the public realm, attract investment, and make the street safer, cleaner, and more accessible.</li> </ol> <p>The consultation aimed to gather feedback on these plans to rejuvenate Oxford Street as a world-class destination for shopping, leisure, and outdoor events.</p> <p>As part of the Oxford Street Transformation consultation earlier this year<sup>28</sup>, an EQIA was undertaken to assess the potential impacts of the principle of pedestrianisation on people with protected characteristics. This EQIA was developed to inform early-stage proposals and ensure inclusive planning.</p> <p>Key positive and negative impacts identified relating to pedestrianisation included:</p> <p><b>Accessibility for disabled people:</b></p> <p>Concerns were raised about the removal or relocation of bus services and taxi access, which could affect mobility and independence for disabled users. We recognise that changes to bus services and taxis could also affect mobility and independence in the Maternity and Pregnancy PCG. Some respondents highlighted that they felt a larger and less crowded space would improve overall accessibility for them, as would additional seating and improved wayfinding.</p> <p><b>Older people and people with mobility impairments:</b></p> |

<sup>26</sup> <https://haveyoursay.tfl.gov.uk/38968/widgets/114814/documents/78641>

<sup>27</sup> <https://www.london.gov.uk/sites/default/files/2025-06/Oxford%20Street%20Transformation%20consultation%20report%20-%20June%202025.pdf>

<sup>28</sup> [Oxford Street Transformation | London City Hall](#)



Potential challenges in accessing services and navigating longer walking distances due to changes in transport provision. Mobility impairments are included here, as under the Equality Act 2010, disability refers to a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities, whereas mobility specifically relates to a person's ability to move around, often considered one aspect of disability but not the full legal definition. Some respondents highlighted that the changes would improve overall accessibility for them, due to the reduced crowding and additional seating provision.

**People with visual and sensory impairments:**

The need for clear wayfinding, tactile paving, and consistent street layouts to support safe navigation.

**Safety and comfort:**

Pedestrianisation could improve air quality and reduce traffic-related risks, benefiting vulnerable groups including children and older adults. It would reduce pavement crowding allowing more space for pedestrians and facilities.

**Economic inclusion:**

Respondents noted the potential positive impacts from improved public realm and footfall, but also discussed the risks of displacement or reduced access to affordable retail for lower income groups.

**Oxford Street West-specific notes:**

While the EQIA focused on the broader Oxford Street area, some feedback referenced Oxford Street West, particularly in relation to transport connectivity and access to key destinations. All of these impacts have been considered in this EQIA.



|   |   |
|---|---|
| <p><b>Independent Disability Advisory Group (IDAG) (10 July 2025)</b></p>   | <p>The Independent Disability Advisory Group (IDAG) has been engaged to inform the proposals. IDAG is an independent group of experts, which provides strategic and practical recommendations to TfL based on best practice for inclusivity, informed by evidence and supported by lived experience. Workshops held with IDAG focused on accessibility impacts, inclusive design principles, and mitigation strategies for people with protected characteristics. Key areas included wayfinding, access to public transport, kerbside provision, and phased implementation. Feedback has shaped this EQIA as well as the final EQIA and design proposals.</p> <p>Further information on IDAG can be found at <a href="https://tfl.gov.uk/corporate/about-tfl/diversity-and-inclusion">https://tfl.gov.uk/corporate/about-tfl/diversity-and-inclusion</a></p>  |
| <p><b>Accessibility Groups:</b></p> <p>A range of accessibility groups were engaged during the first stakeholder workshop on 15 September 2025. A list of these groups and their feedback can be found in Appendix B.</p> | <p>On 15 September 2025, a stakeholder workshop was held to discuss and capture feedback on the existing conditions as well as impacts and recommendations on the proposed scheme. The workshop was arranged in advance through TfL’s IDAG and held both in TfL’s office and online, to facilitate all attendees.</p> <p>During the stakeholder engagement workshop several accessibility considerations were raised and discussed. Further details are provided in Appendix B. These are summarised below:</p> <ul style="list-style-type: none"> <li>• <b>Potential of Increased Footfall and Overcrowding:</b> Overwhelming for neurodivergent individuals due to busy environments.</li> <li>• <b>Limited Step-Free Access:</b> During the workshop, some stakeholders highlighted that some stations such as Oxford Circus and Marble Arch station entrances/exits lack full step-free access, restricting mobility.</li> <li>• <b>Relocation of Pick-Up/Drop-Off Points:</b> May cause confusion and reduce accessibility.</li> <li>• <b>Loss of Kerbside Delineation:</b> Reduces tactile cues for cane users; increases risk during servicing hours and from street furniture.</li> <li>• <b>Bus Stop Overcrowding:</b> Changes to bus services may reduce comfort and accessibility for disabled passengers.</li> <li>• <b>Insufficient Wayfinding Information:</b> Lack of clear guidance between transport modes.</li> <li>• <b>Tactile Paving at Crossings:</b> Consideration about adequacy and placement, especially at North-South crossings.</li> <li>• <b>Cycle Parking and Street Clutter:</b> Shared-use cycle racks contribute to clutter, hindering navigation.</li> </ul> |



|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>• <b>Navigating Open Spaces:</b> Large, open areas can feel disorienting and unsafe for some disabled users.</li> <li>• <b>Shopmobility Services:</b> Suggested to support independent travel for accessibility users.</li> <li>• <b>Tactile Paving Colour Contrast:</b> Poor contrast due to heritage constraints not meeting accessibility standards.</li> <li>• <b>Outdoor Seating &amp; Rest Areas:</b> Advocacy for enclosed and varied seating options.</li> <li>• <b>Lack of Dedicated Cycle Lanes:</b> Cyclists may use pedestrianised areas, creating potential conflicts.</li> <li>• <b>Public Toilets and Changing Places:</b> Attendees discussed a lack of accessible facilities along Oxford Street West.</li> </ul> <p>Further engagement with stakeholders is planned to support the continued development of the proposals and ensure inclusive design principles are embedded into the next stages of the project (subject to consultation).</p> |
|--|---|

Public consultation on the detailed proposals for traffic and highway changes needed to enable pedestrianisation of Oxford Street West is expected to run from 21 November 2025 to 16 January 2026

## 5. Impact assessment – Protected characteristics and inclusion groups

There are four specific aspects of the proposed Oxford Street West project that lend themselves to assessing their impacts separately. These are: pedestrianisation of the street, servicing arrangements, relocation of bus stops, and bus service changes. In addition to these it has been identified that both the restriction of taxi and private hire vehicles and changes to cycling access would occur as a direct consequence of pedestrianisation and these have therefore been considered within the pedestrianisation of the street intervention, and subsequently potential impacts noted within for the relevant PCGs.

We have also considered the impacts of the proposals outside of these four areas and undertaken an accessibility review to inform the development of proposals. This work is summarised in an access and inclusion study which considers a wide range of access and inclusivity impacts associated with permanent highway improvements and any interim delivery stages, particularly focusing on pedestrian movement, disability access, and safety.



The review of the impacts of permanent highway improvements and transport planning changes particularly highlights the importance of inclusive design in urban environments. A series of potential mitigations have been recommended to support all users, especially disabled people, to navigate the space safely, confidently, and comfortably. The potential mitigations propose measures to reduce the likelihood of temporary changes compromising accessibility or safety, particularly for disabled users. It is noted that thoughtful design and stakeholder engagement are key to maintaining inclusive navigation both during and after works.

**Intervention 1: Pedestrianisation of Oxford Street West**

This intervention consists of the removal of traffic from Oxford Street West, to enable the pedestrianisation of the street. This would create a pedestrian-priority environment by removing traffic (other than the servicing arrangements noted), which would then enable the creation of a continuous level surface (such levelling works are not in the scope of this EQIA). This initiative would provide more space for walking along and across Oxford Street West.

As a direct consequence of the pedestrianisation, taxi and private vehicle access would be removed, including the closure of the taxi rank currently located outside Selfridges where Orchard Street meets Oxford Street. To note, there is another proposed taxi rank closure on Maragret Street, and several other new taxi ranks being created in the area. Further to this, there would be an impact on cyclists who would no longer have access along Oxford Street West. The potential impact on PCGs as a result of the changes to taxi and private vehicle access and cycle access has been incorporated into the pedestrianisation impact assessment below.

|                   | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|-------------------|----------|---------|----------|-----------|--|
| <b>All Groups</b> | x        |         | x        |           | <b>Traffic removal:</b> It is expected that pedestrianisation of Oxford Street would deliver a wide range of benefits, including significantly improved air quality due to the reduction of vehicle emissions, particularly from diesel-powered traffic, which would enhance public health and reduce respiratory issues. The removal of most motor vehicles would also lead to a noticeable drop in noise pollution, creating a calmer and more pleasant environment for visitors and workers alike. Additionally, the increased pedestrian space would make it easier for people to move along the street, reducing overcrowding and enhancing the overall |



|                           | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward  |
|---------------------------|----------|---------|----------|-----------|---|
|                           |          |         |          |           | <p>experience for shoppers, tourists, and commuters. These changes may also support local businesses by encouraging longer visits and greater footfall.</p> <p>Air quality and noise forecasts have shown most modelled receptors would experience benefits due to the removal of traffic on Oxford Street West. However, there are a small number of receptor sites expected to experience an increase in noise and NO<sub>2</sub>. This can impact a range of PCG groups but is dependent on their location to the receptors. Cleaner air benefits health, while increased emissions can worsen respiratory issues for vulnerable groups, whereas reduced noise improves wellbeing, but higher levels can cause stress and sleep disturbance.</p> <p><b>Road safety:</b> Road safety is anticipated to improve as pedestrian-vehicle conflicts would be reduced, with redesigned crossings and wider pavements contributing to a safer and more accessible public realm.</p> <p><b>Traffic displacement:</b> The pedestrianisation of Oxford Street West could lead to issues such as increased congestion on surrounding roads due to displaced traffic, potentially worsening air and noise pollution in nearby areas.</p> <p><b>Shared surface:</b> The lack of clear separation between pedestrian and vehicle zones in a shared surface can create confusion and reduce overall safety, especially during times when service or emergency vehicles are present.</p> <p><b>Accessibility:</b> Additionally, the removal of through-traffic may reduce the area's accessibility and convenience, potentially deterring specific PCGs for a variety of reasons described below and impacting the vibrancy and economic activity of the street as a whole.</p> |
| <b>Race and ethnicity</b> | x        |         | x        |           | <p><b>Travel mode:</b> As previously highlighted, Black, Asian, and other minority ethnic Londoners are statistically more likely to walk regularly as part of their daily travel. This means they already experience the city on foot more than other groups and therefore stand to benefit</p>  |



|            | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|------------|----------|---------|----------|-----------|--|
|            |          |         |          |           | <p>significantly from improvements to the walking environment. The pedestrianisation of Oxford Street West—by reducing traffic, improving air quality, enhancing safety, and creating a more pleasant and accessible public realm—has the potential to positively impact these communities by making their walking journeys safer, more comfortable, and more enjoyable. However, it is also important to acknowledge that perceptions of safety, particularly during quieter times or at night, may vary. Some individuals from minority ethnic backgrounds may feel more vulnerable to hate crime or harassment due to changes in the urban environment.</p> <p><b>Language barriers:</b> Tourists and some members of minority ethnic groups may have English as a second language or rely on members of their family/community for some of their interpretation. This could cause challenges in understanding any changes to the transport system, particularly should diversions be put in place, and for change of use of the area. Engagement with appropriate community organisations could assist in raising awareness of the scheme. It should be noted that this is likely to be a shorter-term issue (experienced particularly whilst changes are being implemented) and, as such, is likely to be less significant than the potential benefits.</p> <p><b>Mitigations:</b> In operation, the use of logos or pictorial signage and communication could act as universal indicators for pedestrians with English as a second language or no understanding of English. It is recommended that the area is designed to be well lit and provide CCTV and/or natural surveillance.</p> |
| <b>Sex</b> | x        |         | x        |           | <p><b>Safety:</b> As earlier stated, women walk more than men and are more likely to travel with buggies or shopping. A levelled surface and reduced obstacles would improve comfort and safety. More space also allows for the provision of places to rest.</p> <p>Pedestrianisation can have mixed impacts on perceived safety. While reducing traffic increases footfall and natural surveillance from pedestrians, it could also reduce passive</p>  |



|                            | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|----------------------------|----------|---------|----------|-----------|--|
|                            |          |         |          |           | <p>surveillance from passing vehicles, particularly during quieter periods of pedestrian footfall such as early in the morning.</p> <p><b>Cycling confidence:</b> Women are generally less confident cycling than men, primarily due to personal safety concerns and perceived road danger<sup>29</sup>. The pedestrianisation of Oxford Street West would be likely to move cyclists currently on the route elsewhere, which could reduce women's perception of road safety while cycling in the area.</p> <p><b>Mitigations:</b> To ensure safety is considered comprehensively, it is recommended that an assessment is undertaken, such as Getting Home Safely<sup>30</sup> or a Violence Against Women and Girls (VAWG) assessment. This should address both daytime and nighttime conditions, as perceptions of safety can vary significantly depending on activity levels and lighting.</p> <p>It is recommended that the area is designed to be well lit and provide CCTV and/or natural surveillance. Monitoring of impacts on women's travel patterns is also recommended to identify their usual likely travel patterns and desire lines.</p> |
| <b>Gender reassignment</b> | x        |         | x        |           | <p><b>Safety:</b> Pedestrianisation can have mixed impacts on perceived safety. While reducing traffic increases footfall and natural surveillance from pedestrians, it could also reduce passive surveillance from passing vehicles, particularly during quieter periods of pedestrian footfall such as early in the morning.</p> <p><b>Mitigations:</b> It is recommended that the area is designed to be well lit and provide CCTV and/or natural surveillance.</p>   |

<sup>29</sup> Transport for London. Diversity and inclusion publications - Understanding London's travel needs. Transport for London. [Online] 2019.

<sup>30</sup> [Getting home safely](#)



|     | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|-----|----------|---------|----------|-----------|--|
| Age | x        |         | x        |           | <p>Please note that any physical or mental impairments resulting from age are covered under the 'Disability' PCG, and there is overlap between the two PCGs.</p> <p><b>Safer walking environment:</b> The removal of traffic from Oxford Street West (outside of servicing hours) would create a calmer, traffic-free walking environment. People of all ages may benefit from reduced stress when crossing roads and an increased perception of safety while walking in the area. This is particularly important for children, and older people who may feel vulnerable in high-traffic environments.</p> <p><b>Mobility and comfort:</b> Older people are more likely to experience mobility impairments due to ageing. The removal of traffic (including buses and taxis) from Oxford Street West, could result in longer walking distances, which could result in them requiring more regular rest points, or be unable to complete or continue onwards with their journeys. Pedestrianisation would provide more dedicated pedestrian space, reduce overcrowding and could make walking journeys more comfortable and pleasant. <b>Mitigations:</b> It is recommended that opportunities are provided where people may sit and/or rest to break up their journeys.</p> <p><b>Walking habits:</b> As noted earlier, younger Londoners are more likely to walk regularly. Enhancing the pedestrian environment may encourage even greater uptake of walking among younger people, supporting active travel goals and bringing health benefits to this group. A less crowded environment could also increase walking among older people.</p> <p><b>Cycling:</b> Prohibiting access for cyclists on Oxford Street could also significantly impact those who currently have the option to use bicycles, including children and older people. With cycling no longer permitted on the main street, these users would need to divert to alternative routes. While quieter streets may offer a safer environment in some cases, the detours could increase journey times and introduce unfamiliar or less direct paths. This may discourage cycling for some users such as children and older people, particularly where confidence or safety considerations are already a barrier.</p> |



|                            | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward  |
|----------------------------|----------|---------|----------|-----------|---|
|                            |          |         |          |           | <b>Mitigations:</b> It is important to consider how these changes affect accessibility for this PCG and to ensure that alternative routes are clearly signposted, well-connected, and designed to maintain safety and convenience. During construction, communication should be tailored to different age groups including engagement with schools and care providers to plan for any temporary disruptions.  |
| <b>Religion and belief</b> | x        |         | x        |           | <p><b>Access to places of worship:</b> There are many places of worship from a mixture of denominations surrounding Oxford Street West, and improved pedestrian routes may benefit those walking to places of worship. Though conversely the removal of traffic may mean some people have to travel further, longer, or via a different mode to reach places of worship. There may also be intersectionality considerations whereby people belong to more than one PCG, for example older disabled people accessing places of worship who would usually use a blue badge.</p> <p>During the periods when Oxford Street is less busy, such as overnight, some people may feel more vulnerable to hate crimes. Whilst the presence of traffic on Oxford Street may currently improve the perception of safety at these times to some extent, given how low vehicle and pedestrian numbers are after midnight, it is unlikely that the removal of this traffic would have a significant impact on exiting perceptions of safety for members of this group.</p> <p><b>Mitigations:</b> It is recommended that religious institutions be actively included in future engagement and communication strategies to ensure comprehensive community representation and foster inclusive dialogue. It is also recommended that the area is designed to be well lit and provide CCTV and/or natural surveillance.</p> |
| <b>Disability</b>          | x        |         | x        |           | <b>Accessibility:</b> Pedestrianisation can improve road safety and air quality for all users disabled people by reducing road traffic. For people with mobility impairment, the removal of traffic may make it easier to navigate the area and create more space to accommodate walking aids or wheelchairs. People with respiratory illnesses may benefit from reduced  |



|  | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|--|----------|---------|----------|-----------|--|
|  |          |         |          |           | <p>vehicles emissions along Oxford Street. Removing traffic however may present difficulties for some disabled people accessing Oxford Street West.</p> <p><b>Cycle access removal:</b> Removing cycling along Oxford Street West may also reduce conflicts between pedestrians and cyclists, which can be a particular concern for those with hearing and/or vision impairments.</p> <p><b>Taxi and private vehicle access removal:</b> A potential drawback of removing taxi access on Oxford Street West is that individuals who are disabled may be required to travel longer distances, which could create accessibility challenges. Though across the area there would be an overall increase in the number of taxi ranks available and taxis would be able to drop-off passengers on side roads at locations close to Oxford Street. The impact would be specific to the individual and their journey purpose, destination, and the nature of their disability.</p> <p><b>Pedestrian movements:</b> Pedestrian movement could become less linear, with people moving in lots of different directions and therefore some blind and partially sighted people, some people with sensory processing difficulties, or neurodivergent individuals, may find the resulting environment challenging to navigate with confidence. It should be noted that users with visual impairment, particularly those using long canes, have expressed concern over the removal of kerbs in favour of a continuous level surface. This change reduces cane detectable cues and increases the risk of encountering servicing vehicles in the restricted servicing hours (12:00am-7:00am).</p> <p><b>Mitigations:</b> It is recommended that consideration is given to design and layout of surfaces that servicing vehicles would use, to improve awareness of where these vehicles are likely to be during serving hours. It could also help navigation if tactile guidance path/ wayfinding paving were to be used to lead people to building entrances. These will be considered as part of the design process.</p> |



|                                | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward  |
|--------------------------------|----------|---------|----------|-----------|---|
|                                |          |         |          |           | <p>To reduce conflicts with the retained north-south traffic movements, particularly for individuals with mobility impairments who may require more time to cross the road, as well as those with visual, hearing, or cognitive impairments who may find busy traffic environments challenging, it is recommended to investigate whether there are any opportunities to enhance safety and accessibility at crossing points between pedestrian areas.</p> <p>Additionally, for users with visual, hearing, and cognitive impairments, there may be confusion at the transition point between pedestrianised and non-pedestrianised areas.</p> <p><b>Mitigations:</b> It is advised that this section be clearly designed and signposted to ensure all users understand where pedestrian priority ends and vehicular traffic runs.</p> |
| <b>Sexual orientation</b>      | x        |         | x        |           | <p><b>Safety and inclusion:</b> More open, pedestrianised spaces can improve public spaces and improve safety and comfort for LGBTQ+ individuals. Increased visibility and footfall from passers-by may reduce harassment risk. However, creating a more open and accessible space for pedestrians may also inadvertently increase opportunities for anti-social behaviour and the occurrence of hate crimes.</p> <p><b>Mitigations:</b> It is recommended that the area is designed to be well lit and provide CCTV and/or natural surveillance.</p>   |
| <b>Pregnancy and maternity</b> | x        |         | x        |           | <p><b>Mobility and comfort:</b> The removal of traffic is likely to benefit parents and guardians with small children, prams and pushchairs, as there would be more space for walking along Oxford Street West. In the immediate area it may also reduce air and noise pollution attributable to vehicle traffic, which can benefit babies', children's and pregnant people's health.</p>   |



|  | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|--|----------|---------|----------|-----------|--|
|  |          |         |          |           | <p>Additionally, a levelled pavement surface would improve accessibility for those using buggies, helping them navigate the street with fewer physical barriers such as steps or uneven surfaces.</p> <p><b>Taxi and private vehicle access restrictions:</b> A potential drawback of removing taxi access on Oxford Street West is that individuals who are pregnant, have temporary mobility impairments, or are travelling with small children and prams/pushchairs may be required to walk longer distances, which could create accessibility challenges, particularly for those with temporary mobility impairments.</p> <p><b>Mitigations:</b> Provision of seating would provide opportunity to rest, whilst providing frequent places for taxis and private hire to drop off on side roads would support improved access to Oxford Street.</p>   |
| <b>Disadvantaged, inclusion groups and communities</b> | x        |         | x        |           | <p><b>Accessibility:</b> Carers, refugees, asylum seekers, and people experiencing homelessness often face financial barriers that limit access to private vehicles, making them more reliant on walking and public transport. Pedestrianisation can improve their travel experience by reducing stress and enhancing perceptions of road safety.</p> <p><b>Rough sleeping:</b> If the proposed pedestrianisation of Oxford Street proceeds, construction activity may result in the displacement of people currently sleeping rough in the area. Data from the GLA's Combined Homelessness and Information Network (CHAIN) indicates that 945 individuals were recorded as sleeping rough in the City of Westminster during Q3 2024/25. The commencement of construction could impact this vulnerable group by disrupting their existing locations in the area.</p> <p><b>Mitigations:</b> It is recommended that local homeless charities and support services should be engaged to inform them about the planned works, including timelines and scope. This would</p> |



|   | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|---|----------|---------|----------|-----------|--|
|   |          |         |          |           | enable them to share the information through their own communication channels and help raise awareness among those who may be affected.  |
| <b>Deprivation and socio-economic disadvantage of local communities</b> | x        |         | x        |           | <b>Accessibility:</b> Changes to the road network that reduce traffic volumes and support walking are likely to benefit individuals from lower-income or disadvantaged backgrounds. As set out earlier, road safety outcomes are closely linked to levels of deprivation, therefore the removal of traffic, could reduce the number of residents in London's most deprived areas being those killed or seriously injured in road collisions. |

### Intervention 2: Servicing arrangements

Servicing arrangements are proposed to allow essential deliveries and collections to take place during designated overnight hours, ensuring Oxford Street West remains free of vehicles during the day for pedestrian use. These arrangements are proposed to include controlled access for delivery and servicing vehicles between midnight and 7am, use of entry management systems such as bollards, and clearly marked servicing zones. The approach aims to minimise vehicle–pedestrian conflict (as pedestrian numbers are low prior to 7am) improve safety and air quality, and maintain business continuity. This section also considers the need to carefully delineate the servicing routes / areas, given that the distinction between pedestrian and vehicle space would not be immediately apparent should traffic be removed from Oxford Street.

|                   | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|-------------------|----------|---------|----------|-----------|--|
| <b>All Groups</b> | x        |         | x        |           | The proposed overnight servicing arrangements aim to reduce daytime vehicle-pedestrian conflict, improving safety and comfort for all users. This would benefit many groups by creating a calmer, more accessible environment. Encouraging time restricted movements for delivery may also support better air quality, which is particularly beneficial for deprived communities and those with health vulnerabilities.<br><br>However, the reliance on overnight access may pose risks for nighttime and early-morning users, especially people with visual or cognitive/neurological impairments, due to potential |



|                            | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|----------------------------|----------|---------|----------|-----------|--|
|                            |          |         |          |           | <p>interactions with servicing vehicles. Consideration of the types and design of the surfaces used by service vehicles should be made in order to offer greater clarity on where to expect service vehicles.</p> <p><b>Mitigations:</b> Collaboration with businesses to address potential conflicts and implement measures that mitigate servicing impacts is essential. Engagement with diverse communities would help ensure that servicing arrangements and associated design interventions support equitable access and do not unintentionally disadvantage any group.</p> |
| <b>Race and ethnicity</b>  |          |         |          | x         | No specific impacts identified.  |
| <b>Sex</b>                 |          |         |          | x         | No specific impacts identified.  |
| <b>Gender reassignment</b> |          |         |          | x         | No specific impacts identified.  |
| <b>Age</b>                 | x        |         | x        |           | <p>Overnight servicing could pose risks for nighttime and early-morning users of the environment, particularly older people who may have slower reaction times or impaired sight.</p> <p>Ensuring servicing vehicles are only accessing Oxford Street during specific hours could allow children and older people longer to navigate the area more safely and allow them to use to area more confidently since there would be no risk of conflict with vehicles in the area.</p>   |
| <b>Religion and belief</b> |          |         |          | x         | No direct impacts identified.  |
| <b>Disability</b>          | x        |         | x        |           | <p>Limiting the hours for servicing arrangements could make vehicle movements more predictable and reduce the risk of vehicles manoeuvring around the area at other times. However, overnight and early morning servicing may pose challenges for some disabled users during the relevant times, especially those with visual, cognitive, or mobility impairments.</p>   |



|   | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward  |
|---|----------|---------|----------|-----------|---|
|   |          |         |          |           |   |
| <b>Sexual orientation</b>   |          |         |          | x         | No specific impacts identified.   |
| <b>Pregnancy and maternity</b>  | x        |         |          |           | Elimination of servicing vehicles outside of dedicated servicing hours could reduce safety risks for those travelling with small children and pushing prams or pushchairs.  |
| <b>Disadvantaged, inclusion groups and communities</b>                  | x        |         | x        |           | <p>Elimination of servicing vehicles outside of dedicated servicing hours could improve pedestrian safety and comfort, which would benefit people who may feel less confident or secure in busy traffic environments.</p> <p>However, overnight and early morning servicing may still pose risks for users, especially those with limited access to information or support services, and those who are homeless who may be sleeping rough in the area.</p> <p><b>Mitigations:</b> It is recommended that there is clear communication and/or signage around servicing zones, both for businesses and for users of the area.</p> |
| <b>Deprivation and socio-economic disadvantage of local communities</b> |          |         |          | x         | No specific impacts identified.   |

### **Intervention 3: Relocation of bus stops**

As part of the Oxford Street West pedestrianisation proposals, existing bus stops along Oxford Street would be removed and relocated to nearby streets. This change is intended to maintain bus connectivity within the area while creating more space for pedestrians along Oxford Street West. Depending on an individual's trip destination, the relocation of bus stops could increase or decrease the time it would take for them to complete their journey. Relocation of bus stops may also impact people's ability to make through trips or connect to other transport modes. The characteristics of



the surrounding environment at the new bus stop locations may also influence people’s perceptions of personal safety or present other challenges, such as differences in accessibility or ease of movement.

|                           | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|---------------------------|----------|---------|----------|-----------|--|
| <b>All Groups</b>         | x        |         | x        |           | <p><b>Access and safety:</b> Relocating bus stops to their proposed locations would increase walking distances to Oxford Street by approximately 100m to 200m (depending on the final location of the stops) and change familiar routes, which could confuse or inconvenience users. The relocation could also impact people’s access to local services and homes. In some cases, the new locations may require walking through areas that feel unsafe, particularly during nighttime hours. The increased distance would also demand more physical effort, which may have a disproportionate impact on some PCGs.</p> <p>However, the proposed relocation of bus stops may also bring positive impacts, particularly by improving access to key destinations north of Oxford Street, which would under the proposals, be better served by the proximity of the new bus stops. This would enhance connectivity to important commercial, cultural, health and employment hubs, benefiting a wide range of people belonging to PCGs, particularly those who need additional time to walk and those who could benefit from improved air quality.</p> <p><b>Mitigations:</b> Clear signage, real-time information, and inclusive communication (e.g., multilingual, Easy Read formats) should be provided to mitigate any adverse impacts. Engagement with local communities would be essential to enable equitable access, and advanced communication of bus stop relocation, construction work (including access restrictions and diversions) is essential to allow people to prepare and plan for their journeys in advance. Providing bus driver training is also recommended to help customers navigate the service changes introduced.</p> |
| <b>Race and ethnicity</b> | x        |         | x        |           | <p><b>Access to services:</b> People belonging to ethnic minority groups are more likely to use public transport, particularly buses, and therefore may be reliant on it to access-specific destinations</p>   |



|            | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|------------|----------|---------|----------|-----------|--|
|            |          |         |          |           | <p>in the area<sup>31</sup>. Depending on their journey purpose and intended destination, the relocation of bus stops could either positively or negatively impact their ability to complete their journey, both in terms of distances, but also their perception of safety and hate crime risk. The relocations may be in areas where users are more fearful of their personal safety. It should be noted that bus stops would still be located in reasonably busy locations and there may also be positive impacts associated with being able to wait for a bus in a less crowded environment.</p> <p><b>Mitigations:</b> Bus stops would be located in accessible and well-lit areas to minimise safety risks, with surveillance (CCTV and/or natural) maintained during both construction and operation. Clear communication of the bus stop relocations in advance of implementation would increase awareness and enable them to plan their journey accordingly, particularly for those requiring travel for specific times of worship.</p> |
| <b>Sex</b> | X        |         | X        |           | <p><b>Safety:</b> Bus stops would be located in accessible and well-lit areas to minimise safety risks, with surveillance (CCTV and/or natural) maintained during both construction and operation. Women and people with gender-diverse identities may feel less safe if stops are relocated to less busy areas, as they experience more safety issues when travelling alone than men. Women (outside of pregnancy and maternity needs) are also known to frequent healthcare facilities more than men<sup>32</sup>. On the other hand, the relocation of bus stops to less busy areas may also have positive impacts, such as being able to wait for a bus in a less crowded environment.</p> <p><b>Mitigations:</b> It is recommended that an audit is undertaken to assess the likely impact of bus stop changes on women and girls, such as a Getting Home Safely<sup>33</sup> or Violence Against Women and Girls Audit (VAWG).</p>   |

<sup>31</sup> <https://www.ethnicity-facts-figures.service.gov.uk/culture-and-community/transport/travel/latest/#by-ethnicity-number-of-trips-and-mode-of-transport>

<sup>32</sup> [Health Survey for England - NHS England Digital](#)

<sup>33</sup> [Getting home safely](#)



|                            | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|----------------------------|----------|---------|----------|-----------|--|
|                            |          |         |          |           | <p>Clear communication of any bus stop relocations in advance of implementation would increase awareness and enable people to plan their journey accordingly, particularly for those requiring access to healthcare.</p> <p>Recommendation that TfL's Active Bystander Campaign be adopted or adapted locally. This includes visible signage at bus stops and stations, staff training to recognise and respond to hate crime, and public messaging that encourages safe intervention and reporting of incidents motivated by sexual orientation or gender identity.</p>   |
| <b>Gender reassignment</b> | X        |         | X        |           | <p><b>Safety:</b> Relocated stops would be located in less busy areas with less natural surveillance from passers-by. This could worsen actual, or perceived safety for transgender people, deterring them from using the route. Transgender people are more likely to experience incidents of hate crime because of their gender identity and when undergoing gender reassignment. On the other hand, bus stops would still be located in reasonably busy locations and there may also be positive impacts associated with being able to wait for a bus in a less crowded environment.</p> <p><b>Mitigations:</b> Any new walking routes transgender people may have to use should be examined to see if there are ways the route could be improved (e.g. lighting, CCTV etc) to enhance users' perception of safety through creating a better lit area with surveillance (either natural from passersby or via CCTV). Working with WCC is recommended to examine the presence and potential for improvements to lighting and surveillance in the area.</p> <p>Recommendation that TfL's Active Bystander Campaign be adopted or adapted locally. This includes visible signage at bus stops and stations, staff training to recognise and respond to hate crime, and public messaging that encourages safe intervention and reporting of incidents motivated by sexual orientation or gender identity.</p> |
| <b>Age</b>                 | X        |         | X        |           | <p><b>Access to services:</b> Access to services on Oxford Street is currently restricted as pedestrian movement is limited to designated crossings, making journeys longer and less direct for</p>  |



|                            | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|----------------------------|----------|---------|----------|-----------|--|
|                            |          |         |          |           | <p>everyone. This lack of permeability particularly affects older people, many of whom may have mobility impairments or health conditions that require frequent rest stops or shorter walking distances. The proposed relocation of bus stops may also improve access to key destinations north of Oxford Street, which would under the proposals, be better served by the proximity of the new bus stops. This would enhance connectivity to important health facilities, benefiting older people in particular. This may further benefit those who need additional time to walk and those who could benefit from improved air quality.</p> <p>However, the relocation of bus stops from Oxford Street West may disrupt established travel patterns and access for a range of users. Relocating bus stops away from Oxford Street could reduce accessibility for individuals who rely on public transport, including older people who are more reliant on bus services and more likely to have mobility restrictions. Therefore, the absence of nearby bus stops may increase walking distances, reduce shelter and seating availability, and create barriers for them.</p> <p><b>Mitigations:</b> The relocation of the bus stops presents an opportunity to address these long-standing barriers by creating a more inclusive environment, one that enables easier, more direct pedestrian movement, provides frequent seating, and ensures that essential services remain within reach for all age groups. These changes would need to be communicated and provision for resting points would need to be carefully considered.</p> <p>Similarly, communication should be tailored appropriately for children or young people whose trips for education or socialising may be impacted. Engagement with educational establishments in the vicinity of any new initiatives should be undertaken to collaboratively plan for the planned relocations.</p> |
| <b>Religion and belief</b> | x        |         | x        |           | <b>Access to services:</b> Individuals belonging to religious groups may need to travel to visit places of worship, at varying times of the day or week. Relocation of bus stops would result in mixed impact to the overall accessibility experience for individuals traveling to places of   |



|                   | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|-------------------|----------|---------|----------|-----------|--|
|                   |          |         |          |           | <p>worship. A safer and more pedestrian-friendly environment can make walking to and from bus stops easier and more pleasant, particularly for those who combine public transport with walking. This is especially prominent for visitors to places of worship north of Oxford Street West, while for religious institutions locating south of Oxford Street West, the relocation of bus stops may mean longer journeys to access places of worship.</p> <p><b>Safety:</b> Some religious groups may experience hate crime and as such the proposed relocation should explore opportunities to maximise both actual and perceived safety.</p> <p><b>Mitigations:</b> Working alongside WCC to explore opportunities for improved natural and physical surveillance, examine CCTV along pedestrian routes, and implement a robust lighting strategy to ensure routes to places of worship are well-lit.</p> <p>Additionally, regular communication with local places of worship would be established to address impacts, share project updates, and maintain community engagement throughout the process.</p> |
| <b>Disability</b> | x        |         | x        |           | <p><b>Access to services:</b> Relocation of bus stops may create barriers for people with mobility, sensory, toilet needs, or cognitive impairments, as they may encounter longer journey times, or diversions. Impairments vary widely, with nuanced requirements and potential impacts that must be considered.</p> <p>The relocation of bus stops may lead individuals with a range of impairments to perceive their journey as more difficult than before, potentially discouraging them from travelling to the Oxford Street area, reducing their ability to commute, or prompting them to choose alternative modes of transport. Furthermore, consolidation or relocation of bus stops may lead to overcrowding, reducing comfort and accessibility for disabled passengers. Depending upon the final location of bus stops, the relocation of bus stops could potentially impact upon</p>   |



|  | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|--|----------|---------|----------|-----------|--|
|  |          |         |          |           | <p>existing amenities such as disabled parking bays. Disabled parking bays should be relocated to nearby locations in this case.</p> <p>Conversely, there could be specific benefits where bus stops are located closer to the medical facilities around Harley Street to the north of OSW, this would benefit those with mobility impairments particularly and those with respiratory illnesses, should the route to a medical destination be shortened.</p> <p>Currently, as observed both on site and through desktop analysis, some crossing points serving the access routes leading from Oxford Street to the relocated bus stops lack tactile paving or raised tables. This presents a potential hazard for visually impaired pedestrians and barrier for wheelchair users.</p> <p><b>Mitigations:</b> To ensure these crossings are accessible and safe, they must be delivered in full compliance with TfL and DfT standards, including features such as visual contrast with the carriageway and maintain a gentle gradient ideally gentler than 1:20 and in no case steeper than 1:12 to enable accessibility for wheelchair users, mobility scooters and pram / pushchair users. Even though 1:12 is a maximum gradient it should not be the default where it can reasonably be avoided through careful attention to detailing to reduce the risk of people slipping on tactile pavers, especially when wet.</p> <p>People with cognitive impairments may experience more confusion and stress because of changes to bus stop locations. This group is therefore more likely to require advanced communication of any bus service changes that are clear and concise, and where possible use pictorial information to assist with understanding.</p> <p>People who are deaf or hard of hearing are likely to be much more reliant on communication conveyed in visual form and as such advanced communication of any bus service changes</p> |



|                                | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|--------------------------------|----------|---------|----------|-----------|--|
|                                |          |         |          |           | that are clear and concise would be necessary to mitigate for the greater possibility of not hearing about the proposed changes.   |
| <b>Sexual orientation</b>      |          |         | x        |           | <p><b>Safety:</b> Those within the LGBTQ+ community can face barriers to travel, and these are largely related to personal security. The relocation of bus stops to less busy locations may therefore have an adverse impact on these people. Individuals belonging to this group may avoid certain locations or may avoid active travel using public transport at night. It should be noted that bus stops would still be located in reasonably busy locations and there may also be positive impacts associated with being able to wait for a bus in a less crowded environment.</p> <p><b>Mitigations:</b> The proposed relocation should explore opportunities to maximise both actual and perceived safety, such as improved natural and physical surveillance along pedestrian routes, and ensuring routes are well lit.</p> <p>Recommendation that TfL's Active Bystander Campaign be adopted or adapted locally. This includes visible signage at bus stops and stations, staff training to recognise and respond to hate crime, and public messaging that encourages safe intervention and reporting of incidents motivated by sexual orientation or gender identity.</p> |
| <b>Pregnancy and maternity</b> | x        |         | x        |           | <p>Temporary mobility and or other impairments experienced during pregnancy are covered in disability section under mobility impairments.</p> <p><b>Access to services:</b> Relocated bus stops resulting in a need to walk further (approximately 100m to 200m depending on the final locations) may reduce accessibility for individuals who are pregnant or travelling with babies or young children, making it more difficult to attend healthcare appointments or engage in social activities via bus. However, the proposed relocation of bus stops may also improve access to key destinations north of Oxford Street, which would under the proposals, be better served by the proximity of the new bus stops. This would enhance connectivity to important health facilities, benefiting this PCG. This may further</p>   |



|  | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|--|----------|---------|----------|-----------|--|
|  |          |         |          |           | <p>benefit those who need additional time to walk and those who could benefit from improved air quality.</p> <p><b>Mitigations:</b> Advanced communication of any changes would help journey planning. This communication should be targeted to reach people within this PCG and should include specific impacts in terms of distance to medical / maternity facilities where relevant.</p>  |
| <b>Disadvantaged, inclusion groups and communities</b> | x        |         | x        |           | <p><b>Access and affordability:</b> These groups can rely heavily on public transport due to the expense of private vehicle ownership. Relocation of bus stops could increase travel time (due to the location of new bus stops being approximately 100m – 200m further from Oxford Street depending on the final location) or cost and limit their ability to travel around the area, conversely depending on the journey they are making and their destination. The bus stop relocation could also improve their trip, particularly if they are making trips to services north of Oxford Street.</p> <p><b>Economic inclusion:</b> those in low-income retail or service industry jobs may be restricted to travel times for work, and be more likely to work nightshifts, which could give rise to a reduced perception of safety for those having to use unfamiliar bus stop locations or having to walk through unfamiliar areas.</p> <p><b>Mitigations:</b> It is recommended that there is clear communication and/or signage around any changes to the location of bus stops and the promotion of concessions such as the Hopper Fare.</p> |



|   | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward  |
|---|----------|---------|----------|-----------|---|
| <b>Deprivation and socio-economic disadvantage of local communities</b> |          |         | x        |           | <p><b>Access and affordability:</b> These groups can rely heavily on bus services due to the expense of private vehicle ownership and London Underground. Relocation of bus stops could increase travel time (due to bus stops being located approximately 100m – 200m further from Oxford Street depending on final locations) or cost and limit their ability to travel around the area.</p> <p><b>Mitigations:</b> It is recommended that there is clear communication and/or signage around any changes to the locations of bus stops and the promotion of concessions such as the Hopper Fare.</p> |

#### **Intervention 4: Bus service changes**

It is recognised that the proposals would alter several local bus routes, including re-routing and/or curtailing some existing routes.

Bus journey time implications of service changes have been modelled. Some route changes are likely to have implications for accessibility and journey experience, particularly for disabled people, older people, and those with limited mobility or lower incomes who may be more reliant on direct and frequent bus services. Therefore, the intervention table below (for Intervention 2) has been populated based on the likely impacts of:

- Changes in overall journey times, including the impact of increased interchange (i.e. needing to change buses more often due to some routes being proposed to terminate early).
- Reductions in service frequency or coverage.
- The cumulative impact on specific user groups, particularly those with protected characteristics.

