Public

Westminster City Council
Wallenberg Place Public Realm Scheme

Consultation Report

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Westminster City Council

Wallenberg Place Public Realm Scheme

Consultation Report

2025-10-23

Prepared for

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Executive summary

This report summarises the recent consultation for the Wallenberg Place Public Realm Scheme. The consultation sought to gather feedback, identify concerns and inform the next phase of decision-making for the scheme. This report outlines the project background, the approach to consultation, the key themes received in stakeholder feedback and the next steps for the project.

Westminster City Council proposed public realm improvements at Wallenberg Place in Marylebone, alongside improvements to the carriageway, footway and junctions to Wallenberg Place from Great Cumberland Place.

The proposals are a result of the redevelopment of the Montcalm Hotel, located at Wallenberg Place, and a Section 106 agreement between the developer and Westminster City Council. The proposed design seeks to regenerate the Wallenberg Place area, creating a welcoming and easy to navigate street environment. Currently, Wallenberg Place experiences bad anti-social behaviour, a poor pedestrian experience and a dark, dense canopy of trees limiting the presence of the Raoul Wallenberg statue.

The consultation ran for five weeks between 13 August and 17 September 2025, with information about the proposals made available online, enabling members of the public and key stakeholders to view the proposed improvements. An online questionnaire asked people to provide their feedback on the proposals. A total of 28 responses were received, made up of 27 questionnaire responses and one response via email.

In summary, some respondents supported the proposals, suggesting the proposed changes would enhance the space for public use, make it safer and more visually appealing. Specifically, 11 out of 25 questionnaire respondents believed the proposed changes would make Wallenberg Place a more attractive and accessible space for the public.

Other respondents raised concerns about the proposed designs. Specifically, ten respondents were concerned about removing four mature trees, while seven raised issues regarding potential increases in anti-social behaviour at Wallenberg Place.

The feedback received from the consultation has been reviewed by the project team and will be used to influence the final design before construction in 2026.

1. Introduction

1.1 Purpose of this report

1.1.1 Westminster City Council carried out a public consultation on proposals to improve the public realm at Wallenberg Place between Wednesday 13 August and Wednesday 17 September 2025. As well as documenting the process, the analysis and results of feedback received in response to the consultation are presented in this report.

1.2 Background

1.2.1 Wallenberg Place is in the London Borough of Westminster, 100m north of the retail district of Oxford Street. Wallenberg Place is a one-way, single lane crescent of both residential and commercial buildings, including the Montcalm Hotel. There is a paved open space on the western side, separating the buildings from Great Cumberland Place. Wallenberg Place is also home to the Western Marble Arch Synagogue and a memorial statue of Raoul Wallenberg, which is of historical importance and attracts visitors to the area.

1.2.2 The Wallenberg Place Public Realm Scheme is primarily being developed to address public safety concerns due to the high pedestrian volumes and uncontrolled vehicle access. In addition, the pedestrian experience is poor and dark due to the dense canopy of trees located around the crescent, which also limits the visual and physical presence of the Raoul Wallenberg statue in the centre of the paved central space. There have also been concerns around anti-social behaviour, loitering and rough sleeping at Wallenberg Place.

1.2.3 The existing carriageway surfacing is heavily scarred due to previous excavations, and the road lining and markings are faded from heavy use, which contrasts with the newly refurbished buildings along Wallenberg Place.

1.2.4 The proposed improvements are the result of the redevelopment of the Montcalm Hotel at Wallenberg Place and a Section 106 agreement between the developer and Westminster City Council. Providing funding to improve the public realm outside the hotel is required as part of the planning agreement for the redevelopment.

