Westminster City Council

HENRIETTA STREET

Consultation Report



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Consultation Report

TYPE OF DOCUMENT (VERSION) PUBLIC

PROJECT NO. UK70103553.100

HENRIETTA STREET

DATE: JANUARY 2025

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EXECUTIVE SUMMARY

This consultation report outlines the findings from the Henrietta Street Public Realm Improvements consultation. Conducted between 15th October – 4th November 2024, the consultation aimed to seek public opinion on the proposed scheme through engagement with stakeholders, including local businesses and residents.

The results of the consultation and the data contained in this report solely relate to the responses received through the Common Place consultation platform.

Overall, the consultation received 71 questionnaire responses through the Commonplace consultation platform (a lower level than anticipated and when compared to the recent Eccleston Street consultation which received 214 responses). 82% of the questionnaire responses demonstrated support for all or some of the elements of the proposed improvements to the Henrietta Street. When broken down, 62% of local residents supported all or some of the elements, 100% of visitors, 100% of local workers, 60% of representatives from local businesses and 100% of local organisations.

The main themes and concerns which were raised during the consultation were as follows;

- Importance of preserving the historic gas street lamps,
- Impact and retention of al fresco dining,
- Improved pedestrianisation of the street,
- Improved safety and accessibility,
- Impact to traffic flow,
- Loading and access for businesses and organisations.

6 written responses were received through a dedicated consultation mailbox (summarised in section 4 below).

1 INTRODUCTION

1.1 BACKGROUND

The proposed Henrietta Street Public Realm Improvement scheme covers the entire length of Henrietta Street (Bedford Street to Southampton Street) and includes the section adjacent to Covent Garden Market Piazza.

This scheme, proposed by Shaftesbury Capital, is to upgrade Henrietta Street broadly in line with the existing arrangement in neighbouring King Street, where a significant highway upgrade was completed in 2014. Following the final approval of the Covent Garden Neighbourhood Traffic Management Scheme (NTM) in March 2023, Henrietta Street is now permanently pedestrianised for 20 hours per day. Motorised vehicle access is permitted between 0700-1100 for servicing (cycling is permitted at all times).

Henrietta Street is currently arranged as a regular traffic bearing road with a dominant carriageway and relatively narrow raised footways. Since the implementation of the NTM in March 2023, and the removal of motorised traffic for a significant part of the day, there is now an opportunity to consider highway and public realm improvements to provide an enhanced pedestrian feel and experience at this location and also consider improving the integration and flexibility of the previously approved al fresco dining scheme (subject to a separate approvals process).

1.2 WHAT IS BEING PROPOSED?

1.2.1. The proposals to improve the public realm of Henrietta Street include:

- Widening the footway and reducing the width of the carriageway.
- Levelling the footway and carriageway to the same level along Henrietta Street. This will improve accessibility and align with the broad design principles for a pedestrianised street.
- Upgrading current street surfacing with high grade materials in the same colour mix as King Street to improve the historical setting of the Market Building and Piazza.
- Creating a level surface across the street and with the Covent Garden Market Piazza to improve connectivity, especially for those with impaired mobility.
- Lifting and relaying existing cobbles at the junction with Southampton Street to create a more even surface. Providing a level pathway across the street to link the Market Building with the Henrietta Street southern footway.
- Improvements to public lighting by installing new lighting whilst also retaining the existing heritage listed gas-lit lamp columns.
- Supporting local businesses by providing the opportunity for a more flexible and integrated/considered al fresco dining arrangement, subject to separate licensing and approvals.
- Increasing the servicing provision by creating additional dedicated loading bays.

2 CONSULTATION APPROACH

2.1 OVERVIEW

The consultation ran from 15th October to 4th November 2024, with the information on the proposed public realm improvements being available through the Westminster City Council (WCC) Commonplace website (https://henriettastreetimprovements.commonplace.is).

In-person events

Two in-person events were held at 16 Henrietta Street, one during the lunchtime of 23rd October 2024 and the other on in the evening of the 31st October 2024. Offering events at different times and on different days aimed to provide greater flexibility and accessibility for attendees, catering to varying schedules and ensuring a broader audience could participate.

The events allowed people to speak with the project team including representatives from WCC, WSP's Engagement Team and the WSP Project Manager (from the design team) and find out more about the proposals.

Consultation materials

A package of consultation materials was developed in a style that was accessible to stakeholders and conveyed all the technical details on the proposals. The technical terminology was simplified to ensure that stakeholders understood the proposed improvements and could make an informed response to the online questionnaire. More details can be found in Section 2.2

2.2 PROMOTIONAL AND CONSULTATION MATERIALS

A range of materials were used to promote the consultation. These are detailed below. All materials were available for the consultation period of 15th October to 4th November 2024.

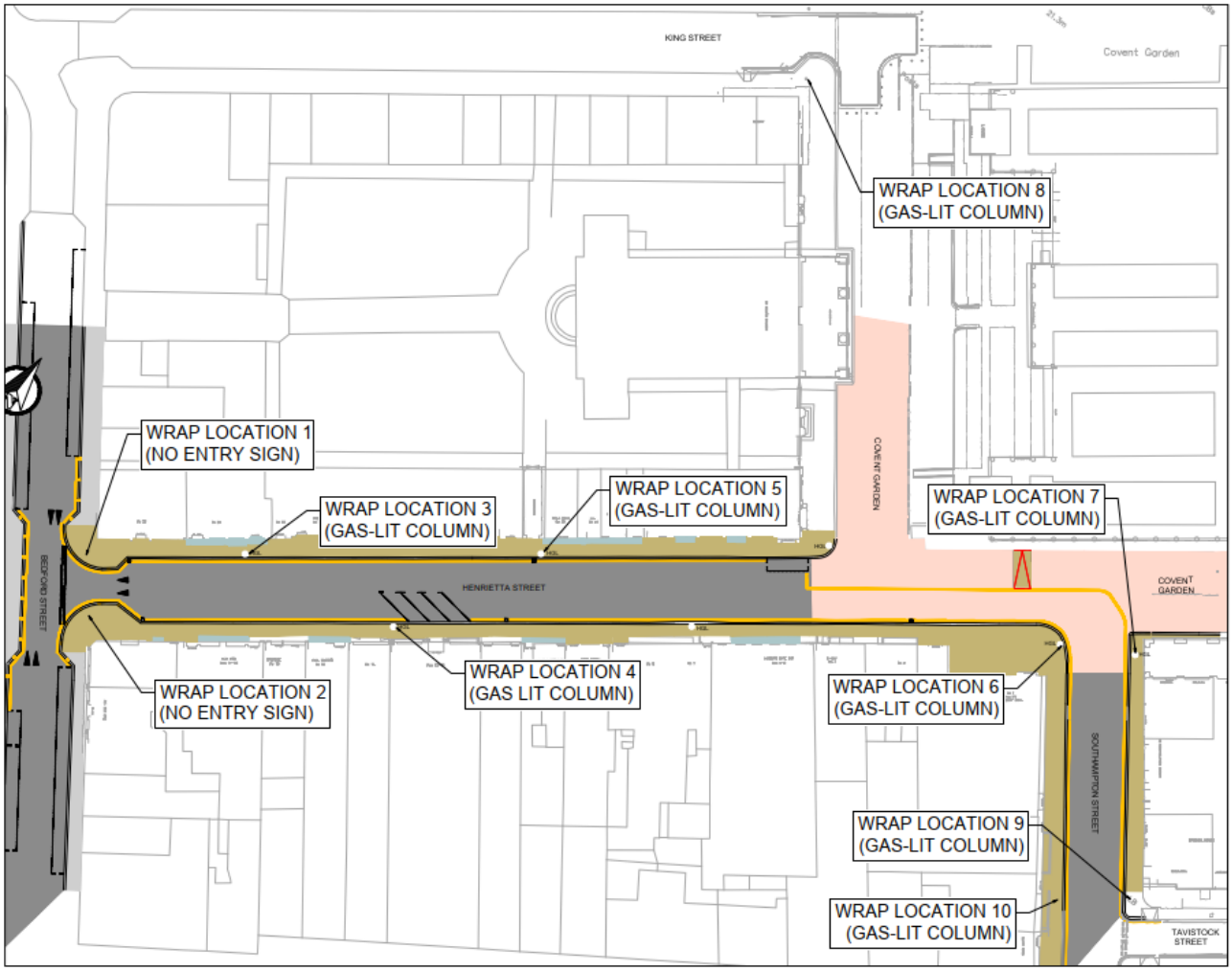
Lamp post wrap

Ten lamp post wraps were produced and located on Henrietta Street and at the junctions of neighbouring streets leading to Henrietta Street. These contained the website address, dates, email address, and a QR code linking to the Commonplace website. See Figure 2-1 for the example of a lamp post wrap in place and Figure 2-2 for the lamp post wrap locations (Appendix A).