Please note that whilst all impacts associated with the bus service changes are currently assessed as negative, this should be understood in the context of the wider proposals, which also deliver positive impacts. Some of these positive outcomes may not be achievable without the bus service changes.

|                   | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward  |
|-------------------|----------|---------|----------|-----------|---|
| <b>All Groups</b> |          |         | x        |           | <p><b>Access:</b> There would be a reduction in bus travel opportunities in some areas, particularly where routes are cut back or diverted.</p> |



|  | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|--|----------|---------|----------|-----------|--|
|  |          |         |          |           | <p>Routes 7 and 94 would both terminate in Marble Arch and North Row respectively, reducing bus connectivity to the east of Oxford Street West and areas such as Soho, Piccadilly Circus and China Town. They would no longer run through to their current directions and could lead to some people having to interchange with other services. This could also impact those wishing to interchange at Bond Street Station, and further connections to the Elizabeth and Jubilee Lines.</p> <p>Routes 98 and 139 are also proposed to be re-routed. In terms of routing, these routes would remain in the Oxford Street West area on adjacent streets, however it could restrict connections to Bond Street Station, making more difficult to make onward journeys. Setting aside slight variations between mornings and afternoons, the projected increase in journey times for route 98 is expected to be between 2 and 5 minutes in either direction. The projected increase in journey time in either direction for route 139, is negligible and between 0 and 1 minute.</p> <p>For route 390, setting aside slight variations between mornings and afternoons, the projected increase in journey times is expected to be between 1 and 3 minutes from Goodge Street Station to London Hilton Hotel and 3 and 5 minutes from London Hilton Hotel to Goodge Street Station.</p> <p>Currently, between 30% and 41% of passengers on Routes 98, and 390 are making through trips. Passengers wishing to make 'through trips' are likely to experience a higher impact as a result of a change in their route.</p> <p>Other services serving the vicinity of Oxford Street and that already terminate near Oxford Street or would continue to pass through the area, are projected to experience little to no increases in journey time.</p> <p>There would be greater impact because of increased journey complexity, longer travel times, and reduced accessibility for those relying on direct services. This could increase</p> |



|                           | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward  |
|---------------------------|----------|---------|----------|-----------|---|
|                           |          |         |          |           | <p>journey time and require some people to interchange between services part way through their journey and could also result in longer walking distances between connections.</p> <p>Equality impacts could relate to most PCGs, particularly older people, disabled passengers, carers, and low-income groups.</p> <p><b>Mitigations:</b> The communication of any bus service changes should be widely publicised, via a range of communication methods, in advance of the changes being implemented. This would assist a range of PCGs with understanding the changes and allow them time to plan their journeys using all modes, prior to embarking on their journey. Information on other accessible public transport options in the area (such as the Elizabeth Line) are recommended to be included in the communication too, to raise awareness of alternative public transport provision.</p>  |
| <b>Race and ethnicity</b> |          |         | x        |           | <p><b>Access to services:</b> similar to the impact of relocating bus stops, altering the locations served by buses can impact people belonging to ethnic minority groups disproportionately, as they are more likely to use public transport, particularly buses, and therefore may be reliant on it to access specific destinations in the area<sup>34</sup> (e.g., cultural shops or centres, libraries with multi-lingual collections or language schools).</p> <p>People belonging to this PCG could also face language barriers, which may make understanding and navigating new routes or interchanges more difficult.</p> <p><b>Mitigations:</b> There is an opportunity to work with WCC and GLA to improve inclusive signage and multilingual information at interchange points.</p> <p><b>Safety:</b> If the re-routed or cut-short services result in passengers having to alight or wait to board in isolated or poorly lit areas some people may feel more vulnerable to racially</p> |

<sup>34</sup> <https://www.ethnicity-facts-figures.service.gov.uk/culture-and-community/transport/travel/latest/#by-ethnicity-number-of-trips-and-mode-of-transport>



|                            | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward  |
|----------------------------|----------|---------|----------|-----------|---|
|                            |          |         |          |           | <p>motivated hate crimes. Working with WCC to ensure lighting and surveillance (CCTV and/or natural) is present during both construction and operation may help in improving people's perception of safety.</p> <p><b>Mitigations:</b> Communication of any bus service changes should be clear and concise, and where possible use symbol and diagrammatic information, to help those who may be less confident with written English communications.</p>   |
| <b>Sex</b>                 |          |         | x        |           | <p><b>Safety:</b> Women and people with gender-diverse identities may feel less safe if services are re-located, especially at night. Those who previously made through trips that are no longer possible, may have to travel more on foot to continue their journey.</p> <p><b>Mitigations:</b> Working with WCC to ensure lighting and surveillance (CCTV and/or natural) is present may help in improving people's perception of safety. It is also recommended that a safety audit of women and girl's safety is undertaken, both during the daytime and nighttime.</p> |
| <b>Gender reassignment</b> |          |         | x        |           | <p><b>Safety:</b> Transgender people are more likely to experience incidents of hate crime because of their gender identity and when undergoing gender reassignment. There is a possibility of increased exposure to discrimination or harassment in unfamiliar environments particularly where bus services have been cut-short or re-routed.</p> <p><b>Mitigations:</b> Working with WCC to ensure lighting and surveillance (CCTV and/or natural) is present may help in improving people's perception of safety.</p>  |



|                            | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward  |
|----------------------------|----------|---------|----------|-----------|---|
| <b>Age</b>                 |          |         | x        |           | <p><b>Mobility and independence:</b> Older adults and children may experience difficulty with walking to bus interchange locations and understanding how to navigate to/from re-routed services, or to make connecting trips. Should walking distances increase for older people, some may be unable to walk the additional distance, or require additional places to rest such as seating on route or at the stops to enable them to complete their journey.</p> <p>Older people are also more likely to experience disability impacts (as covered below).</p> <p><b>Mitigations:</b> Communicating any changes in advance may allow older people time to plan their journeys in advance, and if needed make alternative transport plans. Local schools and healthcare facilities should also be included in communication, particularly for any routes known to transport school children to and from educational establishments.</p>   |
| <b>Religion and belief</b> |          |         | x        |           | <p><b>Access to services:</b> Individuals belonging to religious groups may need to travel to visit places of worship, at varying times of the day or week. Changing bus services in the area may mean longer and/or more difficult journeys to access places of worship. Furthermore, longer or more complex journeys may interfere with time-sensitive religious practices.</p> <p><b>Safety:</b> Some religious groups may experience hate crime and as such any re-routing of bus services should explore opportunities to maximise both actual and perceived safety.</p> <p><b>Mitigations:</b> it is recommended to work with WCC to explore opportunities for improved natural and physical surveillance, examine CCTV along pedestrian routes, and implement a robust lighting strategy to ensure routes to places of worship are well-lit.</p> <p>Additionally, regular communication with local places of worship would be established to address impacts, share project updates, and maintain community engagement throughout the process.</p> |



|                           | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|---------------------------|----------|---------|----------|-----------|--|
| <b>Disability</b>         |          |         | x        |           | <p><b>Access to services:</b> Re-routing services may result in increased distances and journey time for bus passengers. This can have a disproportionate impact on disabled people.</p> <p>People with cognitive impairments may experience more confusion and stress because of changes to usual routes, or complex journeys where passengers are required to change services or transport modes.</p> <p><b>Mitigations:</b> This group is therefore more likely to require advanced communication of any bus service changes that are clear and concise, and where possible use pictorial information to assist with understanding.</p> <p>People who are deaf or hard of hearing are likely to be much more reliant on communication conveyed in visual form.</p> <p><b>Mitigations:</b> As such, advanced communication of any bus service changes that are clear and concise would be necessary to mitigate for the greater possibility of not hearing about the proposed changes.</p> |
| <b>Sexual orientation</b> |          |         | x        |           | <p><b>Safety:</b> Those within the LGBTQ+ community can face barriers to travel, and these are largely related to personal security. Re-routing and changes to bus services may mean people belonging to this group may avoid certain locations or may avoid using public transport at night. LGBTQ+ individuals may also feel less safe in unfamiliar interchange areas.</p> <p><b>Mitigations:</b> There is an opportunity to work with WCC to maximise both actual and perceived safety, such as improved natural and physical surveillance along pedestrian routes, and ensuring routes are well lit. There is also an opportunity to improve visibility of inclusive messaging and support services.</p>  |



|  | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward  |
|--|----------|---------|----------|-----------|---|
| <b>Pregnancy and maternity</b>                         |          |         | x        |           | <p>Temporary mobility and other impairments experienced during pregnancy are covered in disability section under mobility impairments.</p> <p><b>Access to services:</b> Re-routing bus services could result in longer walking distances or an increase in the number of service/mode changes required to make a journey. For people travelling with prams/pushchairs or small children, having to alight and board multiple services may be difficult, it could be physically demanding, and take additional time, deterring people belonging to this group from using buses to access Oxford Street West.</p> <p><b>Mitigations:</b> Advanced communication of any changes, and information on alternative routes or transport options could help people plan their journeys.</p>  |
| <b>Disadvantaged, inclusion groups and communities</b> |          |         | x        |           | <p><b>Access and affordability:</b> These groups can rely heavily on public transport due to the expense of private vehicle ownership. Re-routing bus routes short could adversely impact this group because of increased travel time.</p> <p>Carers who trip-chain between caring roles and other responsibilities may find bus journey times longer under the proposals, reducing their ability to undertake caring responsibilities.</p> <p>Refugees, low-income and homeless individuals may face financial and navigational barriers with longer or more complex journeys.</p> <p><b>Mitigations:</b> Changes to bus services should be clearly communicated and targeted to reach people within this PCG in advance of any changes. Information on alternative routes and transport options should be provided to help people plan their journeys. This information should include any information ticket concessions or other pricing structures, such as the Hopper Fare.</p> |



|   | Positive | Neutral | Negative | No Impact | Comments and actions to mitigate or take forward   |
|---|----------|---------|----------|-----------|--|
| <b>Deprivation and socio-economic disadvantage of local communities</b> |          |         | x        |           | <p><b>Access and affordability:</b> These groups can rely heavily on public transport due to the expense of private vehicle ownership. Re-routing bus services could increase travel time or limit their ability to travel around the area and disproportionately affect those with limited resources.</p> <p>There is also a risk of social exclusion if access to employment, education, or healthcare is reduced.</p> <p><b>Mitigations:</b> Changes to bus services should be clearly communicated and targeted to reach people within this PCG in advance of any changes. Information on alternative routes and transport options should be provided to help people plan their journeys. This information should include any information ticket concessions or other pricing structures, such as the Hopper Fare.</p> |

## 6. Action planning

This section outlines the key actions to be undertaken in response to this EQIA in addition to those considerations and mitigations highlighted within the impact assessment.



| #  | Action   |
|----|--|
| 1  | Ongoing engagement with subject matter experts and key stakeholders to inform design development and consider all responses to public consultation.  |
| 2  | Update EQIA following consultation and as interventions advance into detailed design.  |
| 3  | Engagement with relevant highways teams on construction phasing and associated impact of the interventions.  |
| 4  | Communicate findings of access and inclusive design review with key stakeholders.  |
| 5  | Recommendation to undertake an audit of the likely impact of the proposals on woman and girls' safety (such as Getting Home Safely, or a Violence Against Women and Girls Audit).  |
| 6  | Work with WCC to ensure consistency between the scheme and surrounding area. This may present opportunities for other improvements to the local area also.   |
| 7  | Continue engagement, and where relevant engage with support organisations (such as for homelessness, religious groups etc.) to understand and mitigate impacts of bus stop relocations, pedestrianisation, and overnight servicing on rough sleepers and others. |
| 8  | Liaise and coordinate with public realm design team appointed by GLA.  |
| 9  | Continue to develop communication strategy to support any changes in bus services in the Oxford Street West area   |
| 10 | Continue engagement, and where relevant engage with support organisations (such as for homelessness) to understand and mitigate impacts of the public realm design.  |

## 7. Monitoring and evaluation

Monitoring the impact of the proposals and the effectiveness of mitigating actions, should the proposals proceed, will be led by TfL collaboratively with key stakeholders. The monitoring and evaluation approach will include:



- **On-site observations** would be conducted at various stages throughout project delivery, during all construction phases and post-completion of these phases, then compared against the baseline conditions previously recorded. These will assess how well the adopted mitigations support safe and inclusive navigation.
- **Walk-throughs with representative PCGs** (e.g. disabled users, older adults, carers etc.) would be approached to gather direct feedback on the usability and safety of the environment post-implementation.
- **Feedback channels** would be maintained via **TfL Customer Services, Westminster City Council**, and the **GLA**, allowing users to report issues or suggest improvements.
- **Engagement with accessibility and inclusion groups** would continue beyond implementation to validate whether mitigations are effective and responsive to lived experience. This should capture a range of journey purposes including leisure, employment and healthcare.
- **Monitoring of servicing vehicle behaviour** (e.g. adherence to time restrictions, safe manoeuvring, collision data) would be undertaken to ensure mitigations are functioning as intended.
- **User behaviour analysis** during site visits would help identify changes in movement patterns, comfort levels, and accessibility outcomes.
- **Incident reporting** (e.g. near misses, complaints) would be tracked to assess whether any changes are contributing to safety risks or accessibility barriers.
- **Data collection** on footfall, retail sales (i.e. increased revenue), servicing vehicle volumes, and air quality would be undertaken to assess environmental and operational impacts.
- **Monitoring of collision data** to identify whether the rate has increased or decreased, particularly for pedestrians and those belonging to PCGs.

## 8. Appendix A – Glossary

| Abbreviation | Term                     | Definition   |
|--------------|--------------------------|--|
| CAA          | Core Assessment Area     | A 1km radius around Oxford Street West used to analyse local demographics and impacts.   |
| N/A          | Changing Places Toilet   | A fully accessible toilet facility designed for disabled people with complex impairments, including hoists and adult-sized changing benches. |
| N/A          | Continuous Level Surface | A street design without kerbs, often used in pedestrianised zones, which can affect navigation for some users.                               |



| Abbreviation | Term                                     | Definition  |
|--------------|--|---|
| EQIA         | Equality Impact Assessment               | An assessment of whether a policy, project or scheme unlawfully discriminates against a protected characteristic group, as designated under the Equality Act (2010).  |
| GFR          | General Fertility Rate                   | The number of live births in a geographic area in a year per 1000 women of childbearing age.  |
| GHS          | Getting Home Safely                      | An audit undertaken to assess the likely safety and security for women and girls.   |
| GLA          | Greater London Authority                 | The regional government for London, including the Mayor and London Assembly.  |
| HVM          | Hostile Vehicle Management               | Physical measures (e.g., bollards) to prevent vehicle-based attacks and manage traffic.   |
| IDAG         | Inclusive Design Advisory Group          | A TfL stakeholder group focused on accessibility and inclusive design.  |
| IMD          | Index of Multiple Deprivation            | A measure of relative deprivation across areas, based on income, health, education, etc.  |
| LSOA         | Lower Super Output Area                  | A geographic unit used in statistics, often for deprivation and demographic analysis.   |
| LTDS         | London Travel Demand Survey              | A TfL survey capturing travel behaviour and demographics across London.   |
| OA           | Output Area                              | A standard small geographical area used for census data grouping.   |
| PAS          | Project Access Statement                 | A document reviewing accessibility and inclusive design aspects of the scheme.  |
| PCG          | Protected Group Characteristics          | Social groups defined as per the Equality Act 2010. The nine groups are age, disability, gender reassignment, pregnancy and maternity, race, religion, sex, sexual orientation, marriage and civil partnership. |
| RNIB         | Royal National Institute of Blind People | A charity supporting blind and partially sighted people.  |
| TfL          | Transport for London                     | The local transport authority responsible for most aspects of London's transport system.  |
| TFR          | Total Fertility Rate                     | The sum of the age-specific fertility rates for all women, multiplied by five for each of the seven five-year age groups from 15-19 to 45-49.   |
| ULEZ         | Ultra Low Emission Zone                  | An area in London where vehicles must meet strict emissions standards or pay a charge.  |
| VAWG Audit   | Violence Against Women and Girls Audit   | A safety assessment tool to evaluate risks and improve public space safety.   |
| WCC          | Westminster City Council                 | The local authority for the City of Westminster.  |

## APPENDIX B – List of Accessibility Groups/Stakeholders engaged with in development of Oxford Street proposals

- Age UK London
- Royal National Institute of the Blind



- Guide Dogs Lead
- Thomas Pocklington Trust
- London Sight Loss Council
- Whizz Kidz
- Wheels for Wellbeing
- Blind Ambition
- HearEquality
- London Travel Watch
- Inclusion London
- Travel Hands

The feedback we received from these groups is summarised below:

| Theme  | Commentary/Feedback  |
|--|--|
| <b>Increased footfall and overcrowding</b>   | The pedestrianisation could potentially lead to higher footfall, creating crowded conditions that are particularly challenging for neurodivergent individuals.   |
| <b>Step-free access</b>                      | Not all London Underground station entrances offer step-free access from street level to train. Some platforms still require the use of ramps or mini ramps when boarding, limiting accessibility for users with mobility impairments. |
| <b>Relocation of pick-up/drop-off points</b> | Changes to ride-hailing pick-up/drop-off locations may cause confusion and accessibility barriers  |
| <b>Loss of kerbside delineation</b>          | Removal of kerbs would reduce tactile cues for long cane users, increasing risk during servicing hours and making navigation harder due to increased street furniture.   |
| <b>Bus stop overcrowding</b>                 | Consolidation or relocation of bus stops may lead to overcrowding, reducing comfort and accessibility for disabled passengers.   |
| <b>Insufficient wayfinding information</b>   | Lack of clear, accessible signage and navigation support between transport modes would present a challenge for disabled users.   |
| <b>Tactile paving at crossings</b>           | Concerns about inadequate placement and design of tactile paving, especially at North-South crossings.   |
| <b>Cycle parking and street clutter</b>      | Shared-use cycle parking contributes to street clutter, impeding navigation for disabled users.  |



|   |   |
|---|---|
| <b>Navigating open spaces</b>             | Large, open pedestrianised areas can be disorientating for disabled users due to unpredictable movement patterns.   |
| <b>Shopmobility services</b>              | There was stakeholder interest in exploring the introduction of mobility-as-a-service or Shopmobility schemes to support independent travel.  |
| <b>Tactile paving colour contrast</b>     | Feedback was received around the need to ensure colour contrast in line with standards.   |
| <b>Outdoor seating and rest areas</b>     | Need for enclosed and clearly legible seating was discussed. Advocacy for quiet seating areas to support neurodivergent users. Examples of good practice cited: King's Cross/Granary Square, Vienna, Stuttgart, Munich. |
| <b>Cycle routes</b>                       | Commentary around the need to work with partners to provide alternative cycle routes, to minimise risk of cyclists using pedestrianised areas.  |
| <b>Public toilets and changing places</b> | Strong advocacy for accessible public toilets and changing places facilities.   |
| <b>Navigation support services</b>        | Suggestion to introduce on-street navigation assistants to help users with visual or cognitive impairments.   |
| <b>Surface materials</b>                  | Strong recommendation to avoid cobbled surfaces, which pose challenges for wheelchair users and people with buggies.  |
| <b>Shop accessibility</b>                 | Many shops lack internal step-free access, creating barriers even when street-level access is available.  |

## APPENDIX C – Additional Considerations following Public Consultation

Between 21 November 2025 and 16 January 2026, TfL held a public consultation on proposals for highways and public transport changes to support the mayor's ambitions for Oxford Street. Over 2,700 responses were received, and some respondents submitted comments on the potential impact of the proposals upon accessibility, inclusive design, and on people with protected characteristics. Alongside responding to those comments within the full consultation report, TfL has also considered the comments with respect to this EQIA. This appendix provides an overview of the comments



received, considers them in terms of impact upon people with protected characteristics and seeks to ensure that our consideration of the impacts of the plans and potential mitigation measures remains valid.

The consultation included two questions: one relating to the proposals overall, and one focusing specifically on impacts on bus services. Comments were received and considered by TfL as part of the consultation process and were subsequently grouped by theme or topic for analysis. A full consultation report will be published online in due course and will be available at [www.tfl.gov.uk](http://www.tfl.gov.uk).

TfL considered those comments that referred to protected characteristics and/or specific issues relating to accessibility and inclusive design, to identify additional considerations from an equality and inclusion perspective. These comments and issues were considered in full, and a summary of the relevant points is provided below.

Of the 2,715 total responses, 738 mentioned accessibility issues as a consideration under question 1. These are summarised below:

***Table 1: Summary of Comments related to accessibility, mobility and inclusivity***



| Respondent Comment / Issue  | Protected Characteristic Groups Affected                          | Positive | Neutral | Negative | Comments and Potential Mitigations  |
|---|---|----------|---------|----------|---|
| Comments that pedestrianisation will deter some people from using Oxford Street at all – especially those with mobility impairments | All but especially people with mobility and/or visual impairments |          |         | X        | <p>We anticipate that provision of a new traffic-free space and high-quality urban realm will attract people with protected characteristics to Oxford Street overall, rather than deter them, but we acknowledge in the main body of the EQIA that the location of bus stops and taxi ranks may result in longer or more difficult journeys for some people within these groups.</p> <p>Measures such as improved provisions of resting places/seating along last mile routes and exploring provision of shop-mobility as a service could alleviate some concerns raised here. Similarly, providing frequent places for taxis and private hire to drop off on side roads would support improved access.</p> |
| Comments that pedestrianisation will improve the area for disabled people (due to more space, level surfaces, less crowding).       | Disabled People   | X        |         |          | <p>Pedestrianisation will provide opportunities to deliver potential improvements through public realm project being led by GLA. Design development to be informed by a broad spectrum of requirements of various PCGs.</p> <p>Removing traffic may make it easier to navigate the area and create more space to accommodate walking aids or wheelchairs.</p>   |
| Impacts on people who need to be dropped close to shops due to their sensory impairments.   | All but especially people with sensory impairments                |          |         | X        | <p>Exploring shop-mobility or other forms of dynamic demand responsive transport service could alleviate concerns raised here.</p> <p>Similarly, providing frequent places for taxis and private hire to drop off on side roads would support improved access.</p>  |



| Respondent Comment / Issue   | Protected Characteristic Groups Affected            | Positive | Neutral | Negative | Comments and Potential Mitigations  |
|--|---|----------|---------|----------|---|
|  |   |          |         |          | The impacts of the plans upon people with disabilities is considered within the main body of this EQIA and notes that distances to/from bus stops and drop-off points will be greater.  |
| Difficulties around carrying shopping or bags home with buses / taxis removed.   | All   |          |         | X        | Exploring shop-mobility or other forms of dynamic demand responsive transport service could alleviate some concerns raised here. Similarly, providing frequent places for taxis and private hire to drop off on side roads would support improved access.             |
| Noise from busking and general noise by people – shouting etc. (especially for people with hearing impairments)  | All but especially hearing impairments              |          |         | X        | Measures for sound attenuation in specific locations to be considered as part of public realm design being developed by GLA. Provision of “quiet places” along OSW and surrounding area to be communicated.   |
| Impact on people if there are service disruptions on the tube or buses   | All   |          |         | X        | Communication Strategy and Operational measures will be put in place by TfL to address any service disruption scenarios. Design development to consider any additional measures to incorporate any requirements for rail replacement services.                        |
| Comments that proposals would improve accessibility and make Oxford Street a more pleasant place to visit.   | All   | X        |         |          | Pedestrianisation will provide opportunities to deliver potential improvements through public realm project being led by GLA. Design development to be informed by a broad spectrum of requirements of various PCGs.  |
| Comment that people will be unable to travel from one end of Oxford Street to the other on a bus / or hop on and off buses moving along oxford Street. | All but especially people with mobility impairments |          |         | X        | For people who cannot walk for long distances, shop-mobility or other forms of dynamic demand responsive transport service could be explored to alleviate issue raised here. As could providing frequent places for taxis and private hire to drop off on side roads. |



| Respondent Comment / Issue  | Protected Characteristic Groups Affected            | Positive | Neutral | Negative | Comments and Potential Mitigations   |
|---|---|----------|---------|----------|--|
| Comments that proposed changes will reduce access for disabled people or other protected characteristics who drive to / along Oxford Street   |   |          |         |          |  |
| Comments that people with some conditions, such as autism, would find a pedestrianised area more appealing and less overwhelming  | All but especially autistic people                  | X        |         |          | Measures for less visual and auditory noise in specific locations to be considered as part of public realm design being developed by GLA. Provision of “quiet places” along OSW and surrounding area to be communicated.   |
| Comments that access to shops may be more difficult and all shops should have step-free access  | All   |          |         |          | For people who cannot walk for long distances, shop-mobility or other forms of dynamic demand responsive transport service could be explored to alleviate issue raised here. Level access to all shops to be explored as part of the public realm design being led by GLA. |
| Ensure inclusive design features, such as ramps, tactile paving, and seating areas for disabled people or older pedestrians.<br>Comments about urban realm design (accessible design, seats with backrests and armrest, shelter)<br>Comments that seating should include priority seating | All but especially people with mobility impairments |          | X       |          | Inclusive design features to be incorporated as part of the public realm design being developed by GLA.  |
| Provide real-time information on pedestrian and traffic flow to help visitors plan journeys.  | All   |          | X       |          | Real time information on bus journey times and other travel information will be provided at bus stops and customer information will be updated on TfL’s website to ensure customers have up to   |



| Respondent Comment / Issue  | Protected Characteristic Groups Affected | Positive | Neutral | Negative | Comments and Potential Mitigations   |
|---|--|----------|---------|----------|--|
|   |  |          |         |          | date travel information. Impacts of any changes during construction will also be communicated to ensure that people are able to plan journeys in advance.  |
| Risk of scooters and cyclists on roads – risk to disabled people.   | All                                      |          |         | X        | Current proposals restrict access to OSW by these modes of transport. TfL will work to ensure appropriate enforcement regime to minimise conflict with pedestrians, especially those with protected characteristics.   |
| More people would come and this could increase crowding   | All                                      |          |         | X        | Public realm design proposals being developed by GLA will take into account any forecast growth in footfall. Higher footfall will generate additional revenue for local businesses.  |
| Comments that removing traffic would be beneficial for younger people – play spaces and improved safety   | All but especially younger people        | X        |         |          | Public realm design proposals being developed by GLA to consider requirements of broad spectrum of PCGs including younger people by incorporating play spaces.   |
| Taxis – reduced ability to pick up and drop off for passengers.<br>Taxis – people will no longer be able to get dropped off at a specific shop.   | All                                      |          |         | X        | Exploring shop-mobility and/or forms of dynamic demand responsive transport service could alleviate concerns raised here.<br>Current proposals will enhance taxi rank provision along side streets, thereby improving pick up provision. Clear wayfinding and communication strategy to improve awareness of these new locations should be considered. |
| Comments that TfL has not considered the impact of the proposals upon disabled, elderly or other groups of people with protected characteristics. | All                                      |          |         | X        | TfL has undertaken this EQIA in relation to the plans, the purpose of which is to consider the potential impacts on disabled people, older people and other PCGs. The EqIA is to identify and assess these impacts so that the design of the proposals can be refined and appropriate mitigation measures put in place where required.                 |



| Respondent Comment / Issue  | Protected Characteristic Groups Affected              | Positive | Neutral | Negative | Comments and Potential Mitigations   |
|---|---|----------|---------|----------|--|
|   |   |          |         |          | The EqIA is a live document and is being updated to examine and reflect the findings from the public consultation, including comments relating to accessibility, inclusive design and protected characteristic groups. This enables views and experiences of these groups to be considered as the proposals are further developed.   |
| Comments that additional blue badge / white badge parking should be increased in the local area   | All but especially holders of blue badge/ white badge |          | X       |          | This has already been considered within the Project Access Statement and used to inform scheme design. Where space constraint restricts on-street provision of blue badge/white badge parking, opportunities to provide accessible set-down/pick-up should be provided as a minimum. Where these provisions fall outside the scope of OSW scheme area, other stakeholders such as Westminster City Council should be made aware of these requirements as part of enabling works being delivered by them. |
| Comments about anti-social behaviour, crime and late-night noise – which could impact more significantly people who feel vulnerable.<br>Comments about night-time safety for people with protected characteristics. | All but especially people who feel more vulnerable    |          |         | X        | Public realm design being developed by GLA to ensure that layout proposed maximises opportunities for natural surveillance. MDC to monitor behaviour once the scheme is implemented and put appropriate measures in place such as CCTV and lighting.   |
| Comments about lack of public toilets.  | All   |          |         | X        | This has already been considered within the Project Access Statement and used to inform scheme design. Public realm design proposals being developed by GLA will explore   |



| Respondent Comment / Issue  | Protected Characteristic Groups Affected        | Positive | Neutral | Negative | Comments and Potential Mitigations   |
|---|---|----------|---------|----------|--|
|   |   |          |         |          | opportunities to improve provision where practically feasible.   |
| Comments about accessibility at tube stations.<br>Comments that not all tube stations in the vicinity are fully accessible                                      | All   |          |         | X        | Whilst outside of the scope of the OSW proposals, TfL is committed to improving step-free access and accessibility at LU stations. There are no current plans to provide SFA at Marble Arch or Oxford Circus, but we are continuing to explore our options at these locations. A detailed wayfinding and communication strategy will be developed clearly identify level of accessibility available at tube stations along OSW for customers using the Oxford Street area. |
| Comments about cycling and use of cycles as mobility aids.  | All especially mobility impairments             |          |         | X        | Public realm proposals being developed by GLA to explore opportunities to incorporate provision of cycle parking for adapted cycles on side street junction close to OSW.  |
| Comments about safety for people changing buses, especially for those with protected characteristics  | All   |          |         | X        | Design of the new bus stops proposed along Wigmore Street, Henrietta Place and Margaret Street to be as per TfL accessibility standards to enable safe transfer for PCGs.  |
| Comments that signage and other way-finding measures needs to be designed so as to be clear and visible for people using wheelchairs or other mobility devices. | All especially people with mobility impairments |          |         | X        | Wayfinding refresh has been recommended in the Project Access Statement which is being used to inform scheme development. It is to be developed further as part of public realm design proposals led by GLA.   |
| Comments that some people are not able to cycle or use the tube and are dependent upon buses / taxis / private vehicles.  | All   |          |         | X        | In addition to shop-mobility and other forms of dynamic demand responsive transport service, measures are to be explored to improve  |



| Respondent Comment / Issue  | Protected Characteristic Groups Affected                                     | Positive | Neutral | Negative | Comments and Potential Mitigations   |
|---|--|----------|---------|----------|--|
|   |  |          |         |          | opportunities for accessible set-down/pick-up on side streets as close as possible to OSW.   |
| Comments that workers with protected characteristics would be disadvantaged by re-routing of buses                        | All especially PCG workers   |          | X       |          | Whilst some workers will be disadvantaged by re-routing of buses, it will improve access for other workers for whom work destination are located north of OSW. As mentioned previously, measures such as dynamic demand responsive transport service could be explored to support last mile journeys for disadvantaged PCGs.   |
| Comments that proposals will remove blue badge parking bays on Oxford Street  | Blue Badge Holders   |          |         | X        | There are no existing blue badge bays on Oxford Street. There are however some bays on Duke Street close to OSW may be relocated (but kept on same street). TfL is working with WCC to identify alternative locations for additional blue badge and disabled parking bays.   |
| Comments that people will be deterred from using buses and may be unable to afford / be unwilling to use the Underground. | All especially people who are thought to be socio-economically disadvantaged |          |         | X        | Current data suggests that patronage for people using buses to access Oxford Street is already reducing. It also suggests that there has been increase in people arriving on Oxford Street by rail since the opening of the Elizabeth Line. TfL does not anticipate that the bus changes as part of the Oxford Street scheme will result in a significant level of demand reduction for buses, but this will be kept under review. |
| Comments that a shop-mobility scheme should be provided   | All  |          | X       |          | This is recommended in Project Access Statement developed for plans and TfL will explore options in collaboration with the Oxford Street Development Corporation.  |
| Comments that travelators or other methods of moving people along should be delivered                                     | All  |          | X       |          | Supplementary Strategy has been developed to explore these alternatives to enhance mobility along OSW. Proposals suggested in this document to be considered further by GLA.   |



| Respondent Comment / Issue   | Protected Characteristic Groups Affected | Positive | Neutral | Negative | Comments and Potential Mitigations  |
|--|--|----------|---------|----------|---|
| Comments about impact on people with protected characteristics during construction works                         | All                                      |          |         | X        | Phased implementation to explore opportunities to minimise impact on PCGs. Measures to be explored and developed further by GLA and their appointed design consultant and building contractors.   |
| Ensure that the width of all crossing points have the appropriate tactile paving which has the correct contrast. | People with visual impairments           |          | X       |          | Proposal developed by TfL proposes the use of appropriate tactile paving as recommended in DfT standards. Furthermore, Project Access Statement identifies additional crossings as part of last-mile journeys that should be upgraded to provide appropriate tactile paving provision.  |
| Comments that any changes should be communicated in a clear and accessible manner                                | All                                      |          | X       |          | Project Access Statement identifies the need to develop a comprehensive communication strategy to support seamless implementation of the proposed transport changes. The strategy should use inclusive communication methods and materials.   |
| Comments that residents with protected characteristics have not been considered                                  | PCG Residents                            |          |         | X        | TfL has prepared this EQIA, which has been informed by local demographic data and also updated to reflect consultation feedback, which provided all residents the opportunity to share their views on the proposals. Demographic data relevant to PCGs has been examined within the EqIA, where available, for residents living within 1 km of the scheme and compared with borough level, London wide and England wide data.-level, London-wide and England-wide data. |
| Comments that emergency vehicle access to Oxford Street and other streets should be retained                     |  |          | X       |          | Current proposals retain access for emergency vehicles.   |



| Respondent Comment / Issue   | Protected Characteristic Groups Affected | Positive | Neutral | Negative | Comments and Potential Mitigations   |
|--|--|----------|---------|----------|--|
| Comments about the impact of removing kerbs upon people with visual impairments or other impairments | People with Visual impairments           |          |         | X        | Project Access Statement highlights the need for public realm proposals being developed by GLA to consider a tactile delineation strategy to enable visually impaired users to differentiate between pedestrian only zones from shared zones. The strategy will need to also support cane detectable navigation along OSW.   |
| Comments about the quality and safety of footways on Oxford Street and surrounding roads             | All                                      |          |         | X        | Footways are proposed to be upgraded as part of public realm design proposal being developed by GLA. It is also recommended that unnecessary street furniture be removed to improve safe movement along OSW.   |
| Comments that proposals may reduce / remove independence of some people                              | All                                      |          |         | X        | Quality of accessible provision along last mile routes will be crucial in mitigating any impact and restoring independent travel. Interventions needed along these routes are already identified and communicated as part of the Project Access Statement for TfL to consider in conjunction with Westminster City Council and Oxford Street Development Corporation |
| Comments that designs should meet inclusive design guidance  | All                                      |          | X       |          | Design developed by TfL and GLA will comply as far as reasonably practical with relevant inclusive design guidance and where practicalities limit precise adherence an assessment of an appropriate provision will be carefully considered.  |

Question 2 of the consultation focused specifically on the impacts of the proposals on bus stops and services. These comments and issues were considered in full, and a summary of the relevant points is provided below. Of the responses we received to question 2, 302 mentioned accessibility as a consideration.



| Respondent Comment / Issue  | Protected Characteristic Groups Affected | Positive | Neutral | Negative | Comments and Potential Mitigations   |
|---|--|----------|---------|----------|--|
| Comments that bus interchange will be impacted by the proposals (often in reference to the proposed changes to the routes 7 and 94)   | All                                      |          |         | X        | Covered in-depth as part of intervention 4 in this document. TfL have undertaken modelling to understand journey time impact of changes on each bus route operating in the area. It is recommended that the proposed changes to bus services are clearly communicated in accessible formats ahead of any implementation to allow users of these services to plan their revised journeys.   |
| Comments that bus changes may mean users transferring onto buses which are already very busy, with impacts for people with protected characteristics or who need the wheelchair space | All especially wheelchair users          |          |         | X        | This was considered as part of bus route planning and development and TfL will continue to monitor bus usage and crowding to ensure bus services meet passenger demand.  |
| Comments that JTs might be less predictable, which could impact people with appointments / children going to school   | All                                      |          |         | X        | TfL have undertaken modelling to understand journey time impact of changes on each bus route operating in the area. Worst impact observed was a delay of up to 5 minutes and least impact observed was less than a minute. It is recommended that the proposed changes to bus services are clearly communicated in accessible formats ahead of any implementation to allow users of these services to plan their revised journeys. |
| Comments about needing to change buses or go further to bus stops with luggage / shopping etc.  | All                                      |          |         | X        | Exploring shop-mobility and/or forms of dynamic demand responsive transport service could alleviate concerns raised here.  |



|  |  |  |   |   |  |
|--|--|--|---|---|--|
| Comments about safety for people changing buses, especially for those with protected characteristics – see under question 1  | All  |  |   | X | Design of the new bus stops proposed along Wigmore Street, Henrietta Place and Margaret Street to be as per TfL accessibility standards to enable safe transfer for PCGs.  |
| Comments that people will be deterred from using buses and may be unable to afford / be unwilling to use the Underground – see under question 1  | All especially people who are thought to be socio-economically disadvantaged |  |   | X | Current data suggests that patronage for people using buses to access Oxford Street is reducing. It also suggests that there has been increase in people arriving on Oxford Street by rail since the opening of the Elizabeth Line. TfL does not anticipate that the bus changes as part of the Oxford Street scheme will result in a significant level of demand reduction for buses, but this will be kept under review.         |
| Comments that changes to bus routes (e.g. 94 and 7) would mean children may no longer be able to use that bus to get to school – comment that would result in needing to use the tube at additional cost | All especially children  |  |   | X | TfL have undertaken modelling to understand journey time impact of changes on each bus route operating in the area. Worst impact observed was a delay of up to 5 minutes and least impact observed was less than a minute. It is recommended that the proposed changes to bus services are clearly communicated in accessible formats ahead of any implementation to allow users of these services to plan their revised journeys. |
| Comment that clearer signage and wayfinding to new bus stops needed  | All  |  |   | X | Wayfinding refresh has been recommended in the Project Access Statement. It is to be developed further as part of public realm design proposals led by GLA.  |
| Comments that bus stops should be fully accessible, well-lit and designed according to inclusive design standards  | All  |  | X |   | Design of the new bus stops proposed along Wigmore Street, Henrietta Place and Margaret Street to be as per TfL accessibility standards to enable safe use by all PCGs.  |



|  |     |  |   |   |   |
|--|-----|--|---|---|---|
| Comments that walking and wheeling routes should be well maintained and high-quality   | All |  | X |   | Quality of accessible provision along last mile routes will be crucial in mitigating any impact and restoring independent travel. Interventions needed along these routes are already identified and communicated as part of the Project Access Statement for TfL to consider in conjunction with Westminster City Council.   |
| Comments that bus stops should be nearer to the shops<br>Comments that new bus stops should be located as close as possible to Oxford Street | All |  | X |   | It is recommended that the last mile routes from the proposed bus stops along Wigmore Street, Henrietta Place and Margaret Street are supported with regular resting/seating provision to support users who cannot walk for long distances without any rest. Exploring shop-mobility and/or forms of dynamic demand responsive transport service could alleviate concerns raised here.      |
| Comments that changes to bus stops and routings will deter people from the area – due to longer walking distances                            | All |  |   | X | It is recommended that the last mile routes from the proposed bus stops along Wigmore Street, Henrietta Place and Margaret Street are supported with regular resting/seating provision to support users who cannot walk for long distances without any rest. Exploring shop-mobility and/or forms of dynamic demand responsive transport service could alleviate some concerns raised here. |
| Comments about longer / more complex journey to work / appointments  | All |  |   | X | Whilst some workers will be disadvantaged by re-routing of buses, it will improve access for other workers for whom work destination are located north of OSW. As mentioned previously, measures such as dynamic demand responsive transport service could be explored to support last mile journeys for disadvantaged PCGs.  |
| Comments about impact on night-workers/low-income workers using the bus – more complex / longer journeys                                     | All |  |   | X | Whilst some workers will be disadvantaged by re-routing of buses, it will improve access for other workers for whom work destination are located north of OSW. As mentioned previously,   |



|  |  |  |   |   |   |
|--|--|--|---|---|---|
|  |  |  |   |   | measures such as dynamic demand responsive transport service could be explored to support last mile journeys for disadvantaged PCGs.  |
| Comments about safety at bus stops (especially at night) for people with protected characteristics   | All  |  |   | X | Design of the new bus stops proposed along Wigmore Street, Henrietta Place and Margaret Street to be as per TfL accessibility standards to enable safe use by all PCGs. TfL will continue to monitor bus stop safety put appropriate measures in place such as CCTV and lighting.   |
| Comments that change to bus routings would impact people with protected characteristics from visiting Oxford Street to see Christmas lights. | All  |  |   | X | Exploring shop-mobility or other forms of dynamic demand responsive transport service could alleviate concerns raised here. Changes to bus services should be clearly communicated via accessible methods in advance of any changes. Including information on alternative routes and transport options could help people plan their journeys. |
| Comments that people will no longer be able to hop on / hop off buses along Oxford Street  | All  |  |   | X | In addition to shop-mobility and other forms of dynamic demand responsive transport service, measures are to be explored to improve opportunities for accessible set-down/pick-up on side streets as close as possible to OSW.  |
| Comments that interchange will be more difficult for people with young children / buggies  | All especially with regards to pregnancy and maternity |  |   | X | In addition to shop-mobility and other forms of dynamic demand responsive transport service, Project Access Statement identifies a need to make provision for “family bays” close to OSW.   |
| Comments that bus routes in area should be served by New Routemaster buses, due to improved accessibility features of these buses            | All  |  | X |   | We will work to ensure that all our buses are accessible, modern and cater for our customers. Whilst the specific type of vehicle used on routes is dependent upon a number of factors, we noted these comments and will continue to improve the accessibility of the bus fleet.  |



Comments on the removal of buses and relocation of bus stops, and the potential implications for people with protected characteristics, have been considered in the main EQIA, including that journeys to Oxford Street may be more difficult or take longer, but that conditions may improve once there.

Overall, the review of these comments suggests that the main accessibility and equality implications of the proposals were considered in detail as part of the pre-consultation EQIA. This update has captured some additional concerns and comments, which have been considered and have driven the identification of additional actions, outlined below.

This appendix to the EQIA has been added following public consultation and has been used to consider any further issues which require addressing. The assessment and mitigations contained within this appendix should not read in isolation but rather used together to consider the full range of implications of the plans for Oxford Street.

Finally, as with the main body of the EQIA, this appendix is a live document and will continue to be updated as the project progresses to inform project development.

### **Follow on Actions**

Following the review of the consultation responses, including those relating to the EQIA and PCGs, a number of recommended follow-on actions have been identified, including:

- This appendix to the EQIA forms part of Actions 1 and 2 (see section 6) to provide an update following consultation and highlight additional mitigations and actions resulting from the public consultation process.
- Make sure inclusive design guidance is adopted as a core principle in public realm design, consistent with its current application to highway proposals.
- Make sure all new bus stops are made as accessible as possible, with high-quality lighting, CCTV and real-time countdown information.
- Make sure all changes to services are communicated clearly, using accessible and inclusive formats.
- Work with MDC and other stakeholders to investigate the feasibility of shop-mobility services within the area.





- Home
- All Projects

Search

- Sign in
- Register



**Your Oxford Street.  
Your say.**



[Home](#) / [Healthy Streets](#) / [Oxford Street - proposals for transport and highway changes](#) / [Traffic impacts](#)

## Traffic impacts

---

We have developed a traffic model to show what effects our proposals would be expected to have on traffic levels and journey times. This allows us to predict what travel impact the proposed changes could have on road users and bus passengers for the busiest times of the day, with results presented for the morning (08:30 to 09:30) and evening (18:00 to 19:00).

A traffic model is a representation of real-world conditions, developed to replicate traffic operation at a defined point in time. It is built using actual traffic data and tested to ensure that it reflects the road network as much as possible. The model can then be adapted to test the operational impacts of proposed changes, with any assumptions based on available evidence and recorded for transparency.

Modelling provides a simulated environment in which proposals can be assessed without the cost or disruption of real-world trials, and potential impacts on traffic flow, journey time and network capacity to be understood.

Traffic models are developed with care to ensure that any simplifications remain appropriate and do not detract from their overall usefulness. These considerations will be considered when interpreting the results, helping to provide a clear and well-supported understanding of the likely impacts.

---

*How will my bus journey change because of the proposed pedestrianisation?*

---

Due to the changes to the network which could result from the pedestrianisation of Oxford Street West in accordance with our proposals, some bus routes, such as route 98, that currently travel along Oxford Street, would operate on Wigmore Street and Henrietta Place between Orchard Street and Great Portland Street.

The changes we have proposed mean that people travelling on bus route 98 eastbound are forecasted to experience a longer journey time of 2 to 3 minutes during the evening peak, and a longer journey time of 3 to 5 minutes during the morning peak, if the proposals are implemented.

For the route 98 westbound during the evening peaks, journey times would be expected to increase by 3 to 5 minutes.

On other bus routes, like routes 88 which operates along Regent Street, bus passengers would be expected to have a similar experience with a reduction of up to 1 minute when travelling northbound during the evening peak. During the same peak, southbound bus passenger can expect an increase of 1 to 2 minutes as a result of the Oxford Street pedestrianisation proposal.

The table below shows journey time changes for all those bus routes that would be affected by the proposed pedestrianisation of Oxford Street West. Bus routes not included in this table would not be affected by our proposals.

| <b>Bus route</b>  | <b>AM peak journey time change (mins)</b> | <b>PM peak journey time change (mins)</b> |
|---|---|---|
| Route 98 – George St to Red Lion Sq                                     | 3 to 5                                    | 2 to 3                                    |
| Route 98 – Red Lion Sq to George St                                     | 2 to 3                                    | 3 to 5                                    |
| Route 88 – Oxford Circus Stn/Margaret St to Haymarket/Charles II Street | -0 to 1                                   | 1 to 2                                    |
| Route 88 – Regent St/St James to Oxford Circus Stn/Margaret St          | 0 to 1                                    | -0 to 1                                   |
| Route 139 – Dorset St to Haymarket /Jeremyn St                          | 1 to 2                                    | -0 to 1                                   |
| Route 139 – Regent St/St James to Portman Sq                            | 0 to 1                                    | 0 to 1                                    |

---

*How will traffic flows change in the local area?*

---

Pedestrianisation and the associated road network changes would be expected to result in individuals choosing different routes to complete their journeys: we call this 'redistribution'. It is expected that buses, taxis and cycles currently using Oxford Street would, if our proposals were implemented, use a range of nearby adjacent routes.

As a result, we forecast that there would be an increase of 0 to 50 vehicles using Wigmore Street between Mandeville Road and Duke Street in the eastbound direction during the evening peak and Wigmore St westbound during the PM peak would be expected to see a decrease of -100 to -50 vehicles.

Other alternative routes such as Brook Street eastbound would see a decrease of -200 to -100 vehicles in the evening peak and Harley Street Southbound would see a change of -50 to 0 vehicle in the evening peak.

The table below shows selected traffic flow changes: we have selected the streets included in the table because we consider that these are the key routes which are likely to see a change in traffic flows. Additional information on traffic flow changes within the modelling study area is available [here](#).

| Street*   | Flow change AM | Flow change PM |
|---|----------------|----------------|
| Wigmore Street Westbound between Mandeville Place and Duke St             | 50 to 100      | -100 to - 50   |
| Wigmore Street/Mortimer St Eastbound between Mandeville Place and Duke St | 50 to 100      | 0 to 50        |
| Regent Street Northbound between Margaret St and Cavendish Place          | 0 to 50        | 0 to 50        |
| Regent Street Southbound between Margaret St and Cavendish Place          | 200 to 300     | 100 to 200     |
| Harley Street Southbound between Weymouth St and New Cavendish St         | -50 to 0       | -50 to 0       |
| Brook Street Eastbound between Gilbert St and Davies St                   | -100 to - 50   | -200 to - 100  |
| Brook Street Westbound between Gilbert St to Davies St                    | 100 to 200     | 100 to 200     |

---

### *What will be the journey time changes for other traffic?*

---

Due to the forecasted redistribution of traffic and road network alterations, journey times for traffic other than buses are also expected to change if our proposals are implemented. For example, an eastbound journey on Wigmore Street and Mortimer St between Edgware Road and Tottenham Court Road would increase by 1 to 2 minutes in the evening peak. Westbound journeys on Wigmore Street between Wimpole St and Edgware Rd during the evening peak are expected to have a 1 to 2 minutes decrease in journey times. We anticipate some journey times will remain the same or reduce.

Our traffic model does not differentiate between taxis, cars and freight vehicles, so it is not possible for us to provide information about what specific journey time changes there might be for taxis or private hire vehicles.

We propose that taxis would no longer have access to Oxford Street West (private hire vehicles are already restricted from using Oxford Street), and would instead use Wigmore Street, or other surrounding streets to access the area or travel around it. We have described in the following section what journey time changes there would be for general traffic in the area surrounding Oxford Street West.

The table below shows selected general traffic journey time changes along streets in the vicinity of Oxford Street. We have selected the streets included in the table because we consider that these are the key routes which are likely to see a change in traffic flows. Additional information on journey time changes for other traffic using additional roads is available [here](#).

| <b>General traffic journey time route*</b>                                       | <b>AM journey time change (mins)</b> | <b>PM journey time change (mins)</b> |
|--|--------------------------------------|--------------------------------------|
| Wigmore Street Westbound between Wimpole St and Edgware Rd                       | 3 to 5                               | -1 to 2                              |
| Wigmore Street/Mortimer St Eastbound between Edgware Rd and Tottenham Court Road | 0 to 1                               | 1 to 2                               |
| Regent Street Northbound between Piccadilly Circus and Cavendish Place           | 0 to 1                               | -0 to 1                              |
| Regent Street Southbound between Cavendish Place and Piccadilly Circus           | -0 to 1                              | -0 to 1                              |
| George St Westbound between Thayer St and Edgware Road                           | -0 to 1)                             | 0 to 1                               |
| Upper Brook Street / Grosvenor Sq Eastbound between Park Lane and New Bond St    | 0 to 1                               | -0 to 1                              |
| Maddox St/Grosvenor St Westbound between Regent St and Park Lane                 | -0 to 1                              | -0 to 1                              |



---

## About TfL

Select Language



Powered by  Translate

## Information for...

Media

| GLA

Terms and  
Conditions

Privacy  
Policy

Website  
accessibility

Moderation  
Policy

Technical  
Support

Cookie  
Policy

Site  
Map

Copyright  
TfL



## Traffic impacts of the pedestrianisation of Oxford Street

We have carried out detailed traffic modelling of the proposals for Oxford Street Pedestrianisation and the wider Oxford Street District. This allows us to predict what travel impact the proposed changes could have on road users and bus passengers for the busiest times of the day, with results presented for the morning (0830 to 0930) and evening (1800 to 1900) peak hours.

Despite the sophistication of our traffic models, all traffic modelling is only ever indicative; it is intended to give an idea of where the impacts of changes in journey choice are most likely to be felt. It assumes that drivers have perfect knowledge of the network and will always choose the quickest route available.

Our models aim to represent the busiest times of day predicting journey times during peak hours. We do acknowledge that Oxford Street is busier with private cars in the later evening however the surrounding network will be quieter during these periods. The afternoon traffic in the West End area stays at a peak level for many hours, from around noon and into the evening. The pattern of traffic displacement shown for the evening peak hour can therefore be expected to hold true for much of this time. The ONE model, which covers the whole of London including the M25 has been built to cover the average morning and evening peak hour across this vast area.

The journey time and traffic flow impacts predicted may be mitigated by factors including motorists changing the timing of their trips away from peak times, using different modes such as public transport including the new Elizabeth Line, walking or cycling, and making journeys to alternative locations or not carrying out journeys at all.

We developed a “Base” representation of the network position before any interventions are implemented; in this case the Oxford Street District reflects traffic volumes from 2025.

To understand the impacts in the future, we assess how London’s roads would operate in 2026, considering population and employment growth, committed developments and other road improvements planned for implementation. These include transformational projects such as the Wigmore Street Two-Way, Euston/HS2 and Parliament Square schemes.

Our modelling predicts an overall trend between the present day and 2026 of bus and general traffic journey times increasing. These increases can be attributed to changes in the patterns of traffic demand across the capital, population growth, and the reallocation of road space to more vulnerable road users. A network wide



signal operation strategy will be adapted to manage the flow of traffic into key areas.

We then test how London's roads would operate in 2026 with the changes proposed as part of the scheme. This allows us to highlight the impact of the Oxford Street Pedestrianisation from other changes which are not part of this consultation. We would actively monitor and manage the road network following implementation ensuring impacts are balanced.

If you have any questions or clarifications with regards to our traffic modelling or wish to reply to the consultation, please email [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) for more information.

More detailed information on how we expect bus journey times and general traffic journey times to be influenced by the Oxford Street West Pedestrianisation has been tabulated and is set out at the end of this note.

## **Buses**

The proposed closure of Oxford Street and changes to the surrounding district will have an impact on the operation of the bus network and on bus passenger journeys. The key routes, including those most significantly impacted, are described in more detail below.