1.2.5 No previous engagement had been carried out for the proposals at Wallenberg Place.

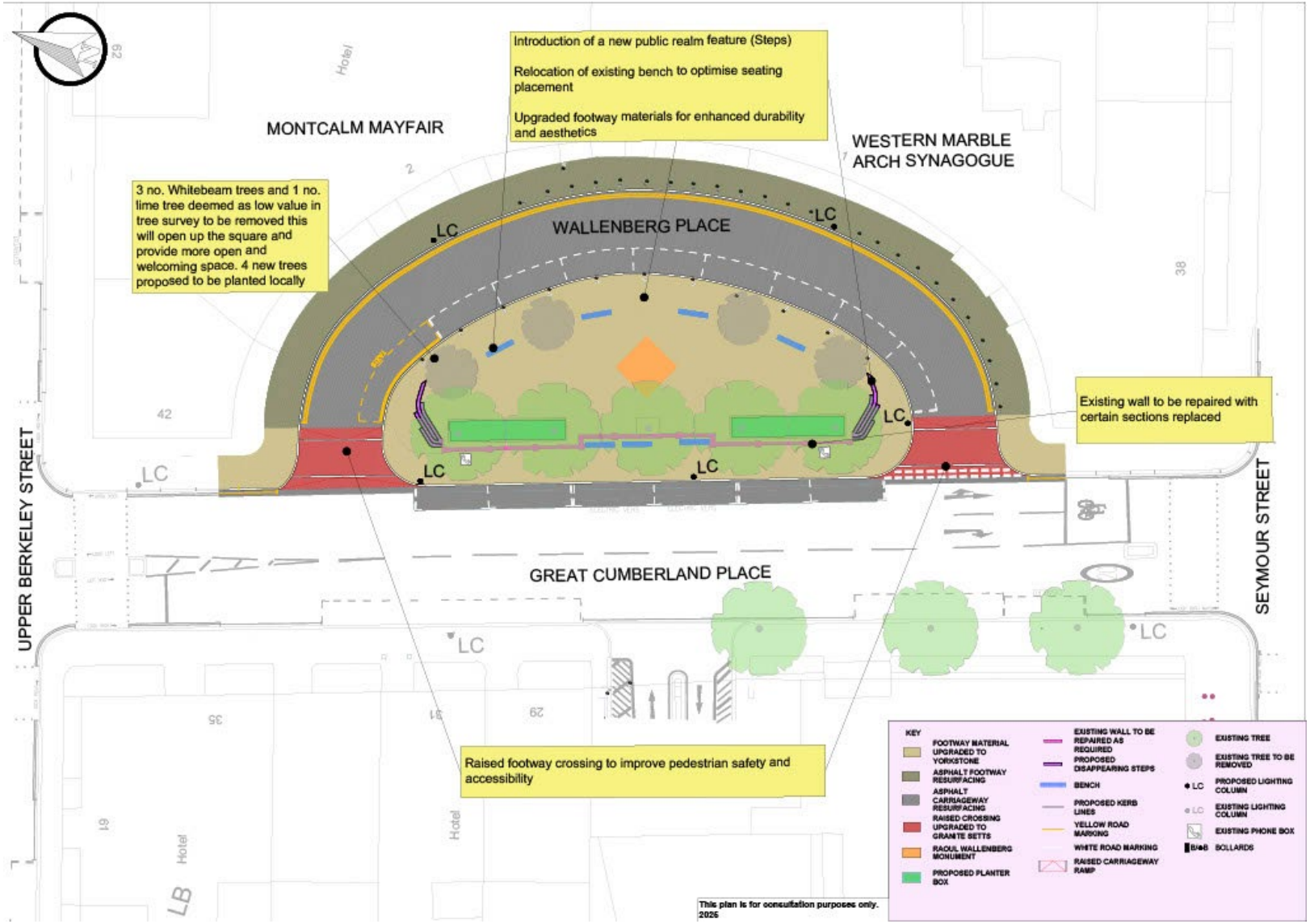
1.3 About the proposals

1.3.1 Westminster City Council proposed improvements to the public realm at Wallenberg Place to create a more attractive streetscape, address public safety concerns, improve access from Great Cumberland Place and encourage the public to use the space.