Figure 2-1 - Example of lamp post wrap in situ



Figure 2-2 - Location of lamp post wraps along Henrietta Street



Postcard

An A5 postcard was designed to promote the consultation and posted to 1,005 addresses in the local area during the first week of the consultation, a copy of the postcard is included as Appendix B. The postcards were sent by Royal Mail to all premises in Henrietta Street, Covent Garden Market Piazza, King Street, Tavistock Street (section from Southampton Street to Wellington Street), Bedford Street (section from King Street to Maiden Lane), Maiden Lane and Southampton Street.

Consultation website

The Commonplace website enabled the public to access information about the consultation and provided the opportunity to comment on the Henrietta Street proposals during the consultation period of 15th October to 4th November 2024. The website contained the following items and screenshots are included in Appendix C:

- Proposals plans and descriptions regarding the proposed designs
- Details regarding the in-person events
- Frequently Asked Questions
- Questionnaire

Social Media

Westminster City Council's social media (Facebook, and X) was used to promote the consultation. Several posts were published on these accounts over the consultation period and included links to the Commonplace website.

Overall, the campaign generated 81,540 impressions and 1,286 link clicks. Examples are included in Appendix D.

Mailchimp

An email promoting the start of the consultation was sent to 177 stakeholders, including local political stakeholders, resident associations, statutory bodies and local businesses. The email contained details of the consultation and a link to the Commonplace (Appendix E).

Pull-up banner and boards

Three A1 Foamex boards displaying the proposed plans, and an informative pull-up banner were on display at the two in-person events (Appendix F)

Figure 2-3 Consultation pull-up banner



FAQ

A series of FAQs were produced and included on the website to answer and clarify frequently asked questions about the proposals, written in a clear way to portray the information relating to the proposals at a non-technical level (Appendix G).

Questionnaire

A questionnaire was designed to gather views and feedback on the proposed public realm improvements. The questionnaire included a total of seven questions and provided an optional

demographic section with an additional seven questions for respondents to complete. The online questionnaire was hosted on Commonplace (Appendix H).

Mailbox

A dedicated email address and mailbox was set up to allow respondents to submit their feedback via email as an alternative to the online questionnaire on Commonplace.

2.3 EVENTS

Two in-person consultation events were advertised to give the public an opportunity to view the proposed design, speak with members of the project team and provide feedback on the proposals. Questions and comments were noted down during the event, however attendees were encouraged to fill in an online questionnaire. In order to ensure the consultation was accessible to all, a paper copy of the questionnaire was available to those who prefer to engage with the City Council in this way or who may not have online access

The events were carried out as drop-in sessions where attendees could attend at any time between the advertised times with no need to book. The events were:

- 23rd October 2024: 12-2pm - 16 Henrietta St, London WC2E 8QH
- 31st October 2024: 5-7pm - 16 Henrietta St, London WC2E 8QH

The venue was in central Covent Garden and chosen with accessibility in mind, the event was on one level with step free access from the street.

A total of 20 people attended the two consultation events (17 at the first event and 3 at the second event), including representatives from the London Lamplighters, the London Gasketeers, St Pauls Church and several local restaurants. During both events there were a number of questions regarding the impact to the existing al fresco dining along the street with several representatives from local food and beverage businesses attending to find out more. Other conversations focused on the level of al fresco dining permitted in central Covent Garden, emphasising the importance of balancing access with the intended improvements to public spaces.

Discussions during the first event focused on the preservation of the historic gas lamps, a topic of particular interest to community members and the impact of the proposals on al fresco dining. During the second event the conversation focused on the concerns raised by a local resident, primarily related to vehicle restrictions in the wider Covent Garden area, that were implemented under an earlier and separate scheme (the Covent Garden NTM) and also the preservation of the existing gas lighting and the proposals to provide additional replica gas lighting.

2.4 ANALYSIS METHODOLOGY

The questionnaire comprised open (free text) and closed (tick-box) questions. Closed questions allowed respondents to choose their preference between multiple choices. These provided quantitative data where the preferences of respondents can easily be compared. Raw data from the closed questions were used to create charts that can be observed in the following sections of the report. [Please note that due to rounding, some percentages in this analysis may not total exactly 100%].

Open responses and email responses were subject to a coding process, or thematic ‘coding’, whereby statements are translated into a series of numeric codes, to identify common themes and

enable the categorisation of the comments. These codes were then analysed quantitatively to identify the most frequently recurring areas of comment.

A code frame is a list of the codes which represent the different themes and areas of comment raised by respondents. This is created by reviewing a large sample of the responses and identifying common themes and areas of comment, each of which is given a unique number. The code frame for this consultation underwent a series of reviews during the analysis to ensure that any new themes that emerged in the data were incorporated.

3 RESPONSE TO THE CONSULTATION

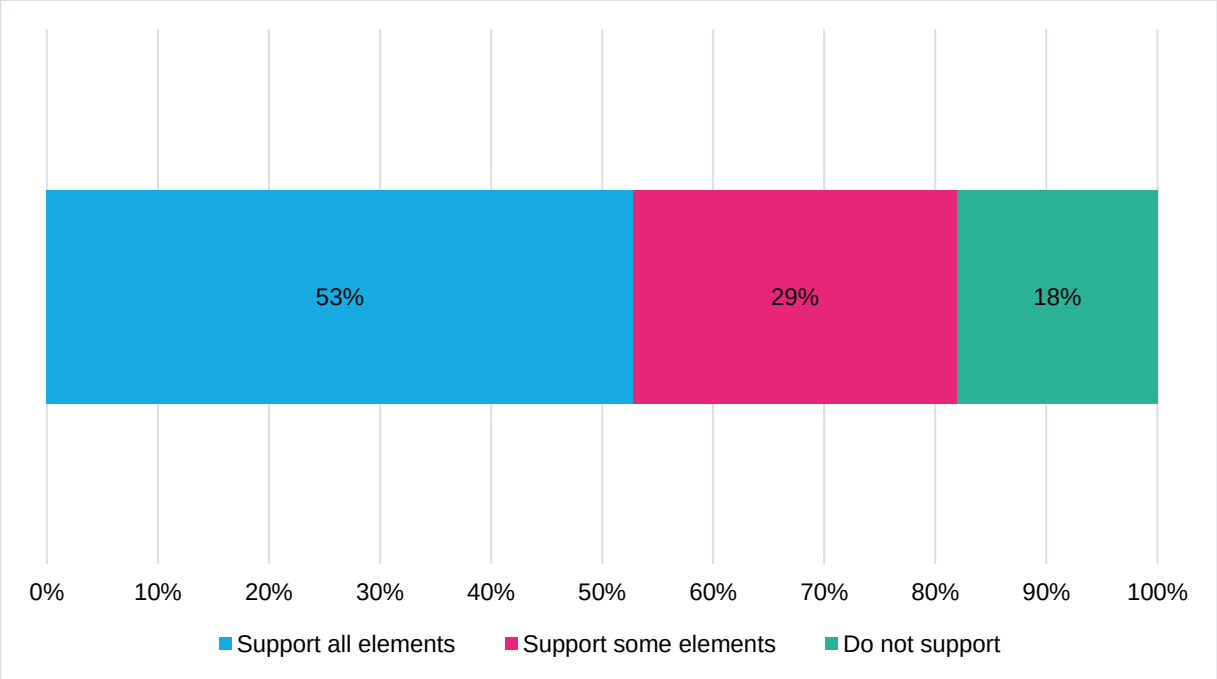
3.1 INTRODUCTION

Overall, a total of **71** responses were received via Commonplace. A total of **6** written responses were also received via email.

3.2 QUESTIONNAIRE RESPONSE

Question 1 asked respondents if they supported the proposed changes to Henrietta Steet. 38 respondents (53%) expressed support for all elements, 21 respondents (29%) supported some elements, and 13 respondents (18%) did not support the proposals.