### *Bus route 139, between Gloucester Place/Baker Street and Piccadilly Circus*

In the morning peak, Bus route 139 is predicted to see an increase in journey time of less than one minute northbound and one to two minutes southbound. During the evening peak, the journey time differences are less than a minute in both directions, as the increase in journey times through Wigmore Street are offset by journey time savings through Oxford Circus.

### *Bus route 390, between Hyde Park Corner and Oxford Street*

In both the morning and evening peak, Bus route 390 is predicted to see an increase in northbound journey times of three to five minutes. This is primarily due to the route changing from Oxford Street to Wigmore Street and the resultant increase in route length. The southbound journey time is predicted to increase by less than a minute in the morning peak and increase by two to three minutes in the evening peak.

### *Bus Route 12, between Oxford Circus and Piccadilly Circus*

In the morning peak, Bus route 12 is predicted to see an increase in journey time northbound, of less than one minute. The journey times are predicted to decrease by less than one minute in the southbound direction in the morning peak, and in the northbound and southbound direction in the evening peak.

## Your Oxford Street. Your say.



### *Bus Route 22, between Hyde Park Corner and Oxford Circus via Berkeley Square*

In the morning peak, bus route 22 is predicted to see a decrease in journey times northbound and southbound, of up to one minute. There is a predicted increase in journey time in both directions in the evening peak of up to one minute.

### *Bus Route 159, between Oxford Circus and Haymarket*

In the morning peak, the differences in journey times in either direction are less than one minute. In the evening peak in the northbound direction, the journey times are between one and two minutes faster, as removing the east-west conflict with Oxford Street at Oxford Circus makes the approach to the last stop on the route slightly faster.

### *Bus Route 189, between Dorset Street and Marble Arch*

The changes in journey times for route 189 are less than a minute in either peak and for both directions. In the morning peak, the southbound bus route is less than a minute faster, as Orchard Street is bus and taxi only, and therefore less congested. The northbound journey time increases by less than a minute, as the re-routed traffic makes this direction slightly slower. In the evening peak, the journey times increase by less than one minute in both directions as congestion increases due to additional traffic rerouted from Oxford Street.

### *Bus Route 98, between Regent Street North and Piccadilly Circus*

The northbound bus route 98 is predicted to see an increase in journey times between two and three minutes in the morning peak, and three to five minutes in the evening peak. The southbound direction is predicted to see a journey time increase of three to five minutes in the morning and two to three minutes in the evening. This is primarily due to the route changing from Oxford Street to Wigmore Street and the resultant increase in route length

### *Bus Route 88, between Oxford Circus and Charles II Street*

In the morning peak, the differences in journey times for bus route 88 are less than a minute in both directions. In the evening peak, the journey time southbound increases by between 1 and 2 minutes on the approach to Charles II Street as Haymarket is slightly more congested. In the northbound direction the evening peak journey times are predicted to reduce by less than one minute, as although traffic increases there is less delay at Oxford Circus as east-west movements along Oxford Street are removed.

### *Bus Route 113, between Marble Arch and Dorset Street*

In the morning peak, the journey time differences for bus route 113 are less than a minute in both directions. In the evening peak, the southbound journey times are



predicted to increase by less than a minute, and northbound journey time to increase by 1 to 2 minutes; this is due to more congestion resulting from the traffic rerouted from Oxford Street and the optimisation of east-west movements to accommodate more traffic along Wigmore Street, which reduces green time for roads crossing Wigmore Street.

Further bus journey time changes for all routes are tabulated at the end of this document.

## **Walking**

The proposals for Oxford Street and the wider Oxford Street District are expected to bring about significant improvements for pedestrians. Dynamic pedestrian models have been developed for the Orchard Street and Oxford Circus junctions, and the results show that most of the key pedestrian routes will benefit from less delay due to the pedestrianisation.

Notably, the north-south routes on Regent Street and North Audley / Orchard Street benefit from significantly improved journey times due to the reallocation of road space and removal of north-south signalised pedestrian crossings. Similar improvements are expected at other locations where pedestrianisation has eliminated the need for north-south crossings across Oxford Street.

East-west journeys along Oxford Street at the Oxford Circus junction also improve significantly due to the simplification and widening of the crossing facilities across Regent Street and pedestrianisation of the road space. The new layout reduces wait times at most crossings by increasing the number of opportunities for pedestrians to cross the road and provides more space to accommodate the high numbers of pedestrians.

Due to an assumed increase in pedestrian numbers and the need for signals to accommodate buses and taxis at the Orchard Street / Oxford Street junction, the crossing times over Orchard Street are expected to increase slightly, by just under 5 seconds. On the southern side of Oxford Street, all pedestrian journey times improve as the layout allows increased green times for pedestrians that can accommodate a high number of pedestrians.

Additional junctions along Oxford Street, such as the Vere Street / New Bond Street junction, will also be simplified and pedestrian waiting times are expected to reduce.

Overall, the pedestrianisation scheme will improve the area for all pedestrians, including those who are vulnerable and less able, by providing more space for pedestrian movement and improved pedestrian crossing facilities.



## General traffic

With the closure of Oxford Street and the associated proposed changes in the wider District, some journey time changes are expected. The following comparisons reflect the changes between our proposal and the predicted performance of London's roads in 2026.

The changes in journey times through Park Lane and Edgware Road are less than one minute in both peaks.

In the morning peak, eastbound traffic travelling between Park Lane and Regent Street is predicted to see an increase in journey time of up to one minute, along Upper Brook Street and Conduit Street. The reverse direction along Maddox Street to Upper Grosvenor Street will see a decrease in journey time of up to one minute in the morning and evening peak.

In the morning, westbound traffic on Mortimer Street and Wigmore Street is predicted to see an increase in journey times of between three and five minutes between Wimpole Street and Edgware Road as the rerouted traffic from Oxford Street make this road more congested; however, the overall increase between Tottenham Court Road and Marble Arch is between two and three minutes, as other parts of the routes are slightly faster. In the evening peak, the general traffic journey times on the same westbound route are predicted to decrease by two to three minutes, as the route is less congested and the optimisation of signals to accommodate higher eastbound flows also benefits the westbound direction.

In the eastbound direction on Mortimer Street and Wigmore Street between Edgware Road and Tottenham Court Road, there is expected to be an increase in journey times of less than one minute in the morning peak and two to three minutes in the evening peak, as the rerouted traffic from Oxford Street causes an increase in congestion. The overall journey time between Marble Arch and Tottenham Court Road is expected to increase by two to three minutes in both peaks.

The northbound journey times along Gloucester Place/Portman Street are predicted to increase by three to five minutes in the morning peak and by less than a minute in the evening peak. This is caused by Park Street becoming southbound-only near to Oxford Street, so vehicles need to take a slightly longer route via North Audley Street before rejoining the same route on Gloucester Place.

Orchard Street and Baker Street are predicted to see increases in journey times of between one and two minutes in the northbound direction, and a decrease of less than one minute in the southbound direction, as Orchard Street southbound becomes a Bus, Taxi, and cycle-only route.



The changes in journey times along Regent Street in both peaks are predicted to be less than a minute. The small increases in flows in the northbound direction during both peaks are offset by the faster journey times through Oxford Circus, as there is no conflict with east-west traffic.

Further expected general traffic journey times changes are tabulated at the end of this document.

### **Traffic reassignment**

TfL uses traffic assignment modelling to illustrate the predicted state of the road network in 2026. The model captures additional network demand and completed or planned projects across London in the coming years, to understand how route choice and traffic volumes may change.

Strategic reassignment modelling provides information on the likely redistribution of trips through the network following the implementation of a scheme. This information can inform decision makers of the wider traffic impacts as a result of network interventions and proposals and facilitate more detailed modelling. Detailed local and microsimulation models use the estimated change in strategic model traffic flow and vehicular routing to undertake more detailed assessment, such as journey time analysis, design refinement and output generation.

A combination of strategic, local and microsimulation modelling is used to assess the network impacts of a scheme. Strategic models are built as a simplified representation of the real world at a particular moment in time. Consequently, traffic assignment modelling is only ever indicative; it is intended to give an idea of where the impacts of changes in journey time and route choices are most likely to occur on the network. It assumes that all drivers have perfect knowledge of the network and will always choose the quickest route available. The assignment is a picture of what the traffic volumes in the network may look like once the on-street proposals and associated driver behaviour has had a chance to bed in.

We would actively monitor and manage traffic conditions on the roads following the delivery of the scheme and would aim to mitigate and manage traffic reassignment following implementation. We are investing in advanced traffic signal technology to allow us to better manage traffic depending on differing conditions at any given time, and we are working to improve road user information so customers can make informed journey choices before they travel.

### *Oxford Street*

The proposed closure of Oxford Street and rationalisation of north-south routes to provide an improved pedestrian environment will lead to all traffic re-routing.



Our modelling predicts that vehicles would take alternative routes, such as Regent Street, Vere Street, and Park Lane.

### *Wigmore Street*

The highway changes proposed on Wigmore Street may attract most of the traffic re-routing from Oxford Street. As a result, traffic is predicted to use Wigmore Street as an alternative east-west route to Oxford Street. The additional traffic flows and changes to the travel patterns along Wigmore Street may result in additional delays along the corridor, especially around Portman Square where the east-west corridor along Wigmore Street interacts with the north-corridors on Park Street and Orchard Street.

### *Cavendish Square*

Henrietta Place becomes bidirectional to provide an alternative route between Wigmore Street and Regent Street – this reduces capacity in the westbound direction on Henrietta Place as there are fewer westbound traffic lanes. However, the change in direction in Cavendish Square (from southbound to northbound), provides an alternative route from Henrietta Place to Wigmore Street, accommodating the traffic displaced by the removal of one of the westbound lanes.

### *Park Street and North Audley Street*

The highway changes proposed in order to reverse the one-way operation of Park Street and North Audley Street would lead to traffic re-routing to the adjacent street to make their northbound or southbound journey. The modelling suggests some northbound traffic will use Park Lane and Marble Arch northbound and southbound instead of using the Mayfair area. There will also be some increases in traffic on Upper Brook Street as traffic accesses North Audley Street northbound.

More detailed information on how we expect traffic volumes to be influenced by the Oxford Street West Pedestrianisation has been tabulated; this is set out over the following pages.

If you have any questions with regards to our traffic modelling, please email [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) for more information.



Buses - banded journey times

|       |   |   |            |                         | Buses - Banded Journey Times) |              |                             |                     |              |                             |
|-------|---|---|------------|-------------------------|-------------------------------|--------------|-----------------------------|---------------------|--------------|-----------------------------|
|       |   |   |            |                         | Morning peak (mins)           |              |                             | Evening peak (mins) |              |                             |
| Route | First Stop  | Last Stop   | Direction  | Notes                   | Future Base                   | Do Something | Future Base to Do Something | Future Base         | Do Something | Future Base to Do Something |
| 1     | Holborn Station (Stop N)                          | Russell Square Station (Stop H)                     | Northbound |                         | 5 to 10                       | 5 to 10      | -1 to 0                     | 5 to 10             | 5 to 10      | 0 to 1                      |
| 2     | Dorset Street (Stop G)                            | London Hilton Hotel (Stop B)                        | Southbound |                         | 10 to 15                      | 10 to 15     | -1 to 0                     | 10 to 15            | 10 to 15     | 0 to 1                      |
| 6     | George Street (Stop EH)                           | London Hilton Hotel (Stop B)                        | Southbound |                         | 5 to 10                       | 5 to 10      | -1 to 0                     | 5 to 10             | 5 to 10      | 0 to 1                      |
| 7     | George Street (Stop EH)                           | Marble Arch Station / Edgware Road (Stop H)         | Eastbound  |                         | 2 to 3                        | 2 to 3       | -1 to 0                     | 2 to 3              | 1 to 2       | -1 to 0                     |
| 8     | Holborn Station (Stop K)                          | St Giles Street (Stop W)                            | Westbound  |                         | 5 to 10                       | 5 to 10      | 0 to 1                      | 5 to 10             | 10 to 15     | 1 to 2                      |
| 9     | Regent Street / St James (Stop Z)                 | Green Park Station (Stop H)                         | Westbound  |                         | 5 to 10                       | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | 0 to 1                      |
| 12    | Oxford Circus Stn /Margaret Street (Stop RF)      | Haymarket / Charles II Street (Stop P)              | Southbound |                         | 5 to 10                       | 5 to 10      | -1 to 0                     | 10 to 15            | 10 to 15     | -1 to 0                     |
| 13    | Dorset Street (Stop G)                            | London Hilton Hotel (Stop B)                        | Southbound |                         | 10 to 15                      | 10 to 15     | -1 to 0                     | 10 to 15            | 10 to 15     | 0 to 1                      |
| 14    | Russell Square (Stop E)                           | Green Park Station (Stop H)                         | Southbound |                         | 20 to 25                      | 20 to 25     | 0 to 1                      | 25 to 30            | 25 to 30     | -3 to -2                    |
| 19    | Red Lion Street (Stop A)                          | Green Park Station (Stop H)                         | Southbound |                         | 15 to 20                      | 15 to 20     | -1 to 0                     | 20 to 25            | 20 to 25     | -2 to -1                    |
| 22    | Berkeley Square (Stop X)                          | Green Park Station (Stop H)                         | Southbound |                         | 3 to 5                        | 3 to 5       | -1 to 0                     | 3 to 5              | 3 to 5       | 0 to 1                      |
| 23    | George Street (Stop EH)                           | Haymarket / Jermyn Street (Stop R)                  | Southbound |                         | 10 to 15                      | 10 to 15     | -1 to 0                     | 15 to 20            | 15 to 20     | 0 to 1                      |
| 24    | Leicester Square (Stop L)                         | Goodge Street Station (Stop A)                      | Northbound |                         | 5 to 10                       | 5 to 10      | 0 to 1                      | 10 to 15            | 10 to 15     | -1 to 0                     |
| 29    | Goodge Street Station (Stop D)                    | Leicester Square (Stop J)                           | Southbound |                         | 5 to 10                       | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | -1 to 0                     |
| 36    | George Street (Stop EH)                           | London Hilton Hotel (Stop B)                        | Southbound |                         | 5 to 10                       | 5 to 10      | -1 to 0                     | 5 to 10             | 5 to 10      | 0 to 1                      |
| 38    | Red Lion Street (Stop A)                          | Green Park Station (Stop H)                         | Westbound  |                         | 15 to 20                      | 15 to 20     | -1 to 0                     | 20 to 25            | 20 to 25     | -1 to 0                     |
| 55    | Red Lion Street (Stop A)                          | Great Titchfield St / Oxford Circus Stn (Stop OP)   | Westbound  |                         | 10 to 15                      | 10 to 15     | -1 to 0                     | 10 to 15            | 10 to 15     | -2 to -1                    |
| 59    | Holborn Station (Stop P)                          | Procter Street (Stop H)                             | Northbound |                         | 3 to 5                        | 3 to 5       | -1 to 0                     | 3 to 5              | 3 to 5       | -1 to 0                     |
| 68    | Holborn Station (Stop N)                          | Russell Square Station (Stop H)                     | Northbound |                         | 5 to 10                       | 5 to 10      | -1 to 0                     | 5 to 10             | 5 to 10      | 0 to 1                      |
| 73    | Great Titchfield St / Oxford Circus Stn (Stop OJ) | Goodge Street Station (Stop A)                      | Northbound |                         | 5 to 10                       | 5 to 10      | -1 to 0                     | 5 to 10             | 10 to 15     | 1 to 2                      |
| 74    | London Hilton Hotel (Stop Y)                      | George Street (Stop K)                              | Northbound |                         | 5 to 10                       | 5 to 10      | -1 to 0                     | 5 to 10             | 5 to 10      | 0 to 1                      |
| 88    | Oxford Circus Stn /Margaret Street (Stop RF)      | Haymarket / Charles II Street (Stop P)              | Southbound |                         | 3 to 5                        | 3 to 5       | -1 to 0                     | 5 to 10             | 5 to 10      | 1 to 2                      |
| 91    | Tavistock Square (Stop N)                         | Kingsway / Holborn Station (Stop M)                 | Southbound |                         | 5 to 10                       | 5 to 10      | 0 to 1                      | 25 to 30            | 15 to 20     | -10 to -5                   |
| 94    | Hyde Park Street (Stop D)                         | Marble Arch Station (Stop L)                        | Southbound |                         | 3 to 5                        | 3 to 5       | 0 to 1                      | 3 to 5              | 5 to 10      | 0 to 1                      |
| 98    | George Street (Stop EH)                           | Red Lion Square (Stop J)                            | Southbound |                         | 20 to 25                      | 25 to 30     | 3 to 5                      | 25 to 30            | 25 to 30     | 2 to 3                      |
| 113   | Dorset Street (Stop G)                            | Dorset Street (Stop G)                              | Southbound |                         | 5 to 10                       | 5 to 10      | -1 to 0                     | 5 to 10             | 5 to 10      | 0 to 1                      |
| 133   | Holborn Station (Stop K)                          | Drake Street (Stop S)                               | Northbound |                         | 3 to 5                        | 3 to 5       | 0 to 1                      | 3 to 5              | 3 to 5       | 0 to 1                      |
| 137   | London Hilton Hotel (Stop Y)                      | Marble Arch (Stop W)                                | Northbound |                         | 2 to 3                        | 2 to 3       | 0 to 1                      | 2 to 3              | 2 to 3       | 0 to 1                      |
| 139   | Dorset Street (Stop G)                            | Haymarket / Jermyn Street (Stop R)                  | Southbound |                         | 5 to 10                       | 5 to 10      | 1 to 2                      | 10 to 15            | 10 to 15     | -1 to 0                     |
| 148   | London Hilton Hotel (Stop Y)                      | Hyde Park Street (Stop B)                           | Northbound |                         | 5 to 10                       | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | 0 to 1                      |
| 159   | Regent Street / St James (Stop Z)                 | Oxford Circus (Stop RC)                             | Northbound |                         | 5 to 10                       | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | -2 to -1                    |
| 176   | Leicester Square (Stop L)                         | Tottenham Court Road Station / Great Russell Street | Northbound |                         | 5 to 10                       | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | -1 to 0                     |
| 188   | Holborn Station (Stop P)                          | Tottenham Court Road (Stop T)                       | Northbound |                         | 5 to 10                       | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | 1 to 2                      |
| 189   | Dorset Street (Stop G)                            | Marble Arch Station (Stop P)                        | Southbound |                         | 5 to 10                       | 5 to 10      | -1 to 0                     | 5 to 10             | 5 to 10      | 0 to 1                      |
| 243   | Red Lion Street (Stop A)                          | Kingsway / Holborn Station (Stop M)                 | Southbound |                         | 3 to 5                        | 3 to 5       | -1 to 0                     | 5 to 10             | 5 to 10      | -2 to -1                    |
| 274   | Dorset Street (Stop G)                            | Hyde Park Street (Stop B)                           | Southbound |                         | 5 to 10                       | 5 to 10      | -1 to 0                     | 10 to 15            | 10 to 15     | 0 to 1                      |
| 390   | Goodge Street Station (Stop D)                    | London Hilton Hotel (Stop B)                        | Southbound |                         | 20 to 25                      | 20 to 25     | 0 to 1                      | 20 to 25            | 25 to 30     | 2 to 3                      |
| 453   | Regent Street / St James (Stop Y)                 | Margaret Street / Oxford Circus (Stop RD)           | Northbound |                         | 5 to 10                       | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | -1 to 0                     |
| SL6   | Holborn Station (Stop N)                          | Southampton Row / Theobald's Road (Stop Y)          | Northbound | Does not run in PM Peak | 2 to 3                        | 2 to 3       | -1 to 0                     | -                   | -            | -                           |
| 1     | Russell Square (Stop J)                           | Kingsway / Holborn Station                          | Southbound |                         | 5 to 10                       | 5 to 10      | 0 to 1                      | 20 to 25            | 10 to 15     | -10 to -5                   |



|     |   |   |            | Buses - Banded Journey Times |          |          |                     |          |          |           |
|-----|---|---|------------|------------------------------|----------|----------|---------------------|----------|----------|-----------|
|     |   |   |            | Morning peak (mins)          |          |          | Evening peak (mins) |          |          |           |
|     |   | (Stop M)  |            |                              |          |          |                     |          |          |           |
| 2   | London Hilton Hotel (Stop Y)                      | George Street (Stop K)                            | Northbound |                              | 5 to 10  | 5 to 10  | -1 to 0             | 5 to 10  | 5 to 10  | 0 to 1    |
| 6   | London Hilton Hotel (Stop Y)                      | George Street (Stop EJ)                           | Northbound |                              | 5 to 10  | 5 to 10  | 0 to 1              | 5 to 10  | 5 to 10  | 0 to 1    |
| 7   | Marble Arch Edgeware Road (Stop E)                | Burwood Place (Stop EK) (Stop EK)                 | Westbound  |                              | 2 to 3   | 2 to 3   | -1 to 0             | 3 to 5   | 2 to 3   | -1 to 0   |
| 8   | New Oxford Street (Stop Z)                        | Procter Street (Stop H)                           | Eastbound  |                              | 5 to 10  | 5 to 10  | -1 to 0             | 5 to 10  | 5 to 10  | -2 to -1  |
| 9   | Green Park Station (Stop J)                       | Haymarket / Jermyn Street (Stop R)                | Eastbound  |                              | 5 to 10  | 5 to 10  | -1 to 0             | 10 to 15 | 10 to 15 | 0 to 1    |
| 12  | Regent Street / St James (Stop Y)                 | Margaret Street /Oxford Circus (Stop RE)          | Northbound |                              | 5 to 10  | 5 to 10  | 0 to 1              | 5 to 10  | 5 to 10  | -1 to 0   |
| 13  | London Hilton Hotel (Stop Y)                      | Portman Square (Stop Y)                           | Northbound |                              | 5 to 10  | 10 to 15 | 0 to 1              | 10 to 15 | 10 to 15 | 1 to 2    |
| 14  | Green Park Station (Stop J)                       | Russell Square (Stop E)                           | Northbound |                              | 15 to 20 | 15 to 20 | -1 to 0             | 25 to 30 | 20 to 25 | -5 to -3  |
| 19  | Green Park Station (Stop J)                       | Red Lion Street (Stop G)                          | Northbound |                              | 20 to 25 | 15 to 20 | -2 to -1            | 20 to 25 | 20 to 25 | 0 to 1    |
| 22  | Green Park (Stop R)                               | Conduit Street / Savile Row (Stop Q)              | Northbound |                              | 3 to 5   | 3 to 5   | -1 to 0             | 3 to 5   | 3 to 5   | 0 to 1    |
| 23  | Regent Street / St James (Stop Z)                 | Burwood Place (Stop EK) (Stop EK)                 | Northbound |                              | 10 to 15 | 10 to 15 | 0 to 1              | 15 to 20 | 15 to 20 | 0 to 1    |
| 24  | Goodge Street Station (Stop D)                    | Leicester Square (Stop J)                         | Southbound |                              | 5 to 10  | 5 to 10  | 0 to 1              | 5 to 10  | 5 to 10  | -1 to 0   |
| 29  | Leicester Square (Stop L)                         | Goodge Street Station (Stop A)                    | Northbound |                              | 5 to 10  | 5 to 10  | 0 to 1              | 10 to 15 | 10 to 15 | -1 to 0   |
| 36  | London Hilton Hotel (Stop Y)                      | Burwood Place (Stop EK) (Stop EK)                 | Northbound |                              | 5 to 10  | 5 to 10  | 0 to 1              | 5 to 10  | 5 to 10  | 0 to 1    |
| 38  | Green Park Station (Stop J)                       | Red Lion Street (Stop G)                          | Eastbound  |                              | 20 to 25 | 15 to 20 | -2 to -1            | 20 to 25 | 20 to 25 | 0 to 1    |
| 55  | Great Titchfield St / Oxford Circus Stn (Stop OJ) | Red Lion Street (Stop G)                          | Eastbound  |                              | 10 to 15 | 10 to 15 | -2 to -1            | 10 to 15 | 10 to 15 | 0 to 1    |
| 59  | Holborn Station (Stop K)                          | Kingsway / Holborn Station (Stop M)               | Southbound |                              | 2 to 3   | 2 to 3   | 0 to 1              | 3 to 5   | 3 to 5   | 0 to 1    |
| 68  | Tavistock Square (Stop N)                         | Kingsway / Holborn Station (Stop M)               | Southbound |                              | 5 to 10  | 5 to 10  | 0 to 1              | 25 to 30 | 15 to 20 | -10 to -5 |
| 73  | Goodge Street Station (Stop D)                    | Great Titchfield St / Oxford Circus Stn (Stop OP) | Southbound |                              | 5 to 10  | 5 to 10  | 0 to 1              | 5 to 10  | 5 to 10  | -1 to 0   |
| 74  | Dorset Street (Stop G)                            | London Hilton Hotel (Stop A)                      | Southbound |                              | 10 to 15 | 10 to 15 | -1 to 0             | 10 to 15 | 10 to 15 | 0 to 1    |
| 88  | Regent Street / St James (Stop Y)                 | Margaret Street / Oxford Circus (Stop RD)         | Northbound |                              | 5 to 10  | 5 to 10  | 0 to 1              | 5 to 10  | 5 to 10  | -1 to 0   |
| 91  | Holborn Station (Stop N)                          | Russell Square Station (Stop H)                   | Northbound |                              | 5 to 10  | 5 to 10  | -1 to 0             | 5 to 10  | 5 to 10  | 0 to 1    |
| 94  | Marble Arch Station (Stop P)                      | Hyde Park Street (Stop B)                         | Northbound |                              | 3 to 5   | 3 to 5   | -1 to 0             | 3 to 5   | 2 to 3   | -1 to 0   |
| 98  | Red Lion Square (Stop J)                          | George Street (Stop EJ)                           | Northbound |                              | 25 to 30 | 25 to 30 | 2 to 3              | 25 to 30 | 25 to 30 | 3 to 5    |
| 113 | Marble Arch Station (Stop L)                      | Portman Square (Stop Y)                           | Northbound |                              | 3 to 5   | 3 to 5   | 0 to 1              | 3 to 5   | 5 to 10  | 1 to 2    |
| 137 | Marble Arch Station / Park Lane (Stop R)          | London Hilton Hotel (Stop A)                      | Southbound |                              | 2 to 3   | 2 to 3   | -1 to 0             | 3 to 5   | 3 to 5   | 0 to 1    |
| 139 | Regent Street / St James (Stop Z)                 | Portman Square (Stop Y)                           | Northbound |                              | 10 to 15 | 10 to 15 | 0 to 1              | 15 to 20 | 15 to 20 | 0 to 1    |
| 148 | Hyde Park Street (Stop D)                         | London Hilton Hotel (Stop B)                      | Southbound |                              | 5 to 10  | 5 to 10  | 0 to 1              | 5 to 10  | 5 to 10  | 0 to 1    |
| 159 | Oxford Circus (Stop RG)                           | Haymarket / Charles II Street (Stop P)            | Southbound |                              | 5 to 10  | 5 to 10  | -1 to 0             | 5 to 10  | 5 to 10  | 0 to 1    |
| 176 | Tottenham Court Road (Stop S)                     | Leicester Square (Stop J)                         | Southbound |                              | 3 to 5   | 3 to 5   | -1 to 0             | 5 to 10  | 3 to 5   | -1 to 0   |
| 188 | New Oxford Street (Stop Z)                        | Kingsway / Holborn Station (Stop M)               | Southbound |                              | 5 to 10  | 5 to 10  | -1 to 0             | 5 to 10  | 5 to 10  | -1 to 0   |
| 189 | Marble Arch Station (Stop L)                      | Portman Square (Stop Y)                           | Northbound |                              | 3 to 5   | 5 to 10  | 0 to 1              | 3 to 5   | 5 to 10  | 0 to 1    |
| 243 | Holborn Station (Stop P)                          | Red Lion Street (Stop G)                          | Northbound |                              | 3 to 5   | 3 to 5   | -1 to 0             | 2 to 3   | 2 to 3   | -1 to 0   |
| 274 | Hyde Park Street (Stop D)                         | Portman Square (Stop Y)                           | Northbound |                              | 5 to 10  | 5 to 10  | 0 to 1              | 5 to 10  | 5 to 10  | 0 to 1    |
| 390 | London Hilton Hotel (Stop Y)                      | Goodge Street Station (Stop A)                    | Northbound |                              | 20 to 25 | 20 to 25 | 3 to 5              | 20 to 25 | 25 to 30 | 3 to 5    |
| 453 | Oxford Circus Stn /Margaret Street (Stop RF)      | Haymarket / Charles II Street (Stop P)            | Southbound |                              | 5 to 10  | 5 to 10  | -1 to 0             | 10 to 15 | 10 to 15 | -1 to 0   |
| SL6 | Russell Square (Stop E)                           | Kingsway / Holborn Station (Stop M)               | Southbound | Does not run in AM Peak      | -        | -        | -                   | 15 to 20 | 10 to 15 | -10 to -5 |

Note: Routes 7, 22, and 94 are shorter in the Do Something Scenario. The journey times in this table only include the sections that are consistent in both scenarios



General Traffic - banded journey times

|   |                       |                         |            |  | General Traffic - Banded Journey Times |              |                             |                     |              |                             |
|---|-----------------------|-------------------------|------------|--|--|--------------|-----------------------------|---------------------|--------------|-----------------------------|
|   |                       |                         |            |  | Morning peak (mins)                    |              |                             | Evening peak (mins) |              |                             |
| Location  | Between...            | And...                  | Direction  | Notes  | Future Base                            | Do Something | Future Base to Do Something | Future Base         | Do Something | Future Base to Do Something |
| Park Lane / Edgware Road                          | Stanhope Gate         | George Street           | Northbound |  | 5 to 10                                | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | -1 to 0                     |
| Park Lane / Edgware Road                          | George Street         | Stanhope Gate           | Southbound |  | 3 to 5                                 | 3 to 5       | -1 to 0                     | 3 to 5              | 3 to 5       | 0 to 1                      |
| Gloucester Place / Portman Street                 | South Street          | George Street           | Northbound | Park Street (between Oxford Street and Upper Brook Street) has changed direction | 3 to 5                                 | 5 to 10      | 3 to 5                      | 5 to 10             | 5 to 10      | 0 to 1                      |
| Gloucester Place / Portman Street                 | Montagu Place         | Oxford Street           | Southbound |  | 3 to 5                                 | 3 to 5       | 1 to 2                      | 3 to 5              | 3 to 5       | 0 to 1                      |
| Baker Street / Orchard Street                     | Oxford Street         | George Street           | Northbound |  | 2 to 3                                 | 3 to 5       | 1 to 2                      | 1 to 2              | 3 to 5       | 1 to 2                      |
| Baker Street / Orchard Street                     | George Street         | Oxford Street           | Southbound |  | 3 to 5                                 | 2 to 3       | -1 to 0                     | 2 to 3              | 2 to 3       | -1 to 0                     |
| Berkeley Street                                   | Bruton St             | Piccadilly              | Southbound |  | 1 to 2                                 | 1 to 2       | 0 to 1                      | 2 to 3              | 3 to 5       | 1 to 2                      |
| Vere Street / New Bond Street                     | Henrietta Place       | Conduit Street          | Southbound |  | 3 to 5                                 | 3 to 5       | -1 to 0                     | 3 to 5              | 3 to 5       | -1 to 0                     |
| Regent Street                                     | Great Windmill Street | Cavendish Place         | Northbound |  | 5 to 10                                | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | -1 to 0                     |
| Regent Street                                     | Cavendish Place       | Great Windmill Street   | Southbound |  | 5 to 10                                | 5 to 10      | -1 to 0                     | 10 to 15            | 10 to 15     | -1 to 0                     |
| Wardour Street                                    | Shaftesbury Avenue    | Oxford Street           | Northbound |  | 2 to 3                                 | 2 to 3       | -1 to 0                     | 2 to 3              | 2 to 3       | 0 to 1                      |
| Tottenham Court Road / Charing Cross Road         | Cranbourn Street      | Goodge Street           | Northbound |  | 5 to 10                                | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | -1 to 0                     |
| Bloomsbury Street / Gower Street                  | High Holborn          | Chenies Street          | Northbound |  | 3 to 5                                 | 5 to 10      | 1 to 2                      | 3 to 5              | 3 to 5       | 0 to 1                      |
| Bloomsbury Street / Gower Street                  | Chenies Street        | High Holborn            | Southbound |  | 5 to 10                                | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | 1 to 2                      |
| Southampton Row / Kingsway                        | Great Queen Street    | Bernard Street          | Northbound |  | 3 to 5                                 | 3 to 5       | -1 to 0                     | 3 to 5              | 3 to 5       | 0 to 1                      |
| Southampton Row / Kingsway                        | Bernard Street        | Great Queen Street      | Southbound |  | 5 to 10                                | 5 to 10      | 0 to 1                      | 15 to 20            | 10 to 15     | -5 to -3                    |
| George Street                                     | Thayer Street         | Edgware Road            | Westbound  |  | 5 to 10                                | 5 to 10      | -1 to 0                     | 5 to 10             | 5 to 10      | 0 to 1                      |
| George Street                                     | Seymour Place         | Baker Street            | Eastbound  |  | 1 to 2                                 | 1 to 2       | -1 to 0                     | 1 to 2              | 1 to 2       | -1 to 0                     |
| Seymour Street / Wigmore Street / Mortimer Street | Edgware Road          | Tottenham Court Road    | Eastbound  |  | 10 to 15                               | 10 to 15     | 0 to 1                      | 10 to 15            | 10 to 15     | 1 to 2                      |
| Mortimer Street                                   | Charlotte Street      | Great Titchfield Street | Westbound  |  | 1 to 2                                 | 1 to 2       | 0 to 1                      | 1 to 2              | 1 to 2       | 0 to 1                      |
| Wigmore Street / Seymour Street                   | Wimpole Street        | Edgware Road            | Westbound  |  | 5 to 10                                | 5 to 10      | 3 to 5                      | 5 to 10             | 5 to 10      | -2 to -1                    |
| Oxford Street                                     | Albion Street         | Procter Street          | Eastbound  |  | 15 to 20                               | 10 to 15     | -2 to -1                    | 10 to 15            | 15 to 20     | 0 to 1                      |
| Oxford Street                                     | Earnshaw Street       | Albion Street           | Westbound  |  | 5 to 10                                | 5 to 10      | -1 to 0                     | 5 to 10             | 5 to 10      | -1 to 0                     |
| High Holborn / St Giles Street                    | Procter Street        | Oxford Street           | Westbound  |  | 5 to 10                                | 5 to 10      | 0 to 1                      | 5 to 10             | 5 to 10      | 1 to 2                      |
| Upper Brook Street                                | Park Lane             | New Bond Street         | Eastbound  |  | 3 to 5                                 | 3 to 5       | 0 to 1                      | 3 to 5              | 3 to 5       | -1 to 0                     |
| Upper Grosvenor Street                            | Regent Street         | Park Lane               | Westbound  |  | 3 to 5                                 | 3 to 5       | -1 to 0                     | 5 to 10             | 3 to 5       | -1 to 0                     |
| Bruton Street / Conduit Street                    | Berkeley Street       | Regent Street           | Eastbound  |  | 2 to 3                                 | 2 to 3       | 0 to 1                      | 3 to 5              | 3 to 5       | 0 to 1                      |
| Bruton Street / Conduit Street                    | Regent Street         | Berkeley Street         | Westbound  |  | 1 to 2                                 | 1 to 2       | -1 to 0                     | 1 to 2              | 1 to 2       | 0 to 1                      |
| Shaftesbury Avenue / Piccadilly                   | Down Street           | High Holborn            | Eastbound  |  | 10 to 15                               | 10 to 15     | 0 to 1                      | 15 to 20            | 15 to 20     | 1 to 2                      |
| Shaftesbury Avenue                                | High Holborn          | Piccadilly Circus       | Westbound  |  | 3 to 5                                 | 3 to 5       | -1 to 0                     | 3 to 5              | 5 to 10      | 0 to 1                      |
| Piccadilly  | Piccadilly Circus     | Down Street             | Westbound  |  | 3 to 5                                 | 3 to 5       | -1 to 0                     | 3 to 5              | 3 to 5       | -1 to 0                     |
| Oxford Street / Mortimer Street / Wigmore Street  | Marble Arch           | Tottenham Court Road    | Eastbound  |  | 10 to 15                               | 10 to 15     | 2 to 3                      | 10 to 15            | 15 to 20     | 2 to 3                      |
| Oxford Street / Mortimer Street / Wigmore Street  | Tottenham Court Road  | Marble Arch             | Westbound  | All Traffic  | 10 to 15                               | 10 to 15     | 2 to 3                      | 15 to 20            | 15 to 20     | -3 to -2                    |



Traffic Reassignment - banded vehicle volumes

| Map of locations in map below table. |                               |                        |                                    | Traffic reassignment impacts (Two-way volumes) |              |                             |                          |              |                             |
|--------------------------------------|-------------------------------|------------------------|------------------------------------|--|--------------|-----------------------------|--------------------------|--------------|-----------------------------|
|                                      |                               |                        |                                    | Morning peak (Vehs/hour)                       |              |                             | Evening peak (Vehs/hour) |              |                             |
| Location                             | Between...                    | And...                 | Notes                              | Future Base                                    | Do Something | Future Base to Do Something | Future Base              | Do Something | Future Base to Do Something |
| Oxford Street                        | Orchard Street                | Portman Street         | Closed                             | 50 to 100                                      | 0 to 50      | -100 to -50                 | 100 to 200               | 0 to 50      | -200 to -100                |
| Oxford Street                        | Vere Street                   | Davies Street          | Closed                             | 100 to 200                                     | 0 to 50      | -200 to -100                | 100 to 200               | 0 to 50      | -200 to -100                |
| Portman Square (South side)          | Portman Street                | Orchard Street         |                                    | 300 to 400                                     | 400 to 500   | 50 to 100                   | 400 to 500               | 500 to 600   | 50 to 100                   |
| Portman Street                       | Portman Square                | Portman Mews South     | Park Street has changed direction  | 400 to 500                                     | 400 to 500   | -50 to 0                    | 500 to 600               | 300 to 400   | -200 to -100                |
| Orchard Street                       | Portman Mews South            | Wigmore Street         | North Audley has changed direction | 300 to 400                                     | 200 to 300   | -200 to -100                | 300 to 400               | 300 to 400   | 0 to 50                     |
| Wigmore Street                       | Mandeville Place              | Duke Street            |                                    | 200 to 300                                     | 300 to 400   | 100 to 200                  | 600 to 800               | 500 to 600   | -50 to 0                    |
| Duke Street                          | Picton Place                  | Wigmore Street         |                                    | 300 to 400                                     | 200 to 300   | -50 to 0                    | 400 to 500               | 400 to 500   | 0 to 50                     |
| Welbeck Street                       | Wigmore Street                | Henrietta Place        |                                    | 50 to 100                                      | 100 to 200   | 50 to 100                   | 100 to 200               | 200 to 300   | 100 to 200                  |
| Wimpole Street                       | Henrietta Place               | Wigmore Street         |                                    | 200 to 300                                     | 50 to 100    | -200 to -100                | 300 to 400               | 100 to 200   | -200 to -100                |
| Wigmore Street                       | Wimpole Street                | Wigmore Place          |                                    | 300 to 400                                     | 200 to 300   | -100 to -50                 | 600 to 800               | 200 to 300   | -400 to -300                |
| Cavendish Square (West side)         | Wigmore Street                | Henrietta Place        |                                    | 100 to 200                                     | 100 to 200   | 0 to 50                     | 50 to 100                | 100 to 200   | 50 to 100                   |
| Cavendish Square (East side)         | Cavendish Place               | Margaret Street        |                                    | 50 to 100                                      | 100 to 200   | 50 to 100                   | 50 to 100                | 200 to 300   | 100 to 200                  |
| Cavendish Place                      | Regent Street                 | Cavendish Square       |                                    | 200 to 300                                     | 200 to 300   | -100 to -50                 | 400 to 500               | 300 to 400   | -100 to -50                 |
| Henrietta Place                      | Wimpole Street                | Old Cavendish Street   |                                    | 400 to 500                                     | 200 to 300   | -200 to -100                | 600 to 800               | 300 to 400   | -300 to -200                |
| Margaret Street                      | Regent Street                 | John Prince's Street   |                                    | 50 to 100                                      | 100 to 200   | 0 to 50                     | 50 to 100                | 100 to 200   | 100 to 200                  |
| Great Portland Street                | Mortimer Street               | Margaret Street        |                                    | 300 to 400                                     | 200 to 300   | -200 to -100                | 200 to 300               | 300 to 400   | 50 to 100                   |
| Harewood Place                       | Hanover Square                | Oxford Street          |                                    | 200 to 300                                     | 200 to 300   | -50 to 0                    | 300 to 400               | 200 to 300   | -200 to -100                |
| Vere Street                          | Henrietta Place               | Oxford Street          |                                    | 100 to 200                                     | 200 to 300   | 0 to 50                     | 200 to 300               | 300 to 400   | 100 to 200                  |
| New Bond Street                      | Oxford Street                 | Brook Street           |                                    | 100 to 200                                     | 100 to 200   | 0 to 50                     | 200 to 300               | 300 to 400   | 50 to 100                   |
| Brook Street                         | Gilbert Street                | Davies Street          |                                    | 500 to 600                                     | 500 to 600   | 50 to 100                   | 500 to 600               | 500 to 600   | 50 to 100                   |
| Upper Brook Street                   | Park Street                   | North Audley Street    |                                    | 300 to 400                                     | 600 to 800   | 300 to 400                  | 300 to 400               | 600 to 800   | 400 to 500                  |
| Park Street                          | Wood's Mews                   | Upper Brook Street     | Changes Direction                  | 400 to 500                                     | 200 to 300   | -200 to -100                | 400 to 500               | 100 to 200   | -300 to -200                |
| North Audley Street                  | Grosvenor Square              | Lees Place             | Changes Direction                  | 200 to 300                                     | 200 to 300   | -50 to 0                    | 200 to 300               | 300 to 400   | 50 to 100                   |
| Edgware Road                         | Bryanston Street              | Marble Arch            |                                    | 1500 to 2000                                   | 1500 to 2000 | 50 to 100                   | 1500 to 2000             | 1500 to 2000 | 0 to 50                     |
| Park Lane                            | Upper Brook Street            | Marble Arch            |                                    | 1000 to 1500                                   | 1000 to 1500 | 100 to 200                  | 1500 to 2000             | 1500 to 2000 | 100 to 200                  |
| Park Lane                            | North Row                     | Green Street           |                                    | 1500 to 2000                                   | 1500 to 2000 | 100 to 200                  | 1500 to 2000             | 2000 to 2500 | 100 to 200                  |
| Park Lane                            | Mount Street                  | Upper Grosvenor Street |                                    | 1000 to 1500                                   | 1000 to 1500 | -50 to 0                    | 1500 to 2000             | 1500 to 2000 | -50 to 0                    |
| Park Lane                            | Upper Grosvenor Street        | Mount Street           |                                    | 1500 to 2000                                   | 1500 to 2000 | 100 to 200                  | 1500 to 2000             | 2000 to 2500 | 100 to 200                  |
| Upper Grosvenor Street               | South Audley Street           | Park Street            |                                    | 200 to 300                                     | 100 to 200   | -100 to -50                 | 300 to 400               | 300 to 400   | -50 to 0                    |
| South Audley Street                  | Adam's Row                    | Grosvenor Square       |                                    | 200 to 300                                     | 100 to 200   | -100 to -50                 | 300 to 400               | 200 to 300   | -200 to -100                |
| Grosvenor Street                     | Bourdon Street                | Broadbent Street       |                                    | 100 to 200                                     | 200 to 300   | 0 to 50                     | 0 to 50                  | 0 to 50      | -50 to 0                    |
| Hill Street                          | Chesterfield Hill             | Hay's Mews             |                                    | 50 to 100                                      | 100 to 200   | 0 to 50                     | 50 to 100                | 50 to 100    | -50 to 0                    |
| Bruton Street                        | Berkeley Street               | Bruton Lane            |                                    | 600 to 800                                     | 600 to 800   | 0 to 50                     | 600 to 800               | 600 to 800   | 50 to 100                   |
| Conduit Street                       | Regent Street                 | Saville Row            |                                    | 500 to 600                                     | 500 to 600   | 0 to 50                     | 600 to 800               | 600 to 800   | 50 to 100                   |
| Regent Street                        | Conduit Street                | New Burlington Street  |                                    | 400 to 500                                     | 400 to 500   | 0 to 50                     | 500 to 600               | 500 to 600   | 0 to 50                     |
| Regent Street                        | Margaret Street               | Cavendish Place        |                                    | 400 to 500                                     | 600 to 800   | 200 to 300                  | 400 to 500               | 600 to 800   | 100 to 200                  |
| Regent Street                        | Oxford Street                 | Great Castle Street    |                                    | 600 to 800                                     | 600 to 800   | 50 to 100                   | 500 to 600               | 600 to 800   | 50 to 100                   |
| Portman Square (North side)          | Gloucester Place              | Baker Street           |                                    | 50 to 100                                      | 50 to 100    | -50 to 0                    | 0 to 50                  | 0 to 50      | -50 to 0                    |
| George Street                        | Bryanston Square              | Montagu Square         |                                    | 400 to 500                                     | 400 to 500   | 0 to 50                     | 400 to 500               | 400 to 500   | -50 to 0                    |
| Montagu Place                        | Bryanston Square              | Montagu Square         |                                    | 100 to 200                                     | 100 to 200   | -50 to 0                    | 100 to 200               | 100 to 200   | 50 to 100                   |
| Gloucester Place                     | Blanford Street               | Dorset Street          |                                    | 400 to 500                                     | 400 to 500   | 0 to 50                     | 500 to 600               | 400 to 500   | -100 to -50                 |
| Blanford Street                      | Gloucester Place              | Baker Street           |                                    | 100 to 200                                     | 100 to 200   | 50 to 100                   | 100 to 200               | 200 to 300   | 50 to 100                   |
| Dorset Street                        | Gloucester Place              | Baker Street           |                                    | 50 to 100                                      | 100 to 200   | 0 to 50                     | 50 to 100                | 100 to 200   | 0 to 50                     |
| Baker Street                         | Blanford Street               | Dorset Street          |                                    | 100 to 200                                     | 0 to 50      | -100 to -50                 | 0 to 50                  | 0 to 50      | -50 to 0                    |
| George Street                        | Kendall Place                 | Manchester Street      |                                    | 300 to 400                                     | 400 to 500   | 50 to 100                   | 300 to 400               | 400 to 500   | 50 to 100                   |
| Blanford Street                      | Chiltern Street               | Manchester Street      |                                    | 100 to 200                                     | 200 to 300   | 50 to 100                   | 100 to 200               | 200 to 300   | 0 to 50                     |
| Paddington Street                    | Chiltern Street               | Luxborough Street      |                                    | 500 to 600                                     | 500 to 600   | 0 to 50                     | 500 to 600               | 500 to 600   | 0 to 50                     |
| Marylebone High Street               | Weymouth Street               | New Cavendish Street   |                                    | 400 to 500                                     | 400 to 500   | -50 to 0                    | 500 to 600               | 500 to 600   | 0 to 50                     |
| Devonshire Street                    | Marylebone High Street        | Beaumont Street        |                                    | 200 to 300                                     | 200 to 300   | -50 to 0                    | 200 to 300               | 200 to 300   | -50 to 0                    |
| Weymouth Street                      | Harley Street                 | Weymouth Mews          |                                    | 300 to 400                                     | 300 to 400   | -50 to 0                    | 300 to 400               | 300 to 400   | 0 to 50                     |
| Portland Place                       | Langham Street                | Duchess Street         |                                    | 400 to 500                                     | 500 to 600   | 50 to 100                   | 600 to 800               | 600 to 800   | 50 to 100                   |
| New Cavendish Street                 | Portland Place                | Mansfield Street       |                                    | 400 to 500                                     | 400 to 500   | 0 to 50                     | 400 to 500               | 400 to 500   | 0 to 50                     |
| Great Portland Street                | New Cavendish Street          | Gildea Street          |                                    | 300 to 400                                     | 300 to 400   | -50 to 0                    | 200 to 300               | 200 to 300   | -50 to 0                    |
| Great Portland Street                | Great Portland Street Station | Great Portland Station |                                    | 600 to 800                                     | 600 to 800   | -50 to 0                    | 600 to 800               | 600 to 800   | 0 to 50                     |
| Wells Street                         | Mortimer Street               | Margaret Street        |                                    | 100 to 200                                     | 200 to 300   | 0 to 50                     | 200 to 300               | 200 to 300   | 0 to 50                     |
| Berners Street                       | Mortimer Street               | Eastcastle Street      |                                    | 100 to 200                                     | 200 to 300   | 0 to 50                     | 200 to 300               | 200 to 300   | -50 to 0                    |
| Newman Street                        | Eastcastle Street             | Mortimer Street        |                                    | 100 to 200                                     | 100 to 200   | 0 to 50                     | 100 to 200               | 100 to 200   | 0 to 50                     |
| Goodge Street                        | Newman Street                 | Charlotte Street       |                                    | 300 to 400                                     | 300 to 400   | 0 to 50                     | 300 to 400               | 200 to 300   | -100 to -50                 |
| Howland Street                       | (LBC) Cleveland Mews          | Cleveland Street       |                                    | 100 to 200                                     | 100 to 200   | -50 to 0                    | 200 to 300               | 200 to 300   | 0 to 50                     |
| Maple Street                         | (LBC) Cleveland Street        | Cleveland Mews         |                                    | 400 to 500                                     | 400 to 500   | 0 to 50                     | 500 to 600               | 500 to 600   | 0 to 50                     |
| Fitzroy Street                       | (LBC) Howland Street          | Maple Street           |                                    | 200 to 300                                     | 200 to 300   | 0 to 50                     | 200 to 300               | 200 to 300   | 0 to 50                     |
| Whitfield Street                     | (LBC) Maple Street            | Howland Street         |                                    | 100 to 200                                     | 100 to 200   | -50 to 0                    | 50 to 100                | 50 to 100    | -50 to 0                    |
| Cleveland Street                     | (LBC) Warren Street           | Greenwell Street       |                                    | 0 to 50  | 0 to 50      | -50 to 0                    | 0 to 50                  | 0 to 50      | 0 to 50                     |
| Great Marlborough Street             | Argyll Street                 | Kingly Street          |                                    | 200 to 300                                     | 200 to 300   | 0 to 50                     | 200 to 300               | 200 to 300   | -50 to 0                    |
| Wimpole Street                       | New Cavendish Street          | Queen Anne Street      |                                    | 100 to 200                                     | 50 to 100    | -50 to 0                    | 100 to 200               | 100 to 200   | -50 to 0                    |

Your Oxford Street.  
Your say.