1.3.2 The current proposals for Wallenberg Place can be seen in Figure 1-1 and include:

- Resurfacing on both the carriageway and the footway immediately outside the properties on Wallenberg Place.
- New raised tables on the entry and exit to Wallenberg Place to aid safe pedestrian crossings.
- Public realm improvements, including repaving of the central island area, steps between Great Cumberland Place and Wallenberg Place, new seating and new planter boxes.
- Upgrade of street lighting to improve safety and visibility.
- Repaving of the footway on the eastern side of Great Cumberland Place, adjacent to Wallenberg Place, to create a more pedestrian-friendly environment; and
- Enhancing the setting of the Raoul Wallenberg Memorial statue.

Figure 1-1 - Wallenberg Place proposals



2. Consultation approach

2.1 Consultation period

2.1.1 The Wallenberg Place Public Realm Scheme consultation ran from 12:00pm on 13 August until 23:59 pm on 17 September 2025. The consultation ran for five weeks, allowing for the fact that it spanned the end of the school summer holidays.

2.2 Consultation purpose

2.2.1 The aim of the consultation was to inform the public of the proposed improvements for Wallenberg Place and gather their views on the proposals.

2.2.2 Due to the nature of the scheme being very localised to one street, Westminster City Council were keen to hear from the immediate community who would be affected by the proposals at Wallenberg Place. The channels used to promote the consultation, which are described in detail in Section 2.4 were therefore targeted accordingly, although any other interested parties were able to participate in the consultation.

2.3 Timeline of engagement period and key milestones

Figure 2-1 - Timeline of engagement



2.4 Consultation materials and promotional channels

2.4.1 A range of materials were produced for the consultation to help prospective respondents understand the proposals and submit informed comments. The materials were promoted via several communication channels to raise awareness and encourage participation. These are detailed below. All materials were available for the duration of the consultation period.

Consultation website (Wallenberg Place Public Realm Scheme): A dedicated website was created for the consultation. The website contained information about the proposals for Wallenberg Place, including a drawing of the scheme extents, 'Frequently Asked Questions' and the consultation questionnaire. The website launched to the public at 12:00pm on Wednesday 13 August 2025. If stakeholders had previously signed up to be notified of the consultation launch, they received an automatic email from Commonplace once the site had gone live. This email was sent to 1141 people. Appendix A includes the Commonplace email sent. Statistics of engagement from the consultation website can be seen in Figure 2-2. Appendix B includes full details of the consultation website.

Lamppost wraps: Lamppost wraps were produced to promote the consultation. These triangular wraps contained an image of the proposed scheme, the QR code and URL for the consultation website, consultation dates and contact details. The wraps were installed on two lampposts (one at each entrance/exit to Wallenberg Place from Great Cumberland Place) on 13 August and removed on the morning of 18 September. Examples of the lamppost wraps, and their locations are shown in Appendix A.

Postcards: To promote the consultation, postcards were delivered to 190 addresses (156 residential and 34 businesses) in the local area on 13 August. A distribution boundary of 100m in and around the project area was agreed in advance. The postcards directed people to the consultation website to have their say. A copy of the postcard is provided in Appendix A.

Stakeholder emails: Emails were distributed to 45 email addresses in the Section 6 consultation stakeholder list, relevant to the scheme area, on 13 August at 14:12 pm. A follow-up email was sent to the same distribution list on 10 September at 11.25 am (one week before consultation close). The first email notified stakeholders that the consultation had launched, inviting them to review proposals on the