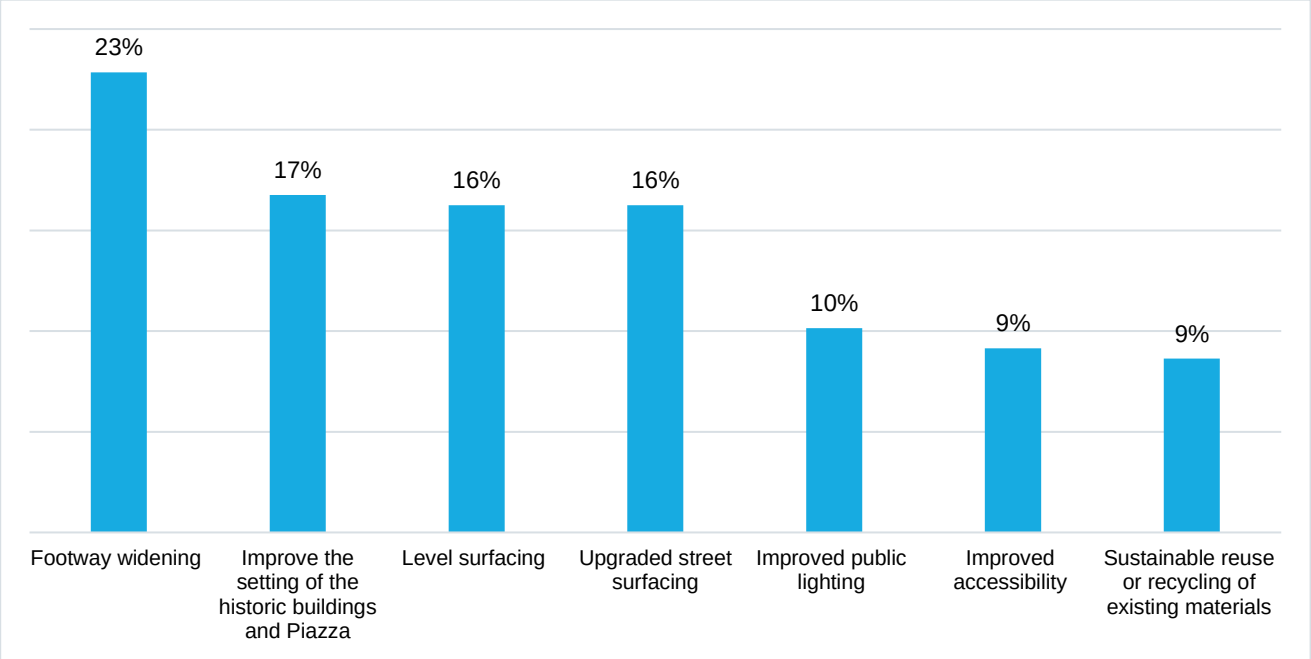
Figure 3-1 - Do you support the proposals for Henrietta Street?



Base: n:72

Question 2 asked respondents what elements of the proposals did they particularly support. Respondents were able to choose multiple options. Overall, 197 selections were made with footway widening receiving the most support (45 responses (23%) followed by improving the setting of the historic buildings and piazza with (33 responses (17%). Full details can be found in figure 3-2.

Figure 3-2 - What elements of the proposal do you particularly support?



Base: n:58 responses resulting in 197selections

Question 3 asked respondents to explain their reasoning behind their support or concerns regarding the proposals. Of the total respondents, 56 answered this question. The most common theme was **support for improved pedestrianisation** of the area, with 14 respondents approving of the focus on pedestrian-friendly improvements. "*Overall this looks a great scheme and improvement to the area and continues the work across Westminster to make pedestrians the focus of the public realm."*

The next most common theme was **improved safety and accessibility** (9 respondents), "*Such a busy area should certainly be accessible to wheelchair users. I believe this scheme is a worthwhile investment."* The third most common theme was the visual improvement to the area with 6 mentions, "*Anything which helps make it more beautiful, impactful and efficient will get our support.".*

The biggest concern raised was the **importance of preserving the historic gas street lamps**, with 5 respondents emphasising that these should be retained. "*Gas lamps are an integral part of the character and charm of Covent Garden - we want to see more of them not less! There is a great opportunity to use authentic gas lamps instead of new replica LED lamps for the additional 7 infill lights on the street."*

Of those who answered that they did not support the scheme, 8 responded to this question with the main concern focusing on how the proposals **would impact traffic flow and loading access for residents and businesses relying on regular deliveries**, "*I do not support this latest proposal to cut off residents from access to their homes by taxi or car. Many need home deliveries and this is impossible with these roads."*

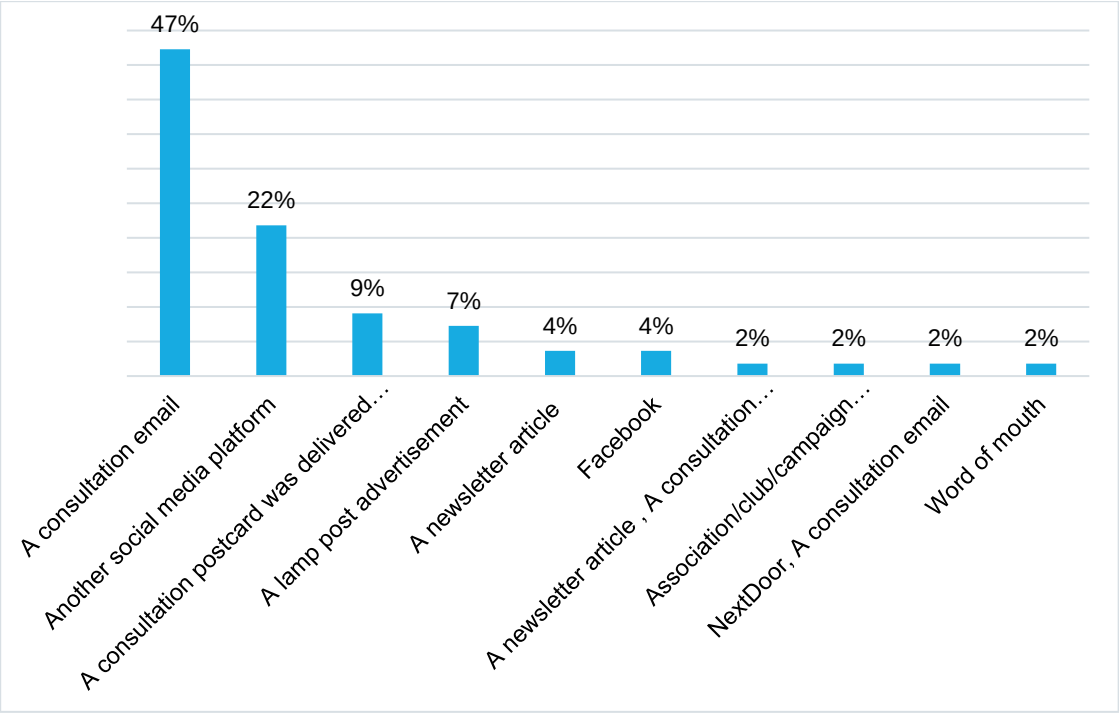
Question 4 asked respondents if they had any additional comments, 33 responses were provided. The most common theme was a request for more **greening, planting and seating** along Henrietta Street with 8 mentions, "*The scheme could be improved by adding trees and planting".* The next most frequent theme was comments relating to cycling, with 6 respondents mentioning increased

cycling provisions or concerns over speeding cyclists, "*I would like to see the inclusion of a specific proposal on cycle parking. There is no parking in Covent Garden itself and the limited cycle racks in adjacent streets is frequently full.*"

Of those who did not support the scheme, 7 responded to this question with the most common concern being the use of public funds for the project, mentioned in 3 responses.

Question 5 asked respondents how they found out about the consultation. Of the 55 responses, 26 respondents (47%) answered a consultation email. Full details can be found on Figure 3-3.