### Map of locations





- Home
- All Projects

Search

- Sign in
- Register



**Your Oxford Street.  
Your say.**



[Home](#) / [Healthy Streets](#) / [Oxford Street - proposals for transport and highway changes](#) / [Air quality](#)

## Air quality

---

We have undertaken an Air Quality assessment to understand what the likely impacts would be of pedestrianising Oxford Street west in accordance with our proposals. This work is being supported by external independent consultants who have undertaken modelling work for us. The assessment covers key air pollutants, Nitrogen Dioxide (NO<sub>2</sub>), Particulate Matter (PM<sub>2.5</sub> and PM<sub>10</sub>) at 85 selected sensitive locations such as homes, schools, hospitals and local community buildings and spaces within the study area. Carbon Dioxide (CO<sub>2</sub>) emissions have been calculated based on total road traffic volumes.

The work has used outputs from the traffic modelling to ensure consistency and accuracy of our model predictions. We have also been undertaking monitoring of existing Air Quality levels in and around Oxford Street west to underpin the assessments.

NO<sub>2</sub> and Particulate Matter are pollutants which cause the greatest concern to public health. These impacts occur from emissions from road vehicles and traffic flow rates, fleet composition and vehicle speeds which all affect the levels of air pollution. NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> are measured in micrograms per cubic meter of air (µg/m<sup>3</sup>). The Air Quality Standards Regulations 2010 set out the legal limits (called 'limit values') for concentrations of pollutants in outdoor air. In addition, the World Health Organisation and the Mayor of London have also set out recommendations for targets pollutants concentrations which are lower than the legal limits.

---

### ***How have the air quality impacts been determined?***

---

The air quality modelling is based on traffic speed and flow data from the traffic reassignment model used to understand traffic flow changes on London's road Network. The outputs from the traffic model are fed into the air models which

allows us to understand what the forecasted changes are in air quality associated with the proposed scheme are likely to be.

The assessments consider the following scenarios:

- **Baseline Situation:** the current standards of air quality for Oxford Street and Central London
- **Future Situation without Oxford Street West Proposals:** the current baseline situation but with other developments that have planning permission and other road improvements planned for implementation up to **2026**
- **Future Situation with Oxford Street West Proposals:** the Oxford Street proposals and other committed developments that have planning permission and road improvements planned for implementation up to **2026**

---

### ***What are the potential impacts, what does this mean for me?***

---

#### **Current Baseline situation**

In 2024, annual average NO<sub>2</sub> levels on Oxford Street west and at the majority of locations within the study area were below the limit value of 40 micrograms per cubic metre (µg/m<sup>3</sup>) at <sup>3</sup>). However three locations on Piccadilly (London Park School and nearby residential buildings on the first and second floors), are above the limit value. The highest level was recorded 49.1 µg/m<sup>3</sup> at London Park school, which aligns with recent monitoring nearby which recorded levels above 50 µg/m<sup>3</sup>.

In 2024, concentrations of both PM<sub>10</sub> (larger particles) and PM<sub>2.5</sub> (finer particles) across the study areas including Oxford Street west, are well below the limit values 40 µg/m<sup>3</sup> and 20 µg/m<sup>3</sup> respectively. However, current PM<sub>2.5</sub> levels are close to or above the 2028 interim air quality target of 12 µg/m<sup>3</sup> and exceed the Mayor of London's target of 10 µg/m<sup>3</sup>.

The total baseline CO<sub>2</sub> emissions in 2024 from all modelled roads in the study area are 24,390 tonnes per year.

### **Key findings from the Future Situation Without the Scheme**

NO<sub>2</sub> concentrations decrease from the baseline situation due to tighter vehicle legislation, local road improvement schemes, broader Mayoral and local policies such as ULEZ, cleaner vehicles and increased uptake of electric vehicles. These initiatives will continue to improve concentrations, and the downward trend is expected to continue which will improve air quality levels over time.

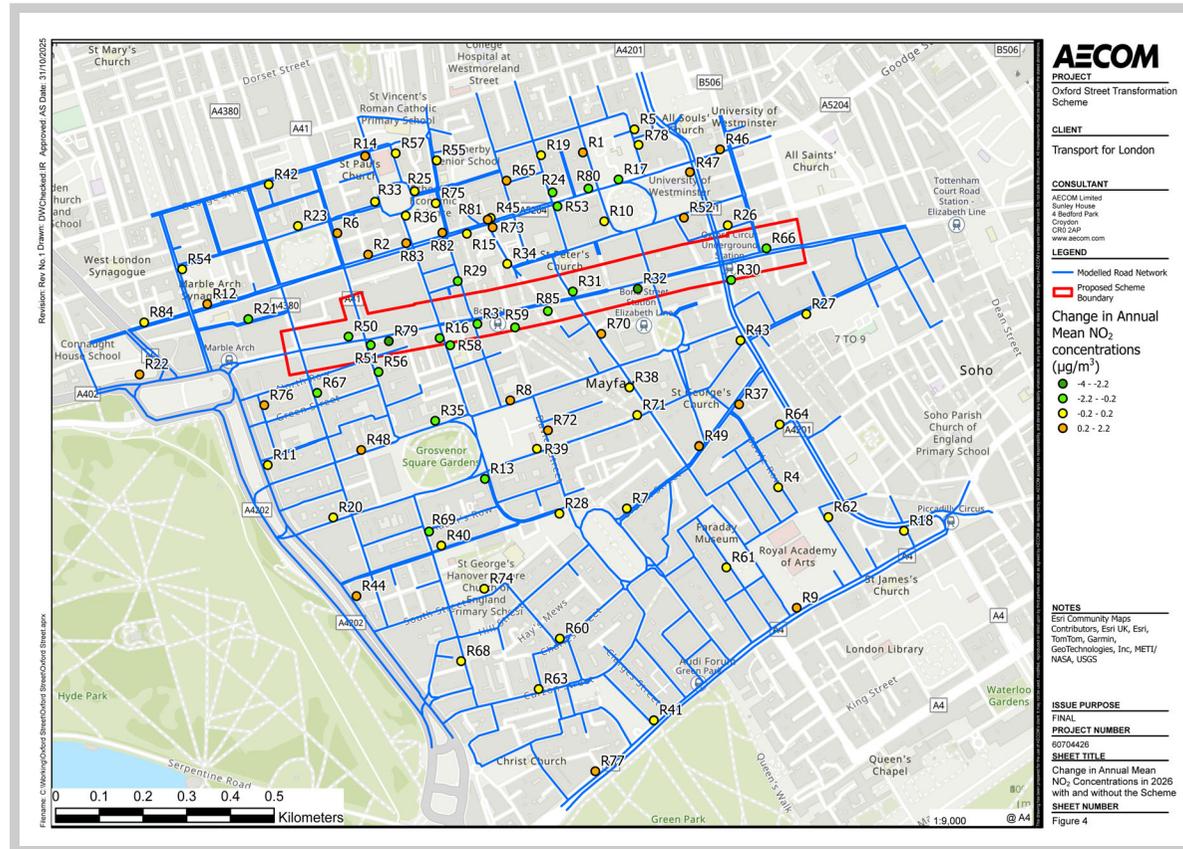
In 2026, locations on Oxford Street west and at the majority of locations within the study area are below the limit value NO<sub>2</sub> limit of 40 µg/m<sup>3</sup>. However, two locations on Piccadilly (London Park School and a first-floor residential building) are forecast to be above the limit value NO<sub>2</sub> limit of 40 µg/m<sup>3</sup>. The highest level remains at London Park School, with a forecast concentration of 42.6 µg/m<sup>3</sup>. However, the NO<sub>2</sub> levels across the entire study area without the scheme are lower than the current 2024 baseline.

The map below shows the changes in NO<sub>2</sub> concentration levels for the “without scheme” scenario compared to the “with scheme” scenario at selected receptors across the study area.

Across the study area including Oxford Street west, concentrations of both PM<sub>10</sub> and PM<sub>2.5</sub> are still below the limit values 40 µg/m<sup>3</sup> and 20 µg/m<sup>3</sup> respectively. However, as with the baseline, PM<sub>2.5</sub> levels across the study area remain close to

or are just above the 2028 interim target of 12  $\mu\text{g}/\text{m}^3$  in 2026. Only two first-floor residential locations on Grosvenor Street and New Bond Street are forecast to meet the mayoral target of 10  $\mu\text{g}/\text{m}^3$ . All other locations including Oxford Street west are above this target but are under the limit values.

Total CO<sub>2</sub> emissions in 2026 from all modelled roads in the study area without the scheme are 21,984 tonnes per year. Between 2024 and 2026, across the entire modelled road network in the study area, road traffic related CO<sub>2</sub> emissions naturally go down due to improvements in the fleet (by 10%).



(Changes in NO<sub>2</sub> concentrations with and without the scheme)

### Key findings from the Future Situation with the Scheme

Our modelling shows that at the majority of locations in the Oxford Street West area, pedestrianisation would have no material effect on air quality. In fact, several locations in the area are predicted to benefit from improved NO<sub>2</sub> levels.

With the scheme in place, locations on Oxford Street west and at the majority of locations within the study area are still below the limit value NO<sub>2</sub> limit of 40 µg/m<sup>3</sup>. The same two locations on Piccadilly (London Park School and a first-floor residential building) are still forecast to be above the limit values.

However, with the scheme in place and when compared to the 2026 without scheme scenario, there are imperceptible increases of NO<sub>2</sub> levels at locations across the study area. There are slight increases at the London Park School and the first-floor residential building where there is a forecast increase of 0.4 µg/m<sup>3</sup> and 0.5 µg/m<sup>3</sup> respectively. There are also slight increases at ground-floor homes on Brook Street and Upper Brook Street.

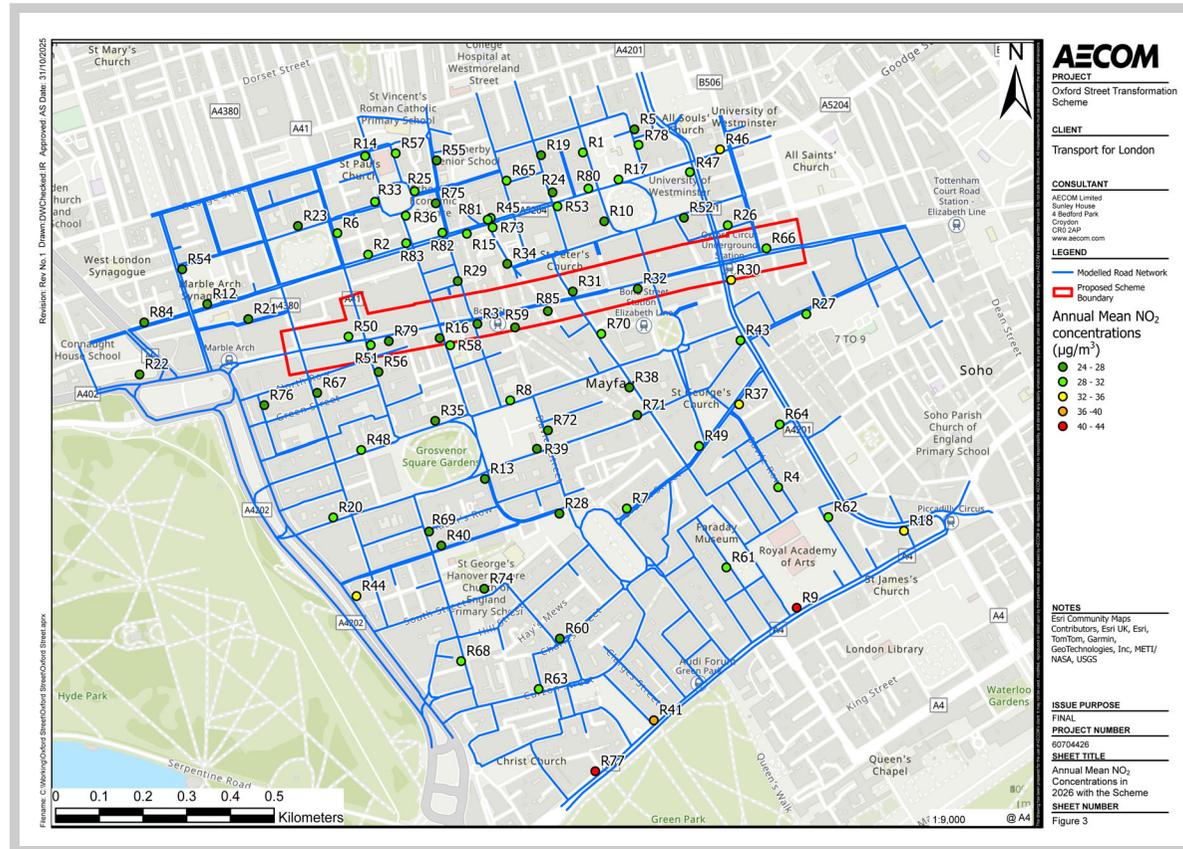
In summary, the NO<sub>2</sub> levels across the study area with the Oxford Street west scheme in place are:

- 43 locations are expected to see an increase in NO<sub>2</sub> of 0.1 µg/m<sup>3</sup>. This is considered to be imperceptible
- 24 locations are expected to see a decrease in NO<sub>2</sub> of more than 0.1 µg/m<sup>3</sup>. This is considered to be imperceptible
- The largest increase (2.1 µg/m<sup>3</sup>) is at a ground-floor residence on Upper Brook Street
- The largest decrease (3.5 µg/m<sup>3</sup>) at a first-floor residence on Oxford Street west
- 6 locations are predicted to benefit from improved NO<sub>2</sub> levels, 4 of which are within the scheme area

The map below shows the future NO<sub>2</sub> concentration levels with the scheme at selected receptors across the study area.

With the scheme in place, concentrations of both PM<sub>10</sub> and PM<sub>2.5</sub> still fall below the limit values 40 µg/m<sup>3</sup> and 20 µg/m<sup>3</sup> respectively across the study area including Oxford Street West. However, as with the 2026 without scheme scenario, PM<sub>2.5</sub> levels remain close to or just above the 2028 interim target of 12 µg/m<sup>3</sup>. Only one first-floor residence on New Bond Street is forecast to meet the mayoral target of 10 µg/m<sup>3</sup>. The highest modelled annual average levels are: PM<sub>10</sub>: 25.0 µg/m<sup>3</sup> and PM<sub>2.5</sub>: 13.2 µg/m<sup>3</sup> which occur on Park Lane however these forecasts are still below the limit values.

Total CO<sub>2</sub> emissions in 2026 from all modelled roads in the study area with the scheme are 21,553 tonnes per year. There is a slight reduction of 2% in CO<sub>2</sub> emissions associated with the scheme when compared to 2026 without the scheme, due to a small overall reduction in vehicle kilometres travelled.



(Future NO<sub>2</sub> concentration levels with the scheme)

## Summary

While air quality modelling shows exceedances of the NO<sub>2</sub> annual limit value (40 µg/m<sup>3</sup>) at locations on Piccadilly, including London Park School, recent monitoring data across central London indicates a clear downward trend in pollution levels.

From 2022 onwards, all automatic and the majority of non-automatic air quality monitoring sites have recorded consistent reductions in NO<sub>2</sub> concentrations, with all automatic sites meeting legal limits in 2024. This improvement is driven by:

- Stricter vehicle emissions standards through the implementation of the Ultra Low Emission Zone (ULEZ)
- Increased uptake of electric vehicles
- Emissions-based parking charges
- Cleaner public and council fleets

Overall, our modelling shows that at all locations along Oxford Street west are forecast to experience reductions in annual mean NO<sub>2</sub> concentrations. Changes in PM<sub>10</sub> and PM<sub>2.5</sub> levels due to the scheme are considered negligible at all locations including Oxford Street west.

For the majority of the locations across the study area, there is a high number of imperceptible changes in air quality levels when comparing with the scheme to the without scheme scenario. The greatest improvements in air quality are experienced between the 2024 baseline scenario and the two 2026 scenarios. This is due to the continued improvements listed above. The table below provides a more detailed breakdown of the level of change.

| <b>Level of change</b>  | <b>Number of locations</b> |
|-------------------------|----------------------------|
| Large decrease          | 0                          |
| Medium decrease         | 2                          |
| Small decrease          | 4                          |
| Imperceptible/no change | 75                         |

|                 |   |
|-----------------|---|
| Small increase  | 2 |
| Medium increase | 2 |
| Large increase  | 0 |

*Breakdown of changes in NO2 concentrations with the scheme compared to without the scheme in 2026.*

Given these trends and ongoing policy measures, it is reasonable to expect that NO<sub>2</sub> levels at currently exceeding sites will continue to decline, supporting an overall improvement in air quality levels across the study area.

Additional information on the environmental impacts of our proposals is available [here](#).



#### About TfL

Powered by Google Translate

#### Information for...

Media

Terms and  
Conditions

Privacy  
Policy

Website  
accessibility

Moderation  
Policy

Technical  
Support

Cookie  
Policy

Site  
Map

Copyright  
TfL



- Home
- All Projects

Search

- Sign in
- Register



**Your Oxford Street.  
Your say.**



[Home](#) / [Healthy Streets](#) / [Oxford Street - proposals for transport and highway changes](#) / [Noise](#)

## Noise

---

We have undertaken a Noise assessment to understand what the likely impacts would be of pedestrianising Oxford Street West in accordance with our proposals. This work is being supported by external independent consultants who have undertaken modelling work for us. The assessment covers road traffic noise at 80 selected sensitive locations such as residential properties, schools, hospitals and local community buildings and spaces within the study area.

The work has used outputs from the traffic modelling to ensure consistency and accuracy of our model predictions. We have also been undertaking monitoring of existing Noise levels in and around Oxford Street to underpin the assessments.

---

### ***How have noise impacts been determined?***

---

Our noise modelling is based on traffic speed and flow data from the traffic reassignment model which is used to understand traffic flow changes on London's road Network. The outputs from the traffic model are fed into the respective noise models which allows to understand what the forecasted changes in, and noise associated with the proposed scheme are likely to be.

The assessments consider the following scenarios:

- **Baseline Situation:** the current levels of noise for Oxford Street and Central London
- **Future Situation without Oxford Street West Proposals:** the current baseline situation but with other committed developments and other road improvements planned for implementation up to **2026**
- **Future Situation with Oxford Street West Proposals:** the Oxford Street proposals and other committed developments and road improvements

planned for implementation up to **2026**

---

### ***What are the potential impacts, what does this mean for me?***

---

#### **Baseline situation**

The existing sound environment in and around Oxford Street is heavily dominated by road traffic noise. Areas with the highest noise levels include Oxford Street, Regent Street, Park Lane, Marble Arch, Piccadilly, Edgware Road, Gloucester Place, Baker Street and Wigmore Street. Designated areas of high traffic noise levels are called Noise Important Areas (NIA), and there are five in the vicinity of the Proposed Scheme. These areas cover Oxford Street, Regent Street, Piccadilly, Park Lane, Edgware Road, Bayswater Road and Gloucester Place.

Other noise sources in the vicinity of the Proposed Scheme include pedestrians and noise from many commercial premises, including many restaurants. On Oxford Street and Regent Street in particular noise from deliveries to commercial premises also contribute to the overall sound environment.

#### **Future Scenario without**

In the future scenario without the Proposed Scheme in place high noise levels are predicted at 36 of the 80 representative receptors in the daytime and 50 at night-time. The future road traffic noise levels without the scheme are generally between 60dB and 75dB. These levels are typical for buildings close to major roads or in busy city centres such as London. These high noise levels are typically present in the same areas highlighted in the baseline section above.

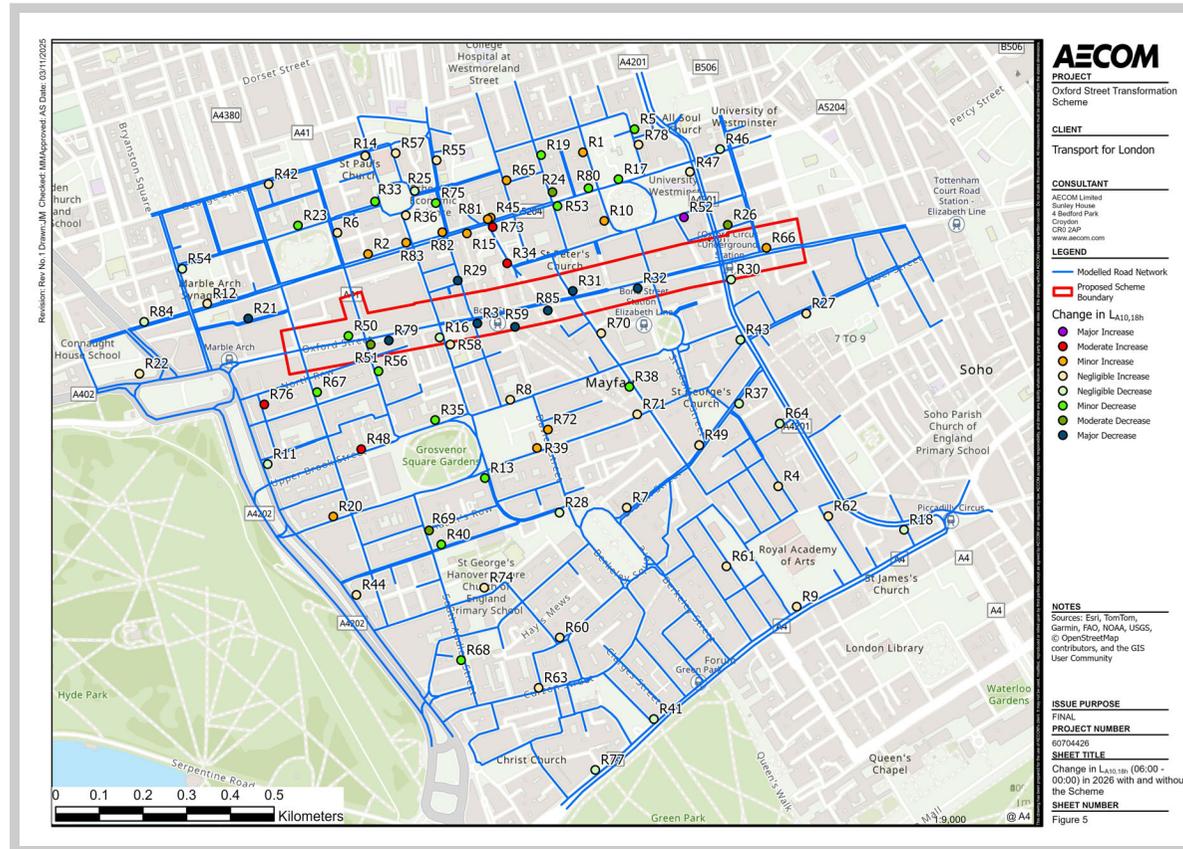
The majority of the remaining representative noise sensitive receptors are still subject to a degree of traffic noise, indicating that there are relatively few quiet areas in the vicinity of the Proposed Scheme.

### **Future Scenario with**

With the Proposed Scheme in place traffic noise still dominates the study area but high traffic noise levels are no longer predicted in many parts of central London, including: Oxford Street, Bryanston Street, Wimpole Street, Great Castle Street, Vere Street, James Street, North Audley Street, South Audley Street and South Molton Street. The largest reductions in traffic noise are expected on Oxford Street, Bryanston Street and James Street which see reduction in noise between 11.1dB and 24.1dB.

However, because of Oxford Street closing to traffic some roads experience an increase in road traffic noise because of re-routed traffic. Some areas are expected to become subject to higher levels of traffic noise, which include: Margaret Street, Upper Brook Street, Marylebone Lane, Dunraven Street and Stratford Place which see an increase in noise between 3.2dB and 7.8dB.

The map below shows the changes in daytime noise and figure 2 shows the changes in nighttime noise between the without and with scheme scenarios.



(Changes in noise levels with and without the scheme between 06:00-00:00 hours)



Map showing changes in night-time noise between with and without the scheme

(Changes in night-time noise between with and without the scheme)

## Summary

Among the 80 modelled sensitive receptors there are 27 which experience a reduction in road noise and 15 which experience an increase. Table I below provides a breakout of the level of change.

*Table I number of changes in noise levels.*

| <b>Level of change</b>   | <b>Number of locations</b> |
|--------------------------|----------------------------|
| Large decrease           | 7                          |
| Medium decrease          | 4                          |
| Small decrease           | 16                         |
| Imperceptible/ No change | 38                         |
| Small increase           | 10                         |
| Medium increase          | 4                          |
| Large increase           | 1                          |

The existing sound environment along Oxford Street and the surrounding area is heavily dominated by road traffic noise. The study area is also a very heavily touristed area there is general noise from pedestrians on the busy footpaths and noise from a large number of commercial premises. This is especially the case along Oxford Street and Regent Street. The large number of commercial premises within these areas also see deliveries therefore loading and unloading activities

from HGV vehicles as well. Other areas include residential properties, schools, hospitals and local community buildings and spaces within the study area which form part of the overall urban environment within the study area.

Overall, it is predicted that traffic noise levels are likely to change as a result of Oxford Street west pedestrianisation which could see both reductions and increase in noise across the study area due to rerouted traffic.

Additional information on the environmental impacts of our proposals is available [here](#).



---

#### About TfL

Select Language



Powered by  Google Translate

#### Information for...

Media

| GLA

Terms and  
Conditions

Privacy  
Policy

Website  
accessibility

Moderation  
Policy

Technical  
Support

Cookie  
Policy

Site  
Map

Copyright  
TfL

# Oxford Street West

Air Quality and Noise Modelling Assessment

Transport for London

Project number: 60704426

November 2025

## Quality information

| Prepared by  | Checked by   | Verified by  | Approved by  |
|--|--|--|--|
| Daniel Whitten<br>Air Quality Graduate<br>Consultant | Izzy Reeves<br>Air Quality Consultant              | Anna Savage<br>Technical Director - Air<br>Quality | David Deakin<br>Technical Director -Air<br>Quality |
| James Morphet<br>Senior Acoustics<br>Consultant      | Matt Muirhead<br>Associate Director -<br>Acoustics | Matt Muirhead<br>Associate Director -<br>Acoustics |  |

## Revision History

| Revision | Revision date | Details | Authorized | Name        | Position        |
|----------|---------------|---------|------------|-------------|-----------------|
| 1        | 7/11/25       | Draft   | AS         | Anna Savage | Project Manager |
| 2        | 14/11/25      | Final   | AS         | Anna Savage | Project Manager |

Prepared for:  
Transport for London

Prepared by:  
AECOM Ltd

© 2025 AECOM Limited. All Rights Reserved.

## Table of Contents

|     |   |    |
|-----|---|----|
| 1.  | Non-Technical Summary .....                       | 6  |
| 2.  | Introduction.....                                 | 8  |
| 3.  | Air Quality Planning Policy and Legislation ..... | 9  |
| 4.  | Noise Planning Policy and Legislation .....       | 15 |
| 5.  | Air Quality Baseline Conditions .....             | 18 |
| 6.  | Noise Baseline .....                              | 21 |
| 7.  | Air Quality Methodology .....                     | 25 |
| 8.  | Noise Methodology.....                            | 33 |
| 9.  | Predicted Impacts on Air Quality and Carbon ..... | 35 |
| 10. | Predicted Impacts on Noise .....                  | 44 |
| 11. | Summary and Next Steps .....                      | 57 |
| 12. | References .....                                  | 59 |
|     | Appendix A Figures .....                          | 61 |
|     | Appendix B Noise Terminology .....                | 67 |
|     | Appendix C Committed Schemes .....                | 68 |
|     | Appendix D Air Quality Model Verification.....    | 69 |
|     | Appendix E Data and Assumptions.....              | 73 |

## Figures

|           |   |    |
|-----------|---|----|
| Figure 1. | Extent of Proposed Scheme .....   | 6  |
| Figure 2. | Wind Rose for London City Airport Meteorological Site in 2024.....                                  | 30 |
| Figure 3. | Study Area .....  | 61 |
| Figure 4. | Annual Mean NO <sub>2</sub> Concentrations in 2026 with the Scheme .....                            | 61 |
| Figure 5. | Change in Annual Mean NO <sub>2</sub> Concentrations in 2026 with and without the Scheme .....      | 61 |
| Figure 6. | Change in daytime L <sub>A10,18h</sub> noise levels in 2026 between with and without scheme. ....   | 61 |
| Figure 7. | Change in night-time L <sub>Aeq,1h</sub> noise levels in 2026 between with and without scheme. .... | 61 |
| Figure 8. | Modelled vs Monitored Total NO <sub>2</sub> (After Adjustment), Zone A.....                         | 71 |
| Figure 9. | Modelled vs Monitored Total NO <sub>2</sub> (After Adjustment), Zone B.....                         | 72 |

## Tables

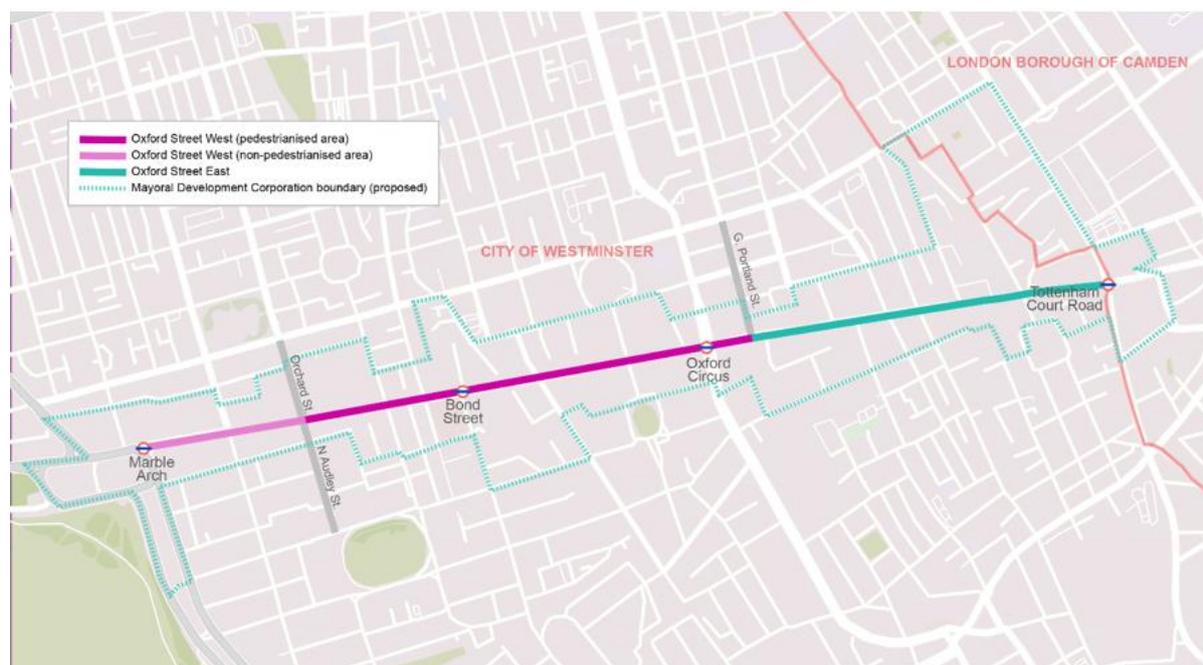
|           |  |    |
|-----------|--|----|
| Table 1.  | Relevant AQS Objectives (for the Protection of Human Health).....                                    | 10 |
| Table 2.  | World Health Organisation Air Quality Guideline Values.....  | 11 |
| Table 3.  | Local Authority NO <sub>2</sub> Monitoring Data, 2019-2024 within 1km of the Proposed Scheme .....   | 18 |
| Table 4.  | Local Authority PM <sub>10</sub> Monitoring Data, 2019 – 2024, within 1km of the Proposed Scheme ..  | 19 |
| Table 5.  | Local Authority PM <sub>2.5</sub> Monitoring Data, 2019-2024, within 1km of the Proposed Scheme .... | 19 |
| Table 6.  | Scheme Specific NO <sub>2</sub> Monitoring Results .....   | 20 |
| Table 7.  | 2024 and 2026 Background Concentrations in Study Area .....  | 20 |
| Table 8.  | Sound Monitoring Locations .....   | 21 |
| Table 9.  | Details of monitoring equipment.....   | 21 |
| Table 10. | Times of daytime monitoring .....  | 22 |
| Table 11. | Times of night-time monitoring .....   | 22 |
| Table 12. | Daytime Monitoring Results .....   | 23 |
| Table 13. | Night-time Monitoring Results .....  | 23 |
| Table 14. | Daytime Traffic Levels .....   | 24 |

|   |    |
|---|----|
| Table 15. Night-time Traffic Levels .....   | 24 |
| Table 16. Summary of Selected Receptors.....  | 26 |
| Table 17. General ADMS-Roads Model Conditions .....   | 29 |
| Table 18. Effects Descriptors at Individual Receptors – Annual Mean NO <sub>2</sub> and PM <sub>10</sub> .....            | 31 |
| Table 19. Effects Descriptors at Individual Receptors – Annual Mean PM <sub>2.5</sub> .....                               | 32 |
| Table 20. Road Traffic Noise Magnitude of Impact Criteria .....   | 34 |
| Table 21. Annual Mean Air Quality Results - Base (2024).....  | 35 |
| Table 22. Annual Mean Air Quality Results With and Without Scheme (2026).....   | 37 |
| Table 23. Air Quality Significance Effects Individual Location Descriptions, Impacts with Scheme, Annual Mean (2026)..... | 40 |
| Table 24. Predicted CO <sub>2</sub> Emissions .....   | 43 |
| Table 25. Daytime LA10,18h Traffic Noise Results.....   | 45 |
| Table 26. Night-time LAeq,1h Traffic Noise Results.....   | 48 |
| Table 27. Monitoring sites excluded from model verification .....   | 69 |
| Table 28. Monitoring sites used in model verification .....   | 69 |
| Table 29. Verification Details Zone A .....   | 70 |
| Table 30. Monitoring Data used in Model Verification.....   | 70 |

# 1. Non-Technical Summary

- 1.1 This report provides the results of an assessment of road traffic related air pollution, carbon dioxide and noise impacts at selected sensitive locations due to Transport for London (TfL)'s proposals to pedestrianise Oxford Street West (Orchard Street – Great Portland Street) as part of the Oxford Street Transformation Scheme, hereinafter referred to the Proposed Scheme. The extent is indicated in Figure 1.

**Figure 1. Extent of Proposed Scheme**



- 1.2 The east – west pedestrianised space will have no access to any vehicles or cyclists other than during serving hours however there are five north –south roads that are proposed to remain open to traffic. All bus routes would be diverted and servicing to Oxford Street would be permitted on specific loops from midnight to 7am.
- 1.3 The assessment is based on predicted traffic flows and speeds for a situation with and without the Proposed Scheme for the opening year of 2026. Based on the predicted changes to traffic and road layout with the Proposed Scheme in place, changes in noise and air pollutant concentrations are provided for selected representative residential properties and schools (known as receptors) within a defined study area. These buildings are located close to the road as these are the locations most likely to be affected by changes in noise and air quality. Carbon dioxide emissions have been calculated across the entire study area.
- 1.4 85 receptor locations have been modelled across the study area, shown in Figure 3 in Appendix A. Both with and without the Proposed Scheme, there are predicted to be exceedances of the nitrogen dioxide annual mean objective of  $40 \mu\text{g}/\text{m}^3$  at three selected receptors located on Piccadilly, but concentrations at all other selected representative receptors are below the objective value. There are no predicted exceedances of the particulate ( $\text{PM}_{10}$ ) objectives in the study area, but concentrations of  $\text{PM}_{2.5}$  are above the Mayoral target of  $10 \mu\text{g}/\text{m}^3$  to be met by 2030 at all but one of the selected receptors, both with and without the Proposed Scheme.
- 1.5 There are some large improvements in nitrogen dioxide concentrations along Oxford Street, with reductions of up to  $3.5 \mu\text{g}/\text{m}^3$  with two sensitive receptors experiencing moderate beneficial

effects due to the proposal to pedestrianise the road. However, there are two predicted negative impacts on annual mean nitrogen dioxide at selected locations, with two receptors predicted to experience moderate adverse effects due to increases in emissions as a result of traffic diversions and increases in flows with the Proposed Scheme. With the highest increases of  $2.1 \mu\text{g}/\text{m}^3$  seen on Upper Brook Street. All other selected receptors had small or negligible changes in nitrogen dioxide due to the Proposed Scheme. There were also negligible changes in particulate concentrations predicted at all selected receptors.

- 1.6 There is predicted to be a small reduction in carbon dioxide emissions due to the Proposed Scheme in 2026, with a reduction of 2% due to lower vehicle kilometres driven in the study area.
- 1.7 Seven receptors are predicted to experience major (>5 dB) decreases in road traffic noise and are potentially beneficially impacted by the Proposed Scheme. Four receptors are predicted to experience moderate (>3 dB) decreases in road traffic noise in the daytime and night-time with an additional three receptors in the night-time only.
- 1.8 One receptor is predicted to experience a major increase in road traffic noise and is potentially adversely impacted by the Proposed Scheme. Four receptors are predicted to experience moderate increases in road traffic noise levels. Three of these receptors are potentially adversely impacted by the Proposed Scheme whilst one is unlikely to be adversely impacted after taking into consideration the relatively low absolute noise levels at this receptor, even with the Proposed Scheme in place.
- 1.9 There are 38 receptors within the study area that are predicted to have a negligible (<1 dB) change in road traffic noise levels. Minor (>1 dB) changes are predicted at 22 receptors of which ten experience increases and 12 decreases. More noise sensitive receptors are predicted to experience decreases in road traffic noise than increases.

## 2. Introduction

### Overview

- 2.1 AECOM Limited (AECOM) has been appointed by Transport for London (TfL) to assess the potential impact on air quality and noise due to the plans to pedestrianise Oxford Street in the City of Westminster.
- 2.2 This report presents the results of these assessments, based on the scope below:
- Identify a selection of the closest potentially sensitive representative receptors to the Proposed Scheme and affected roads in the wider area;
  - Predict concentrations of the main road traffic pollutants nitrogen dioxide (NO<sub>2</sub>) and particulate matter (PM<sub>10</sub> and PM<sub>2.5</sub>) at the identified receptors with and without the Proposed Scheme based on traffic data for the year 2026;
  - Predict annual carbon dioxide (CO<sub>2</sub>) emissions in 2021 and in 2026 with and without the Proposed Scheme across the study area, and
  - Predict road traffic noise levels at the selected receptors with and without the Proposed Scheme for the year 2026.

### Proposed Scheme

- 2.3 The Oxford Street Transformation Scheme has been developed by the Mayor of London to rejuvenate Oxford Street and increase spending in the area back to pre-pandemic levels. The proposals also aim to deliver a safe and accessible street for everyone visiting and living in the area.
- 2.4 Oxford Street lies within the City of Westminster, running from Marble Arch to Tottenham Court Road. The Proposed Scheme involves pedestrianising a section of Oxford Street (Oxford Street west) between Orchard Street to Great Portland Place, rerouting buses, taxis, and cyclists from this section of Oxford Street. Deliveries will still be allowed at pre-designated times at night and early mornings along parts of Oxford Street to facilitate essential services. The concept of pedestrianisation was initially consulted on during February to March 2025 via the GLA<sup>1</sup>. Further consultation on the scheme designs is planned for Autumn 2025. Depending on the outcome of the consultation, the Proposed Scheme could be implemented from summer 2026. Figure 1 shows the extent of the proposed scheme.

### Purpose of this Report

- 2.5 The purpose of this report is to provide supplementary information for the public consultation for the Proposed Scheme. This report highlights predicted road traffic noise and air quality changes at 85 representative receptors across the study area but does not define the significance of these changes.
- 2.6 Further work is required to assess whether any of the changes presented in this report constitute significant environmental effects. This work will involve sensitivity testing and will consider a variety of factors in determining likely significant environmental effects. Further information on this next step is provided in Section 11.

---

<sup>1</sup> [Oxford Street Transformation | London City Hall](#)

# 3. Air Quality Planning Policy and Legislation

## Overview

- 3.1 This section identifies and describes the relevant legislation, policy and guidance to be considered when assessing the air quality effects of the Proposed Scheme. Relevant local, national and international planning policy and assessment criteria are also presented in this section.

## National Legislation and Policy

### Air Quality Standards Regulations (as amended) (2016)

- 3.2 The principal air quality legislation within the United Kingdom is the Air Quality Standards Regulations (as amended 2016) (The Statutory Office Limited, 2016) including amendments 'The Environment (Miscellaneous Amendments) (EU Exit) Regulations 2020 (UK Statutory Instruments, 2020).
- 3.3 The UK is no longer a member of the European Union, however, EU legislation as it applied to the UK on 31st December 2020 is now a part of UK domestic legislation, under the control of the UK's Parliaments and Assemblies. The Clean Air for Europe (CAFE) programme consolidated and replaced (with the exception of the 4th Daughter Directive) preceding EU directives with a single legal act, the Ambient Air Quality and Cleaner Air for Europe Directive 2008/50/EC ('EU Air Quality Framework Directive') (Council for European Communities, 2008). This directive is transcribed into UK legislation by the Air Quality Standards Regulations 2010 which came into force on 11th June 2010. The 2010 Regulations were amended by the Air Quality Standards Regulations 2016, which came into force on 31st December 2016. The limit values defined therein are legally-binding and are considered to apply everywhere (with the exception of the carriageway and central reservation of roads and any locations where the public do not have access).

### Environment Act (2021)

- 3.4 The Environment Act 2021 (HM Government, 2021) amends the Environment Act 1995 (HM Government, 1995). On 9th November 2021, the Act was approved after being first introduced to Parliament in January 2020 to address environmental protection and the delivery of the Government's 25-year environment plan following Brexit. It includes provisions to establish a post-Brexit set of statutory environmental principles and ensure environmental governance through an environmental watchdog, the Office for Environmental Protection (OEP).
- 3.5 Part IV of the Environment Act (2021) requires the Government to produce a new national Air Quality Strategy (AQS) which contains standards, objectives and measures for improving ambient air quality. The AQS proposes for the Secretary of State to publish a report reviewing the AQS every five years (as a minimum and with yearly updates to Parliament). The Act also includes a proposal that the government set two targets by October 2022: the first on the amount of PM<sub>2.5</sub> pollutant in the ambient air and a second long-term target set at least 15 years ahead to encourage stakeholder investment. The targets are: an annual mean concentration target of 10 µg/m<sup>3</sup> to be achieved by 2040; and a 35% reduction in population exposure to PM<sub>2.5</sub> by 2040 (compared to a base year of 2018).

### Environmental Improvement Plan

- 3.6 The Environmental Improvement Plan was published in February 2023 (HM Government, 2023a) to outline several actions that are being taken to improve air quality, most notably by supporting local authorities, facilitating the rollout of Clean Air Zones, supporting the transition away from petrol and diesel cars, regulating domestic burners, and regulating agricultural emissions.

- 3.7 Interim targets (deadline 2028) for PM<sub>2.5</sub> were also announced to demonstrate the trajectory against the long-term legal targets (deadline 2040) set out in The Environmental Targets (Fine Particulate Matter) Regulations 2023 (HM Government, 2023b).

### National Air Quality Strategy

- 3.8 The UK National AQS was initially published in 2000 (Defra, 2000) under the requirements of the Environment Act. An addendum was published in 2003 (Defra, 2003) which tightened several of the existing objectives and introduced a new objective. A revised AQS was published in 2007 (Defra, 2007) which set objectives for key pollutants as a tool to help Local Authorities manage local air quality.
- 3.9 In 2019, the UK Government released its much-anticipated Clean Air Strategy 2019, part of its 25 Year Environment Plan (Defra, 2019). The Strategy places greater emphasis on improving air quality in the UK than has been seen before and outlines how it aims to achieve this (including through the development of new enabling legislation).
- 3.10 Air quality management focus in recent years has primarily related to one pollutant, NO<sub>2</sub>, and its principal source in the UK, road traffic. However, the 2019 Strategy broadens the focus to other sources, including domestic emissions from wood burning stoves and from agriculture.
- 3.11 In April 2023, a new AQS was published which sets out the actions the government expects local authorities to take in support of achieving the new national PM<sub>2.5</sub> targets set out in the Environmental Improvement Plan, by reducing emissions from sources within their control (Defra, 2023).
- 3.12 The current assessment criteria applicable to the protection of human health and Local Air Quality Management (LAQM) are outlined in the UK's AQS 2007. The objective values set out in the AQS for the pollutants of relevance to this assessment are summarised in Table 1.