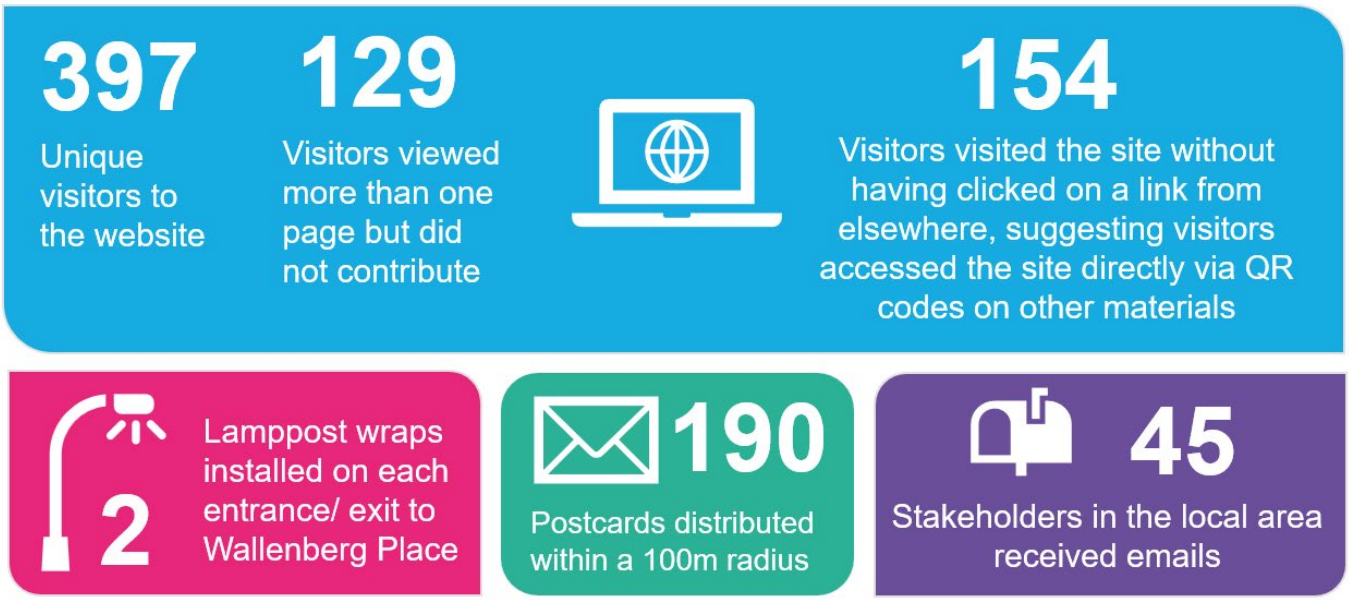
website and to respond to the questionnaire. Appendix A includes the two Section 6 emails that were sent.

2.4.2 Consultation materials were created in a style intended to enable people to access information at a comfortable, non-technical level. The content of the website was available in hard copy, on request.

2.4.3 No events were held for this consultation, as key stakeholders such as the Montcalm Hotel and the Portman Estate were reached through regular meetings with the project team before the launch of the consultation.

2.4.4 A summary of the communication activity can be seen below in Figure 2-2.

Figure 2-2 - Communications summary



2.5 Consultation responses

2.5.1 Stakeholders could respond to the consultation via several means. These are detailed below.

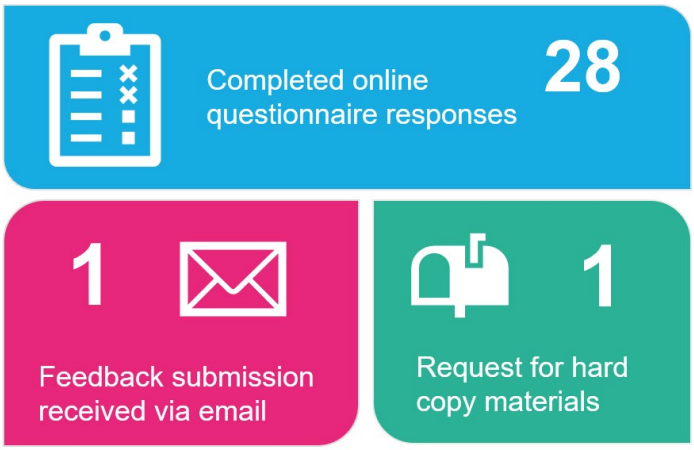
Online questionnaire: A consultation questionnaire was designed to gather views and feedback on the proposals. This was hosted on the consultation website with hard copies available on request. A copy of the questionnaire is available in Appendix B.