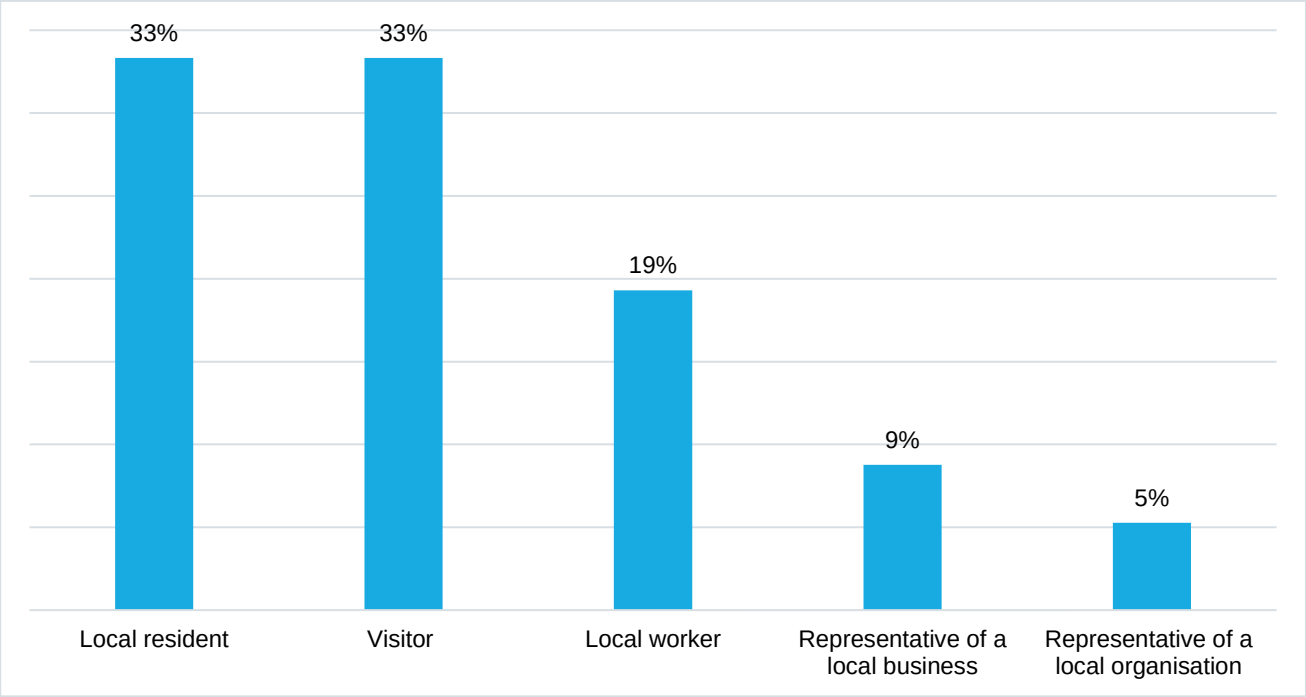
Figure 3-3 - How did you find out about the consultation?



Base n:55

Question 6 asked respondents what their connection was to the area, with 19 respondents (33%) identifying as local residents and 19 respondents (33%) as visitors. Full details can be found in Figure 3-4.

Figure 3-4 - Which of the following best describes you?



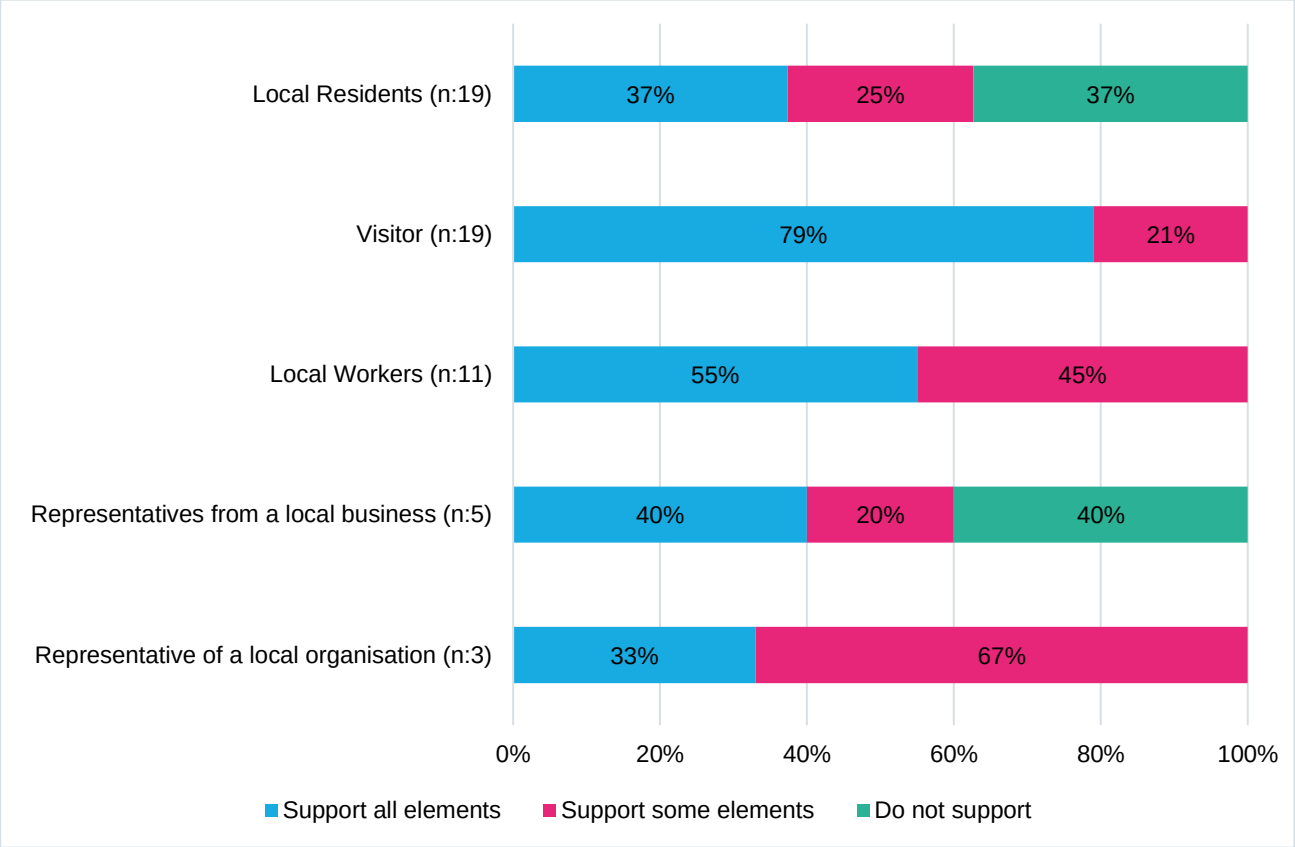
Base: n: 57

Question 7 asked respondents if they were responding on behalf of a group or organisation and if so, to provide the name of the organisation. Responses were received from 7 groups including:

- All Bar One
- Seven Dials Trust
- St Paul's Church
- The London Gasketeers
- The Oystermen
- LW Theatres

The level of support was identified for the different groups of respondents based on responses to question 6. 65% of local residents supported all or some of the elements, 100% of visitors, 100% of local workers, 60% of representatives from local businesses and 100% of local organisations. Full details can be found in Figure 3-5.

Figure 3-5 - Level of support based on group of respondent



When examining the reasons behind the respondents' support or opposition, the top theme for both residents and visitors was improved pedestrianisation. The responses from local workers did not show a clear theme. Local businesses primarily focused on the benefits of al fresco dining, while local organisations were particularly interested in preserving gas lamps.

4 EMAIL RESPONSES

A total of six email responses were received during the consultation. Three of these responses were submitted on behalf of organisations or stakeholders. Below is an anonymised summary of the key feedback:

Organisations and Stakeholders:

- One organisation indicated no concerns with the proposed improvements
- Another organisation asked for further details regarding the retention of a bollard and requested access to a road safety audit. The requested information was provided, and further considerations regarding bollard relocation will be addressed in the next design stage.
- A business stakeholder expressed strong support for the scheme but also raised queries related to property matters, which were forwarded to the relevant party for review.

Local Residents

- One resident supported the visual enhancements but raised concerns about local traffic restrictions, cycling infrastructure, and the funding of the proposals.
- Another resident shared concerns about underutilised cycle parking, obstructions caused by dockless bikes, and pedestrianisation impacts on deliveries and taxis. Clarifications were provided, including usage statistics for cycle stations, and the feedback was forwarded to relevant teams.

Amenity Group

- A local community group raised several detailed concerns post-consultation, particularly about lighting design and heritage considerations, suggesting improvements to existing historic lanterns and alignment with conservation principles. A direct response is being prepared by the City Council Street Lighting Team to address these points, ensuring the scheme balances accessibility improvements with respect for the area's character.