**Table 1. Relevant AQS Objectives (for the Protection of Human Health)**

| Pollutant  | AQS Objective Concentration (µg/m <sup>3</sup> ) | Measured as   |
|--|--|---|
| Nitrogen dioxide (NO <sub>2</sub> )  | 40 <sup>a</sup>                                  | Annual mean   |
|  | 200 <sup>a</sup>                                 | 1-hour mean, not to be exceeded more than 18 times a year (i.e. 99.79 <sup>th</sup> percentile) |
| Particulate Matter (PM <sub>10</sub> )                                     | 40 <sup>a</sup>                                  | Annual mean   |
|  | 50 <sup>a</sup>                                  | 24-hour mean, not to be exceeded more than 35 times a year (i.e. 90.4 <sup>th</sup> percentile) |
| Particulate Matter (PM <sub>2.5</sub> )                                    | 20 <sup>b</sup>                                  | Annual mean   |
| Particulate Matter (PM <sub>2.5</sub> ) (Air Quality Strategy for England) | 12 <sup>c</sup>                                  | Annual mean; interim target to be achieved by January 2028                                      |
|  | 10 <sup>d</sup>                                  | Annual mean; target to be achieved by 2040  |
| Particulate Matter (PM <sub>2.5</sub> ) London Mayoral Objective           | 10 <sup>e</sup>                                  | Annual mean; target to be achieved by 2030  |

*a These values are both Limit Values as defined in the Air Quality Standards Regulations and Air Quality Objectives that apply locally under the LAQM framework*

*b These values are Limit Values as defined in the Air Quality Standards Regulations*

c These values are interim targets are set out in the Environmental Improvement Plan 2023

d These values are a legally binding target as set out in the Environmental Targets (Fine Particulate Matter) (England) Regulations 2023

e This objective is a target set out by the Mayor of London in 2022 to be achieved by 2030

### World Health Organisation Air Quality Guideline Values (2021)

3.13 The World Health Organisation (WHO) has provided recommendations for Air Quality guideline levels for key pollutants (WHO, 2021), based on the most recent evidence on health effects. The guidelines shown in Table 2 are not currently set down in any UK legislation.

**Table 2. World Health Organisation Air Quality Guideline Values**

| Pollutant         | Guideline Level   |
|-------------------|---|
| NO <sub>2</sub>   | Annual Mean should not exceed 10 µg/m <sup>3</sup><br>24-hr running mean should not exceed 25 µg/m <sup>3</sup> |
| PM <sub>10</sub>  | Annual mean should not exceed 15 µg/m <sup>3</sup><br>24-hr running mean should not exceed 45 µg/m <sup>3</sup> |
| PM <sub>2.5</sub> | Annual mean should not exceed 5 µg/m <sup>3</sup><br>24-hr running mean should not exceed 15 µg/m <sup>3</sup>  |

### National Planning Policy Framework (2024)

3.14 The National Planning Policy Framework (NPPF) (MHCLG, 2024) sets out the Government's environmental, economic and social policies and principles for land use planning in England and how these are expected to be applied, providing a framework within which locally-prepared plans for development can be produced. The National Planning Policy Framework was first published in March 2012 and was last updated in December 2024. It should be noted that the NPPF was amended to correct some minor typographical errors in 2025, however, this is still identified as the 2024 version.

3.15 The NPPF provide advice on when air quality should be a material consideration in development management decisions.

3.16 Paragraph 187 states that:

*“Planning policies and decisions should contribute to and enhance the natural and local environment by... e) preventing new and existing development from contributing to, being put at unacceptable risk from, or being adversely affected by, unacceptable levels of soil, air, water or noise pollution or land instability. Development should, wherever possible, help to improve local environmental conditions such as air and water quality...”*

3.17 Paragraph 199 states that:

*“Planning policies and decisions should sustain and contribute towards compliance with relevant limit values or national objectives for pollutants, taking into account the presence of Air Quality Management Areas and Clean Air Zones, and the cumulative impacts from individual sites in local areas. Opportunities to improve air quality or mitigate impacts should be identified, such as through traffic and travel management, and green infrastructure provision and enhancement. So far as possible these opportunities should be considered at the plan-making stage, to ensure a strategic approach and limit the need for issues to be reconsidered when determining individual applications. Planning decisions should ensure that any new development in Air Quality Management Areas and Clean Air Zones is consistent with the local air quality action plan.”*

### Planning Practice Guidance (PPG) for Air Quality (2024)

3.18 The PPG (MHCLG, 2024) is a web-based resource for planning authorities and developers, designed to support the NPPF and make it more accessible. It was launched in March 2014

and updated most recently in December 2024. The most recent update with specific reference to air quality was in November 2019.

3.19 The Air Quality PPG states that:

*“Whether air quality is relevant to a planning decision will depend on the proposed development and its location. Concerns could arise if the development is likely to have an adverse effect on air quality in areas where it is already known to be poor, particularly if it could affect the implementation of air quality strategies and action plans and/or breach legal obligations (including those relating to the conservation of habitats and species). Air quality may also be a material consideration if the proposed development would be particularly sensitive to poor air quality in its vicinity.”*

3.20 The Air Quality PPG states that if air quality is determined to be a relevant consideration, the local planning authority may need to establish:

- *“the ‘baseline’ local air quality, including what would happen to air quality in the absence of the development;*
- *whether the proposed development could significantly change air quality during the construction and operational phases (and the consequences of this for public health and biodiversity); and*
- *whether occupiers or users of the development could experience poor living conditions or health due to poor air quality.”*

3.21 On how detailed an air quality assessment needs to be, the Air Quality PPG states:

*“Assessments should be proportionate to the nature and scale of the development proposed and the potential impacts (taking into account existing air quality conditions)”*

3.22 On mitigation options, the Air Quality PPG states:

*“Mitigation options will need to be locationally specific, will depend on the proposed development and need to be proportionate to the likely impact. It is important that local planning authorities work with applicants to consider appropriate mitigation so as to ensure new development is appropriate for its location and unacceptable risks are prevented.”*

## London Policy

### The London Plan – Spatial Development Strategy for Greater London

3.23 The London Plan represents the overall strategic plan for London, and it sets out a fully integrated economic, environmental, transport and social framework for the development of the capital to 2031. It forms part of the development plan for Greater London as published by the Greater London Authority (GLA). London boroughs’ local plans need to be in general conformity with the London Plan. The latest version of the London Plan was published in March 2021 (GLA, 2021). The London Plan considers air quality in Policies SI1 (Improving air quality), SI2 (Minimising greenhouse gas emissions) and SI3 (Energy infrastructure). In relation to air quality, it is stated in Chapter 9: Sustainable Infrastructure that:

*“The Mayor is committed to making air quality in London the best of any major world city, which means not only achieving compliance with legal limits for Nitrogen Dioxide as soon as possible and maintaining compliance where it is already achieved, but also achieving World Health Organisation targets for other pollutants such as Particulate Matter.”*

3.24 The London Environment Strategy was published by the Mayor of London in May 2018 and sets out the Mayor’s vision of London’s environment to 2050 (GLA, 2018). The London Environment Strategy includes a number of policies and aspirations, with an accompanying implementation plan, setting out actions the Mayor is prioritising for the next five years to help implement the aims of this strategy.

- 3.25 Chapter 4 of the Strategy relates to air quality. This chapter of the Strategy supersedes the 2010 Mayor's Air Quality Strategy and sets the ambitious target for London to have the best air quality of any major world city by 2050 and goes one step further than the previous strategy by requiring developments to be 'air quality positive' (GLA, 2010). To date, however, the underpinning guidance outlining the method of assessment and the effective approaches to be taken to ensure that larger developments are 'air quality positive', has not been published. Therefore, the minimum requirement remains for proposed developments to be air quality neutral.

### Mayor's Transport Strategy and Transport Action Plan

- 3.26 In 2017, TfL produced 'Healthy Streets for London' (TfL, 2017). The Action Plan recognises that poor air quality is an issue, particularly in inner London, and that road transport is a key source. A range of measures are outlined to improve air quality including bringing forward and expanding the Ultra Low Emission Zone (ULEZ), tightening of ULEZ standards for lorries, buses and coaches, use of hybrid buses and retiring the oldest and most polluting taxis.
- 3.27 The Mayor of London updated their Transport Strategy for London (GLA, 2018) in 2018 to be based on a Healthy Streets Approach that prioritises human health by changing the mix of transport in London to encourage walking, cycling and public transport. The Mayor aims for 80% of Londoners' trips to be made by public transport, cycling or walking by 2041. The Strategy was revised in 2022 and stated that significant progress had been made since 2018 in reducing NO<sub>2</sub> and PM and improving air quality for Londoners, owing mostly to the expansion of the ULEZ (GLA, 2022). The ULEZ was expanded London-wide in August 2023, delivering further air quality improvements and the Mayor is committed to expanding active travel infrastructure, fare freezes, and achieving net-zero by 2030, reinforcing the Healthy Streets vision as central to London's future transport policy.

### The Mayor's Air Quality Focus Areas (AQFA)

- 3.28 There are 160 AQFA in London which have been identified by the Mayor of London as areas that exceed the EU annual mean limit value for NO<sub>2</sub> and have high human exposure (London Atmospheric Emissions Inventory (LAEI), 2019). These are priority areas for action by the GLA and boroughs.
- 3.29 There are 4 AQFA's within the study area, which are indicated in Figure 3 in Appendix A:
- AQFA 153 - Oxford Street from Marble Arch to Bloomsbury
  - AQFA 154 - A5 Edgware Road from Avenue Hall/Marylebone/Seymour St
  - AQFA 155 - Marble Arch to Hyde Park Corner
  - AQFA 157 - Charing Cross/Haymarket/Piccadilly/Regent Street to Oxford Circus

### TfL Corporate Environmental Strategy

- 3.30 The TfL Corporate Environmental Strategy (TfL, 2024a) sets a clear goal to reduce polluting emissions and public exposure to air pollution in London by 2031. Key initiatives include achieving zero pollutant emissions from fleet vehicles and embedding air quality considerations into policies and projects. By 2020, TfL aimed to reduce NO<sub>x</sub> emissions by 50% and PM emissions by 25% from its bus fleet, compared to 2013 levels. Measures such as retrofitting Euro III buses with Selective Catalytic Reduction (SCR) equipment, introducing hybrid and electric buses, and collaborating with stakeholders like the Office of Low Emission Vehicles (OLEV) have been pivotal, as well as broader initiatives such as the ULEZ.

### Green Infrastructure and Biodiversity Plan

- 3.31 TfL's green infrastructure plan (TfL, 2024b) plays a vital role in improving air quality across London, with an estimated economic benefit of £65 million in gross net present value, as highlighted in the TfL Natural Capital Report (TfL, 2022). Street trees, vegetation, and wildflower verges filter pollutants, sequester carbon, and reduce emissions from maintenance activities. Sustainable Drainage Systems further mitigate road runoff pollution and flooding risks. TfL's operational actions have included increasing street tree numbers by 1% annually

until 2025, expanding wildflower verges to 260,000 m<sup>2</sup> by 2024, and eliminating pesticide use where feasible.

## Local Policy

### Local Plans

- 3.32 Westminster City Council (WCC) adopted their local plan 'Westminster's City Plan 2019-2040' (WCC, 2021) in April 2021, which contains missions and associated actions that relate to improving air quality within the borough.
- 3.33 The plan focuses on:
- *"The council is committed to improving air quality in the city and expects development to reduce exposure to poor air quality and maximise opportunities to improve it locally without detriment of air quality in other areas."*
  - *"The council will make sure that quality of life and health and wellbeing of existing and future occupiers, and the natural environment are not adversely affected by harmful pollutants and other negative impacts on the local environment."*
  - *"The council will protect and enhance the city's green infrastructure to maximise its environmental, social and economic value."*
- 3.34 In 1999, the whole of WCC was declared as an Air Quality Management Area (AQMA) for exceedances of the NO<sub>2</sub> and PM<sub>10</sub> objectives. Pollutant concentrations have since declined from 2015 to 2024, particularly in 2020 and 2021, which are likely to be influenced by a reduction in traffic flow during Covid lockdowns. Annual mean NO<sub>2</sub> concentrations now meet the relevant objectives at most sites, and the PM<sub>10</sub> objectives have not been exceeded for more than a decade.
- 3.35 WCC's updated Air Quality Action Plan (AQAP) was published in 2025 and covers the period 2025 to 2030 (WCC, 2025). Their latest Annual Status Report for 2024 (WCC, 2025a) was produced before the publication of the new AQAP and provides an update on the progress made towards the implementation of 88 actions to improve air quality within the borough listed in the previous AQAP. WCC is actively pursuing actions within the plan including air quality policies to reduce non-road emissions, implement Westminster's Sustainable Transport Strategy, measures to improve emissions of fleet, and transition to clean energy infrastructure.

## 4. Noise Planning Policy and Legislation

### Overview

- 4.1 This section identifies and describes relevant legislation, policy and guidance relating to road traffic noise. Relevant local, national and international planning policy and assessment criteria are also presented in this section.

#### National Planning Policy Framework (NPPF)

- 4.2 Paragraph 198 of the NPPF states that planning policies and decisions should:

*“mitigate and reduce to a minimum potential adverse impacts resulting from noise from new development – and avoid noise giving rise to significant adverse impacts on health and the quality of life;*

*Identify and protect tranquil areas which have remained relatively undisturbed by noise and are prized for their recreational and amenity value for this reason”.*

#### Planning Practice Guidance (PPG) for Noise (2019)

- 4.3 In March 2014, the Department for Levelling Up, Housing and Communities (DLUHC) predecessor department DCLG released its Planning Practice Guidance (PPG) (DLUHC,2019) web-based resource to support the NPPF. The guidance advises that local planning authorities should consider:
- Whether or not a significant adverse effect is occurring or likely to occur.
  - Whether or not an adverse effect is occurring or likely to occur.
  - Whether or not a good standard of amenity can be achieved.
- 4.4 Factors to be considered in determining if noise is a concern are identified, including the absolute noise level of the source, the existing ambient noise climate, time of day, frequency of occurrence, duration, character of the noise and cumulative impacts.

#### Noise Policy Statement for England

- 4.5 The Noise Policy Statement for England (NPSE) (Defra, 2010) sets out the long-term vision of the government’s noise policy, which is to *“promote good health and a good quality of life through the effective management of noise within the context of policy on sustainable development”*. This long-term vision is supported by the three aims, and is designed to enable decisions to be made regarding what is an acceptable noise burden to place on society.
- 4.6 The Explanatory Note within the NPSE introduces the following concepts to aid in the establishment of likely significant environmental effects:
- No Observed Effect Level (NOEL): the level below which no effect can be detected. Below this level no detectable effect on health and quality of life due to noise can be established.
  - Lowest Observable Adverse Effect Level (LOAEL): the level above which adverse effects on health and quality of life can be detected.
  - Significant Observed Adverse Effect Level (SOAEL): the level above which significant adverse effects on health and quality of life occur.
- 4.7 The NPSE recognises that *“it is not possible to have a single objective noise-based measure that is mandatory and applicable to all sources of noise in all situations”*. The levels are likely to be different for different noise sources, for different receptors and at different times of the day.

### Noise Important Areas (NIA)

- 4.8 The UK Government Environmental Noise (England) Regulations 2006 (as amended 2008, 2009, 2010) (SIN.2238,2006) were introduced in England to implement European Union Assessment and Management of Noise Directive (END) 2002/49/EC (EU Parliament, 2002).
- 4.9 As part of the END strategic noise mapping of major roads, railways, airports and agglomerations has been completed across the UK, including London. In Defra's subsequent Draft Noise Action Plan 2013 (Defra, 2013), it was decided that Noise Important Area (NIA) I, with respect to noise from major roads, would be defined as the location of the 1% of the population affected by the highest noise levels from major roads according to the strategic mapping. The document states that *"...it is anticipated that the relevant highway authority will examine each Important Area having regard to any ongoing noise mitigation initiatives, schemes and plans"*. The results of Round 4 of the noise mapping process were released by Defra in 2023. The locations of NIAs, which are still Round 3 until these get published by Defra, near to the Proposed Scheme are shown in Figure 3 in Appendix A.

## London Policy

### The London Plan – Spatial Development Strategy for Greater London

- 4.10 Policy D14 in Chapter 3 Design, Noise (GLA, 2021), states that *"In order to reduce, manage and mitigate noise to improve health and quality of life, residential and other non-aviation development proposals should manage noise by:*
- a. *avoiding significant adverse noise impacts on health and quality of life.*
  - b. *Reflecting the Agent of Change principle as set out in Policy D13 Agent of Change.*
  - c. *Improving and enhancing the acoustic environment and promoting appropriate soundscapes (including Quiet Areas and spaces of relative tranquillity).*
  - d. *Separating new noise-sensitive development from major noise sources (such as road, rail, air transport and some types of industrial use) through the use of distance, screening, layout, orientation, uses and materials – in preference to sole reliance on sound insulation.*
  - e. *Where it is not possible to achieve separation of noise-sensitive development and noise sources without undue impact on other sustainable development objectives, then any potential adverse effects should be controlled and mitigated through applying good acoustic design principles.*
  - f. *Promoting new technologies and improved practices to reduce noise at source, and on the transmission path from source to receiver."*

### Mayor's Transport Strategy and Transport Action Plan

- 4.11 Key proposals impacting traffic noise can be found in Proposal 48 of the Mayor's Transport Strategy and Action Plan (GLA, 2018). These include reducing traffic volumes and speeds, low-noise road surfacing where appropriate, monitoring noise levels close to major road corridors, facilitating quiet deliveries and working with DfT to reduce noise from the loudest vehicles.

### Transport For London Corporate Environment Plan

- 4.12 TfL's Corporate Environment Plan (TfL, 2021) was published in 2021 and highlights noise as an area TfL is committed to manage.
- 4.13 In the Plan TfL states:
- *"We consider our neighbours by continuing to work to reduce the number of Londoners exposed to excessive noise and vibration levels from road and rail sources."*
- 4.13.1 One target within the plan relates to road traffic noise:
- *"Aim to meet 'no net increase in noise' in Defra 'noise important areas' for our schemes."*

## Local Policy

4.14 WCC's Westminster's City Plan 2019-2040 contains missions and associated actions that relate to improving reducing noise impacts within the borough.

4.15 The plan states that:

- *“The council will make sure that quality of life and health and wellbeing of existing and future occupiers, and the natural environment are not adversely affected by harmful pollutants and other negative impacts on the local environment.”*
- *“Development should prevent adverse effects of noise and vibration and improve the noise environment in compliance with the council's Noise Thresholds, with particular attention to:*
  - *minimising noise impacts and preventing noise intrusion to residential developments and sensitive uses.*
  - *protecting the relative tranquillity in and around open spaces.”*
- *“Defra's Noise Action Plan and our noise data show that ambient noise levels in Westminster are higher than national and regional averages. We therefore not only seek to avoid adverse noise impacts, but also reduce noise in the city.”*
- *“Careful consideration must be given to the design and location of schemes that could impact or be impacted by noise from development that includes: ..., transport (including servicing and deliveries) and other noise generating activities.”*

4.16 WCC published their 'Westminster Noise Strategy 2010 -2015' (WCC, 2010) in 2010, which aims to contribute to improving the health and wellbeing of Westminster's residents, workers and visitors by reducing noise pollution and enhancing the city's sound environment.

4.17 The Noise Strategy states:

- *“Road traffic is the main source of noise in Westminster, and it is the biggest cause for concern amongst residents. Thirty-seven percent (37%) of residents questioned said that road traffic noise had bothered them in the last 12 months.”*

4.18 There are four policies within the document, Policy 2, reducing transport and servicing noise and impacts, relates to this Proposed Scheme.

4.19 Policy 2 states:

- *“The council will work with TfL to ensure noise from the maintenance and operation of bus systems does not lead to increased noise impacts.”*
- *“The council will identify areas of road where:*
  - *road transport noise levels are highest.*
  - *road transport noise impacts on the greatest number of occupants of noise sensitive properties.”*
- *“Where the areas of road identified are located on the council's section of the highway network, the council will develop and implement noise reduction schemes wherever possible. Where these areas are located on TfL's part of Westminster highway network, the council will work with them to adopt the same approach.”*
- *“Noise minimisation considerations will be integrated in the council's transport planning, highways management and improvement activities across the city, including:*
  - *identifying changes to the highways network to assess and minimise potential noise impacts on noise sensitive developments.*
  - *giving priority to highway measures that reduce noise in areas where there are high levels of road traffic and significant noise sensitive properties.”*

## 5. Air Quality Baseline Conditions

### Local Authority Air Quality Monitoring

5.1 A review of existing baseline air quality around the Proposed Scheme has been undertaken with NO<sub>2</sub> monitoring data between 2019-2024 from WCC sites within 1km of the Proposed Scheme provided in Table 3. This table shows that NO<sub>2</sub> concentrations within the vicinity of the Proposed Scheme have decreased since 2019, with no exceedances of the annual mean objective at any of these monitoring sites in 2024.

**Table 3. Local Authority NO<sub>2</sub> Monitoring Data, 2019-2024 within 1km of the Proposed Scheme**

| Site     | X, Y           | Type     | Approx. distance to Scheme (m) | Annual Mean Concentration (µg/m <sup>3</sup> ) |           |           |             |             |      |
|----------|----------------|----------|--------------------------------|--|-----------|-----------|-------------|-------------|------|
|          |                |          |                                | 2019   | 2020      | 2021      | 2022        | 2023        | 2024 |
| WCC-CM1  | 528125, 182016 | Kerbside | 890                            | <b><u>63</u></b>                               | <b>44</b> | <b>43</b> | <b>45</b>   | <b>42</b>   | 32.5 |
| WCC-CM3  | 528276, 181065 | Kerbside | 0                              | <b>55</b>                                      | 34        | 34        | 37.3        | 32.4        | 29.5 |
| WCC-CM4  | 528763, 181397 | Roadside | 160                            | <b>50</b>                                      | 32        | 32        | 32.7        | -           | -    |
| WCC-CM5  | 529493, 181331 | Roadside | 290                            | <b>51</b>                                      | 35        | 34        | <b>41.6</b> | -           | -    |
| WCC-CM9  | 528409, 180965 | Roadside | 90                             | <b>41</b>                                      | 28        | 30        | 31.7        | 27.4        | -    |
| WCC-DT7  | 529980, 180770 | Kerbside | 900                            | -  | -         | 39        | <b>50.1</b> | <b>47.6</b> | 32.4 |
| WCC-DT8  | 529715, 181231 | Kerbside | 490                            | -  | -         | 25        | 31.5        | 25.8        | 24.6 |
| WCC-DT9  | 528104, 180574 | Kerbside | 410                            | -  | -         | 31        | 35.7        | 32.3        | 31.2 |
| WCC-DT10 | 527990, 181743 | Kerbside | 650                            | -  | -         | 33        | 35.7        | 34.3        | 31.6 |
| WCC-DT26 | 529493, 181331 | Roadside | 290                            | -  | -         | 31.7      | 37.3        | 33.9        | 30.9 |

Triplicate

#### Notes

Exceedances of the NO<sub>2</sub> annual mean objective of 40 µg/m<sup>3</sup> are shown in bold. NO<sub>2</sub> annual means in excess of 60 µg/m<sup>3</sup>, indicating a potential exceedance of the NO<sub>2</sub> hourly mean objective are shown in **bold and underlined**.

5.2 Table 4 shows that annual mean PM<sub>10</sub> concentrations have decreased since 2019, however PM<sub>10</sub> was not monitored in 2024, so it is unclear whether this trend of reducing concentrations is continuing.

**Table 4. Local Authority PM<sub>10</sub> Monitoring Data, 2019 – 2024, within 1km of the Proposed Scheme**

| Site    | X, Y           | Type     | Approx Distance to Scheme (m) | Annual Mean Concentration (µg/m <sup>3</sup> ) |      |      |      |      |
|---------|----------------|----------|-------------------------------|--|------|------|------|------|
|         |                |          |                               | 2019   | 2020 | 2021 | 2022 | 2023 |
| WCC-CM1 | 528125, 182016 | Kerbside | 890                           | 22   | 16   | 16   | 21   | 18   |
| WCC-CM3 | 528276, 181065 | Kerbside | 0                             | 27   | 22   | 34   | 22   | 22   |
| WCC-CM4 | 528763, 181397 | Roadside | 160                           | 25   | 17   | 22   | 24   | -    |
| WCC-CM5 | 529493, 181331 | Roadside | 290                           | 24   | 22   | 22   | 23   | -    |

5.3 Table 5 shows that trends in annual mean PM<sub>2.5</sub> concentrations are difficult to identify since monitoring began in 2022 meaning there is no more than 2 years of data at any site. The annual mean concentration at WCC-CM3 exceeded the interim target of 12 µg/m<sup>3</sup> to be achieved by 2028 in 2024 and the Mayoral target of 10 µg/m<sup>3</sup> to be achieved by 2030.

**Table 5. Local Authority PM<sub>2.5</sub> Monitoring Data, 2019-2024, within 1km of the Proposed Scheme**

| Site    | X, Y           | Type     | Approx. Distance to Scheme (m) | Annual Mean Concentration (µg/m <sup>3</sup> ) |           |             |
|---------|----------------|----------|--------------------------------|--|-----------|-------------|
|         |                |          |                                | 2022   | 2023      | 2024        |
| WCC-CM1 | 528125, 182016 | Kerbside | 890                            | <b>11</b>                                      | <b>12</b> | -           |
| WCC-CM3 | 528276, 181065 | Kerbside | 0                              | -  | -         | <b>13.4</b> |

Note: Concentrations in bold are above the Mayoral Target of 10 µg/m<sup>3</sup>

## Scheme Specific Monitoring

- 5.4 Due to the lack of recent WCC monitoring data in the study area, a four-month diffusion tube survey from June to October 2025 was carried out to measure concentrations of NO<sub>2</sub> at ten locations in the vicinity of the Proposed Scheme. The data was analysed and adjusted to represent an NO<sub>2</sub> annual mean to assist in air quality model verification. The monitoring locations are shown in Table 6 and Figure 3 in Appendix A.
- 5.5 The diffusion tube results in Table 6 have been bias adjusted and annualised to represent a 2024 annual mean. The national bias adjustment factor (0.82) for 2024 for the laboratory (Staffordshire Highways Laboratory) from the most recent version of the National Diffusion Tube Bias Adjustment Factor Spreadsheet (Defra, 2025) has been applied, as a full year's worth of data for 2025 was not available at the time of writing.
- 5.6 The results from the ten diffusion tubes were annualised by multiplying the period mean with an average annualisation factor of 1.217 for the sites with 4 months data and 1.139 for the sites with 3 months data. The urban background Automatic Urban and Rural Network (AURN) monitoring sites used as reference points during the calculation of the annualisation factor were London North Kensington, London Westminster, and London Bloomsbury.
- 5.7 The results show that NO<sub>2</sub> concentrations at the monitoring locations are below the 40 µg/m<sup>3</sup> annual objective after annualisation and bias adjustment at all sites except at DT3, which is located on Piccadilly. Data capture was sufficient at all locations, despite DT1 and DT9 missing data for one month.

**Table 6. Scheme Specific NO<sub>2</sub> Monitoring Results**

| Site | X, Y           | Monthly Mean Concentration (µg/m <sup>3</sup> ) |             |             |             | Valid Months | Raw Mean (µg/m <sup>3</sup> ) | AM/PM Factor | Bias Factor | Annualised and Bias Adjusted Mean (µg/m <sup>3</sup> ) |
|------|----------------|---|-------------|-------------|-------------|--------------|-------------------------------|--------------|-------------|--|
|      |                | July 2025                                       | Aug 2025    | Sept 2025   | Oct 2025    |              |                               |              |             |  |
| DT1  | 528840, 181668 | -   | 27.3        | 26.2        | 34.6        | 3            | 29.4                          | 1.139        | 0.82        | 27.4   |
| DT2  | 528990, 180831 | 33.1  | 36.9        | 34.3        | <b>42.4</b> | 4            | 36.7                          | 1.217        | 0.82        | 36.6   |
| DT3  | 529094, 180361 | <b>53.8</b>                                     | <b>59.8</b> | <b>54.4</b> | <b>66.1</b> | 4            | <b>58.5</b>                   | 1.217        | 0.82        | <b>58.4</b>  |
| DT4  | 528702, 180963 | 24.4  | 25.7        | 24.2        | 30.6        | 4            | 26.2                          | 1.217        | 0.82        | 26.2   |
| DT5  | 528586, 181339 | 25.9  | 29.2        | 33.8        | 34.8        | 4            | 30.9                          | 1.217        | 0.82        | 30.9   |
| DT6  | 529076, 181381 | 23.5  | 24.9        | 26          | 32.1        | 4            | 26.6                          | 1.217        | 0.82        | 26.6   |
| DT7  | 529129, 180761 | 22.9  | 26.2        | 21.4        | 31.7        | 4            | 25.6                          | 1.217        | 0.82        | 25.5   |
| DT8  | 528177, 180790 | 31.2  | 29.7        | 33.2        | 34.1        | 4            | 32.1                          | 1.217        | 0.82        | 32.0   |
| DT9  | 528798, 181186 | -   | 31.1        | 21.5        | 33.6        | 3            | 28.7                          | 1.139        | 0.82        | 26.8   |
| DT10 | 529064, 181042 | 29.4  | 32.3        | 29.6        | 37.0        | 4            | 32.1                          | 1.217        | 0.82        | 32.0   |

**Notes:** Exceedances of the NO<sub>2</sub> annual mean objective of 40 µg/m<sup>3</sup> are shown in **bold**.

## Background Concentrations

- 5.8 Data from Defra's 2021 based background maps and local urban background monitoring sites show that concentrations of NO<sub>2</sub> and particulates are below the relevant objectives and targets.
- 5.9 The 2024 and 2026 background concentrations for the base year and the opening year within the study area are summarised in Table 7. The concentrations from Defra's background maps was compared to monitored background concentrations in the City of Westminster and it was determined that no background adjustment was required.

**Table 7. 2024 and 2026 Background Concentrations in Study Area**

|                              | 2024            |                  |                   | 2026            |                  |                   |
|------------------------------|-----------------|------------------|-------------------|-----------------|------------------|-------------------|
|                              | NO <sub>2</sub> | PM <sub>10</sub> | PM <sub>2.5</sub> | NO <sub>2</sub> | PM <sub>10</sub> | PM <sub>2.5</sub> |
| <b>Minimum Concentration</b> | 22.8            | 17.0             | 9.1               | 21.2            | 16.9             | 9.0               |
| <b>Mean Concentration</b>    | 27.0            | 17.6             | 9.5               | 25.4            | 17.5             | 9.4               |
| <b>Maximum Concentration</b> | 30.4            | 18.1             | 9.9               | 28.7            | 18.0             | 9.7               |

## 6. Noise Baseline

- 6.1 The existing sound environment in the study area is heavily dominated by road traffic noise. Roads with the highest noise levels are Oxford Street, Regent Street, Park Lane, roads surrounding Marble Arch, Piccadilly, Edgeware Road, Gloucester Place, Baker Street and Wigmore Street. Receptors along these roads are generally experiencing road traffic noise levels in excess of 68 dB  $L_{A10,18h}$ . Five NIA are located within the study area: NIA 14779 includes Oxford Street, Regent Street and Piccadilly, NIA 1199 includes Piccadilly, NIA 13795 includes Park Lane and Edgeware Road, NIA 14778 includes Bayswater Road and NIA 14775 includes Gloucester Place. These NIA can be found in Figure 3 in Appendix A. The study area is also a very heavily touristed area. Included in the sound environment is general noise from pedestrians on the busy footpaths and noise from a large number of commercial premises. This is especially the case along Oxford Street and Regent Street. The large number of commercial premises would also see deliveries therefore loading and unloading activities from HGV vehicles are also likely a source of noise in the study area.
- 6.2 To supplement the sound baseline study a baseline sound monitoring survey was undertaken in 2025 to capture the baseline sound environment in the vicinity of the Proposed Scheme. Measurements were conducted during the daytime between 24<sup>th</sup> and 26<sup>th</sup> June 2025, with additional night-time monitoring conducted between 3<sup>rd</sup> and 4<sup>th</sup> July 2025. Sound Monitoring was undertaken in accordance with 'The Calculation of Road Traffic Noise' (CRTN) (DoT & the Welsh Office, 1988) Shortened measurement procedure. This involved taking sound measurements in the daytime between the hours of 10:00 and 17:00. The sound monitoring locations are presented below in Table 8 and shown on Figure 3. Table 9 provides details of the monitoring equipment. Table 10 provides the start and end times of daytime monitoring at each location. Table 11 provides the start and end times of night-time monitoring at each location. Due to constraints on available space on footpaths some sound monitoring locations were within 3 metres of a vertical reflective surface, and therefore the measurements include contributions from local façade reflections. The sound level meter used in the survey was calibrated at a UKAS accredited laboratory within the last two years, and the acoustic calibrator within the past year.

**Table 8. Sound Monitoring Locations**

| Site | Road Name       | British National Grid coordinates |
|------|-----------------|-----------------------------------|
| NM1  | Wigmore Street  | 528472, 181328                    |
| NM2  | Mount Street    | 528532, 180625                    |
| NM3  | Margaret Street | 529190, 181420                    |
| NM4  | Savile Row      | 529098, 180811                    |
| NM5  | Piccadilly      | 528918, 180212                    |

**Table 9. Details of monitoring equipment**

| Equipment         | Make  | Model | Serial Number |
|-------------------|-------|-------|---------------|
| Sound Level Meter | ACOEM | DUO   | 12062         |
| Calibrator        | B&K   | 4231  | 50541127      |

**Table 10. Times of daytime monitoring**

| Site        | Road            | Start Time       | End Time         |
|-------------|-----------------|------------------|------------------|
| <b>NM1*</b> | Wigmore Street  | 24/06/2025 11:46 | 24/06/2025 14:16 |
|             |                 | 24/06/2025 14:46 | 24/06/2025 15:16 |
| <b>NM2</b>  | Mount Street    | 25/06/2025 09:30 | 25/06/2025 12:30 |
| <b>NM3</b>  | Margaret Street | 25/06/2025 13:15 | 25/06/2025 16:15 |
| <b>NM4</b>  | Savile Row      | 26/06/2025 09:15 | 26/06/2025 12:15 |
| <b>NM5</b>  | Piccadilly      | 26/06/2025 12:45 | 26/06/2025 15:45 |

\*The final 30 minutes of the 3-hour measurement at Wigmore Street have been excluded and an additional 30-minute measurement has been undertaken at a different representative monitoring location on the same street to account for disruptions to sound monitoring.

**Table 11. Times of night-time monitoring**

| Site       | Road            | Start Time       | End Time         |
|------------|-----------------|------------------|------------------|
| <b>NM1</b> | Wigmore Street  | 03/07/2025 01:06 | 03/07/2025 02:06 |
| <b>NM2</b> | Mount Street    | 03/07/2025 02:40 | 03/07/2025 03:40 |
| <b>NM3</b> | Margaret Street | 03/07/2025 04:04 | 03/07/2025 05:04 |
| <b>NM4</b> | Savile Row      | 04/07/2025 00:53 | 04/07/2025 01:53 |
| <b>NM5</b> | Piccadilly      | 04/07/2025 02:16 | 04/07/2025 03:16 |

- 6.3 For the daytime measurements, the shortened measurement method from CRTN was used to estimate the  $LA_{10,18h}$  sound level based on a measured 3-hour period. This method is designed to provide a reliable approximation of road traffic noise exposure without requiring full 18-hour monitoring. Measurements are carried out over a single, representative 3-hour period during the daytime, typically between 10:00 and 17:00, when traffic flows are steady and representative of average daily conditions. The conversion to an 18-hour period from a 3-hour measurement requires taking away 1 dB from the  $LA_{10,3h}$  measurement as specified in CRTN. This correction is applied based on diurnal patterns based on the UK average. This correction may not be completely suitable for conversions on roads in London due to the atypical nature of roads in city centres in that road traffic volumes don't lower as much at night. However, for the purposes of determining a baseline level and with comparison to post opening surveys the correction can be considered suitable for assessment.
- 6.4 In some cases, daytime measurements commenced slightly before 10:00 to accommodate logistical constraints on the day of survey. Where this occurred, care was taken to ensure that the traffic conditions during the early part of the measurement period were consistent with the rest of the monitoring period, in line with the intent of the CRTN shortened method. This was done by taking traffic counts which are provided in Table 14 and Table 15. All measured data were subject to post-processing review to identify and exclude transient, non-traffic related noise events that were not representative of the typical sound environment. Such exclusions included clearly identifiable sources such as raised human voices occurring near the microphone, emergency service sirens, and other anomalous events. Only data reflecting steady state road traffic conditions were retained for use in calculating  $LA_{10,3h}$  values.
- 6.5 At all monitoring locations during the daytime measurements, continuous road traffic noise was identified as the predominant sound source influencing the acoustic environment. Additional intermittent contributions were observed from ancillary sources including human speech, delivery activities, and operations associated with nearby commercial premises. These secondary noise sources were generally transient and did not significantly affect the overall noise profile.

- 6.6 In addition to daytime monitoring, night-time sound measurements were conducted at the same locations to help quantify the acoustic environment during the night period. These measurements were undertaken over a continuous 1-hour duration at each site, capturing typical night-time sound levels and confirming the prevailing sound sources outside of daytime traffic hours.
- 6.7 Manual weather observations were conducted concurrently with the sound measurements at each location to ensure that environmental conditions were suitable for accurate sound monitoring. Throughout the survey period, weather conditions were generally favourable, with hourly wind speeds consistently well below 5 metres per second (m/s) and minimal to no rainfall recorded on most days. The only exception occurred during the final measurement session at NM5, when a brief period of light drizzle lasting approximately 10 minutes was observed. These conditions are considered acceptable within the guidelines for environmental noise measurements provided in BS 7445 'Description and Measurement of Environmental Noise. Part 1 – Guide to Quantities and Procedures' (BSI, 2003) and are not expected to have significantly influenced the measurement result.
- 6.8 The distances between the monitoring locations and the centreline of the nearest carriageway were noted in accordance with CRTN guidance. The following parameters were recorded at each measurement location:
- NM1, Wigmore Street – 7 m
  - NM2, Mount Street – 8 m
  - NM3, Margaret Street – 8 m
  - NM4, Saville Row – 5 m
  - NM5, Piccadilly – 10 m
- 6.9 Table 12 summarises the daytime weather conditions, measured  $L_{A10,3h}$  sound levels and derived  $L_{A10,18h}$  levels at all monitoring positions. Table 13 summarises the night-time weather conditions, and measured  $L_{Aeq,1h}$  sound levels.

**Table 12. Daytime Monitoring Results**

| Site | Date       | Day | Typical wind direction | Average wind speed m/s | Average temperature °C | Precipitation | Measured $L_{A10,3h}$ dB | Derived $L_{A10,18h}$ dB |
|------|------------|-----|------------------------|------------------------|------------------------|---------------|--------------------------|--------------------------|
| NM1* | 24/06/2025 | Tue | E                      | 0.6                    | 22                     | Dry           | 72                       | 71                       |
| NM2  | 25/06/2025 | Wed | SW                     | 0.6                    | 20                     | Dry           | 63                       | 62                       |
| NM3* | 25/06/2025 | Wed | NW                     | 0.5                    | 24                     | Dry           | 63                       | 62                       |
| NM4* | 26/06/2025 | Thu | E                      | 0.6                    | 20                     | Dry           | 67                       | 66                       |
| NM5  | 26/06/2025 | Thu | W                      | 0.5                    | 23                     | Drizzle       | 71                       | 70                       |

\* Monitor within 3 m of façade

**Table 13. Night-time Monitoring Results**

| Site | Date       | Day | Typical wind direction | Average wind speed m/s | Average temperature °C | Precipitation | Measured $L_{Aeq,1h}$ dB |
|------|------------|-----|------------------------|------------------------|------------------------|---------------|--------------------------|
| NM1* | 03/07/2025 | Thu | SW                     | 0.5                    | 15                     | Dry           | 65                       |
| NM2  | 03/07/2025 | Thu | W                      | 0.6                    | 14                     | Dry           | 56                       |
| NM3* | 03/07/2025 | Thu | W                      | 0.9                    | 13                     | Dry           | 56                       |
| NM4* | 04/07/2025 | Fri | S                      | 0.3                    | 17                     | Dry           | 61                       |

| Site | Date       | Day | Typical wind direction | Average wind speed m/s | Average temperature °C | Precipitation | Measured L <sub>Aeq,1h</sub> dB |
|------|------------|-----|------------------------|------------------------|------------------------|---------------|---------------------------------|
| NM5  | 04/07/2025 | Fri | W                      | 0.4                    | 16                     | Dry           | 68                              |

\* Monitor within 3 m of façade

6.10 Table 14 and Table 15 present the traffic counts recorded at each measurement location. The data include the number of Light Duty Vehicle (LDV) and Heavy Duty Vehicle (HDV) passing the monitoring location during a 10-minute interval for every hour of the measurement period.

**Table 14. Daytime Traffic Levels**

| Ref  | Location        | Date/time        | 1 <sup>st</sup> hour  | 2 <sup>nd</sup> hour  | 3 <sup>rd</sup> hour  |
|------|-----------------|------------------|-----------------------|-----------------------|-----------------------|
| NM1  | Wigmore Street  | 24/06/2025 11:46 | LDV - 102<br>HDV - 24 | LDV - 93<br>HDV - 12  | LDV - 98<br>HDV - 19  |
| NM2  | Mount Street    | 25/06/2025 09:30 | LDV - 72<br>HDV - 9   | LDV - 90<br>HDV - 12  | LDV - 76<br>HDV - 12  |
| NM3  | Margaret Street | 25/06/2025 13:15 | LDV - 60<br>HDV - 7   | LDV - 75<br>HDV - 5   | LDV - 52<br>HDV - 4   |
| NM4  | Savile Row      | 26/06/2025 09:15 | LDV - 52<br>HDV - 7   | LDV - 73<br>HDV - 8   | LDV - 67<br>HDV - 4   |
| NM5* | Piccadilly      | 26/06/2025 12:45 | LDV - 106<br>HDV - 16 | LDV - 128<br>HDV - 10 | LDV - 106<br>HDV - 12 |

\* The traffic count at this location was undertaken in the eastbound direction only.

**Table 15. Night-time Traffic Levels**

| Ref  | Location        | Date/time        | 1 <sup>st</sup> hour |
|------|-----------------|------------------|----------------------|
| NM1  | Wigmore Street  | 03/07/2025 01:06 | LDV - 61<br>HDV - 2  |
| NM2  | Mount Street    | 03/07/2025 02:40 | LDV - 30<br>HDV - 0  |
| NM3  | Margaret Street | 03/07/2025 04:04 | LDV - 8<br>HDV - 1   |
| NM4  | Savile Row      | 04/07/2025 12:55 | LDV - 51<br>HDV - 0  |
| NM5* | Piccadilly      | 04/07/2025 02:17 | LDV - 120<br>HDV - 4 |

\* The traffic count at this location was undertaken in the eastbound direction only.

6.11 The baseline sound surveys supports the initial observations regarding the sound environment of the study area. Wigmore Street and Piccadilly were both measured above 68 db L<sub>A10,18h</sub> supporting the fact that these roads are some of the dominant noise road traffic noise sources in the area. Observations taken during the surveys indicated that continuous road traffic noise was predominant sound source influencing the acoustic environment at all monitoring locations.

# 7. Air Quality Methodology

## Traffic Data

- 7.1 Forecast traffic flows and speeds within the study area were provided from TfL from their ONE model for the following scenarios:
- **2024/2025 Baseline** - Current situation;
  - **2026 Do Minimum (DM)** – Contains all committed schemes (see Appendix C), except for the Proposed Scheme; and
  - **2026 Do Something (DS)** – Contains all committed schemes, including the Proposed Scheme.
- 7.2 AECOM's Traffic Team have factored up the peak hour ONE model data using long term count data from available TfL automatic traffic count (ATC) sites to provide data in the formats required for the air quality and noise modelling. This process is summarised below:
- 7.3 Identification of morning (AM) and afternoon (PM) peak hourly flows for a neutral weekday at 8 ATC sites. Peak hour flows are based on survey day which represents a neutral weekday outside bank holidays.
- Data were cleaned to remove outliers and the days with zero volumes;
  - AM and PM peak hour flows/ speeds were calculated for an average neutral weekday (Tuesday to Thursday) for all the sites.
- 7.4 Calculation of Annual Average Weekday Traffic (AAWT) flows (18h / 6h) on weekdays calculated from ATC data:
- The data was cleaned to remove outliers and the days with zero volumes. Note that the days during bank holidays weeks were included in this analysis to represent the full year;
  - The 18h and 6h flows/ speeds were calculated for AAWT (Monday to Friday) for all sites.
- 7.5 Calculation of Annual Average Daily Traffic (AADT) flows (24h) on weekdays from ATC data:
- The data was cleaned to remove outliers and the days with zero volumes. Note that the days during bank holidays weeks were included in this analysis to represent the full year;
  - The 24h flows/ speeds were calculated for AADT (Monday to Sunday) for all sites.
- 7.6 Calculation of factors:
- The flow/ speed factors were calculated for AM + PM peaks to calculate AAWT/ AADT data for the individual 8 sites;
  - A combined factor including the data for all 8 sites was calculated.
- 7.7 ONE Model Link Matching:
- The respective links associated with the ATC sites were matched in GIS – 5 ATC sites matched the links in the study area. 3 ATC sites were on the fringe outside the study area.
- 7.8 ONE Model Flows/ Speeds Calculations:
- Site specific factors were applied on the matched links to calculate the AADT/ AAWT flows and speeds for all scenarios in the ONE model;
  - For all the other links, the combined factor was used;
  - The flow and speed outputs are divided in Light Duty Vehicles (LDV) and Heavy Duty Vehicles (HDV);
- 7.9 Calculation of bus flows:

- AM and PM bus data were provided separately in the ONE model. These were factored to AAWT and AADT flows based on bus timetables.

## Receptors

- 7.10 The concentration of road traffic emitted pollutants at the roadside or at sensitive receptors is influenced by a number of factors. These include background pollution levels and the amount of traffic emissions, which is dictated by traffic flow rates, composition and speed.
- 7.11 The air quality objective values for pollutants associated with road traffic were set by the Expert Panel of Air Quality Standards (and subsequently adopted as UK Air Quality Objectives) at a level below the lowest concentration at which the more sensitive members of society have been observed to be adversely affected by exposure to each pollutant. Therefore, all receptors that represent exposure of the public are of equal sensitivity as any member of the public could be present at those locations.
- 7.12 The air quality predictions have been completed for a selection of representative receptors close to the roadside on sensitive buildings within the Proposed Scheme extent and within the wider study area. The receptors have been selected from the current Address Base Ordnance Survey data in conjunction with a review of aerial photography and publicly available mapping. Each of the receptors chosen represents the maximum level of exposure that could be experienced at other receptors in their vicinity.
- 7.13 Details of the selected receptors are shown in Table 16 and locations presented in Figure 3 in Appendix A.
- 7.14 For air quality, receptors have been modelled at the lowest possible height of relevant exposure, e.g. 1.5m for ground floor level receptors.