Emails: A dedicated project email address was used across promotional materials and the website, to encourage people to reach out to the project team if they needed further information, required hard copies or had enquiries. One submission of feedback was received by email.

Hard copy materials: There was one request for a hard copy of the materials from a local resident who received a promotional postcard. All materials included on the Commonplace website were printed and sent to the resident's address along with a stamped return envelope.

2.5.2 A summary of consultation responses can be seen below in Figure 2-3.

Figure 2-3 - Consultation responses summary



2.6 Analysis methodology

2.6.1 The questionnaire consisted of one open (free text) and eleven closed questions, where respondents could choose from a pre-populated set of options. Feedback was also accepted via email or letter. One letter was sent to the project mailbox.

2.6.2 The analysis of responses was subject to a series of quality assurance checks to ensure consistency and accuracy throughout the process. All questionnaire and email responses were checked, and no duplicate submissions were identified for this consultation.

2.6.3 A copy of the questionnaire is available in Appendix B.

Closed questions

2.6.4 There were four closed questions on the proposals and seven optional closed demographic questions, which allowed respondents to choose their preferences from multiple choices. These questions provided quantitative data where preferences could be compared easily. Results of the questionnaire's closed questions can be seen in Section 3.2.

Open question (free text)

2.6.5 The questionnaire included one open question, asking for suggestions, concerns or additional ideas on the proposals. Due to a low number of respondents to the consultation, the comments received have been summarised, as this is considered the most effective way to display the data. A summary of the results is available in Section 3. The one email received has also been analysed and summarised separately in Section 3.3.18.

3. Responses to the consultation

3.1 Introduction

3.1.1 Overall, a total of 28 people responded to the consultation. 27 consultation responses were received via the questionnaire, and one written response was received via email. The results from the analysis are presented below. Any percentages that do not equal 100% are due to rounding.