This feedback has been reviewed by the project team and will be considered during the ongoing design process, with responses provided to specific queries and relevant concerns forwarded to appropriate teams for further review.

5 ABOUT THE RESPONDENTS

5.1 DEMOGRAPHIC DATA

The questionnaire's second section was optional and collected demographic data from respondents.

Out of the 19 responses received under the respondent selected category of local resident, the postcode data indicates the following:

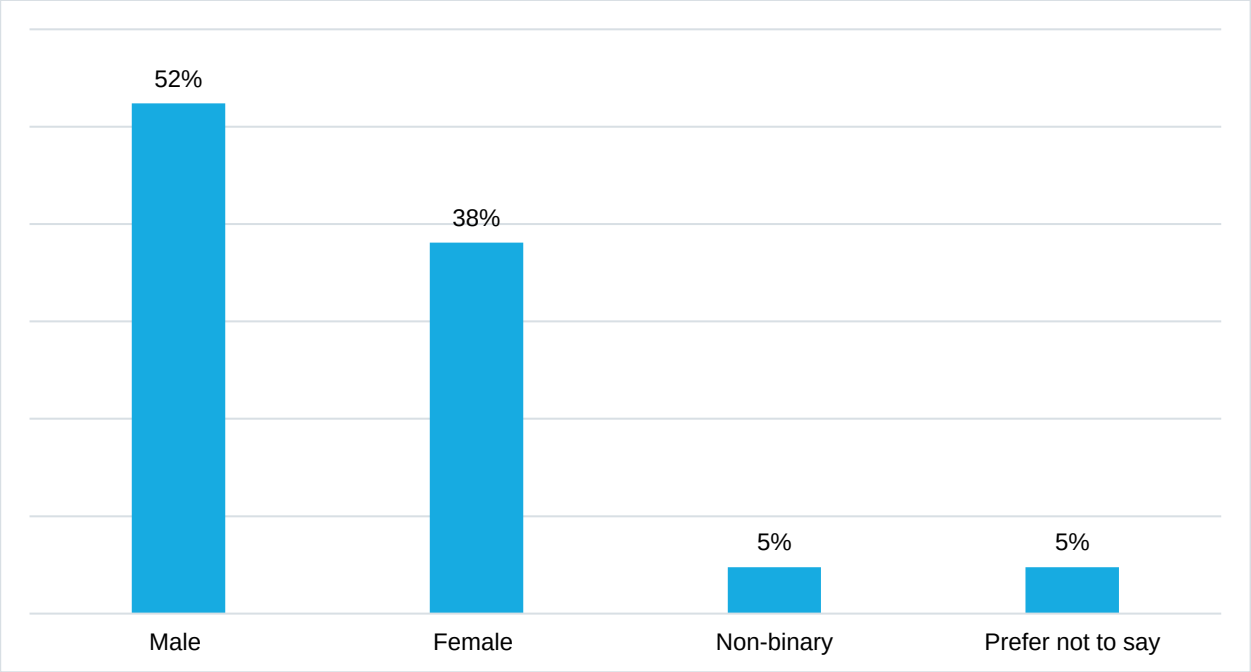
Table 5-1 – Level of support from local resident category

Location	Support All	Support Some	Do Not Support	Total
Local resident	2	3	4	9
WCC resident (not local)	1	0	1	2
Non WCC resident	2	1	0	3
Not Known (no postcode provided)	2	1	2	5

Local residents (central Covent Garden and St James's ward) demonstrate 56% (5 respondents) support for all or some of the elements of the proposed improvements to the Henrietta Street. Support is higher for respondents from the other categories above at 70% (7 respondents).

Question 9 asked respondents to identify their gender with 22 respondents (52%) identified as male, while 16 (38%) identified as female. Full details can be found in Figure 5-2.

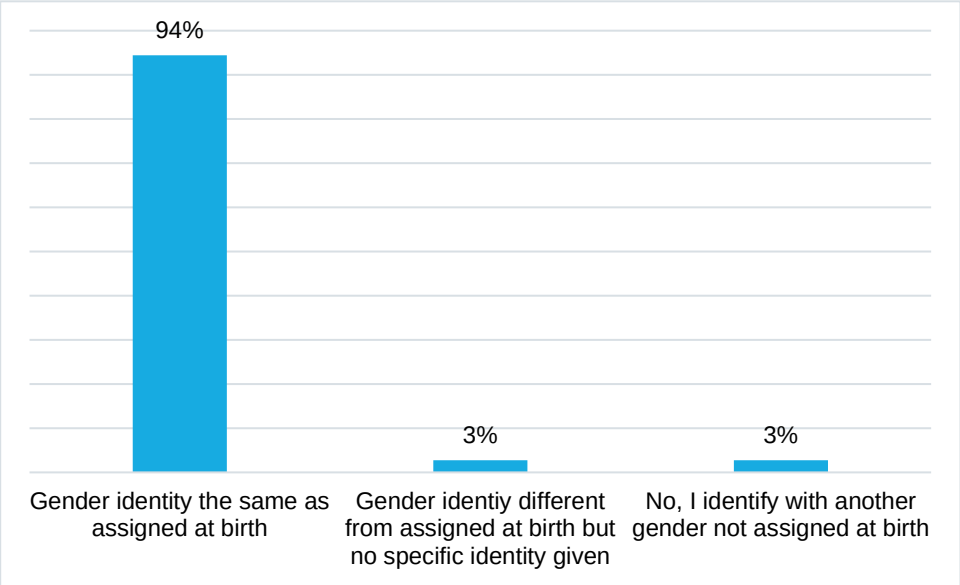
Figure 5-1 - What gender do you identify with?



Base: n: 42

Question 10 asked whether respondents' gender identity matched the sex registered at birth, with 34 respondents (94%) stating that their gender was the same as birth. Full details in Figure 5-3.

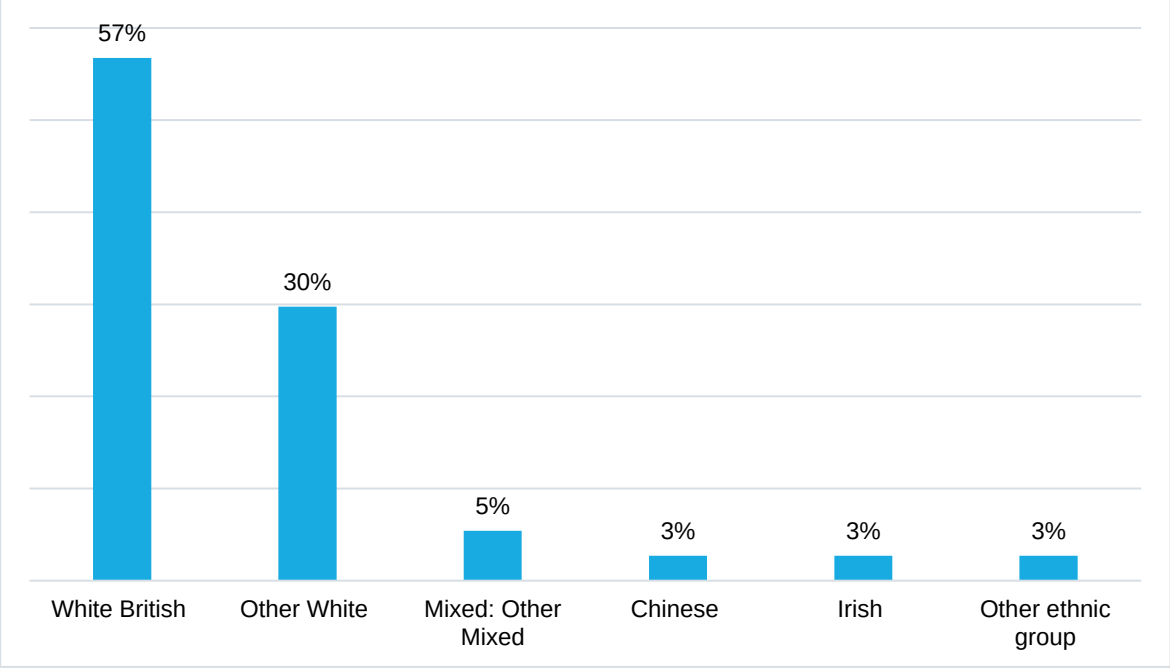
Figure 5-2 - Is your gender the same as the sex you were registered as at birth?