**Table 16. Summary of Selected Receptors**

| ID  | X      | Y      | Receptor Name                    | Receptor Type | Modelled Height for AQ (m) |
|-----|--------|--------|----------------------------------|---------------|----------------------------|
| R1  | 528702 | 181483 | Harley Street                    | Residential   | 4.5                        |
| R2  | 528211 | 181251 | Wigmore Street                   | Residential   | 4.5                        |
| R3  | 528461 | 181094 | Oxford Street                    | Residential   | 4.5                        |
| R4  | 529149 | 180725 | Savile Row                       | Residential   | 4.5                        |
| R5  | 528821 | 181535 | Chandos Street                   | Residential   | 1.5                        |
| R6  | 528141 | 181300 | Portman Square                   | Residential   | 4.5                        |
| R7  | 528803 | 180677 | Bruton Street                    | Residential   | 4.5                        |
| R8  | 528536 | 180921 | Brook Street                     | Residential   | 1.5                        |
| R9  | 529192 | 180452 | Piccadilly                       | Residential   | 4.5                        |
| R10 | 528751 | 181327 | Cavendish Square Gardens         | Residential   | 4.5                        |
| R11 | 527981 | 180775 | Park Lane                        | Residential   | 10.5                       |
| R12 | 527843 | 181139 | Seymour Street                   | Residential   | 1.5                        |
| R13 | 528478 | 180744 | Grosvenor Square                 | Residential   | 1.5                        |
| R14 | 528204 | 181474 | George Street / Gloucester Place | Residential   | 1.5                        |
| R15 | 528437 | 181299 | Wigmore Street                   | Residential   | 4.5                        |
| R16 | 528375 | 181062 | Duke Street                      | Residential   | 4.5                        |
| R17 | 528784 | 181422 | Cavendish Square Gardens         | Residential   | 1.5                        |

| ID  | X      | Y      | Receptor Name            | Receptor Type | Modelled Height for AQ (m) |
|-----|--------|--------|--------------------------|---------------|----------------------------|
| R18 | 529437 | 180626 | Regent Street            | Residential   | 7.5                        |
| R19 | 528607 | 181476 | Wimpole Street           | Residential   | 1.5                        |
| R20 | 528131 | 180656 | Upper Grosvenor Street   | Residential   | 1.5                        |
| R21 | 527937 | 181105 | Bryanston Street         | Residential   | 1.5                        |
| R22 | 527688 | 180980 | Connaught Place          | Residential   | 1.5                        |
| R23 | 528050 | 181316 | Portman Square           | Residential   | 1.5                        |
| R24 | 528633 | 181392 | Wimpole Street           | Residential   | 1.5                        |
| R25 | 528317 | 181395 | Manchester Square        | Residential   | 1.5                        |
| R26 | 529034 | 181318 | Great Castle Street      | Residential   | 4.5                        |
| R27 | 529214 | 181117 | Great Marlborough Street | Residential   | 4.5                        |
| R28 | 528649 | 180665 | Mount Street             | Residential   | 4.5                        |
| R29 | 528416 | 181191 | James Street             | Residential   | 4.5                        |
| R30 | 529042 | 181194 | Regent Street            | Residential   | 4.5                        |
| R31 | 528679 | 181168 | Vere Street              | Residential   | 4.5                        |
| R32 | 528828 | 181174 | Oxford Street            | Residential   | 4.5                        |
| R33 | 528227 | 181371 | Manchester Square        | Residential   | 1.5                        |
| R34 | 528529 | 181230 | Stratford Place          | Residential   | 1.5                        |
| R35 | 528364 | 180875 | Grosvenor Square         | Residential   | 1.5                        |
| R36 | 528297 | 181340 | Duke Street              | Residential   | 4.5                        |
| R37 | 529060 | 180912 | Conduit Street           | Residential   | 4.5                        |
| R38 | 528809 | 180950 | New Bond Street          | Residential   | 4.5                        |
| R39 | 528597 | 180812 | Grosvenor Street         | Residential   | 4.5                        |
| R40 | 528378 | 180593 | Mount Street             | Residential   | 4.5                        |
| R41 | 528865 | 180197 | Piccadilly               | Residential   | 7.5                        |
| R42 | 527983 | 181410 | George Street            | Residential   | 4.5                        |
| R43 | 529063 | 181057 | Maddox Street            | Residential   | 4.5                        |
| R44 | 528184 | 180478 | Park Lane                | Residential   | 1.5                        |
| R45 | 528492 | 181334 | Wigmore Street           | Residential   | 4.5                        |
| R46 | 529016 | 181490 | Great Portland Street    | Residential   | 4.5                        |
| R47 | 528947 | 181438 | Regent Street            | Residential   | 4.5                        |
| R48 | 528195 | 180809 | Upper Brook Street       | Residential   | 1.5                        |
| R49 | 528968 | 180818 | Conduit Street           | Residential   | 4.5                        |
| R50 | 528166 | 181066 | Portman Mews South       | Residential   | 1.5                        |
| R51 | 528217 | 181046 | North Audley Street      | Residential   | 4.5                        |
| R52 | 528934 | 181335 | Margaret Street          | Residential   | 4.5                        |
| R53 | 528644 | 181361 | Wigmore Street           | Residential   | 4.5                        |
| R54 | 527785 | 181218 | Great Cumberland Place   | Residential   | 1.5                        |

| ID  | X      | Y      | Receptor Name                                    | Receptor Type                             | Modelled Height for AQ (m) |
|-----|--------|--------|--|---|----------------------------|
| R55 | 528368 | 181465 | Thayer Street                                    | Residential                               | 1.5                        |
| R56 | 528235 | 180986 | North Audley Street                              | Residential                               | 4.5                        |
| R57 | 528274 | 181481 | Spanish Place                                    | Residential                               | 1.5                        |
| R58 | 528399 | 181046 | Duke Street                                      | Residential                               | 4.5                        |
| R59 | 528547 | 181086 | South Molton Street                              | Residential<br>Residential<br>Residential | 4.5                        |
| R60 | 528650 | 180382 | Charles Street                                   | Residential                               | 1.5                        |
| R61 | 529031 | 180543 | Brown's Hotel, Albemarle Street                  | Hotel                                     | 4.5                        |
| R62 | 529264 | 180657 | Sackville Street                                 | Residential                               | 6.0                        |
| R63 | 528601 | 180268 | Chesterfield Street                              | Residential                               | 1.5                        |
| R64 | 529153 | 180867 | New Burlington Street                            | Residential                               | 1.5                        |
| R65 | 528528 | 181419 | Welbeck Street                                   | Residential                               | 1.5                        |
| R66 | 529122 | 181266 | Oxford Street                                    | Residential                               | 4.5                        |
| R67 | 528094 | 180938 | Park Street                                      | Residential                               | 1.5                        |
| R68 | 528424 | 180331 | South Audley Street                              | Residential                               | 1.5                        |
| R69 | 528350 | 180625 | South Audley Street                              | Residential                               | 4.5                        |
| R70 | 528745 | 181072 | New Bond Street                                  | Residential                               | 4.5                        |
| R71 | 528827 | 180888 | Grosvenor Street                                 | Residential                               | 4.5                        |
| R72 | 528623 | 180853 | Davies Street                                    | Residential                               | 4.5                        |
| R73 | 528496 | 181313 | Marylebone Lane                                  | Residential                               | 4.5                        |
| R74 | 528477 | 180495 | St Georges C of E Primary School, Hanover Square | Education                                 | 1.5                        |
| R75 | 528366 | 181368 | School Of Economic Science, Mandeville Place     | Education                                 | 1.5                        |
| R76 | 527973 | 180910 | Albemarle Independent College, Dunraven Street   | Education                                 | 1.5                        |
| R77 | 528731 | 180082 | London Park School Mayfair                       | Education                                 | 1.5                        |
| R78 | 528830 | 181500 | Anglia Ruskin University, Charterhouse Street    | Education                                 | 1.5                        |
| R79 | 528258 | 181055 | West London College, Oxford Street               | Education                                 | 1.5                        |
| R80 | 528715 | 181401 | Harley Street Private Hospital                   | Hospital                                  | 1.5                        |
| R81 | 528485 | 181331 | Cavita, Wigmore Street                           | Commercial                                | 1.5                        |
| R82 | 528381 | 181301 | Joe & The Juice, Wigmore Street                  | Commercial                                | 1.5                        |
| R83 | 528298 | 181277 | Zizzi restaurant, Wigmore Street                 | Commercial                                | 1.5                        |
| R84 | 527698 | 181098 | The Italian Greyhound, Seymour Street            | Commercial                                | 1.5                        |
| R85 | 528622 | 181123 | Angus Steakhouse Restaurant, Oxford Street       | Commercial                                | 1.5                        |

# Modelling Methodology

## Air Quality Dispersion Input Data and Model Conditions

- 7.15 This assessment has used the dispersion model software 'ADMS-Roads' (5.0.1.3) to quantify pollution levels at selected receptors due to road traffic emissions. ADMS-Roads is a modern dispersion model that has an extensive published track record of use in the UK for the assessment of local air quality impacts, including model validation and verification studies (Cambridge Environmental Research Consultants, 2013).
- 7.16 Details of general model conditions set up in ADMS-Roads are provided in Table 17. Some of these conditions are summarised in detail below.

**Table 17. General ADMS-Roads Model Conditions**

| Variables  | ADMS-Roads Model Input: Road Traffic Model  |
|--|---|
| Surface roughness at source                        | 1.5 m   |
| Surface roughness at meteorological site           | 1.5 m   |
| Minimum Monin-Obukhov length for stable conditions | 100 m   |
| Receptor location                                  | x, y coordinates determined by GIS, z = various.                                      |
| Emissions  | NO <sub>x</sub> , PM <sub>10</sub> , PM <sub>2.5</sub> .                              |
| Emission factors                                   | Emissions Factors Toolkit (EFT) Version 13.1, Central London                          |
| Meteorological data                                | 1 year (2024) hourly sequential data from London City Airport meteorological station. |
| Receptors  | Facades of selected receptors only  |
| Street Canyons                                     | Applied to a number of locations  |
| Model output                                       | Long-term (annual) mean NO <sub>x</sub> concentrations                                |
|  | Long-term (annual) mean PM <sub>10</sub> concentrations                               |
|  | Long-term (annual) mean PM <sub>2.5</sub> concentrations                              |

## Vehicle Emissions

- 7.17 The "Detailed Option 1" was selected in the Emissions Factors Toolkit (EFT) allowing for a detailed split of the vehicle classes which comprise the fleet. The fleet breakdown for LDV was determined based on the fleet composition provided within the EFT for Central London for 2024, split into Car, Taxi and Light Goods Vehicles (LGV) and applied to the traffic data supplied by the Traffic Team for each road links. The percentage Heavy Goods Vehicles (HGV) and bus and coaches were taken from the traffic data supplied by the Traffic Team.
- 7.18 Based on information provided by TfL on the Euro standards of the bus and taxi fleet, no adjustments were made to the Euro standards. Those defined within the EFT for Central London have been used for all vehicle classes.
- 7.19 The EFT was used to calculate annualised CO<sub>2</sub> emissions, and NO<sub>x</sub> and particulate emissions for each road link in the model, for 2021 and 2026.

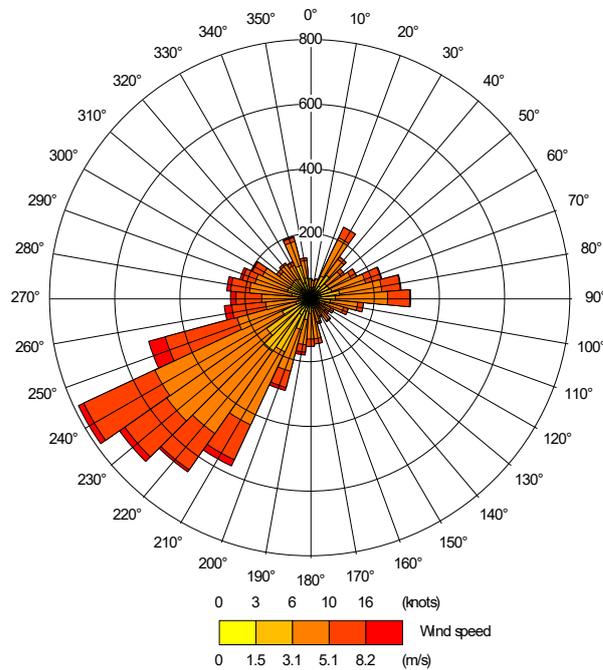
## Meteorological Data

- 7.20 One year (2024) of hourly sequential observation data from London City Airport meteorological station has been used in this assessment to correspond with the baseline year. The station is located approximately 12 km east of the Proposed Scheme and experiences meteorological

conditions that are representative of those experienced in inner London and within the air quality study area.

7.21 A wind rose for this site is presented in Figure 2.

**Figure 2. Wind Rose for London City Airport Meteorological Site in 2024**



## Street Canyons

7.22 In streets where there are tall buildings on each side, these can create a canyon-like environment influencing the way pollutants are dispersed within the street. Depending on the weather conditions, this can lead to higher concentrations as pollutants become trapped for longer. Within the study area, a number of streets were identified as being street canyons and these are represented within the ADMS-Roads model. These streets include sections of Oxford Street, Bruton Street, George Street, Wigmore Street, Wimpole Street, Portman Mews, Great Portland Street and Harley Street.

## Background Data

7.23 Background data for NO<sub>2</sub>, NO<sub>x</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> concentrations for 2024 and 2026 have been sourced from Defra's 2021-based background maps for receptors within the nearest 1 km x 1 km grid square. For grid squares containing Primary A roads, Trunk roads and Motorways, these have been removed from the background to avoid double counting of these emissions.

## NO<sub>2</sub> Hourly Mean Objective

7.24 Research projects completed on behalf of Defra and the Devolved Administrations by Laxen and Marner (Marner, 2003) and AEA Technology in 2008 (AEAT, 2008) concluded that the hourly average NO<sub>2</sub> AQS Objective is unlikely to be exceeded if annual average concentrations are predicted to be less than 60 µg/m<sup>3</sup>. Therefore, this assessment has evaluated the likelihood of exceeding the hourly average NO<sub>2</sub> objective by comparing predicted annual average NO<sub>2</sub> concentrations at all receptors to an annual average equivalent threshold of 60 µg/m<sup>3</sup>. Where predicted concentrations are below this value, it can be concluded that the hourly average NO<sub>2</sub> Objective is likely to be achieved.

## PM<sub>10</sub> 24-hour Mean Objective

- 7.25 Local Air Quality Management Technical Guidance (LAQM.TG(22)) (Defra, 2022b) provides a calculation method to estimate the number of exceedances of the 24-hour mean PM<sub>10</sub> objective given the annual mean concentration. This method has been used to assess the predicted effect of the Proposed Scheme with respect to the 24-hour mean PM<sub>10</sub> objective.

## Model Verification

- 7.26 Predicted results from an air quality dispersion model may differ from measured concentrations for several reasons, including uncertainties associated with traffic flows and emissions factors, meteorology and limitations inherent to the modelling software. In light of this, and in accordance with advice in LAQM.TG(22), for roads-based air quality assessments it is best-practice to perform a comparison of modelled results with local monitoring data to minimise these modelling uncertainties. This provides a verification factor, by which the output of the ADMS-Roads model is adjusted, to gain greater confidence in the results. The verification of the modelling output was carried out as prescribed in LAQM.TG(22). Details of the model verification are provided in Appendix D.

## Magnitude of Change Classification

- 7.27 With regard to road traffic emissions, the change in pollutant concentrations with respect to future baseline concentrations has been described at receptors that are representative of exposure to impacts on local air quality within the study area. The absolute magnitude of pollutant concentrations in the “with” and “without” Scheme scenario is also described and this is used to consider the risk of the air quality objective values being exceeded in each scenario.
- 7.28 For consideration of a change in annual mean concentration of a given magnitude, the Environmental Protection UK (EPUK) and Institute of Air Quality Management (IAQM) have published recommendations for describing the effects of such impacts at individual receptors as set out in Table 18 and Table 19 (EPUK & IAQM, 2017).

**Table 18. Effects Descriptors at Individual Receptors – Annual Mean NO<sub>2</sub> and PM<sub>10</sub>**

| Long Term Average Concentration at Receptor in Assessment Year (µg/m <sup>3</sup> ) | Change in Concentration Relative to Air Quality Assessment Level (AQAL) – NO <sub>2</sub> and PM <sub>10</sub> (µg/m <sup>3</sup> ) |              |             |             |             |
|---|---|--------------|-------------|-------------|-------------|
|   | <0.2  | 0.2 - <0.6   | 0.6 - <2.2  | 2.2 - <=4.0 | >4.0        |
|   | (Imperceptible)   | (Very Small) | (Small)     | (Medium)    | (Large)     |
| <30.2   | Negligible  | Negligible   | Negligible  | Slight      | Moderate    |
| 30.2 - <37.8  | Negligible  | Negligible   | Slight      | Moderate    | Moderate    |
| 37.8 - <41.0  | Negligible  | Slight       | Moderate    | Moderate    | Substantial |
| 41.0 - <43.8  | Negligible  | Moderate     | Moderate    | Substantial | Substantial |
| ≥43.8   | Negligible  | Moderate     | Substantial | Substantial | Substantial |

**Table 19. Effects Descriptors at Individual Receptors – Annual Mean PM<sub>2.5</sub>**

| Long Term Average Concentration At Receptor In Assessment Year (µg/m <sup>3</sup> ) | Change in concentration relative to Air Quality Assessment Level (AQAL) – PM <sub>2.5</sub> (µg/m <sup>3</sup> ) |              |             |             |             |
|---|--|--------------|-------------|-------------|-------------|
|   | <0.1   | 0.1 - <0.4   | 0.4 - <1.4  | 1.4 - <=2.5 | >2.5        |
|   | (Imperceptible)  | (Very Small) | (Small)     | (Medium)    | (Large)     |
| <18.9   | Negligible   | Negligible   | Negligible  | Slight      | Moderate    |
| 18.9 - <23.6  | Negligible   | Negligible   | Slight      | Moderate    | Moderate    |
| 23.6 - <25.6  | Negligible   | Slight       | Moderate    | Moderate    | Substantial |
| 25.6 - <27.4  | Negligible   | Moderate     | Moderate    | Substantial | Substantial |
| ≥27.4   | Negligible   | Moderate     | Substantial | Substantial | Substantial |

7.29 The IAQM/ EPUK guidance states that the descriptors are for individual receptors only and that overall significance is determined using professional judgement. It also states that it is unwise to ascribe too much accuracy to incremental changes or background concentrations, and this is especially important when total concentrations are close to the objective value. For a given year in the future, it is impossible to define the new total concentration without recognising the inherent uncertainty, which is why there is a category that has a range around the objective value, rather than being exactly equal to it.

## 8. Noise Methodology

### Traffic Data

- 8.1 The opening year traffic data is described in the Air Quality Traffic Data section and was also used for the road traffic noise assessments. Daytime  $L_{A10,18h}$  predictions used 18-hour (06:00 – 00:00) AAWT data. For night-time 6-hour (00:00 – 06:00) AAWT traffic data was used and divided by 6 to get 1-hour traffic data. This was then used to calculate  $L_{Aeq,1h}$  predictions.

### Receptors

- 8.2 The receptors outlined in Chapter 7 and listed in Table 16 have also been used in the road traffic noise assessment. Road traffic noise levels have been calculated at each noise sensitive floor of each receptor.
- 8.3 Receptors 74 to 80 are only noise sensitive in the daytime. Night-time road traffic noise levels have been provided for context.
- 8.4 Receptors 81 to 85 are not noise sensitive however results for daytime and night-time road traffic noise levels have been provided for context.

### Traffic Noise Prediction Methodology

- 8.5 Noise from a flow of road traffic is generated by both vehicles' engines and the interaction of tyres with the road surface. The traffic noise level at a receptor, such as an observer at the roadside or occupants of a building, is influenced by a number of factors including traffic flow, speed, composition (percentage heavy duty vehicles), gradient, type of road surface, distance from the road and the presence of any obstructions between the road and the receptor.
- 8.6 The index adopted by the Government in CRTN to assess traffic noise is  $L_{A10,18h}$ . This value reflects the noise level exceeded 10% of the time between 06:00 and 00:00. A reasonably good correlation has been shown to exist between this index and residents' perception of traffic noise over a wide range of exposures. A brief explanation of different noise metrics is provided in Appendix B.
- 8.7 CRTN provides the standard methodology for predicting the  $L_{A10,18h}$  road traffic noise level in the UK. Noise levels are predicted at a point 1 m measured horizontally externally from the façade of the building and therefore are 'façade' rather than 'free-field' levels. Façade levels include the reflection of noise from the building façade. CRTN applies a standard 'façade correction' of +2.5 dB to convert free-field levels (unaffected by façade reflections) to 'façade' levels (including façade reflections).
- 8.8 The CRTN methodology applies a 'low flow' correction between 18-hour vehicle flows of 1,000 and 4,000. The low flow correction procedure amplifies the impact of changes in traffic flows that are already low, in particular at receptors very close to the road. The 1,000 18-hour flow cut-off is the lower limit of the reliability of the CRTN prediction.
- 8.9 CRTN uses the percentage HDV of traffic in the calculation of  $L_{A10,18h}$ . Included in the percentage HDV are buses. CRTN assumes that all the buses used in the modelling have internal combustion engines and does not take into account that a large proportion of the TfL bus fleet are electric buses. Electric buses however at low speeds (<20 km/h) are not necessarily quieter than internal combustion engine buses due to acoustic vehicle alerting systems (AVAS) on the buses turning on at these low speeds. It is therefore likely that electric buses are only marginally quieter than internal combustion engine buses. The assumption in CRTN that all buses are internal combustion engines is likely to only marginally overpredict the road traffic noise contribution from buses.
- 8.10 To assess night-time noise typically the  $L_{A10,18h}$  road traffic noise level is converted to a  $L_{night}$  noise level using Equation 3 or 6 from the Transport Research Laboratory 'Method for

Converting the UK Road Traffic Noise Index  $L_{A10,18h}$  to the EU Noise Indices for Road Noise Mapping' (TRL ,2006) report. This method however assumes typical diurnal road traffic levels based on an average across the UK to determine  $L_{night}$ . This typical reduction in road traffic levels doesn't occur in densely populated cities such as London therefore the use of this method for this Proposed Scheme would underpredict the night-time road traffic noise levels. Therefore, in order to establish more realistic night-time road traffic noise levels the 6h AAWT traffic data has been averaged into a 1h traffic level and this has been used to determine an  $L_{A10,1h}$  traffic noise level following guidance from CRTN. In contrast to the daytime, night-time noise impacts are usually assessed in terms of  $L_{Aeq}$ , so the  $L_{A10,1h}$  traffic level has been converted into a  $L_{Aeq,1h}$  level using Method 1 from the TRL report.

- 8.11 Based on the provided information, noise models of the 'with' and 'without' Scheme situations have been developed using the SoundPLAN (v9.1) noise mapping software. SoundPLAN implements the standard UK CRTN road traffic noise prediction methodology. Further details of the traffic noise modelling assumptions are provided in Appendix E.
- 8.12 In accordance with DMRB LA 111 (Highways England, 2020), traffic noise levels have been calculated using CRTN with modifications according to DMRB LA 111, to determine the traffic noise change due to the Scheme for:
- a. Do Minimum Opening Year (DMOY 2026) compared against the Do Something Opening Year (DSOY 2026).

## Magnitude of Impact

- 8.13 The magnitude of impact criteria used in the assessment are provided in Table 20 which the short-term criteria (applicable to changes in the opening year) defined in DMRB LA111.

**Table 20. Road Traffic Noise Magnitude of Impact Criteria**

| Change in Traffic Noise Level $L_{A10,18h}$ dB | Magnitude of Impact |
|--|---------------------|
| 0  | No change           |
| 0.1-0.9  | Negligible          |
| 1.0-2.9  | Minor               |
| 3.0-4.9  | Moderate            |
| 5.0+   | Major               |

## 9. Predicted Impacts on Air Quality and Carbon

- 9.1 The following section presents the results of the air quality assessment at the selected representative receptors, providing the predicted pollutant concentrations with and without the Proposed Scheme in place and the differences due to the Scheme. The results of the network wide impacts on CO<sub>2</sub> are also presented.
- 9.2 Table 21 provides the modelled annual mean NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> concentrations for the 2024 baseline.
- 9.3 Table 22 provides the modelled annual mean NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> concentrations with and without the Proposed Scheme, and the difference between them for each of the selected receptor locations for the model year of 2026. Table 23 provides the results of the IAQM significance descriptors for all three pollutants at the selected receptor locations.
- 9.4 Figure 4 in Appendix A shows the annual mean NO<sub>2</sub> concentrations with the Proposed Scheme in place and Figure 5 shows the changes in annual mean NO<sub>2</sub> concentrations with and without the Proposed Scheme in 2026.
- 9.5 Table 24 shows the results of predicted CO<sub>2</sub> emissions in the study area.

**Table 21. Annual Mean Air Quality Results - Base (2024)**

| Receptor | NO <sub>2</sub> (µg/m <sup>3</sup> ) | PM <sub>10</sub> (µg/m <sup>3</sup> ) | PM <sub>2.5</sub> (µg/m <sup>3</sup> ) |
|----------|--------------------------------------|---------------------------------------|--|
| R1       | 31.2                                 | 20.7                                  | 11.2                                   |
| R2       | 30.9                                 | 20.4                                  | 11.0                                   |
| R3       | 31.0                                 | 20.2                                  | 10.9                                   |
| R4       | 33.7                                 | 19.8                                  | 10.7                                   |
| R5       | 29.8                                 | 19.8                                  | 10.7                                   |
| R6       | 32.4                                 | 21.0                                  | 11.3                                   |
| R7       | 31.7                                 | 20.3                                  | 10.9                                   |
| R8       | 34.0                                 | 22.7                                  | 12.1                                   |
| R9       | <b>45.1</b>                          | 21.5                                  | 11.6                                   |
| R10      | 30.1                                 | 19.8                                  | 10.7                                   |
| R11      | 26.4                                 | 19.4                                  | 10.3                                   |
| R12      | 28.4                                 | 20.7                                  | 10.9                                   |
| R13      | 30.2                                 | 20.0                                  | 10.7                                   |
| R14      | 31.1                                 | 20.6                                  | 11.1                                   |
| R15      | 31.0                                 | 19.7                                  | 10.7                                   |
| R16      | 30.5                                 | 20.0                                  | 10.8                                   |
| R17      | 31.4                                 | 20.8                                  | 11.2                                   |
| R18      | 34.7                                 | 19.2                                  | 10.4                                   |
| R19      | 30.9                                 | 20.3                                  | 11.0                                   |
| R20      | 30.7                                 | 20.3                                  | 10.9                                   |
| R21      | 27.8                                 | 20.2                                  | 10.6                                   |
| R22      | 29.5                                 | 21.7                                  | 11.5                                   |

| Receptor | NO <sub>2</sub> (µg/m <sup>3</sup> ) | PM <sub>10</sub> (µg/m <sup>3</sup> ) | PM <sub>2.5</sub> (µg/m <sup>3</sup> ) |
|----------|--------------------------------------|---------------------------------------|--|
| R23      | 30.2                                 | 19.9                                  | 10.8                                   |
| R24      | 29.9                                 | 19.8                                  | 10.7                                   |
| R25      | 30.8                                 | 20.3                                  | 11.0                                   |
| R26      | 33.5                                 | 19.9                                  | 10.7                                   |
| R27      | 32.4                                 | 19.5                                  | 10.5                                   |
| R28      | 30.6                                 | 19.6                                  | 10.5                                   |
| R29      | 30.8                                 | 19.9                                  | 10.8                                   |
| R30      | 38.4                                 | 20.7                                  | 11.1                                   |
| R31      | 31.1                                 | 20.1                                  | 10.9                                   |
| R32      | 34.0                                 | 21.5                                  | 11.6                                   |
| R33      | 30.8                                 | 20.3                                  | 11.0                                   |
| R34      | 29.9                                 | 19.7                                  | 10.7                                   |
| R35      | 31.0                                 | 20.4                                  | 10.9                                   |
| R36      | 30.4                                 | 20.0                                  | 10.8                                   |
| R37      | 34.8                                 | 20.4                                  | 11.0                                   |
| R38      | 28.5                                 | 18.8                                  | 10.1                                   |
| R39      | 28.2                                 | 18.7                                  | 10.1                                   |
| R40      | 29.6                                 | 19.6                                  | 10.5                                   |
| R41      | <b>40.7</b>                          | 21.3                                  | 11.4                                   |
| R42      | 26.4                                 | 19.4                                  | 10.2                                   |
| R43      | 33.8                                 | 20.2                                  | 10.8                                   |
| R44      | 38.2                                 | 25.3                                  | 13.5                                   |
| R45      | 30.0                                 | 19.5                                  | 10.6                                   |
| R46      | 35.4                                 | 21.8                                  | 11.6                                   |
| R47      | 30.2                                 | 19.9                                  | 10.8                                   |
| R48      | 30.6                                 | 20.3                                  | 10.9                                   |
| R49      | 31.2                                 | 20.2                                  | 10.8                                   |
| R50      | 35.5                                 | 22.3                                  | 12.0                                   |
| R51      | 34.6                                 | 22.0                                  | 11.9                                   |
| R52      | 30.0                                 | 19.7                                  | 10.7                                   |
| R53      | 29.8                                 | 19.7                                  | 10.7                                   |
| R54      | 28.5                                 | 20.7                                  | 10.9                                   |
| R55      | 30.0                                 | 19.8                                  | 10.7                                   |
| R56      | 29.8                                 | 19.7                                  | 10.6                                   |
| R57      | 30.3                                 | 20.1                                  | 10.8                                   |
| R58      | 30.5                                 | 20.0                                  | 10.8                                   |
| R59      | 29.5                                 | 19.4                                  | 10.5                                   |
| R60      | 30.1                                 | 19.7                                  | 10.6                                   |
| R61      | 33.6                                 | 19.4                                  | 10.5                                   |

| Receptor | NO <sub>2</sub> (µg/m <sup>3</sup> ) | PM <sub>10</sub> (µg/m <sup>3</sup> ) | PM <sub>2.5</sub> (µg/m <sup>3</sup> ) |
|----------|--------------------------------------|---------------------------------------|--|
| R62      | 32.8                                 | 18.9                                  | 10.2                                   |
| R63      | 29.7                                 | 19.5                                  | 10.4                                   |
| R64      | 33.8                                 | 19.8                                  | 10.7                                   |
| R65      | 30.8                                 | 20.3                                  | 11.0                                   |
| R66      | 33.7                                 | 19.9                                  | 10.7                                   |
| R67      | 30.9                                 | 20.5                                  | 11.0                                   |
| R68      | 30.4                                 | 20.0                                  | 10.7                                   |
| R69      | 30.1                                 | 19.8                                  | 10.6                                   |
| R70      | 30.4                                 | 19.7                                  | 10.7                                   |
| R71      | 28.2                                 | 18.6                                  | 10.0                                   |
| R72      | 29.0                                 | 19.2                                  | 10.3                                   |
| R73      | 30.1                                 | 19.6                                  | 10.6                                   |
| R74      | 28.9                                 | 19.1                                  | 10.3                                   |
| R75      | 30.9                                 | 19.9                                  | 10.8                                   |
| R76      | 27.8                                 | 20.4                                  | 10.8                                   |
| R77      | <b>49.1</b>                          | 23.7                                  | 12.7                                   |
| R78      | 30.3                                 | 20.1                                  | 10.9                                   |
| R79      | 33.4                                 | 21.3                                  | 11.5                                   |
| R80      | 30.0                                 | 19.9                                  | 10.8                                   |
| R81      | 30.7                                 | 19.7                                  | 10.7                                   |
| R82      | 32.0                                 | 20.4                                  | 11.0                                   |
| R83      | 31.5                                 | 20.8                                  | 11.2                                   |
| R84      | 28.2                                 | 20.6                                  | 10.8                                   |
| R85      | 30.2                                 | 19.7                                  | 10.7                                   |

Exceedances of the NO<sub>2</sub> annual mean objective of 40 µg/m<sup>3</sup> are shown in **bold**

9.6 For NO<sub>2</sub> there were 3 exceedances of the annual mean objective value of 40 µg/m<sup>3</sup> at receptors R9 (Piccadilly), R41 (Piccadilly), and R77 (London Park School Mayfair) in the 2024 Baseline. PM<sub>10</sub> and PM<sub>2.5</sub> concentrations were predicted to meet the relevant objective values of 40 µg/m<sup>3</sup> and 20 µg/m<sup>3</sup> in 2024, but levels were close to or above the 2028 interim target of 12 µg/m<sup>3</sup> for PM<sub>2.5</sub> and were exceeded the Mayor of London's PM<sub>2.5</sub> target of 10 µg/m<sup>3</sup> at all receptors.

**Table 22. Annual Mean Air Quality Results With and Without Scheme (2026)**

| Receptor | NO <sub>2</sub> (µg/m <sup>3</sup> ) |             |        | PM <sub>10</sub> (µg/m <sup>3</sup> ) |             |        | PM <sub>2.5</sub> (µg/m <sup>3</sup> ) |             |        |
|----------|--------------------------------------|-------------|--------|---------------------------------------|-------------|--------|--|-------------|--------|
|          | Without Scheme                       | With Scheme | Change | Without Scheme                        | With Scheme | Change | Without Scheme                         | With Scheme | Change |
| R1       | 28.3                                 | 28.7        | 0.4    | 20.0                                  | 20.4        | 0.3    | 10.7                                   | 10.9        | 0.2    |
| R2       | 28.5                                 | 29.3        | 0.8    | 20.1                                  | 20.3        | 0.2    | 10.8                                   | 10.9        | <0.1   |
| R3       | 28.7                                 | 27.1        | -1.6   | 20.0                                  | 18.9        | -1.0   | 10.7                                   | 10.2        | -0.5   |
| R4       | 31.2                                 | 31.3        | 0.2    | 19.5                                  | 19.6        | <0.1   | 10.4                                   | 10.5        | <0.1   |
| R5       | 27.7                                 | 27.8        | <0.1   | 19.6                                  | 19.6        | <0.1   | 10.5                                   | 10.5        | <0.1   |

| Receptor | NO <sub>2</sub> (µg/m <sup>3</sup> ) |             |        | PM <sub>10</sub> (µg/m <sup>3</sup> ) |             |        | PM <sub>2.5</sub> (µg/m <sup>3</sup> ) |             |        |
|----------|--------------------------------------|-------------|--------|---------------------------------------|-------------|--------|--|-------------|--------|
|          | Without Scheme                       | With Scheme | Change | Without Scheme                        | With Scheme | Change | Without Scheme                         | With Scheme | Change |
| R6       | 29.1                                 | 29.5        | 0.4    | 20.3                                  | 20.4        | <0.1   | 10.9                                   | 10.9        | <0.1   |
| R7       | 28.5                                 | 28.8        | 0.2    | 19.9                                  | 20.0        | 0.2    | 10.6                                   | 10.7        | <0.1   |
| R8       | 30.8                                 | 31.4        | 0.6    | 22.4                                  | 22.9        | 0.5    | 11.9                                   | 12.1        | 0.2    |
| R9       | <b>41.4</b>                          | <b>41.9</b> | 0.4    | 21.4                                  | 21.6        | <0.1   | 11.5                                   | 11.5        | <0.1   |
| R10      | 27.7                                 | 27.7        | <0.1   | 19.4                                  | 19.3        | <-0.1  | 10.4                                   | 10.4        | <0.1   |
| R11      | 24.2                                 | 24.4        | 0.2    | 19.2                                  | 19.3        | <0.1   | 10.1                                   | 10.2        | <0.1   |
| R12      | 26.1                                 | 26.5        | 0.4    | 20.6                                  | 20.9        | 0.3    | 10.8                                   | 10.9        | <0.1   |
| R13      | 27.7                                 | 27.3        | -0.3   | 19.7                                  | 19.5        | -0.2   | 10.5                                   | 10.4        | <-0.1  |
| R14      | 28.7                                 | 29.0        | 0.3    | 20.3                                  | 20.5        | 0.2    | 10.9                                   | 11.0        | <0.1   |
| R15      | 28.3                                 | 28.3        | <0.1   | 20.0                                  | 19.9        | <0.1   | 10.7                                   | 10.7        | <0.1   |
| R16      | 28.3                                 | 27.8        | -0.5   | 19.7                                  | 19.4        | -0.3   | 10.6                                   | 10.4        | -0.2   |
| R17      | 29.1                                 | 28.4        | -0.7   | 20.6                                  | 20.0        | -0.6   | 11.0                                   | 10.7        | -0.3   |
| R18      | 32.4                                 | 32.5        | <0.1   | 19.1                                  | 19.1        | <0.1   | 10.2                                   | 10.2        | <0.1   |
| R19      | 27.8                                 | 27.7        | <-0.1  | 19.6                                  | 19.5        | <-0.1  | 10.5                                   | 10.5        | <0.1   |
| R20      | 28.3                                 | 28.5        | <0.1   | 20.2                                  | 20.3        | 0.2    | 10.7                                   | 10.8        | <0.1   |
| R21      | 25.6                                 | 25.4        | -0.2   | 20.0                                  | 19.8        | -0.2   | 10.5                                   | 10.4        | <-0.1  |
| R22      | 26.9                                 | 27.2        | 0.3    | 21.5                                  | 21.8        | 0.2    | 11.3                                   | 11.5        | <0.1   |
| R23      | 27.6                                 | 27.7        | <0.1   | 19.4                                  | 19.4        | <0.1   | 10.4                                   | 10.4        | <0.1   |
| R24      | 28.3                                 | 27.9        | -0.4   | 20.0                                  | 19.7        | -0.3   | 10.7                                   | 10.6        | -0.2   |
| R25      | 28.4                                 | 28.5        | <0.1   | 20.1                                  | 20.1        | <0.1   | 10.8                                   | 10.8        | <0.1   |
| R26      | 30.9                                 | 31.1        | 0.2    | 19.7                                  | 19.6        | <-0.1  | 10.5                                   | 10.4        | <0.1   |
| R27      | 30.3                                 | 30.5        | <0.1   | 19.3                                  | 19.4        | <0.1   | 10.3                                   | 10.4        | <0.1   |
| R28      | 27.6                                 | 27.5        | <-0.1  | 19.3                                  | 19.3        | <0.1   | 10.3                                   | 10.3        | <0.1   |
| R29      | 28.1                                 | 27.5        | -0.6   | 19.7                                  | 19.2        | -0.4   | 10.6                                   | 10.3        | -0.2   |
| R30      | 32.7                                 | 32.1        | -0.6   | 20.3                                  | 20.2        | <-0.1  | 10.8                                   | 10.8        | <-0.1  |
| R31      | 28.6                                 | 27.8        | -0.8   | 19.9                                  | 19.5        | -0.4   | 10.7                                   | 10.5        | -0.2   |
| R32      | 30.7                                 | 27.2        | -3.5   | 20.9                                  | 19.0        | -1.9   | 11.2                                   | 10.2        | -1.0   |
| R33      | 28.0                                 | 28.3        | 0.2    | 19.7                                  | 19.8        | <0.1   | 10.6                                   | 10.6        | <0.1   |
| R34      | 27.7                                 | 27.8        | <0.1   | 19.4                                  | 19.5        | <0.1   | 10.4                                   | 10.4        | <0.1   |
| R35      | 28.3                                 | 27.8        | -0.5   | 20.2                                  | 19.8        | -0.4   | 10.7                                   | 10.5        | -0.2   |
| R36      | 27.9                                 | 28.1        | 0.2    | 19.7                                  | 19.7        | <0.1   | 10.5                                   | 10.6        | <0.1   |
| R37      | 32.4                                 | 32.6        | 0.3    | 20.2                                  | 20.4        | 0.2    | 10.8                                   | 10.9        | <0.1   |
| R38      | 26.5                                 | 26.4        | <-0.1  | 18.6                                  | 18.6        | <0.1   | 9.9                                    | 9.9         | <0.1   |
| R39      | 26.3                                 | 26.4        | <0.1   | 18.7                                  | 18.8        | <0.1   | 9.9                                    | 10.0        | <0.1   |
| R40      | 27.2                                 | 27.2        | <0.1   | 19.3                                  | 19.4        | <0.1   | 10.3                                   | 10.3        | <0.1   |
| R41      | 36.2                                 | 36.4        | 0.2    | 21.1                                  | 21.3        | <0.1   | 11.2                                   | 11.3        | <0.1   |
| R42      | 24.8                                 | 24.9        | 0.2    | 19.5                                  | 19.6        | <0.1   | 10.2                                   | 10.2        | <0.1   |
| R43      | 31.4                                 | 31.4        | <0.1   | 19.9                                  | 20.0        | <0.1   | 10.6                                   | 10.6        | <0.1   |

| Receptor | NO <sub>2</sub> (µg/m <sup>3</sup> ) |             |        | PM <sub>10</sub> (µg/m <sup>3</sup> ) |             |        | PM <sub>2.5</sub> (µg/m <sup>3</sup> ) |             |        |
|----------|--------------------------------------|-------------|--------|---------------------------------------|-------------|--------|--|-------------|--------|
|          | Without Scheme                       | With Scheme | Change | Without Scheme                        | With Scheme | Change | Without Scheme                         | With Scheme | Change |
| R44      | 34.2                                 | 34.6        | 0.4    | 24.6                                  | 25.0        | 0.4    | 13.0                                   | 13.2        | 0.2    |
| R45      | 28.1                                 | 28.3        | 0.2    | 19.9                                  | 19.9        | <0.1   | 10.7                                   | 10.7        | <0.1   |
| R46      | 34.6                                 | 35.0        | 0.4    | 23.1                                  | 23.4        | 0.3    | 12.2                                   | 12.4        | 0.2    |
| R47      | 28.2                                 | 28.6        | 0.4    | 19.8                                  | 19.9        | 0.2    | 10.6                                   | 10.7        | <0.1   |
| R48      | 28.2                                 | 30.3        | 2.1    | 20.1                                  | 21.3        | 1.2    | 10.7                                   | 11.3        | 0.6    |
| R49      | 28.3                                 | 28.6        | 0.3    | 19.9                                  | 20.1        | 0.2    | 10.6                                   | 10.7        | <0.1   |
| R50      | 32.3                                 | 31.3        | -1.0   | 21.8                                  | 20.8        | -1.0   | 11.7                                   | 11.2        | -0.5   |
| R51      | 31.0                                 | 29.0        | -2.1   | 21.3                                  | 19.9        | -1.3   | 11.4                                   | 10.7        | -0.7   |
| R52      | 27.4                                 | 28.0        | 0.6    | 19.2                                  | 19.4        | 0.3    | 10.3                                   | 10.4        | <0.1   |
| R53      | 31.4                                 | 29.7        | -1.7   | 22.5                                  | 21.1        | -1.4   | 12.0                                   | 11.3        | -0.7   |
| R54      | 25.7                                 | 26.0        | 0.2    | 20.2                                  | 20.4        | 0.2    | 10.6                                   | 10.6        | <0.1   |
| R55      | 27.9                                 | 28.0        | 0.2    | 19.7                                  | 19.8        | <0.1   | 10.6                                   | 10.6        | <0.1   |
| R56      | 27.2                                 | 27.0        | -0.2   | 19.3                                  | 19.1        | -0.2   | 10.3                                   | 10.2        | <-0.1  |
| R57      | 28.5                                 | 28.6        | <0.1   | 20.2                                  | 20.2        | <0.1   | 10.8                                   | 10.8        | <0.1   |
| R58      | 28.4                                 | 28.1        | -0.3   | 19.8                                  | 19.6        | -0.2   | 10.6                                   | 10.5        | <-0.1  |
| R59      | 27.4                                 | 26.9        | -0.5   | 19.1                                  | 18.9        | -0.3   | 10.3                                   | 10.1        | <-0.1  |
| R60      | 27.4                                 | 27.4        | <0.1   | 19.3                                  | 19.3        | <0.1   | 10.3                                   | 10.3        | <0.1   |
| R61      | 31.2                                 | 31.3        | <0.1   | 19.1                                  | 19.2        | <0.1   | 10.2                                   | 10.3        | <0.1   |
| R62      | 30.7                                 | 30.7        | <0.1   | 18.7                                  | 18.7        | <0.1   | 10.0                                   | 10.1        | <0.1   |
| R63      | 28.0                                 | 28.1        | 0.2    | 19.7                                  | 19.8        | <0.1   | 10.5                                   | 10.6        | <0.1   |
| R64      | 31.5                                 | 31.6        | <0.1   | 19.6                                  | 19.7        | <0.1   | 10.5                                   | 10.5        | <0.1   |
| R65      | 28.1                                 | 28.4        | 0.3    | 19.9                                  | 20.0        | 0.2    | 10.7                                   | 10.7        | <0.1   |
| R66      | 31.0                                 | 30.8        | -0.3   | 19.6                                  | 19.5        | <-0.1  | 10.5                                   | 10.4        | <-0.1  |
| R67      | 28.6                                 | 27.6        | -1.1   | 20.3                                  | 19.6        | -0.7   | 10.8                                   | 10.4        | -0.4   |
| R68      | 28.3                                 | 28.2        | <-0.1  | 20.0                                  | 19.9        | <0.1   | 10.6                                   | 10.6        | <0.1   |
| R69      | 27.7                                 | 27.3        | -0.4   | 19.6                                  | 19.4        | -0.2   | 10.4                                   | 10.3        | <-0.1  |
| R70      | 27.8                                 | 28.8        | 1.0    | 19.5                                  | 19.5        | <0.1   | 10.5                                   | 10.5        | <0.1   |
| R71      | 26.5                                 | 26.6        | <0.1   | 18.7                                  | 18.8        | <0.1   | 10.0                                   | 10.0        | <0.1   |
| R72      | 26.9                                 | 27.4        | 0.4    | 19.1                                  | 19.4        | 0.3    | 10.2                                   | 10.3        | 0.2    |
| R73      | 28.1                                 | 28.4        | 0.3    | 19.8                                  | 19.9        | <0.1   | 10.6                                   | 10.7        | <0.1   |
| R74      | 26.8                                 | 26.8        | <0.1   | 19.0                                  | 19.0        | <0.1   | 10.1                                   | 10.1        | <0.1   |
| R75      | 27.9                                 | 27.9        | <0.1   | 19.6                                  | 19.6        | <0.1   | 10.5                                   | 10.5        | <0.1   |
| R76      | 25.3                                 | 25.7        | 0.4    | 20.1                                  | 20.3        | 0.3    | 10.6                                   | 10.7        | <0.1   |
| R77      | <b>42.6</b>                          | <b>43.1</b> | 0.5    | 23.2                                  | 23.4        | 0.3    | 12.3                                   | 12.4        | <0.1   |
| R78      | 28.2                                 | 28.3        | 0.2    | 19.8                                  | 19.9        | <0.1   | 10.6                                   | 10.7        | <0.1   |
| R79      | 30.2                                 | 27.9        | -2.4   | 20.7                                  | 19.3        | -1.4   | 11.1                                   | 10.4        | -0.7   |
| R80      | 31.1                                 | 29.6        | -1.5   | 22.3                                  | 20.9        | -1.3   | 11.9                                   | 11.2        | -0.7   |
| R81      | 29.0                                 | 29.4        | 0.4    | 20.6                                  | 20.8        | 0.2    | 11.0                                   | 11.1        | <0.1   |

| Receptor | NO <sub>2</sub> (µg/m <sup>3</sup> ) |             |        | PM <sub>10</sub> (µg/m <sup>3</sup> ) |             |        | PM <sub>2.5</sub> (µg/m <sup>3</sup> ) |             |        |
|----------|--------------------------------------|-------------|--------|---------------------------------------|-------------|--------|--|-------------|--------|
|          | Without Scheme                       | With Scheme | Change | Without Scheme                        | With Scheme | Change | Without Scheme                         | With Scheme | Change |
| R82      | 29.4                                 | 29.8        | 0.4    | 20.8                                  | 21.1        | 0.2    | 11.1                                   | 11.3        | <0.1   |
| R83      | 29.0                                 | 29.7        | 0.7    | 20.6                                  | 20.9        | 0.3    | 11.0                                   | 11.2        | 0.2    |
| R84      | 26.2                                 | 26.3        | 0.2    | 20.6                                  | 20.7        | <0.1   | 10.8                                   | 10.8        | <0.1   |
| R85      | 27.9                                 | 27.0        | -0.9   | 19.4                                  | 18.9        | -0.5   | 10.4                                   | 10.2        | -0.2   |

Exceedances of the NO<sub>2</sub> annual mean objective of 40 µg/m<sup>3</sup> are shown in **bold**

**Table 23. Air Quality Significance Effects Individual Location Descriptions, Impacts with Scheme, Annual Mean (2026)**

| Receptor | Effect Descriptors |                  |                   |
|----------|--------------------|------------------|-------------------|
|          | NO <sub>2</sub>    | PM <sub>10</sub> | PM <sub>2.5</sub> |
| R1       | Negligible         | Negligible       | Negligible        |
| R2       | Negligible         | Negligible       | Negligible        |
| R3       | Negligible         | Negligible       | Negligible        |
| R4       | Negligible         | Negligible       | Negligible        |
| R5       | Negligible         | Negligible       | Negligible        |
| R6       | Negligible         | Negligible       | Negligible        |
| R7       | Negligible         | Negligible       | Negligible        |
| R8       | Slight Adverse     | Negligible       | Negligible        |
| R9       | Moderate Adverse   | Negligible       | Negligible        |
| R10      | Negligible         | Negligible       | Negligible        |
| R11      | Negligible         | Negligible       | Negligible        |
| R12      | Negligible         | Negligible       | Negligible        |
| R13      | Negligible         | Negligible       | Negligible        |
| R14      | Negligible         | Negligible       | Negligible        |
| R15      | Negligible         | Negligible       | Negligible        |
| R16      | Negligible         | Negligible       | Negligible        |
| R17      | Negligible         | Negligible       | Negligible        |
| R18      | Negligible         | Negligible       | Negligible        |
| R19      | Negligible         | Negligible       | Negligible        |
| R20      | Negligible         | Negligible       | Negligible        |
| R21      | Negligible         | Negligible       | Negligible        |
| R22      | Negligible         | Negligible       | Negligible        |
| R23      | Negligible         | Negligible       | Negligible        |
| R24      | Negligible         | Negligible       | Negligible        |
| R25      | Negligible         | Negligible       | Negligible        |
| R26      | Negligible         | Negligible       | Negligible        |
| R27      | Negligible         | Negligible       | Negligible        |
| R28      | Negligible         | Negligible       | Negligible        |

| Receptor | Effect Descriptors  |                  |                   |
|----------|---------------------|------------------|-------------------|
|          | NO <sub>2</sub>     | PM <sub>10</sub> | PM <sub>2.5</sub> |
| R29      | Negligible          | Negligible       | Negligible        |
| R30      | Negligible          | Negligible       | Negligible        |
| R31      | Negligible          | Negligible       | Negligible        |
| R32      | Moderate Beneficial | Negligible       | Negligible        |
| R33      | Negligible          | Negligible       | Negligible        |
| R34      | Negligible          | Negligible       | Negligible        |
| R35      | Negligible          | Negligible       | Negligible        |
| R36      | Negligible          | Negligible       | Negligible        |
| R37      | Negligible          | Negligible       | Negligible        |
| R38      | Negligible          | Negligible       | Negligible        |
| R39      | Negligible          | Negligible       | Negligible        |
| R40      | Negligible          | Negligible       | Negligible        |
| R41      | Negligible          | Negligible       | Negligible        |
| R42      | Negligible          | Negligible       | Negligible        |
| R43      | Negligible          | Negligible       | Negligible        |
| R44      | Negligible          | Negligible       | Negligible        |
| R45      | Negligible          | Negligible       | Negligible        |
| R46      | Negligible          | Negligible       | Negligible        |
| R47      | Negligible          | Negligible       | Negligible        |
| R48      | Slight Adverse      | Negligible       | Negligible        |
| R49      | Negligible          | Negligible       | Negligible        |
| R50      | Slight Beneficial   | Negligible       | Negligible        |
| R51      | Slight Beneficial   | Negligible       | Negligible        |
| R52      | Negligible          | Negligible       | Negligible        |
| R53      | Slight Beneficial   | Negligible       | Negligible        |
| R54      | Negligible          | Negligible       | Negligible        |
| R55      | Negligible          | Negligible       | Negligible        |
| R56      | Negligible          | Negligible       | Negligible        |
| R57      | Negligible          | Negligible       | Negligible        |
| R58      | Negligible          | Negligible       | Negligible        |
| R59      | Negligible          | Negligible       | Negligible        |
| R60      | Negligible          | Negligible       | Negligible        |
| R61      | Negligible          | Negligible       | Negligible        |
| R62      | Negligible          | Negligible       | Negligible        |
| R63      | Negligible          | Negligible       | Negligible        |
| R64      | Negligible          | Negligible       | Negligible        |
| R65      | Negligible          | Negligible       | Negligible        |
| R66      | Negligible          | Negligible       | Negligible        |

| Receptor | Effect Descriptors  |                  |                   |
|----------|---------------------|------------------|-------------------|
|          | NO <sub>2</sub>     | PM <sub>10</sub> | PM <sub>2.5</sub> |
| R67      | Negligible          | Negligible       | Negligible        |
| R68      | Negligible          | Negligible       | Negligible        |
| R69      | Negligible          | Negligible       | Negligible        |
| R70      | Negligible          | Negligible       | Negligible        |
| R71      | Negligible          | Negligible       | Negligible        |
| R72      | Negligible          | Negligible       | Negligible        |
| R73      | Negligible          | Negligible       | Negligible        |
| R74      | Negligible          | Negligible       | Negligible        |
| R75      | Negligible          | Negligible       | Negligible        |
| R76      | Negligible          | Negligible       | Negligible        |
| R77      | Moderate Adverse    | Negligible       | Negligible        |
| R78      | Negligible          | Negligible       | Negligible        |
| R79      | Moderate Beneficial | Negligible       | Negligible        |
| R80      | Slight Beneficial   | Negligible       | Negligible        |
| R81      | Negligible          | Negligible       | Negligible        |
| R82      | Negligible          | Negligible       | Negligible        |
| R83      | Negligible          | Negligible       | Negligible        |
| R84      | Negligible          | Negligible       | Negligible        |
| R85      | Negligible          | Negligible       | Negligible        |

- 9.7 The annual mean NO<sub>2</sub> objective value of 40 µg/m<sup>3</sup> was exceeded at two of the selected sensitive receptor locations on Piccadilly with or without the Proposed Scheme in 2026. The highest annual mean concentration of 43.1 µg/m<sup>3</sup> was predicted at R77 (London Park School Mayfair) with the Proposed Scheme. Concentrations were predicted to experience a very small increase of 0.5 µg/m<sup>3</sup> at this location due to slight increases in flows on some sections of Piccadilly.
- 9.8 The greatest predicted increase in annual mean NO<sub>2</sub> concentration was 2.1 µg/m<sup>3</sup> at R48 (Upper Brook Street) where concentrations were predicted to increase from 28.2 µg/m<sup>3</sup> to 30.3 µg/m<sup>3</sup> due to a large predicted increase in traffic flow on this with the Proposed Scheme. This is due the diversion of traffic around this area, and ability of vehicles to travel northbound from Upper Brook Street onto North Audley Street with the Proposed Scheme. Concentrations remain below the annual mean objective with and without the Proposed Scheme.
- 9.9 The greatest predicted reduction in annual mean NO<sub>2</sub> concentration was 3.5 µg/m<sup>3</sup>, found at R32 (Oxford Street) where concentrations were predicted to decline from 30.7 µg/m<sup>3</sup> to 27.2 µg/m<sup>3</sup>. This large reduction is due to the pedestrianisation and removal of traffic along sections of Oxford Street adjacent to this receptor as part of the Proposed Scheme. All receptors on the sections of Oxford Street that are set to be pedestrianised under the Proposed Scheme experienced predicted reductions in annual mean NO<sub>2</sub> concentrations.
- 9.10 Across the study area, 44 receptors were predicted to experience small or very small increases in annual mean NO<sub>2</sub> concentrations, ranging between 0.1 and 2.1 µg/m<sup>3</sup> due to the increases in traffic flow in certain areas due to the rerouting of vehicles caused by Proposed Scheme. 25 receptors predicted to experience reductions and 16 receptors were predicted to experience very small changes (less than 0.1 µg/m<sup>3</sup>) due to the Proposed Scheme.

- 9.11 Four receptors were predicted to experience adverse effects; with R8 (Brook Street) and R48 (Upper Brook Street), categorised as slight and R9 (Piccadilly) and R77 (London Park School Mayfair) categorised as moderate adverse. Six receptors experienced beneficial effects, with slight benefits at R50 (Portman Mews South), R51 (North Audley Street), R53 (Wigmore Street) and R80 (Harley Street Private Hospital) and moderate benefits at R32 (Oxford Street) and R79 (West London College, Oxford Street).
- 9.12 Receptors R81 (Cavita, Wigmore Street), R82 (Joe & The Juice, Wigmore Street), R83 (Zizzi restaurant, Wigmore Street), R84 (The Italian Greyhound, Seymour Street), and R85 (Angus Steakhouse Restaurant, Oxford Street) were all modelled in order to establish the impact of the Proposed Scheme on short term pollutant exposure. Research projects completed on behalf of Defra and the Devolved Administrations (Laxen and Marner, 2003, and AEAT, 2008) have concluded that the hourly mean NO<sub>2</sub> objective is unlikely to be exceeded if annual mean concentrations are predicted to be less than 60 µg/m<sup>3</sup>. As there were no modelled concentrations exceeding 60 µg/m<sup>3</sup>, the results do not indicate potential exceedances of the short-term objectives.
- 9.13 PM<sub>10</sub> and PM<sub>2.5</sub> concentrations were predicted to meet the relevant objective values of 40 µg/m<sup>3</sup> and 20 µg/m<sup>3</sup> in 2026 for both scenarios but levels were close to or above the 2028 interim target of 12 µg/m<sup>3</sup> for PM<sub>2.5</sub> with or without the Proposed Scheme. The annual mean PM<sub>2.5</sub> concentrations at all modelled receptors except R38 (New Bond Street) were also predicted to exceed the Mayor of London's PM<sub>2.5</sub> target of 10 µg/m<sup>3</sup> with or without the Proposed Scheme. This is a goal that WCC mention in their most recent ASR. The highest annual mean PM<sub>10</sub> and PM<sub>2.5</sub> concentrations (with the Proposed Scheme) of 25.0 µg/m<sup>3</sup> and 13.2 µg/m<sup>3</sup> respectively were predicted at receptor R44 (Park Lane). Changes in PM<sub>10</sub> and PM<sub>2.5</sub> were found to be small/imperceptible at all receptors and therefore the changes due to the Proposed Scheme are considered to be negligible.

**Table 24. Predicted CO<sub>2</sub> Emissions**

| Scenario  | Annual CO <sub>2</sub> Emissions (t/y) |
|-----------|--|
| 2024 Base | 24,390                                 |
| 2024 DM   | 21,984                                 |
| 2025 DS   | 21,553                                 |

- 9.14 The results of the carbon assessment show that CO<sub>2</sub> emissions were predicted to reduce by 10% from 2024 to 2026 DM, due to improvements in vehicle fleet emissions. The Proposed Scheme is predicted to result in a small reduction of CO<sub>2</sub> emissions of 431 tonnes or 2% in 2026. This is due to a reduction in vehicle kilometres of 0.6% travelled across the study area due to the Proposed Scheme.

# 10. Predicted Impacts on Noise

- 10.1 The following section presents the results of the noise assessment at the 80 selected noise sensitive receptors, providing the predicted levels with and without the Proposed Scheme and the differences due to the Proposed Scheme in the year 2026.
- 10.2 Table 25 details the predicted daytime  $L_{A10,18h}$  road traffic noise levels with and without the Proposed Scheme, including the difference in road traffic noise between the two scenarios for the representative receptor locations. The magnitude of impact is also presented.
- 10.3 Table 26 provides the same for the night-time  $L_{Aeq,1h}$  levels. The majority of receptors are buildings consisting of a number of floors. The results presented are for the floor which undergoes the predicted worst case change due to the Proposed Scheme. Details of the location of each receptor are included in Figure 1. The predicted change in daytime and night-time road traffic noise levels at each representative receptor is illustrated in Figure 6 and Figure 7 respectively (see Appendix A).

**Table 25. Daytime LA10,18h Traffic Noise Results**

| Receptor | Location                         | Façade Direction | Floor | Traffic Noise Level LA10,18h dB (façade) |      | Change dB | Magnitude of Impact |
|----------|----------------------------------|------------------|-------|--|------|-----------|---------------------|
| R1       | Harley Street                    | E                | F 2   | 63.9                                     | 65.4 | 1.5       | Minor Increase      |
| R2       | Wigmore Street                   | W                | F 1   | 60.7                                     | 63.5 | 2.8       | Minor Increase      |
| R3       | Oxford Street                    | W                | F 1   | 68.4                                     | 44.3 | -24.1     | Major Decrease      |
| R4       | Savile Row                       | NE               | F 1   | 61.9                                     | 62.2 | 0.3       | Negligible Increase |
| R5       | Chandos Street                   | W                | GF    | 59.6                                     | 58.6 | -1.0      | Minor Decrease      |
| R6       | Portman Square                   | N                | F 1   | 70.7                                     | 71.5 | 0.8       | Negligible Increase |
| R7       | Bruton Street                    | SE               | F 1   | 70.8                                     | 70.9 | 0.1       | Negligible Increase |
| R8       | Brook Street                     | S                | F 1   | 69.9                                     | 70.3 | 0.4       | Negligible Increase |
| R9       | Piccadilly                       | SE               | F 1   | 74.4                                     | 74.5 | 0.1       | Negligible Increase |
| R10      | Cavendish Square Gardens         | E                | F 1   | 61.3                                     | 63.7 | 2.4       | Minor Increase      |
| R11      | Park Lane                        | N                | F 2   | 70.2                                     | 70.0 | -0.2      | Negligible Decrease |
| R12      | Seymour Street                   | S                | F 1   | 68.5                                     | 69.3 | 0.8       | Negligible Increase |
| R13      | Grosvenor Square                 | E                | F 3   | 67.4                                     | 65.4 | -2.0      | Minor Decrease      |
| R14      | George Street / Gloucester Place | N                | F 1   | 68.7                                     | 69.3 | 0.6       | Negligible Increase |
| R15      | Wigmore Street                   | N                | F 1   | 70.2                                     | 72.7 | 2.5       | Minor Increase      |
| R16      | Duke Street                      | E                | F 1   | 68.7                                     | 68.4 | -0.3      | Negligible Decrease |
| R17      | Cavendish Square Gardens         | S                | GF    | 66.8                                     | 64.6 | -2.2      | Minor Decrease      |
| R18      | Regent Street                    | N                | F 2   | 71.3                                     | 70.7 | -0.6      | Negligible Decrease |
| R19      | Wimpole Street                   | W                | GF    | 66.5                                     | 64.4 | -2.1      | Minor Decrease      |
| R20      | Upper Grosvenor Street           | S                | GF    | 60.9                                     | 62.2 | 1.3       | Minor Increase      |
| R21      | Bryanston Street                 | S                | F 1   | 65.0                                     | 52.0 | -13.0     | Major Decrease      |
| R22      | Connaught Place                  | S                | F 3   | 72.3                                     | 72.4 | 0.1       | Negligible Increase |

| Receptor | Location                 | Façade Direction | Floor | Traffic Noise Level LA10,18h dB (façade) | Change dB | Magnitude of Impact |                     |
|----------|--------------------------|------------------|-------|--|-----------|---------------------|---------------------|
| R23      | Portman Square           | N                | F 1   | 67.3                                     | 66.1      | -1.2                | Minor Decrease      |
| R24      | Wimpole Street           | W                | F 1   | 67.4                                     | 63.2      | -4.2                | Moderate Decrease   |
| R25      | Manchester Square        | S                | F 1   | 66.9                                     | 66.3      | -0.6                | Negligible Decrease |
| R26      | Great Castle Street      | S                | F 1   | 67.0                                     | 63.6      | -3.4                | Moderate Decrease   |
| R27      | Great Marlborough Street | NW               | F 1   | 67.7                                     | 67.9      | 0.2                 | Negligible Increase |
| R28      | Mount Street             | N                | F 1   | 68.8                                     | 67.9      | -0.9                | Negligible Decrease |
| R29      | James Street             | E                | F 1   | 69.2                                     | 58.1      | -11.1               | Major Decrease      |
| R30      | Regent Street            | W                | F 1   | 73.1                                     | 72.5      | -0.6                | Negligible Decrease |
| R31      | Vere Street              | S                | F 4   | 69.3                                     | 59.9      | -9.4                | Major Decrease      |
| R32      | Oxford Street            | N                | F 2   | 70.4                                     | 56.0      | -14.4               | Major Decrease      |
| R33      | Manchester Square        | S                | GF    | 61.3                                     | 59.5      | -1.8                | Minor Decrease      |
| R34      | Stratford Place          | NE               | GF    | 64.2                                     | 68.1      | 3.9                 | Moderate Increase   |
| R35      | Grosvenor Square         | S                | F 3   | 68.6                                     | 67.3      | -1.3                | Minor Decrease      |
| R36      | Duke Street              | W                | F 2   | 65.3                                     | 65.9      | 0.6                 | Negligible Increase |
| R37      | Conduit Street           | NW               | F 1   | 72.0                                     | 71.8      | -0.2                | Negligible Decrease |
| R38      | New Bond Street          | NE               | F 1   | 65.3                                     | 64.2      | -1.1                | Minor Decrease      |
| R39      | Grosvenor Street         | S                | F 1   | 60.1                                     | 61.5      | 1.4                 | Minor Increase      |
| R40      | Mount Street             | W                | F 1   | 69.4                                     | 67.9      | -1.5                | Minor Decrease      |
| R41      | Piccadilly               | SW               | F 4   | 70.6                                     | 70.5      | -0.1                | Negligible Decrease |
| R42      | George Street            | N                | F 1   | 66.6                                     | 66.8      | 0.2                 | Negligible Increase |
| R43      | Maddox Street            | NE               | F 2   | 73.2                                     | 72.7      | -0.5                | Negligible Decrease |
| R44      | Park Lane                | SW               | F 2   | 75.6                                     | 75.7      | 0.1                 | Negligible Increase |
| R45      | Wigmore Street           | S                | F 1   | 69.6                                     | 71.7      | 2.1                 | Minor Increase      |

| Receptor | Location                        | Façade Direction | Floor | Traffic Noise Level LA10,18h dB (façade) | Change dB | Magnitude of Impact |                     |
|----------|---------------------------------|------------------|-------|--|-----------|---------------------|---------------------|
| R46      | Great Portland Street           | E                | F 3   | 69.5                                     | 68.9      | -0.6                | Negligible Decrease |
| R47      | Regent Street                   | E                | F 2   | 70.2                                     | 71.1      | 0.9                 | Negligible Increase |
| R48      | Upper Brook Street              | W                | GF    | 59.9                                     | 63.6      | 3.7                 | Moderate Increase   |
| R49      | Conduit Street                  | SE               | F 2   | 70.8                                     | 71.0      | 0.2                 | Negligible Increase |
| R50      | Portman Mews South              | S                | GF    | 71.0                                     | 68.1      | -2.9                | Minor Decrease      |
| R51      | North Audley Street             | N                | F 1   | 72.3                                     | 68.0      | -4.3                | Moderate Decrease   |
| R52      | Margaret Street                 | N                | F 1   | 61.0                                     | 68.8      | 7.8                 | Major Increase      |
| R53      | Wigmore Street                  | W                | F 1   | 69.7                                     | 66.8      | -2.9                | Minor Decrease      |
| R54      | Great Cumberland Place          | W                | GF    | 67.1                                     | 66.3      | -0.8                | Negligible Decrease |
| R55      | Thayer Street                   | W                | F 2   | 65.2                                     | 65.4      | 0.2                 | Negligible Increase |
| R56      | North Audley Street             | W                | F 1   | 69.2                                     | 67.5      | -1.7                | Minor Decrease      |
| R57      | Spanish Place                   | N                | GF    | 61.5                                     | 62.2      | 0.7                 | Negligible Increase |
| R58      | Duke Street                     | W                | F 1   | 67.9                                     | 68.1      | 0.2                 | Negligible Increase |
| R59      | South Molton Street             | W                | F 2   | 58.1                                     | 50.6      | -7.5                | Major Decrease      |
| R60      | Charles Street                  | SE               | F 1   | 68.0                                     | 68.1      | 0.1                 | Negligible Increase |
| R61      | Brown's Hotel, Albemarle Street | NE               | F 1   | 65.8                                     | 65.9      | 0.1                 | Negligible Increase |
| R62      | Sackville Street                | SW               | F 6   | 57.0                                     | 57.4      | 0.4                 | Negligible Increase |
| R63      | Chesterfield Street             | S                | F 1   | 68.6                                     | 68.8      | 0.2                 | Negligible Increase |
| R64      | New Burlington Street           | SE               | GF    | 68.6                                     | 68.2      | -0.4                | Negligible Decrease |
| R65      | Welbeck Street                  | S                | GF    | 62.9                                     | 64.0      | 1.1                 | Minor Increase      |
| R66      | Oxford Street                   | W                | F 2   | 67.3                                     | 68.6      | 1.3                 | Minor Increase      |
| R67      | Park Street                     | W                | F 2   | 69.1                                     | 66.5      | -2.6                | Minor Decrease      |
| R68      | South Audley Street             | E                | GF    | 69.9                                     | 68.7      | -1.2                | Minor Decrease      |

| Receptor | Location   | Façade Direction | Floor | Traffic Noise Level LA <sub>10,18h</sub> dB (façade) |      | Change dB | Magnitude of Impact |
|----------|--|------------------|-------|--|------|-----------|---------------------|
| R69      | South Audley Street                              | N                | F 1   | 63.9   | 60.9 | -3.0      | Moderate Decrease   |
| R70      | New Bond Street                                  | SW               | F 1   | 66.8   | 67.2 | 0.4       | Negligible Increase |
| R71      | Grosvenor Street                                 | SE               | F 1   | 66.6   | 67.1 | 0.5       | Negligible Increase |
| R72      | Davies Street                                    | W                | F 1   | 67.6   | 69.0 | 1.4       | Minor Increase      |
| R73      | Marylebone Lane                                  | SW               | F 1   | 63.2   | 67.1 | 3.9       | Moderate Increase   |
| R74      | St Georges C of E Primary School, Hanover Square | S                | F 1   | 60.0   | 60.2 | 0.2       | Negligible Increase |
| R75      | School Of Economic Science, Mandeville Place     | E                | GF    | 65.7   | 64.6 | -1.1      | Minor Decrease      |
| R76      | Albemarle Independent College, Dunraven Street   | W                | F 1   | 50.0   | 53.2 | 3.2       | Moderate Increase   |
| R77      | London Park School Mayfair                       | SE               | F 1   | 74.1   | 74.0 | -0.1      | Negligible Decrease |
| R78      | Anglia Ruskin University, Charterhouse Street    | N                | GF    | 65.7   | 66.2 | 0.5       | Negligible Increase |
| R79      | West London College, Oxford Street               | N                | F 1   | 70.6   | 60.0 | -10.6     | Major Decrease      |
| R80      | Harley Street Private Hospital                   | S                | F 1   | 72.2   | 70.7 | -1.5      | Minor Decrease      |
| R81      | Cavita, Wigmore Street                           | S                | F 1   | 69.7   | 72.0 | 2.3       | N/A                 |
| R82      | Joe & The Juice, Wigmore Street                  | S                | GF    | 69.4   | 71.5 | 2.1       | N/A                 |
| R83      | Zizzi restaurant, Wigmore Street                 | S                | F 2   | 69.4   | 72.1 | 2.7       | N/A                 |
| R84      | The Italian Greyhound, Seymour Street            | E                | F 1   | 64.4   | 63.9 | -0.5      | N/A                 |
| R85      | Angus Steakhouse Restaurant, Oxford Street       | N                | F 1   | 70.2   | 52.7 | -17.5     | N/A                 |

Table 26. Night-time LA<sub>eq,1h</sub> Traffic Noise Results

| Receptor | Location       | Façade Direction | Floor | Traffic Noise Level LA <sub>eq,1h</sub> dB (free-field) |             | Change dB | Magnitude of Impact |
|----------|----------------|------------------|-------|---|-------------|-----------|---------------------|
|          |                |                  |       | Without Scheme  | With Scheme |           |                     |
| R1       | Harley Street  | E                | F 1   | 51.4  | 53.1        | 1.7       | Minor Increase      |
| R2       | Wigmore Street | W                | F 1   | 51.5  | 54.2        | 2.7       | Minor Increase      |
| R3       | Oxford Street  | W                | F 1   | 56.8  | 35.8        | -21.0     | Major Decrease      |

| Receptor | Location                         | Façade Direction | Floor | Traffic Noise Level $L_{Aeq,1h}$ dB (free-field) |             | Change dB | Magnitude of Impact |
|----------|----------------------------------|------------------|-------|--|-------------|-----------|---------------------|
|          |                                  |                  |       | Without Scheme                                   | With Scheme |           |                     |
| R4       | Savile Row                       | SW               | F 1   | 54.4   | 53.9        | -0.5      | Negligible Decrease |
| R5       | Chandos Street                   | W                | GF    | 48.7   | 48.0        | -0.7      | Negligible Decrease |
| R6       | Portman Square                   | N                | F 2   | 60.5   | 61.3        | 0.8       | Negligible Increase |
| R7       | Bruton Street                    | SE               | F 2   | 60.9   | 61.1        | 0.2       | Negligible Increase |
| R8       | Brook Street                     | S                | F 1   | 60.2   | 60.8        | 0.6       | Negligible Increase |
| R9       | Piccadilly                       | SE               | F 1   | 64.4   | 64.4        | 0.0       | No Change           |
| R10      | Cavendish Square Gardens         | E                | F 1   | 51.8   | 53.3        | 1.5       | Minor Increase      |
| R11      | Park Lane                        | N                | F 3   | 59.9   | 60.1        | 0.2       | Negligible Increase |
| R12      | Seymour Street                   | S                | F 1   | 58.2   | 59.1        | 0.9       | Negligible Increase |
| R13      | Grosvenor Square                 | E                | GF    | 59.0   | 57.5        | -1.5      | Minor Decrease      |
| R14      | George Street / Gloucester Place | N                | F 1   | 58.7   | 59.3        | 0.6       | Negligible Increase |
| R15      | Wigmore Street                   | N                | F 1   | 60.6   | 62.8        | 2.2       | Minor Increase      |
| R16      | Duke Street                      | S                | F 1   | 51.2   | 50.9        | -0.3      | Negligible Decrease |
| R17      | Cavendish Square Gardens         | S                | GF    | 57.4   | 54.3        | -3.1      | Moderate Decrease   |
| R18      | Regent Street                    | N                | F 2   | 61.2   | 60.5        | -0.7      | Negligible Decrease |
| R19      | Wimpole Street                   | W                | GF    | 55.0   | 52.8        | -2.2      | Minor Decrease      |
| R20      | Upper Grosvenor Street           | S                | F 1   | 53.4   | 54.5        | 1.1       | Minor Increase      |
| R21      | Bryanston Street                 | S                | F 1   | 53.1   | 43.3        | -9.8      | Major Decrease      |
| R22      | Connaught Place                  | S                | F 3   | 62.7   | 62.8        | 0.1       | Negligible Increase |
| R23      | Portman Square                   | N                | F 3   | 57.0   | 55.5        | -1.5      | Minor Decrease      |
| R24      | Wimpole Street                   | W                | F 1   | 56.4   | 51.9        | -4.5      | Moderate Decrease   |
| R25      | Manchester Square                | S                | F 1   | 56.1   | 55.7        | -0.4      | Negligible Decrease |
| R26      | Great Castle Street              | S                | F 1   | 55.6   | 54.7        | -0.9      | Negligible Decrease |

| Receptor | Location                 | Façade Direction | Floor | Traffic Noise Level $L_{Aeq,1h}$ dB (free-field) |             | Change dB | Magnitude of Impact |
|----------|--------------------------|------------------|-------|--|-------------|-----------|---------------------|
|          |                          |                  |       | Without Scheme                                   | With Scheme |           |                     |
| R27      | Great Marlborough Street | NW               | F 1   | 57.6   | 58.0        | 0.4       | Negligible Increase |
| R28      | Mount Street             | N                | F 1   | 58.9   | 57.9        | -1.0      | Minor Decrease      |
| R29      | James Street             | E                | F 1   | 57.9   | 47.5        | -10.4     | Major Decrease      |
| R30      | Regent Street            | W                | F 1   | 63.1   | 62.5        | -0.6      | Negligible Decrease |
| R31      | Vere Street              | S                | F 4   | 59.0   | 50.3        | -8.7      | Major Decrease      |
| R32      | Oxford Street            | N                | F 2   | 59.6   | 47.2        | -12.4     | Major Decrease      |
| R33      | Manchester Square        | S                | F 3   | 53.7   | 54.5        | 0.8       | Negligible Increase |
| R34      | Stratford Place          | NE               | GF    | 52.4   | 56.2        | 3.8       | Moderate Increase   |
| R35      | Grosvenor Square         | S                | F 1   | 59.8   | 58.7        | -1.1      | Minor Decrease      |
| R36      | Duke Street              | W                | GF    | 51.1   | 51.6        | 0.5       | Negligible Increase |
| R37      | Conduit Street           | NW               | F 1   | 62.4   | 62.3        | -0.1      | Negligible Decrease |
| R38      | New Bond Street          | NE               | F 1   | 53.9   | 52.5        | -1.4      | Minor Decrease      |
| R39      | Grosvenor Street         | S                | F 5   | 51.0   | 51.2        | 0.2       | Negligible Increase |
| R40      | Mount Street             | W                | F 1   | 59.1   | 57.2        | -1.9      | Minor Decrease      |
| R41      | Piccadilly               | SW               | F 6   | 60.1   | 60.2        | 0.1       | Negligible Increase |
| R42      | George Street            | N                | F 3   | 55.4   | 56.0        | 0.6       | Negligible Increase |
| R43      | Maddox Street            | SE               | F 2   | 56.9   | 56.4        | -0.5      | Negligible Decrease |
| R44      | Park Lane                | SW               | F 1   | 63.1   | 63.2        | 0.1       | Negligible Increase |
| R45      | Wigmore Street           | S                | F 1   | 60.0   | 61.8        | 1.8       | Minor Increase      |
| R46      | Great Portland Street    | E                | F 4   | 59.0   | 58.1        | -0.9      | Negligible Decrease |
| R47      | Regent Street            | E                | F 2   | 59.7   | 61.1        | 1.4       | Minor Increase      |
| R48      | Upper Brook Street       | S                | GF    | 58.2   | 62.4        | 4.2       | Moderate Increase   |
| R49      | Conduit Street           | SE               | F 1   | 62.2   | 62.4        | 0.2       | Negligible Increase |

| Receptor | Location                        | Façade Direction | Floor | Traffic Noise Level $L_{Aeq,1h}$ dB (free-field) |             | Change dB | Magnitude of Impact |
|----------|---------------------------------|------------------|-------|--|-------------|-----------|---------------------|
|          |                                 |                  |       | Without Scheme                                   | With Scheme |           |                     |
| R50      | Portman Mews South              | S                | F 8   | 59.6   | 57.6        | -2.0      | Minor Decrease      |
| R51      | North Audley Street             | N                | F 1   | 61.7   | 58.3        | -3.4      | Moderate Decrease   |
| R52      | Margaret Street                 | N                | F 1   | 51.5   | 56.7        | 5.2       | Major Increase      |
| R53      | Wigmore Street                  | W                | F 1   | 59.5   | 55.2        | -4.3      | Moderate Decrease   |
| R54      | Great Cumberland Place          | S                | F 1   | 54.8   | 53.7        | -1.1      | Minor Decrease      |
| R55      | Thayer Street                   | W                | F 1   | 53.7   | 54.0        | 0.3       | Negligible Increase |
| R56      | North Audley Street             | W                | F 1   | 59.0   | 56.9        | -2.1      | Minor Decrease      |
| R57      | Spanish Place                   | W                | F 1   | 51.3   | 49.8        | -1.5      | Minor Decrease      |
| R58      | Duke Street                     | W                | F 4   | 56.6   | 56.2        | -0.4      | Negligible Decrease |
| R59      | South Molton Street             | W                | F 2   | 49.2   | 42.1        | -7.1      | Major Decrease      |
| R60      | Charles Street                  | SE               | GF    | 56.5   | 56.2        | -0.3      | Negligible Decrease |
| R61      | Brown's Hotel, Albemarle Street | NE               | F 1   | 53.9   | 54.0        | 0.1       | Negligible Increase |
| R62      | Sackville Street                | N                | F 6   | 51.5   | 51.1        | -0.4      | Negligible Decrease |
| R63      | Chesterfield Street             | S                | F 1   | 58.8   | 58.9        | 0.1       | Negligible Increase |
| R64      | New Burlington Street           | SE               | F 3   | 57.2   | 56.7        | -0.5      | Negligible Decrease |
| R65      | Welbeck Street                  | W                | GF    | 54.5   | 56.5        | 2.0       | Minor Increase      |
| R66      | Oxford Street                   | W                | F 2   | 56.6   | 58.6        | 2.0       | Minor Increase      |
| R67      | Park Street                     | W                | GF    | 59.2   | 55.7        | -3.5      | Moderate Decrease   |
| R68      | South Audley Street             | E                | GF    | 60.1   | 58.2        | -1.9      | Minor Decrease      |
| R69      | South Audley Street             | W                | F 1   | 59.5   | 57.4        | -2.1      | Minor Decrease      |
| R70      | New Bond Street                 | SW               | F 1   | 55.9   | 56.6        | 0.7       | Negligible Increase |
| R71      | Grosvenor Street                | SE               | F 1   | 53.7   | 54.1        | 0.4       | Negligible Increase |
| R72      | Davies Street                   | W                | F 1   | 57.3   | 59.2        | 1.9       | Minor Increase      |

| Receptor | Location   | Façade Direction | Floor | Traffic Noise Level $L_{Aeq,1h}$ dB (free-field) |             | Change dB | Magnitude of Impact |
|----------|--|------------------|-------|--|-------------|-----------|---------------------|
|          |  |                  |       | Without Scheme                                   | With Scheme |           |                     |
| R73      | Marylebone Lane                                  | SW               | F 3   | 50.6   | 54.6        | 4.0       | Moderate Increase   |
| R74      | St Georges C of E Primary School, Hanover Square | S                | GF    | 48.7   | 49.6        | 0.9       | N/A                 |
| R75      | School Of Economic Science, Mandeville Place     | E                | GF    | 54.1   | 52.4        | -1.7      | N/A                 |
| R76      | Albemarle Independent College, Dunraven Street   | W                | F 1   | 41.7   | 44.6        | 2.9       | N/A                 |
| R77      | London Park School Mayfair                       | SE               | GF    | 64.6   | 64.5        | -0.1      | N/A                 |
| R78      | Anglia Ruskin University, Charterhouse Street    | N                | F 1   | 54.0   | 54.6        | 0.6       | N/A                 |
| R79      | West London College, Oxford Street               | N                | F 1   | 59.7   | 51.0        | -8.7      | N/A                 |
| R80      | Harley Street Private Hospital                   | S                | GF    | 61.7   | 58.6        | -3.1      | N/A                 |
| R81      | Cavita, Wigmore Street                           | S                | F 1   | 60.0   | 62.0        | 2.0       | N/A                 |
| R82      | Joe & The Juice, Wigmore Street                  | S                | GF    | 59.6   | 61.7        | 2.1       | N/A                 |
| R83      | Zizzi restaurant, Wigmore Street                 | S                | F 1   | 60.1   | 62.8        | 2.7       | N/A                 |
| R84      | The Italian Greyhound, Seymour Street            | E                | F 1   | 54.3   | 53.8        | -0.5      | N/A                 |
| R85      | Angus Steakhouse Restaurant, Oxford Street       | N                | F 1   | 59.5   | 43.7        | -15.8     | N/A                 |

- 10.4 Generally, road traffic noise levels along Oxford Street in the Do Minimum are relatively high. Other roads in the area where noise levels at representative receptors are high are along Regent Street, Conduit Street, Bruton Street, Piccadilly, Berkley Square, Charles Street, Curzon Street, Mount Street, Grosvenor Street, Park Street, North and South Audley Street, Park Lane, Wigmore Street, Portman Square, Seymour Street, George Street and Mortimer Street.
- 10.5 One receptor is predicted to experience a major increase in daytime road traffic noise level, R52 (Margaret Street). This receptor is predicted to experience a major increase in noise due to the re-routing of traffic and bus routes from Oxford Street. This road now is expected to have 184 buses over an 18-hour period compared to none in the Do Minimum. The number of light vehicles is also expected to double from 1040 to 2234 and HGV traffic from 40 to 73 vehicles.
- 10.6 Seven receptors are predicted to experience major decreases in daytime road traffic noise levels as a result of the Proposed Scheme as described in the following paragraphs.
- 10.7 R3 (Oxford Street), R31 (Vere Street), R32 (Oxford Street), R59 (South Molton Street) and R79 (West London College, Oxford Street) are all predicted to experience major decreases in road traffic noise due to the Proposed Scheme. The receptors are all located either along or just off Oxford Street. The major reduction in road traffic noise at these receptors is due to the pedestrianisation of Oxford Street and the resulting removal of vehicles.
- 10.8 R29 (James Street) is predicted to experience a major decrease in road traffic noise levels. The major decrease is as a result of James's Street being closed off at the Oxford Street end due to the pedestrianisation of Oxford Street. This is likely to result in much fewer vehicles using James Street as through traffic would need to find an alternative route.
- 10.9 All of these receptors are located in positions that benefit directly from the closure of Oxford Street and James Street. Therefore, the change in noise levels will be noticeable and also the visual impact of the removal of cars along Oxford Street will impact the perceived noise at these receptors.
- 10.10 R21 (Bryanston Street), is predicted to experience a major decrease in road traffic noise levels. Due to the re-routing of vehicles as a result of the Proposed Scheme, Bryanston Street no longer acts as a through road for traffic travelling west. This reduces the number of vehicles using this road considerably, resulting in a major decrease in road traffic noise.
- 10.11 Four receptors are predicted to experience a moderate increase in daytime road traffic noise as described in the following paragraphs.
- 10.12 R34 (Stratford Place) and R73 (Marylebone Lane) are both predicted to experience a moderate increase in road traffic noise levels. The increases in road traffic noise levels at these receptors are due to the re-routing of bus routes 98 and 139 from Oxford Street.
- 10.13 R49 (Upper Brook Street), is predicted to experience a moderate increase in road traffic noise levels. This increase is due to re-routing traffic due to Park Street switching to a southbound direction and North Audley Street switching to a northbound direction with the Proposed Scheme in place. The traffic along this road is expected to double as a result of the Proposed Scheme.
- 10.14 The final receptor predicted to experience a moderate increase in daytime road traffic noise level is R76 (Albemarle Independent College, Dunraven Street). This increase is again due to re-routing traffic due to Park Street and North Audley Street switching directions with the Proposed Scheme in place.
- 10.15 Four sensitive receptors are predicted to experience a moderate decrease in daytime road traffic noise as described in the following paragraphs.
- 10.16 R24 (Wimpole Street), is predicted to experience a moderate decrease in road traffic noise levels. This is due to a reduction in half of vehicles using Wimpole Street between Wigmore Street and Welbeck Way. A reduction in vehicles along Wigmore Street at this receptors

location also contributes to the overall reduction in road traffic noise experienced at this receptor.

- 10.17 R26 (Great Castle Street), is predicted to experience a moderate decrease in road traffic noise levels. This is due to the total number of vehicles in the Do Something along this road being a quarter the total number in the Do Minimum. This road changes to an eastbound direction in the Do Something and due to the traffic re-routing less vehicles make use of this road as result of the Proposed Scheme.
- 10.18 R51 (North Audley Street), is predicted to experience a moderate decrease in road traffic noise levels. This receptor is located at the very end of the pedestrianized area of the Proposed Scheme therefore benefits from the removal of traffic along Oxford Street east of North Audley Street and the reduction in the number of vehicles travelling west along Oxford Street west of North Audley Street. North Audley Street in general is predicted to experience a minor decrease in road traffic noise levels.
- 10.19 R69 (South Audley Street), is also predicted to experience a moderate decrease in road traffic noise levels. The moderate decrease is a result of a combination of road traffic volumes decreasing along Adam's Row and South Audley Street when the Proposed Scheme is in place.
- 10.20 When considering the night-time change in road traffic noise levels 19 of the 80 receptors experience different magnitude of impact bands compared to the daytime. Sixteen of these receptors have small differences in the change column between daytime and night-time which results in moving one band up or down between negligible and minor change.
- 10.21 Three of the 19 receptors however experience moderate decreases in road traffic noise at night-time but only minor in the daytime. These receptors are described in the following paragraphs.
- 10.22 R17 (Cavendish Square Gardens), R53 (Wigmore Street), are predicted to experience a moderate decrease in night-time road traffic noise levels due to the Proposed Scheme. This is due to a decrease in the total number of vehicles using Cavendish Place and Wigmore Street with the Proposed Scheme in place.
- 10.23 R67 (Park Street), is predicted to experience a moderate decrease in night-time road traffic noise levels. The noise level decrease is a result of a decrease in the number of vehicles using these roads with the Proposed Scheme in place. This road switches its direction in the Do Something.
- 10.24 Of the representative receptors, ten experience a minor increase in road traffic noise levels in the daytime as described in the following paragraphs.
- 10.25 R1 (Harley Street), is predicted to experience a minor increase in road traffic noise levels. The noise level increase is a result of an increase in the number of vehicles using Harley Street with the Proposed Scheme in place.
- 10.26 R2, R15 and R45 (Wigmore Street), are all predicted to experience a minor increase in road traffic noise levels. The noise level increase is a result of an increase in the number of buses using this road with the Proposed Scheme in place. The increase in buses along this road is due to the closure of Oxford Street and bus routes 98 and 139 being re-routed along this road west of Marylebone Lane.
- 10.27 R10 (Cavendish Square Gardens), is predicted to experience a minor increase in road traffic noise levels. The noise level increase is a result of an increase in the number of vehicles using this road with the Proposed Scheme in place. The increase in the number of vehicles is due to enabling works for this Proposed Scheme resulting in more vehicles using Cavendish Square gardens.
- 10.28 R20 (Upper Grosvenor Street), is predicted to experience a minor increase in road traffic noise levels. The noise level increase is a result of an increase in the number of vehicles using Upper Grosvenor Street and Culross Street with the Proposed Scheme in place. The increase along

these roads is due to the switch in direction of Park Street and North Audley Street causing traffic travelling south on Park Lane to use Upper Grosvenor Street instead of travelling south from Oxford Street.

- 10.29 R39 (Grosvenor Street) and R72 (Davies Street) are predicted to experience a minor increase in road traffic noise levels. The noise level increase is a result of an increase in the number of vehicles using these roads with the Proposed Scheme in place.
- 10.30 R65 (Welbeck Street) is predicted to experience a minor increase in road traffic noise levels. The increase is due to the number of vehicles using Welbeck Street south of Bentinck Street and Welbeck Way with the Proposed Scheme in place.
- 10.31 R66 (Oxford Street) is predicted to experience a minor increase in road traffic noise levels. The increase is due to the number of vehicles using Great Portland Street with the Proposed Scheme in place. The increase in vehicles along Great Portland Street is due to the re-routing of bus route 98 from Oxford Street to along this road.
- 10.32 Of the selected receptors, 12 experience minor decreases in road traffic noise levels in the daytime as described in the following paragraphs.
- 10.33 R5 (Chandos Street) is predicted to experience a minor decrease in road traffic noise levels. This is a result of a decrease in the number of vehicles using Chandos Street north of Portland Place with the Proposed Scheme in place.
- 10.34 R13 and R35 (Grosvenor Square) are predicted to experience a minor decrease in road traffic noise levels. This is a result of a decrease in the number of vehicles using Grosvenor Square with the Proposed Scheme in place. This decrease is due to a decrease in the number of vehicles travelling down North Audley Street and Park Street and also due to the change in direction of these two roads with the Proposed Scheme in place.
- 10.35 R19 (Wimpole Street), R23 (Portman Square/Close) and R33 (Manchester Square), are predicted to experience a minor decrease in road traffic noise levels. The noise level decrease is a result of a decrease in the number of vehicles using these roads with the Proposed Scheme in place.
- 10.36 R38 (New Bond Street), is predicted to experience a minor decrease in road traffic noise levels. The noise level decrease is a result of a decrease in the number of vehicles using New Bond Street south of Brook Street with the Proposed Scheme in place.
- 10.37 R40 (Mount Street), is predicted to experience a minor decrease in road traffic noise levels. The noise level decrease is a result of a decrease in the number of vehicles using South Audley Street with the Proposed Scheme in place.
- 10.38 R50 (Portman Mews South), is predicted to experience a minor decrease in road traffic noise levels. This receptor is located at the end of the eastern extent of the proposed scheme where Oxford Street is open to traffic. The minor decrease in road traffic noise is the reduction in the number of vehicles along Oxford Street at this receptor's location.
- 10.39 R56 (North Audley Street), is predicted to experience a minor decrease in road traffic noise levels. The noise level decrease is a result of a decrease in the number of vehicles using this road with the Proposed Scheme in place.
- 10.40 R68 (South Audley Street) and R75 (School Of Economic Science, Mandeville Place), are predicted to experience a minor decrease in road traffic noise levels. The noise level decrease is a result of a decrease in the number of vehicles using these roads with the Proposed Scheme in place.
- 10.41 Of the 80 representative receptors 38 are expected to experience a negligible change in daytime road traffic noise as a result of the Proposed Scheme.
- 10.42 Negligible decreases are predicted along Regent Street south of Oxford Street, Great Cumberland Place, Great Portland Street north of Margaret Street. The changes along Regent Street are as a results of Oxford Street closing resulting in a decrease of vehicles along Regent

Street. Other negligible decreases are due to minor decreases in traffic flows along these roads in the Do Something. This is due to the changes in the wider network as a result of the Proposed Scheme.

- 10.43 Negligible increases in road traffic noise occur in a rather sporadic nature both south and north of the Proposed Scheme. The sporadic nature of the negligible increases is due to the closing of Oxford Street with traffic finding alternative routes in the area.
- 10.44 TfL's aim to meet 'no net increase in noise' in NIAs has been met for this Proposed Scheme. Seven sensitive receptors inside NIAs are predicted to experience greater than or equal to minor decreases in road traffic noise whereas two are predicted to experience greater than or equal to minor increases in road traffic noise. Overall, there is a net decrease in noise levels within NIAs.