Base: n: 36

Question 11 asked respondents which of the following groups they consider they belonged to, with 21 respondents (57%) identifying as White British and 11 respondents (30%) identifying as Other White. Full details can be found in Figure 5-4.

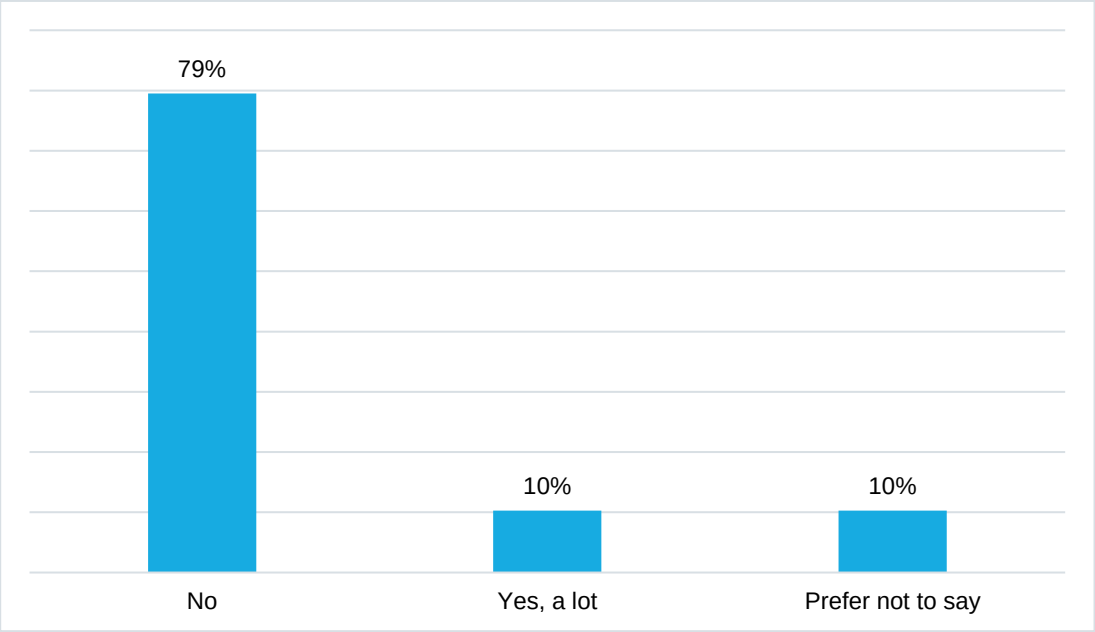
Figure 5-3 - To which of the following groups do you consider you belong?



Base: n: 37

Question 12 asked respondents if they thought their day-to-day activities were impacted by a long-term illness, physical and or/mental health condition or disability. The majority, 31 respondents (79%) reported no impact on their activities. Full details can be found in Figure 5-5.

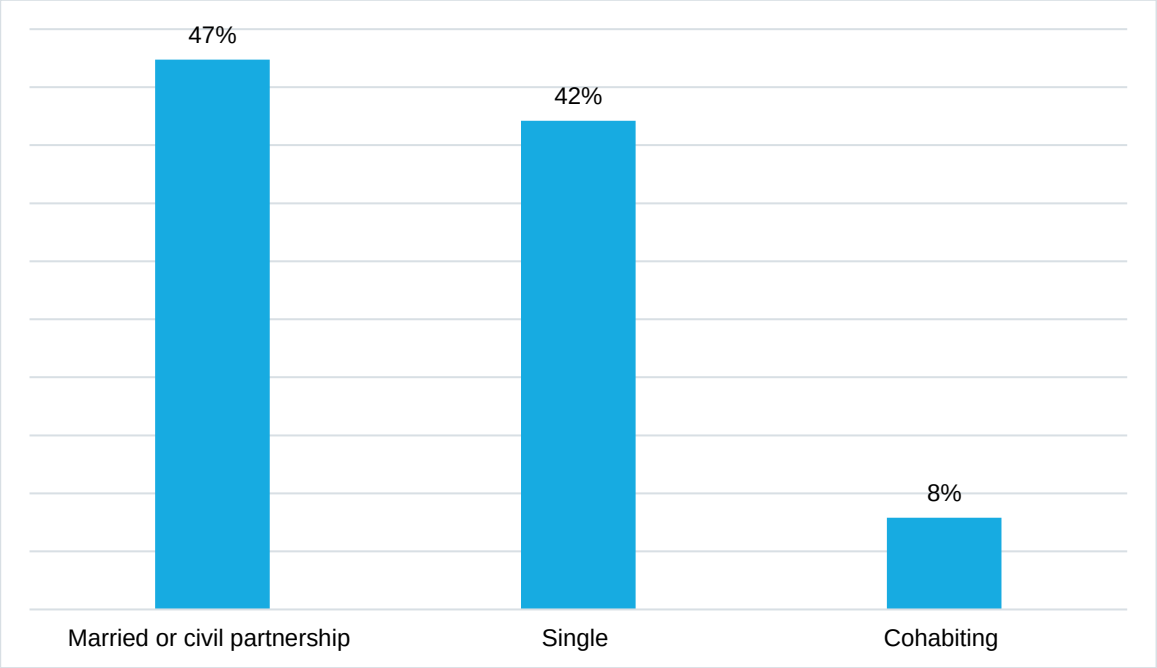
Figure 5-4 - Are your day-to-day activities impacted by a long-term illness, physical and/or mental health condition, or disability?



Base: n: 39

Question 13 asked respondents their marital status. 18 respondents (47%) were married or in a civil partnership, while 16 (42%) were single. Full details in Figure 5-6.

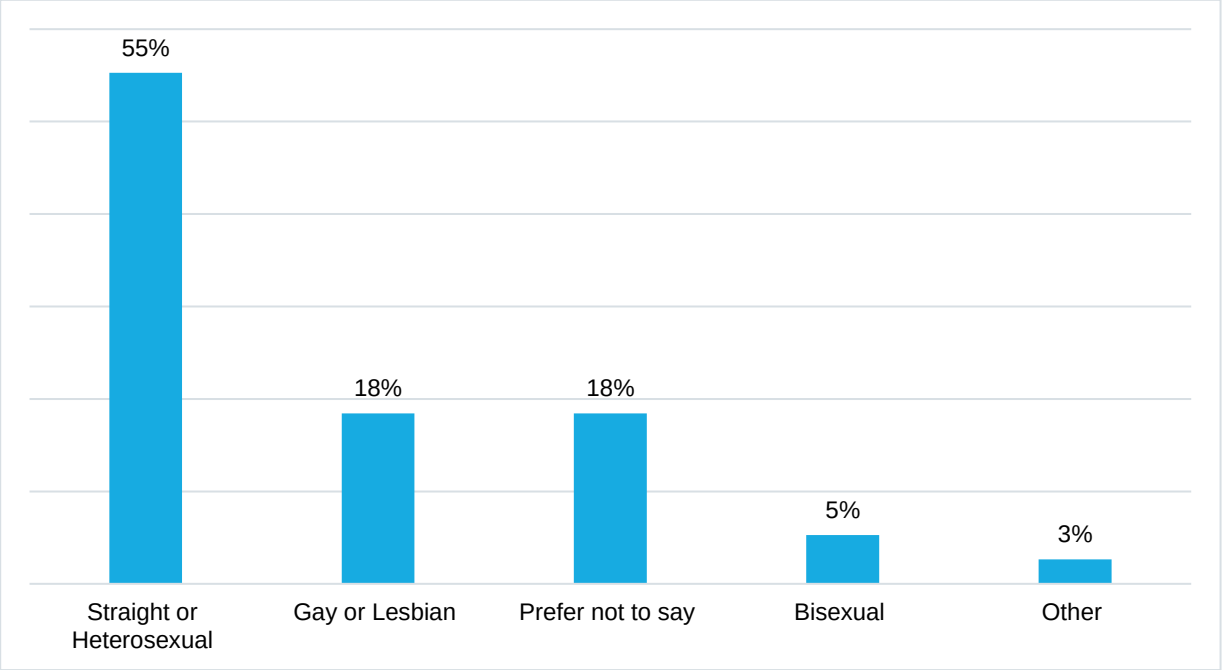
Figure 5-5 - What is your marital status?