# 11. Summary and Next Steps

## Air Quality and Carbon

- 11.1 In 2026, modelled annual mean NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> concentrations were predicted to be below the objective values with and without the Proposed Scheme at the majority of sensitive receptor locations. Two exceedances of the annual mean NO<sub>2</sub> objective were predicted at R9 (a residential property) and R77 (London Park School Mayfair), both of which are located on Piccadilly, an area with existing poor air quality, where measured levels in 2024 were 58.4 µg/m<sup>3</sup> at site DT3.
- 11.2 The greatest predicted reduction in annual mean NO<sub>2</sub> concentration was 3.5 µg/m<sup>3</sup>, predicted at R32 (Oxford Street) where concentrations were predicted to decline from 30.7 µg/m<sup>3</sup> to 27.2 µg/m<sup>3</sup>. This large reduction is considered a moderate beneficial change. All receptors on the sections of Oxford Street that are set to be pedestrianised under the Proposed Scheme experienced reductions in annual mean NO<sub>2</sub> concentrations.
- 11.3 The greatest predicted increase in annual mean NO<sub>2</sub> concentration was 2.1 µg/m<sup>3</sup> at R48 (Upper Brook Street) where concentrations were predicted to increase from 28.2 µg/m<sup>3</sup> to 30.3 µg/m<sup>3</sup> due to a predicted increase in traffic flow on this road. This is considered a slight adverse effect. There were small increases predicted at receptors on Piccadilly, which were considered moderate adverse effects, due to the higher concentrations.
- 11.4 Annual mean PM<sub>2.5</sub> concentrations at many receptors were close to or above the 2028 interim target of 12 µg/m<sup>3</sup> and were above the 2030 Mayor of London target of 10 µg/m<sup>3</sup> at all receptors excluding R38, both with and without the Proposed Scheme. This is due to the high background levels in London. The highest PM<sub>10</sub> and PM<sub>2.5</sub> concentrations predicted with the Proposed Scheme were at R44 (Park Lane), at 25.0 µg/m<sup>3</sup> and 13.2 µg/m<sup>3</sup> respectively.
- 11.5 Changes in PM<sub>10</sub> and PM<sub>2.5</sub> due to the Proposed Scheme were predicted to be small or imperceptible at all selected receptors and therefore the changes are considered to be negligible.
- 11.6 Overall, the impact of the Proposed Scheme on air quality is considered to be relatively balanced across selected receptors and a small reduction in overall road traffic related CO<sub>2</sub> emissions was predicted across the study area.

## Noise

- 11.7 One receptor is predicted to experience a major increase in daytime road traffic noise level along Margaret Street. This receptor is predicted to experience major increases in noise due to the re-routing of bus traffic from Oxford Street. Seven receptors are predicted to experience major decreases in daytime road traffic noise. Four of these receptors are located along Oxford Street, Vere Street and South Molton Street. The receptors are all located either along or just off Oxford Street. One of these is also Bryanston Street which is predicted to get significantly less traffic in the DS and James' Street which is to be closed off to Oxford Street.
- 11.8 Seven sensitive receptors are predicted to experience moderate decreases in either daytime or night-time road traffic noise. These are at receptors located along Wimpole Street, Great Castle Street, North Audley Street and South Audley Street, Cavendish Square Gardens, Wigmore Street and Park Street. Four sensitive receptors are predicted to experience moderate increases in daytime road traffic noise. These are at receptors located along Stratford Place, Marylebone Lane, Upper Brook Street and Albemarle Independent College, Dunraven Street.
- 11.9 Minor changes in daytime road traffic noise are expected at 22 sensitive receptors. Of these 22 receptors, ten experience minor increases in road traffic noise and 12 experience minor decreases. Out of the 80 representative sensitive receptors, 38 are predicted to experience a negligible change in daytime road traffic noise as a result of the Proposed Scheme.

## Next Steps

11.10 The next stage of the assessment will involve; identifying where there may be an overall potential significance of effect at the representative receptors, and following statutory processes.

11.11 For air quality, an overall view of significance will be made based on professional judgement of the changes at selected receptors.

11.12 For noise, a range of additional factors would be considered in identifying final significant effects. These would include:

- The magnitude of change in noise level;
- The absolute noise levels and their relation to national noise policy;
- The location of the noise sensitive parts of a receptor. For example, whether the impact is predicted outside a bedroom or less noise sensitive part of the building;
- The acoustic context, i.e. whether or not the acoustic character of the area has changed; and
- The likely perception of the change in traffic noise.

## 12. References

- AEAT. (2008). Analysis of the Relationship Between Annual Mean Nitrogen Dioxide (Concentration and Exceedances of the 1-Hour Mean AQS Objective.
- British Standard Institute. (2003). BS 7445 'Description and Measurement of Environmental Noise. Part 1 – Guide to Quantities and Procedures'.
- Cambridge Environmental Research Consultants (CERC). (2013). ADMS-Roads Validation Papers.
- Council of European Communities. (2008). *Ambient Air Quality and Cleaner Air for Europe Directive, 2008/50/EC*.
- Department of Transport and the Welsh Office. (1988). Calculation of Road Traffic Noise
- Department of Transport (2022). *TAG: Environmental Impacts Worksheet. November 2022*
- Defra. (2003). The Air Quality Strategy for England, Scotland, Wales and Northern Ireland: Addendum.
- Defra. (2007). The Air Quality Strategy for England, Scotland, Wales and Northern Ireland (Volume 1).
- Defra. (2010) Noise Policy Statement for England. Department for Environment, Food and Rural Affairs.
- Defra. (2013). Noise Action Plan.
- Defra. (2019). A Green Future: Our 25 Year Plan to Improve the Environment.
- Defra. (2000). The Air Quality Strategy for England, Scotland, Wales and Northern Ireland.
- Defra. (2024). Background Mapping data for local authorities.
- Defra. (2022b). Local Air Quality Management Technical Guidance LAQM.TG(22).
- Defra (2023). Air Quality Strategy for England.
- Defra (2025). National Bias Adjustment Factors.
- Department for Levelling Up, Housing and Communities & Ministry of Housing, Communities, & Local Government (MHCLG). (2024) Planning Practice Guidance (PPG). Available: <https://www.gov.uk/government/collections/planning-practice-guidance>
- DfT (2014) National Policy Statement for National Networks. Department for Transport.
- DfT (2023) Draft National Policy Statement for National Networks. Department for Transport.
- DLUHC (2019) Planning Practice Guidance - Noise. Ministry of Housing, Communities and Local Government. [Noise - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/collections/planning-practice-guidance)
- EPUK/IAQM. (2017). Land-use Planning & Development Control: Planning for Air Quality.
- EU Parliament. (2002). Directive 2002/49/EC of the European Parliament and of the Council of 25 June 2002 relating to the assessment and management of environmental noise.
- GLA. (2010). Mayor's Air Quality Strategy.
- GLA. (2018). London Environment Strategy.
- GLA. (2018). Transport Strategy for London. Available at: <https://www.london.gov.uk/sites/default/files/mayors-transport-strategy-2018.pdf>
- GLA. (2021). *The London Plan. The Spatial Development Strategy for Greater London*.
- GLA. (2022). Addendum to the Mayor's Transport Strategy (MTS): Proposal 24.1.
- Highways England. (2019). LA 105 Air Quality Guidance Revision 0.
- Highways England. (2020). Design Manual of Roads and Bridges - LA111 Noise and Vibration
- H.M Government. (1995). The Environment Act.
- H.M Government. (2021). Environment Bill 2019-21.
- 13.HM Government (2023a). Environmental Improvement Plan 2023. Available at: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1133967/environmental-improvement-plan-2023.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1133967/environmental-improvement-plan-2023.pdf)
- H.M Government (2023b) The Environmental Targets (Fine Particulate Matter) (England) Regulations 2023 (SI 2023/96). Available at: <https://www.legislation.gov.uk/uksi/2023/96/contents/made>
- London Atmospheric Emissions Inventory (LAEI). (2019). 2019 Air Quality Focus Areas. Retrieved from <https://data.london.gov.uk/dataset/london-atmospheric-emissions-inventory--laei--2019-air-quality-focus-areas>
- Laxen and Marner. (2003). Analysis of the Relationship Between 1-Hour and Annual Mean Nitrogen Dioxide at UK Roadside and Kerbside Monitoring Sites.
- Ministry of Housing, Communities and Local Government (2019). Planning Practice Guidance (PPG) SIN.2238. (2006). Environmental Noise (England) Regulations 2006. Statutory Instrument No. 2238.
- TfL (2017). Healthy Streets for London. Available at: [https://www.london.gov.uk/sites/default/files/healthy\\_streets\\_explained.pdf](https://www.london.gov.uk/sites/default/files/healthy_streets_explained.pdf)
- TfL (2022). TfL's Baseline Natural Capital Account

TfL (2024a). Corporate Environment Plan. Available at: <https://content.tfl.gov.uk/tfl-corporate-environment-plan-29-october-2024-acc.pdf>

TfL (2024a) Green Infrastructure and Biodiversity Plan. Available at: <https://content.tfl.gov.uk/green-infrastructure-and-biodiversity-plan-2024.pdf>

TRL, (2006). Method for Converting the UK Road Traffic Noise Index  $L_{A10,18h}$  to the EU Noise Indices for Road Noise Mapping.

The Statutory Office Limited. (2016). Air Quality Standards Regulations.

UK Statutory Instruments. (2020). The Environment (Miscellaneous Amendments (EU Exit) Regulations 2020.

WCC. (2010). Westminster Noise Strategy 2010-2015.

WCC. (2021). City Plan 2019-2040.

WCC. (2025). Air Quality Action Plan 2025-2030.

WCC. (2025a). Air Quality Annual Status Report for 2024.

World Health Organisation. (2021). WHO global air quality guidelines: particulate matter (PM<sub>2.5</sub> and PM<sub>10</sub>), ozone, nitrogen dioxide, sulfur dioxide and carbon monoxide. <https://www.who.int/publications/i/item/9789240034228>.

Westminster City Council (2024). Annual Status Report.

# Appendix A Figures

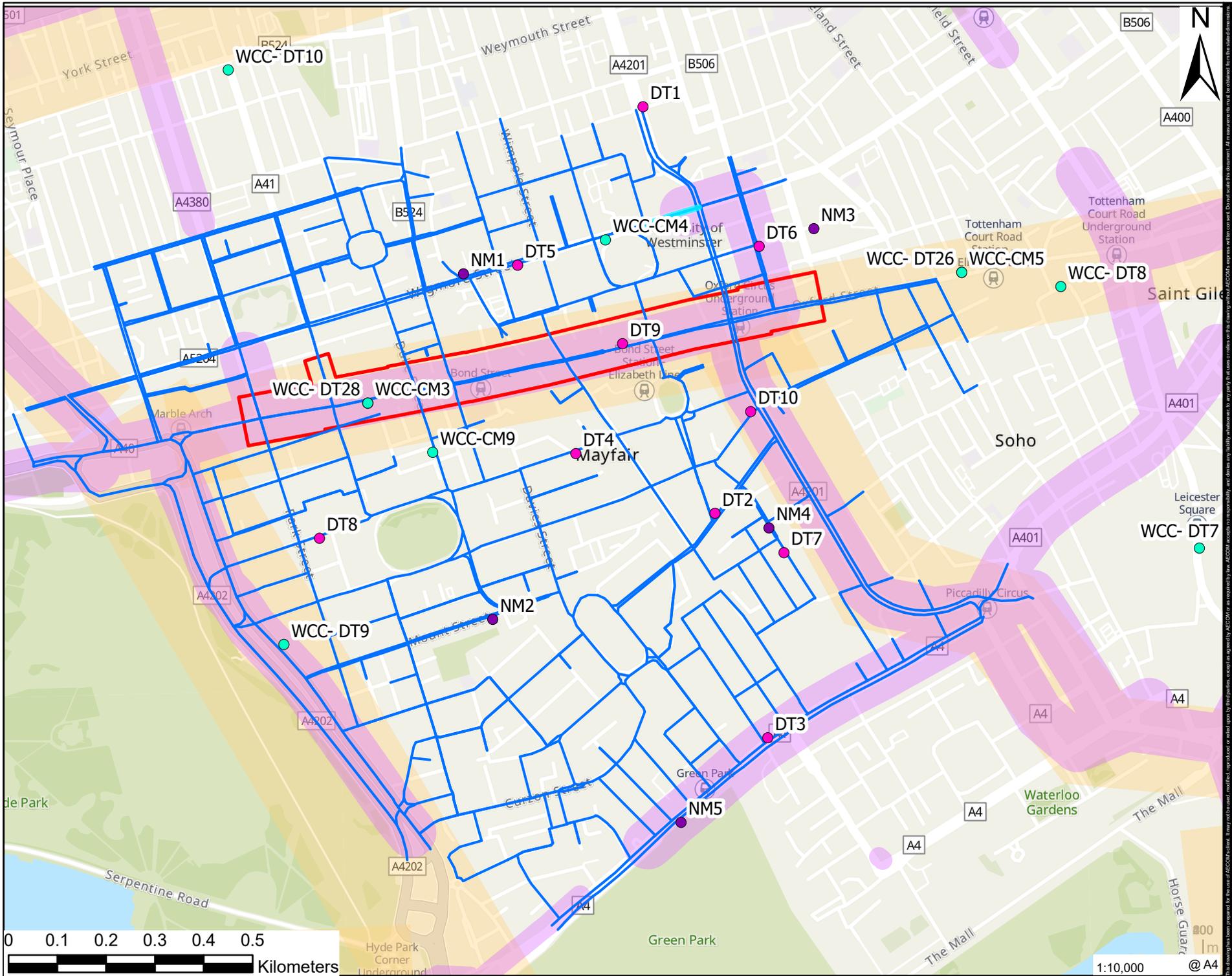
**Figure 3. Study Area**

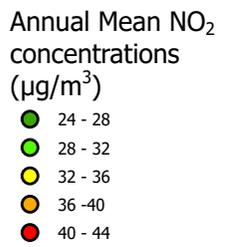
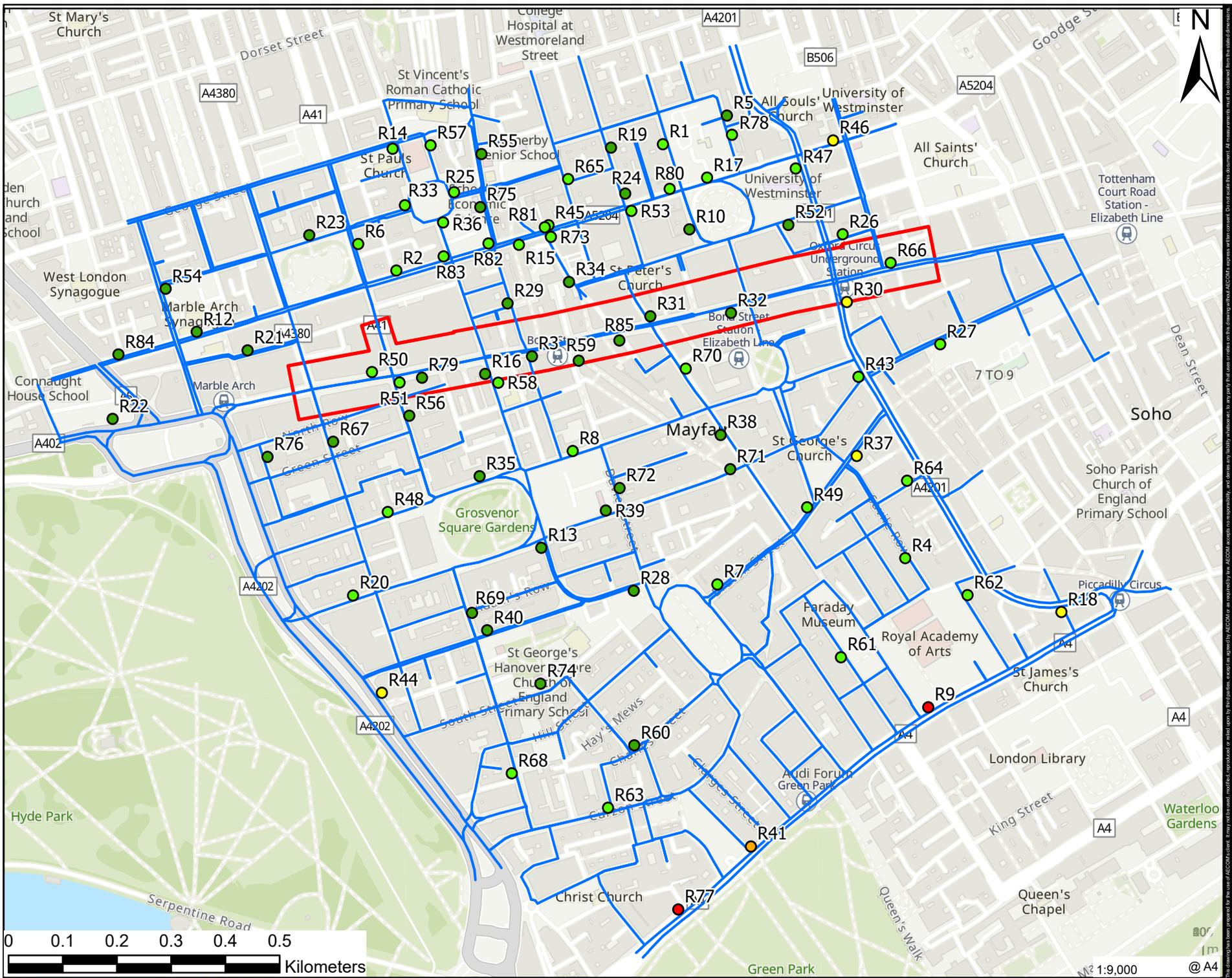
**Figure 4. Annual Mean NO<sub>2</sub> Concentrations in 2026 with the Scheme**

**Figure 5. Change in Annual Mean NO<sub>2</sub> Concentrations in 2026 with and without the Scheme**

**Figure 6. Change in daytime L<sub>A10,18h</sub> noise levels in 2026 between with and without scheme.**

**Figure 7. Change in night-time L<sub>Aeq,1h</sub> noise levels in 2026 between with and without scheme.**





**NOTES**

Esri Community Maps Contributors, Esri UK, Esri, TomTom, Garmin, GeoTechnologies, Inc, METI/ NASA, USGS

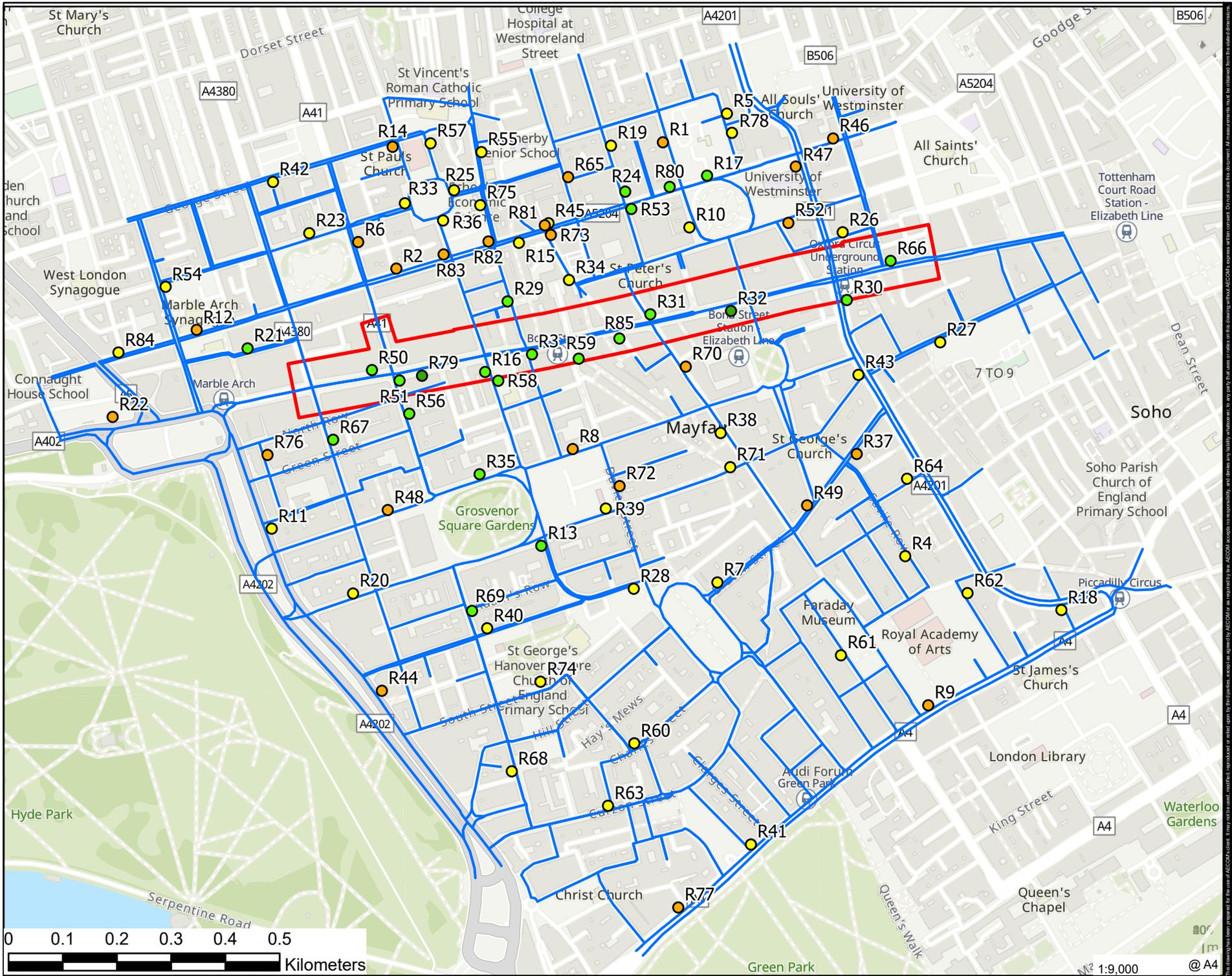
**ISSUE PURPOSE**  
FINAL

**PROJECT NUMBER**  
60704426

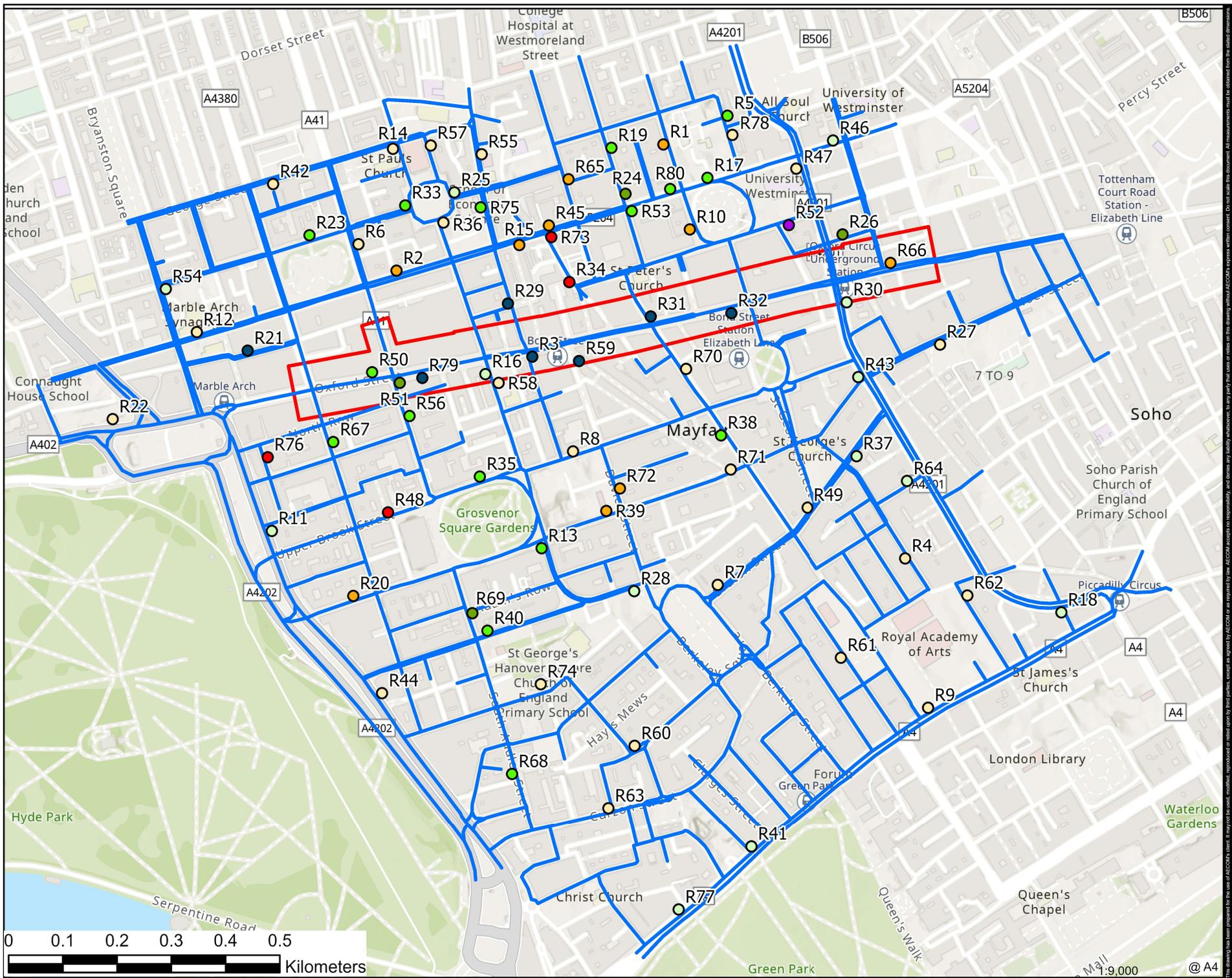
**SHEET TITLE**  
Annual Mean NO<sub>2</sub> Concentrations in 2026 with the Scheme

**SHEET NUMBER**  
Figure 4

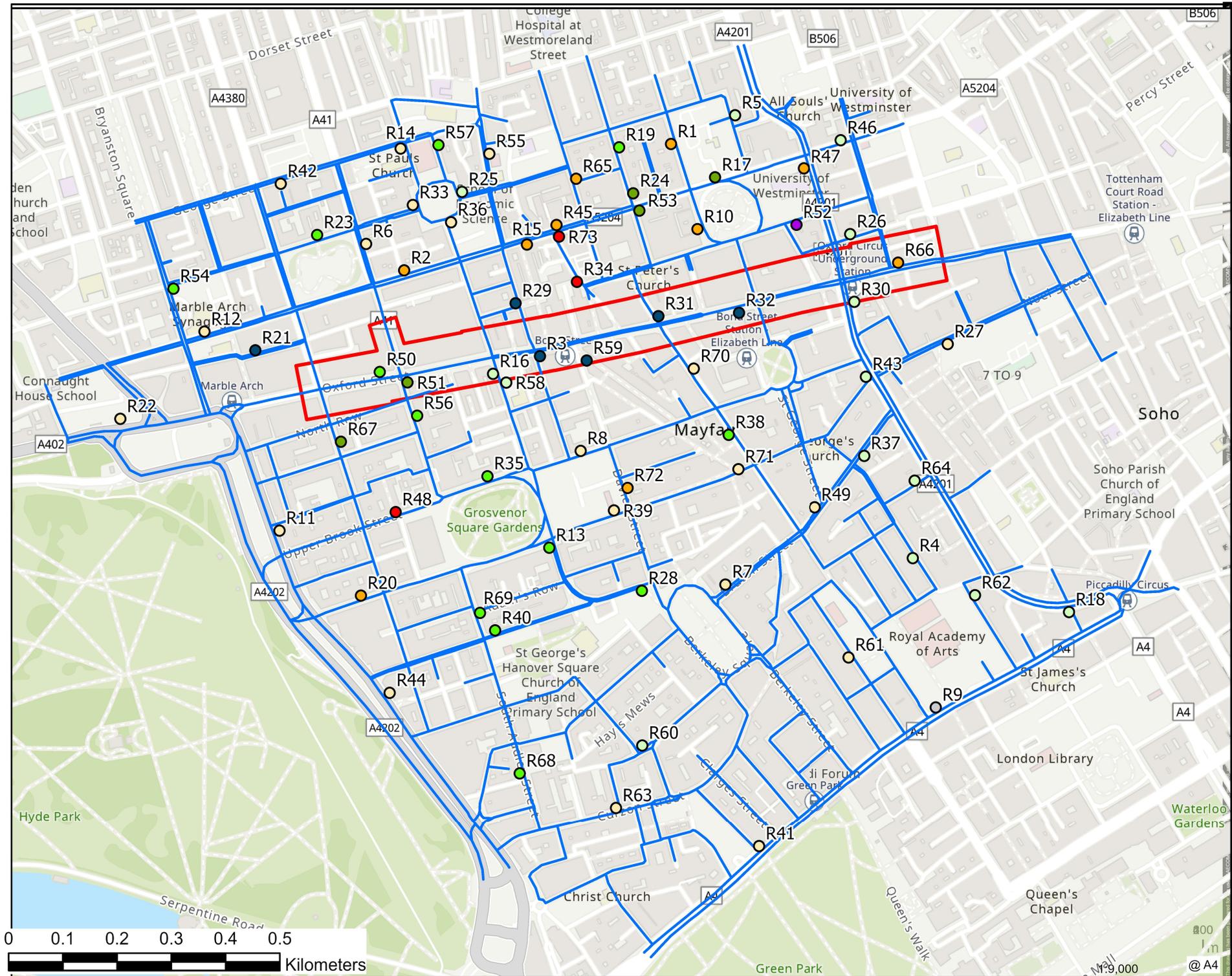
This drawing has been prepared for the use of AECOM's client. It may not be used, modified, reproduced or made public in any way without the prior written consent of AECOM. AECOM accepts no responsibility and bears no liability whatsoever for any party's use of this drawing without AECOM's express written consent. AECOM's liability is limited to the amount of fees paid to AECOM for the services provided. AECOM's liability is limited to the amount of fees paid to AECOM for the services provided.



This drawing has been prepared for the use of AECOM's client. It may not be used, modified, reproduced or made public in any way without the prior written consent of AECOM. AECOM accepts no responsibility and bears no liability whatsoever for any party for the use of this drawing without AECOM's express written consent. AECOM's liability is limited to the amount of the fee received by AECOM for the preparation of this drawing. AECOM's liability is limited to the amount of the fee received by AECOM for the preparation of this drawing.



This drawing has been prepared for the use of AECOM's client. It may not be used, modified, reproduced or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or by any information storage and retrieval system, without the prior written consent of AECOM. AECOM accepts no responsibility, and disclaims any liability whatsoever, for any party that uses or relies on this drawing, without AECOM's express written consent. No scale has been provided. All measurements must be obtained from the master drawing.



# Appendix B Noise Terminology

| Term                             | Definition   |
|----------------------------------|--|
| Noise                            | Unwanted or unexpected sound.  |
| "A" Weighting (dB(A))            | The human ear does not respond uniformly across the audible frequency range. The "A" weighting is commonly used to simulate the frequency response of the ear.   |
| Decibel (dB)                     | The decibel is a logarithmic ratio of two values of a variable. The range of audible sound pressures is approximately $2 \times 10^{-5}$ Pa to 200 Pa. Using decibel notation presents this range in a more manageable form, 0 dB to 140 dB. |
| Reference Time Interval, Tr      | The specified interval over which an equivalent continuous A-weighted sound pressure level is determined.  |
| Ambient Noise Level, $L_{Aeq,T}$ | The equivalent continuous A-weighted sound pressure level of the totally encompassing sound in a given situation at a given time that is usually composed of sound from many sources near and far.   |
| Level $L_{A10,T}$                | The A-weighted sound pressure level exceeded for 10% of a given time interval, T.  |
| $L_{A10,18h}$                    | A-weighted Sound Pressure Level exceeded for 10% of each hour over the period 06:00 - 24:00 hours  |

# Appendix C Committed Schemes

The Committed Schemes included in the future (2026) ONE Model scenarios are listed here:

- Camden Road/Camden Street Safer Junction
- Camden High Street Britannia Safer Junction
- Hampstead Road CV19 Cycle Lane
- Euston Road Churchway
- Brunswick Square
- Old Street
- Beech Street Closure
- WEP
- Edgware Road/Marylebone Flyover
- Little Portland Street
- Edgware Road Pedestrianisation Improvements
- Sussex Gardens
- Davies Street Reopening
- Dean Street Reopening
- Strand Aldwych
- Gresham Street / King Street
- Bank Interim
- London Bridge Cycle Improvements
- Waterloo IMAX
- Parliament Square Streetscape Project (PSSP)
- Knightsbridge Safer Junctions
- Beachamp Place
- Victoria Nova
- Lambeth Bridge
- Kennington Road
- Quietway 8/34
- CS4 Centre
- Homerton High Street
- Finborough Road.

# Appendix D Air Quality Model Verification

When using modelling techniques to predict concentrations, it is necessary to make a comparison between the modelling results and the monitoring data, to ensure that the model is reproducing actual observations. The accuracy of the future year modelling results is relative to the accuracy of the base year results, therefore greater confidence can be placed in the future year concentrations if good agreement is found for the base year.

Modelling results are subject to systematic and random error; such errors arise due to many factors, such as uncertainty in the traffic data and the composition of the vehicle fleet, and uncertainty in the meteorological dataset. This can be taken into account by factoring the modelled results against monitoring data.

This process is referred to as model verification. The first step of which is to consider the performance of the model, prior to any adjustment, by comparing modelled and measured total NO<sub>2</sub> concentrations predicted and gathered at the same locations.

From these sites, those within the model area with sufficient data capture were considered suitable for the purposes of model verification. Following detailed analysis of each monitoring location a total of 6 monitoring sites were taken forward in the model verification process for Zone A and 1 monitoring site was used for Zone B. Table 27 details the sites removed from the verification process, whilst Table 28 details the sites used in verification for each Zone.

Two verification factors were calculated for this study, in order to accurately represent different sections of the study area. Zone B encompassed all receptors along Piccadilly and Zone A covered the rest of the study area. The Piccadilly area was identified as needing a separate verification factor due to the presence of high monitored concentrations at this location that did not fit with the rest of the study area.

**Table 27. Monitoring sites excluded from model verification**

| Site ID | Reason for exclusion from verification  |
|---------|---|
| DT1     | Traffic links were not modelled at sufficient distance (200m) away from this site |
| DT6     | Monitored concentration lower than background concentration                       |
| DT7     | Monitored concentration lower than background concentration                       |
| DT9     | Monitored concentration lower than background concentration                       |

**Table 28. Monitoring sites used in model verification**

| Site ID    | Site location      | Verification Zone |
|------------|--------------------|-------------------|
| WCC - DT28 | Oxford Street East | A                 |
| DT2        | Conduit Street     | A                 |
| DT3        | Piccadilly         | B                 |
| DT4        | Brook Street       | A                 |
| DT5        | Wigmore Street     | A                 |
| DT8        | Upper Brook Street | A                 |
| DT10       | Maddox Street      | A                 |

Following Defra's Technical Guidance LAQM.TG(22), model performance was analysed at these eight monitoring sites. It was found that two sites had modelled NO<sub>2</sub> concentrations that differed to the monitored concentrations by more than 25% which means that, as per the guidance, a model adjustment factor was calculated. In this case, the model systemically slightly underpredicted, and the model adjustment factor was calculated to be 4.56 for Zone A and 5.31 for Zone B.

The factor was applied to modelled road NO<sub>x</sub> contributions as summarised in Table 29 and following adjustment, no sites had modelled NO<sub>2</sub> concentration greater than +25% of the corresponding monitored concentrations. LAQM.TG(22) indicates that an RMSE within 10% of the AQO (4 µg/m<sup>3</sup>) is ideal; the model performance is therefore considered to be robust.

**Table 29. Verification Details Zone A**

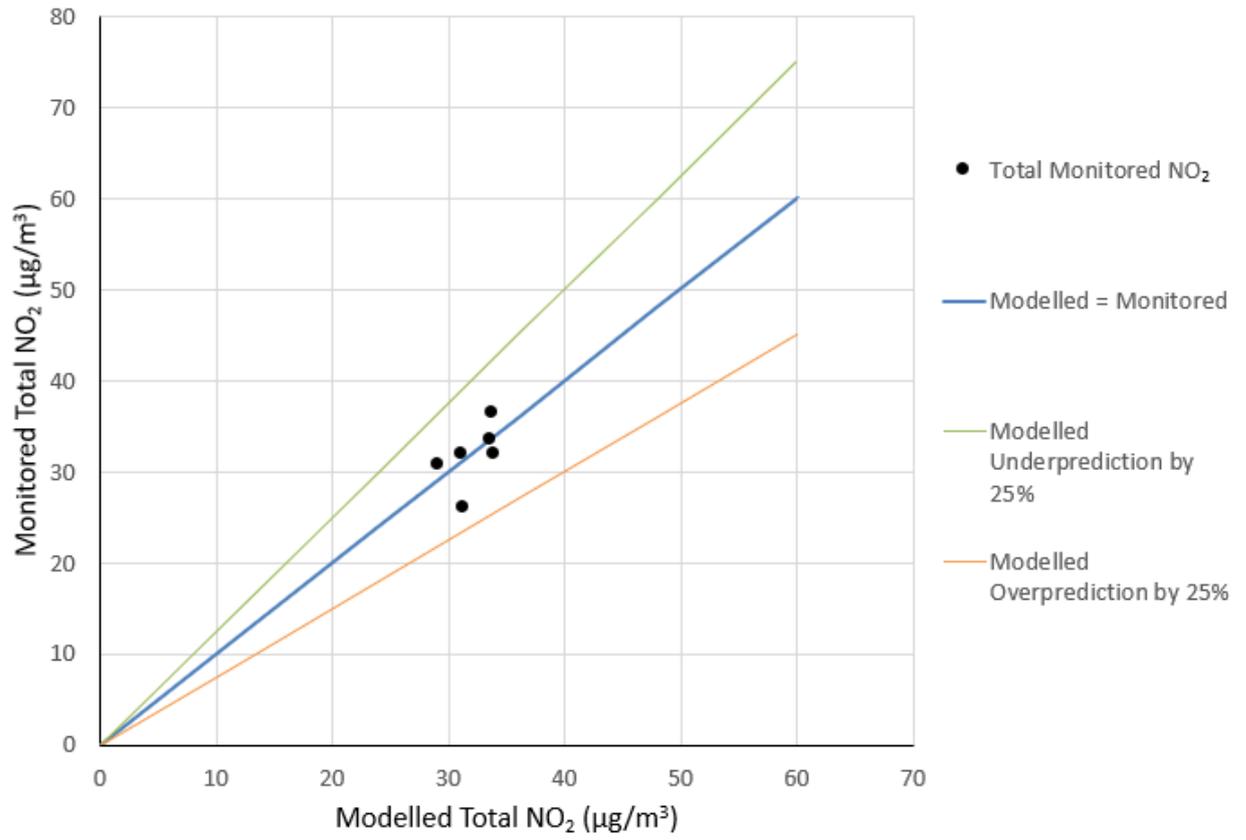
| Zone | Number of Sites | Number of Monitoring Sites within ±10% of the Monitored Concentration Pre-Adjustment | RMSE pre-adjustment (µg/m <sup>3</sup> ) | Fractional Bias pre-adjustment (%) | Model Adjustment Factor | Number of Sites within ±10% of the Monitored Concentration Post Adjustment | RMSE post adjustment (µg/m <sup>3</sup> ) | Fractional Bias post adjustment (%) |
|------|-----------------|--|--|------------------------------------|-------------------------|--|---|-------------------------------------|
| A    | 6               | 2  | 5  | 0.1                                | 4.56                    | 5  | 2.6                                       | 0                                   |
| B    | 1               | 0  | 21.9                                     | 0.5                                | 5.31                    | 1  | 0   | 0                                   |

The relationship between modelled and monitored NO<sub>2</sub> before and after adjustment at each monitoring site is shown in Table 30.

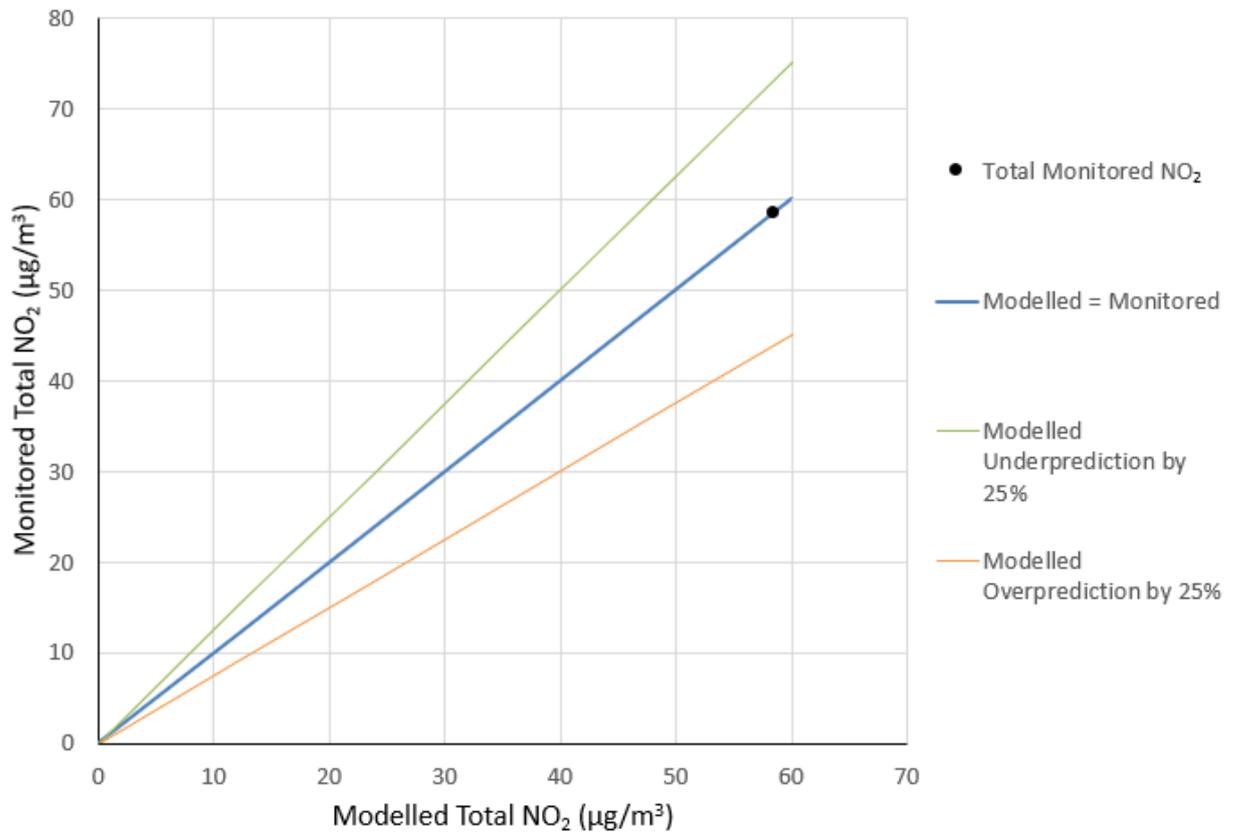
**Table 30. Monitoring Data used in Model Verification**

| Site       | Monitored Total NO <sub>2</sub> (µg/m <sup>3</sup> ) | Monitored Road NO <sub>x</sub> (µg/m <sup>3</sup> ) | Modelled Adjusted Road NO <sub>x</sub> (µg/m <sup>3</sup> ) | Modelled Total NO <sub>2</sub> Before Adjustment (µg/m <sup>3</sup> ) | Modelled Total NO <sub>2</sub> After Adjustment (µg/m <sup>3</sup> ) |
|------------|--|---|---|---|--|
| WCC - DT28 | 33.6   | 16.5  | 16.2  | 28.5  | 33.5   |
| DT2        | 36.6   | 28.3  | 20.1  | 27.5  | 33.7   |
| DT3        | 58.4   | 95.8  | 95.8  | 36.5  | 58.4   |
| DT4        | 26.2   | 1.1   | 13.5  | 26.9  | 31.2   |
| DT5        | 30.9   | 9.4   | 5.0   | 27.5  | 29.1   |
| DT8        | 26.6   | 15.5  | 13.3  | 26.9  | 31.1   |
| DT10       | 32.0   | 6.4   | 11.1  | 30.4  | 33.9   |

Figure 8. Modelled vs Monitored Total NO<sub>2</sub> (After Adjustment), Zone A



**Figure 9. Modelled vs Monitored Total NO<sub>2</sub> (After Adjustment), Zone B**



# Appendix E Data and Assumptions

## Data Provided

- OS mapping files from MasterMap® including TOPO layer from TfL in September 2025;
- AddressBase® layer with building points and uses provided by TfL in September 2025;
- Road scheme layout provided by TfL in pdf and .DWG format in August 2025; and
- AM and PM peak traffic data from ONE model developed by AECOM for a base year of 2024/5 and 2026 for a future-base (DM) and do something case (DS) in September 2025.

## Traffic Modelling Assumptions

- Peak traffic data converted to 6-hour, 18-hour AAWT and 24-hour AADT format based on existing traffic count data in the study area provided by TfL and DfT using the methodology outlined in Section 6. Specific factors were applied where count data were available for individual roads, and a network-wide factor was applied to all other roads. This methodology has been used consistently on previous TfL schemes.
- Due to the strategic nature of the ONE model there is, in general, greater certainty on the flows on the key strategic routes rather than local or minor roads. This is for several reasons including:
  - The number of vehicles using the key routes is less sporadic and this is usually reflected in the count data.
  - The model is more likely to be validated well on the key routes and count data collected more regularly, due to their strategic importance.
  - Local roads within the model are more likely to represent several smaller local alternative routes, such as several parallel residential roads, and hence the individual flow volumes may not be fully representative.
- Traffic links were assigned bus flows by calculating total bus flows from bus routes within the study area and applying the average of this figure to relevant links.

## Air Quality and Carbon Assumptions

- CO<sub>2</sub>, NO<sub>x</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> vehicle emission factors assumed for 2024 for base and 2026 for opening year as per information in Defra's latest Emissions Factors Toolkit v13.1;
- Background NO<sub>x</sub>, NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> concentrations for the year 2024 and 2026 taken from Defra's 2021-based background maps unadjusted based on comparison with local monitoring data; and
- The assessment is based on traffic on roads modelled within the ONE model. As this is a strategic model it does not include all minor roads in the area, so these have not been included in the air quality model.

## Noise Modelling Assumptions

- Ground conditions taken from available OS mapping where manmade and water ground types are set to hard ground and natural ground types are set to soft ground.
- Road surface correction: all traffic speeds in the study area less than 75 km/h, therefore road surface correction of -1 dB(A) applied to all roads in accordance with guidance in DMRB LA111 and CRTN for impervious road surfaces.
- Buildings heights were set based on the provided OS data. Visual checks were made on receptors to correct them to a height which was seen as more representative of the true building height with the correct number of floors.
- The assessment is based on traffic on roads modelled within the ONE model. As this is a strategic model it does not include all minor roads in the area, so these have not been included in the noise model.