Base: n: 38

Question 14 asked respondents what their sexual orientation was, with 21 respondents (55%) identifying as straight or heterosexual. Full details can be found in Figure 5-7.

Figure 5-6 - What is your sexual orientation?



Base: n: 38

6 SUMMARY AND NEXT STEPS

The project team have thoroughly reviewed the responses from the consultation which comprised 71 questionnaire responses and 6 separate email responses. Overall, the questionnaire demonstrated 82% support of all or some of the elements of the proposed improvements to Henrietta Street . Local residents and other stakeholders were able to feedback on the proposals, with support for pedestrianisation and increased aesthetics being the most recurring themes.

Careful consideration will be given to the design suggestions made by stakeholders to understand whether suggestions are feasible within the scheme.

You said/We did

The following section sets out the common points or concerns raised in both the questionnaire and consultation events and Westminster City Council's response.

The retention of Historic Lamps

WCC Response: In line with Westminster City Council's climate emergency policy, no new gas lighting will be installed under these proposals. The existing heritage lighting columns and gas lanterns will remain untouched in Henrietta Street as part of these proposed works. To improve the existing low lighting levels within Henrietta Street, it is proposed to install lighting columns that will complement and maintain the historic feel of the area. The lighting being proposed will mimic the existing gas lighting in Henrietta Street in column style, luminaire type and emit a very warm glow that is faithful to the light emitted from the existing gas lamps. All new lamp columns that are proposed within this project will retain design features that replicate the original historic details to ensure consistency along the street.

Impact to loading and delivery

WCC Response: Servicing is currently permitted between 7am and 11am daily and this arrangement will be maintained and is unchanged under these proposals. More space on the street will be provided for servicing under these proposals by creating additional loading bays.

The proposals will not change the current vehicle access arrangements for residents of Henrietta Street. The vehicular access restriction implemented in March 2023 under the previous and separate Covent Garden Neighbourhood Traffic Management Scheme will be maintained. Vehicular access will continue to be permitted between 7am and 11am daily.

Al Fresco Dining

WCC Response: The proposed improvements will create a more accessible and pedestrian focused public realm, allowing for improvements to the existing al fresco dining arrangements facilitating the removal of the current structures. Any changes to al fresco dining will require separate approvals under the pavement licensing process.

Funding

WCC Response: The proposals above are funded by Shaftesbury Capital. Lighting improvements are due to be undertaken as part of a wider series of upgrades across Covent Garden, the specific upgrades for Henrietta Street will be completed in conjunction with these proposals and will be funded by Westminster City Council.

More Greening and street furniture

Greening in the form of tree planting, planter beds and SuDS was considered during an early scheme design stage, however the presence of extensive subterranean services and utilities would likely require the need for costly diversions and therefore challenge the viability of the scheme and also increase the implementation time and disruption significantly. In this case the consideration of surface mounted features are believed a more pragmatic approach. We are keen to progress the design of these surface mounted features in order to bring consistency across the wider central Covent Garden estate (Covent Garden style planters and seating are already utilised in neighbouring streets and on the perimeter of the Market Piazza). The final design and location of these features is yet to be determined but will be developed as the proposals progress.

We are also exploring the feasibility of planting 2 new street trees either side of the Henrietta Street / Bedford Street junction. Again this may prove challenging due to the presence of utilities, but it is intended to conduct further investigations as to the viability during the next scheme design stage.

Cycling

WCC Response: Cycling is currently permitted on Henrietta Street and will continue under these proposals. The implementation of cycle parking will be considered where possible.

Next steps

This report will be submitted to the Westminster City Council Cabinet Member for City Management and Air Quality for consideration and to seek a decision whether the proposed public realm improvements for Henrietta Street should progress to the next design stage. A copy of this report will be published on the Council's consultation platform.

Appendix A

LAMPPOST WRAPS

Public


FAIRER
WESTMINSTER
City of Westminster
SCAN HERE
FAIRER
WESTMINSTER
City of Westminster
Have your say on Henrietta Street Public Realm Improvements
Public Consultation
15th October - 4th November
SCAN HERE
Email the team at: HenriettaStreet@wsp.com
Visit our website at: https://henriettastreetimprovements.commonplace.is/
Have your say on Henrietta Street Public Realm Improvements
Public Consultation
15th October - 4th November
SCAN HERE

Appendix B

POSTCARD

Public

Return address:
Greatbatch Ltd
Unit 65 Lancaster Road Industrial Estate
Barnet
EN4 8AS

We want to hear your views.

We are seeking feedback on proposed changes to Henrietta Street.

Westminster City Council and partners are proposing to improve the public realm of Henrietta Street to enhance the Conservation Area by creating a more vibrant and accessible public space that supports local businesses and enhances the street's appeal for residents and visitors.

Proposed Improvements include:

- Widening the footway, reducing the width, and levelling the road to create a smooth, even surface along Henrietta Street to improve accessibility, wayfinding and safety.
- Upgrade current street surfacing with high grade materials to improve the historical setting of the Market Building and Piazza.
- Lift and relay existing cobbles at the junction with Southampton Street to create a more even surface.
- Provide a level pathway across the street to link the Market Piazza with the Henrietta Street southern footway.
- Improvements to public lighting whilst maintaining the heritage listed gas-lit lamp columns.

The consultation will run from 15th October to 4th November. Drop into one of our events to learn more and ask questions about the public realm improvements.

16 Henrietta St, London WC2E 8QH
23rd October 2024: 12-2pm & 31st October 2024: 5-7pm

Scan here

Feedback survey available until 4th November.

https://henriettastreetimprovements.commonplace.is/

Please email us at: HenriettaStreet@wsp.com

Have your say on Henrietta Street Public Realm Improvements

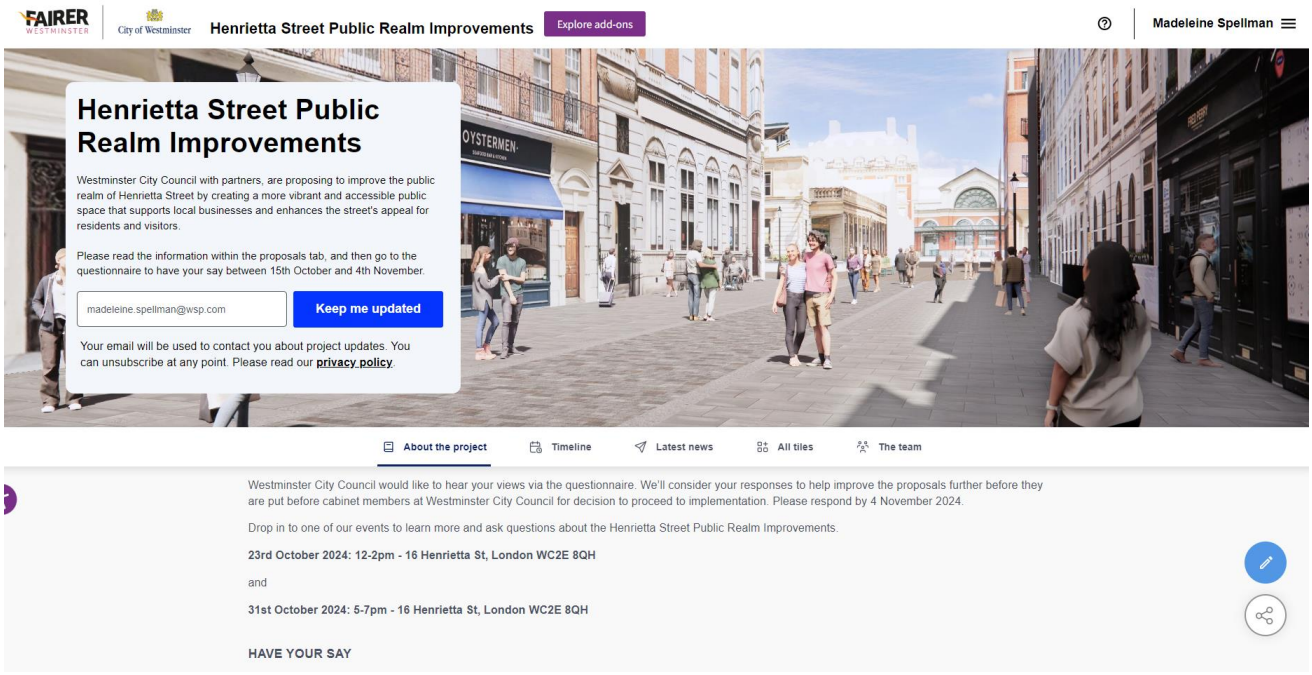
FAIRER WESTMINSTER | City of Westminster



Appendix C

CONSULTATION COMMONPLACE

Public



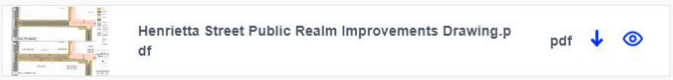
Project Overview

We are seeking feedback on proposed changes to Henrietta Street.

Building a newly pedestrian space Westminster City Council with partners, are proposing to improve the public realm of Henrietta Street by creating a more vibrant and accessible public space that improves accessibility, supports local businesses and enhances the street's appeal for residents and visitors.

Proposals for Henrietta Street Public Realm Improvements

Download the full proposal documents:



Henrietta Street is currently arranged as a regular traffic bearing road with a dominant carriageway and relatively narrow raised footways. Following the approval of the Covent Garden Neighbourhood Traffic Management Scheme (NTM) in March 2023, Henrietta Street is now permanently pedestrianised for 20 hours per day (cycling is permitted on Henrietta Street at all times). This has created an opportunity to consider highway and public realm improvements to reflect the fundamental change in the street's usage and provide an enhanced pedestrian environment and experience and make the space more accessible.

These proposals are intended to revise Henrietta Street to align with the broad principles for pedestrianised streets.

There is also opportunity to review the current approved al fresco dining arrangement to improve its flexibility and integration in a fully considered public realm (subject to a separate approvals process).



Appendix D

SOCIAL MEDIA POSTS

Public

Westminster City Council · Follow
29 October ·

Have Your Say in our Henrietta Street Improvements Consultation!

We are seeking your views on proposed improvements to Henrietta Street in Covent Garden.

Come along to our drop-in event and meet the team in person and ask us questions:

📌 16 Henrietta St, London WC2E 8QH

📅 31st October 2024: 5-7pm

Our proposed improvements include:

🚦 Upgrading the road surface to ensure better access for all, particularly those with limited mobility.

🚶 Widening of footways to improve pedestrian movement and connectivity.

💡 Enhanced lighting and public seating to improve safety and comfort.

🌳 Opportunities for greener spaces and sustainable drainage systems.

We want to hear from you! Your feedback is essential in shaping the future of this iconic area.

Have your say here:
https://henriettastreetimprovements.commonplace.is/.../step1



Appendix E

MAILCHIMP

Public

Have your say on the Henrietta Street Public Realm Improvements



Westminster City Council and partners are proposing to improve the public realm of Henrietta Street to enhance the Conservation area by creating a more vibrant and accessible public space that supports local businesses and enhances the street's appeal for residents and visitors.

Proposed Improvements include:

- Widening the footway, reducing the width, and levelling the road to create a smooth, even surface along Henrietta Street to improve accessibility, wayfinding and safety.
- Upgrade current street surfacing with high grade materials to improve the historical setting of the Market Building and Piazza.

Appendix F

CONSULTATION BANNER AND BOARDS

Public



Have your say on Henrietta Street Public Realm Improvements

We are seeking feedback on proposed changes to Henrietta Street.

Westminster City Council and partners are proposing to improve the public realm of Henrietta Street to enhance the Conservation Area by creating a more vibrant and accessible public space that supports local businesses and enhances the street's appeal for residents and visitors.

Proposed Improvements include:

- Widening the footway, reducing the width, and levelling the road to create a smooth, even surface along Henrietta Street to improve accessibility, wayfinding and safety.
- Upgrade current street surfacing with high grade materials to improve the historical setting of the Market Building and Piazza.
- Lift and relay existing cobbles at the junction with Southampton Street to create a more even surface.
- Provide a level pathway across the street to link the Market Piazza with the Henrietta Street southern footway.
- Improvements to public lighting whilst maintaining the heritage listed gas-lit lamp columns.

Have your say

Feedback survey available until 4th November.
https://henriettastreetimprovements.commonplace.is/
Please email us at: HenriettaStreet@wsp.com

Appendix G

FREQUENTLY ASKED QUESTIONS

Public

FAQs

What is the purpose of the proposed Henrietta Street public realm improvements?

The purpose of this project is to enhance the safety, accessibility, and reflect the change in function of the street following the approval of the Covent Garden NTM in March 2023. By creating a more pedestrian-friendly environment, the improvements aim to boost the area's vibrancy and make it more enjoyable for residents and visitors.

How will this proposal benefit the local community?

These proposals will substantially improve the look and feel of the street for residents, helping to enhance Covent Garden as a district to live in. The improvements to lighting will enhance public safety. As with King Street the scheme helps compliment the street architecture improving the conservation area.

The improvements will enhance the public realm, making Henrietta Street more inviting for pedestrians and more accessible for those with mobility challenges. By supporting the opportunities for al fresco dining and enhancing the overall experience, the project aims to attract more visitors and increase foot traffic to support local businesses.

How will cycling be impacted

Cycling is currently permitted on Henrietta Street and will continue under these proposals. The implementation of cycle parking will be considered where possible.

How will parking be impacted?

There is no parking along Henrietta Street and these proposals will maintain this arrangement.

How will loading be impacted?

Servicing is currently permitted between 7am-11am daily and this arrangement will be maintained. More space on street will be provided for servicing under these proposals by creating additional loading bays.

How will these proposals affect the current outdoor dining arrangements

The proposed improvements will create a more accessible and pedestrian focused public realm, allowing for improvements to the existing al fresco dining arrangements facilitating the removal of the current structures. Any changes to al fresco dining will require separate approvals under the pavement licensing process.

Is the scheme sustainable?

Yes – introducing materials which could last hundreds of years and reusing and relaying of existing cobbles and paving where possible.

How long will it take for the works to be completed if the scheme is approved?

If the scheme is approved, construction works are expected to commence during 2026, possibly sooner, and are anticipated to take several months to complete.

Will the road need to close whilst the works are being carried out?

Yes, it will be necessary to close the road to traffic to complete parts of the works safely. Where possible, the works will be undertaken under phased traffic management. The closures will be kept to a minimum to minimise disruption, further information will be provided to those in the vicinity should the scheme progress. The work will be phased and so managed access will be provided to the unaffected parts of the road from either side of any works.

Will the works be noisy?

The work will be carried out to agreed protocols which are designed to minimise noise and disruption to all occupiers.

The work that creates the most noise is breaking out the existing paving, as we require heavy machinery to complete this work. We appreciate this is not ideal for local residents and businesses but it is a small part of the overall process and it is essential to enable us to complete the works. We will ensure that no noisy works are started before 8am to help minimise any inconvenience. Our on-site team always happily speak to residents and businesses to discuss any concerns.

Will access to my frontage be restricted whilst the works are being carried out?

If the scheme is approved to be implemented, access to all properties will be maintained wherever possible. There may be occasions where localised access may be restricted for very short periods, for example to install new paving. In these cases the on-site team always notify residents and businesses in advance and work to minimise disruption and to provide alternative access arrangements.

Will the narrowing of the carriageway to make space for wider footways cause increased traffic queuing on Henrietta Street?

Henrietta Street is currently pedestrianised for 20 hours a day with servicing (loading) permitted between 0700-1100 daily. The current restriction only permits vehicles servicing premises in Henrietta Street access, therefore it is not expected this scheme will lead to increased traffic queueing.

How will these proposals be funded?

The proposals above are funded by Shaftesbury Capital. Lighting improvements are due to be undertaken as part of a wider series of upgrades across Covent Garden, the specific upgrades for Henrietta Street will be completed in conjunction with these proposals and will be funded by Westminster City Council.

How can I respond to the project?

We welcome your feedback and input. You can provide your feedback in our online questionnaire in the questionnaire tile, here (link).

Appendix H

QUESTIONNAIRE

Public

Do you support the proposed changes to Henrietta Street?

Select one option

- Support all elements
- Support some elements
- Do not support

What elements of the proposals do you particularly support?

Select one or more options

- Footway widening
- Upgraded street surfacing
- Improved public lighting
- Level surfacing
- Improved accessibility
- Sustainable reuse or recycling of existing materials
- Improve the setting of the historic buildings and Piazza

Add something else

Please explain your reasons

Any other comments?

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