3.2 Closed questions

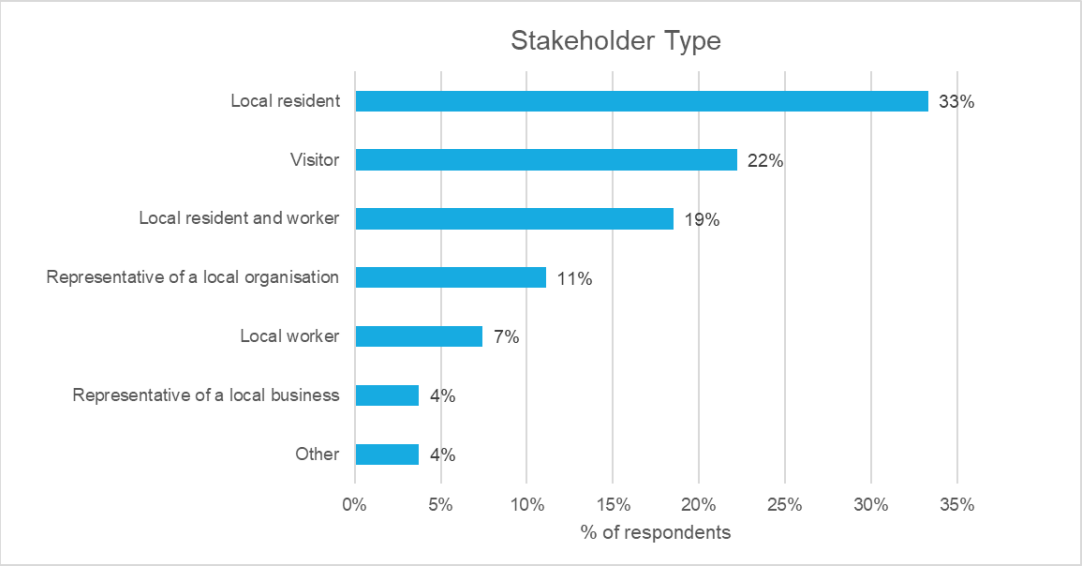
Stakeholder type

3.2.2 Question 1 asked people to identify their interest in the proposals and included an optional open question for respondents to provide an 'other' option. Respondents were able to select one option. A total of 27 people chose to answer this question.

3.2.3 A third of respondents (nine respondents, 33%) identified themselves as a local resident, six respondents (22%) identified themselves as a visitor. A further five respondents identified as both a local resident and worker (19%) and two respondents as just a local worker (7%). One respondent was a representative from a local business, and one responded as 'other' stating they were a "resident of Westminster".

3.2.4 Figure 3-1 illustrates the results.

Figure 3-1 – Which of the following best describes you?



(Base n:27)

Proposed benefits

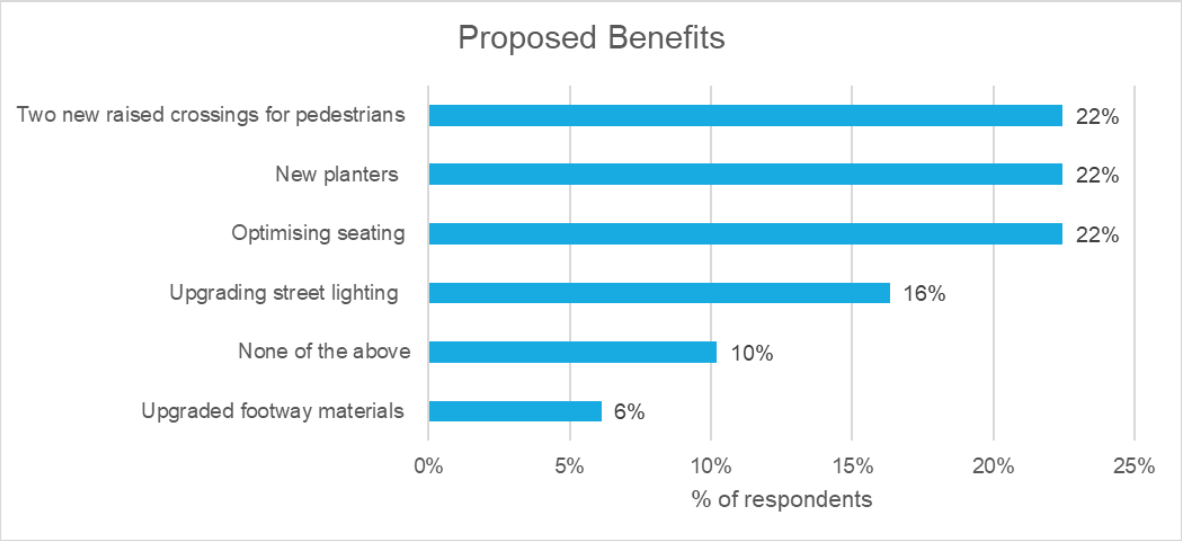
3.2.5 Question 2 asked people which proposed improvements they felt would benefit the area the most. There were five improvements listed, plus 'none of the above'. Respondents could select multiple improvements. A total of 25 people provided a response.

3.2.6 Two new raised crossings for pedestrians, new planters and optimising seating were all selected by 11 respondents (22%).

3.2.7 Upgrading street lighting was selected by eight respondents (16%) and upgrading footway materials by three respondents (6%). Five respondents (10%) believed that none of the proposed improvements would benefit the area.

3.2.8 Figure 3-2 illustrates the results.

Figure 3-2 - Which proposed improvements do you feel will benefit the area most?



(Base n: 25)

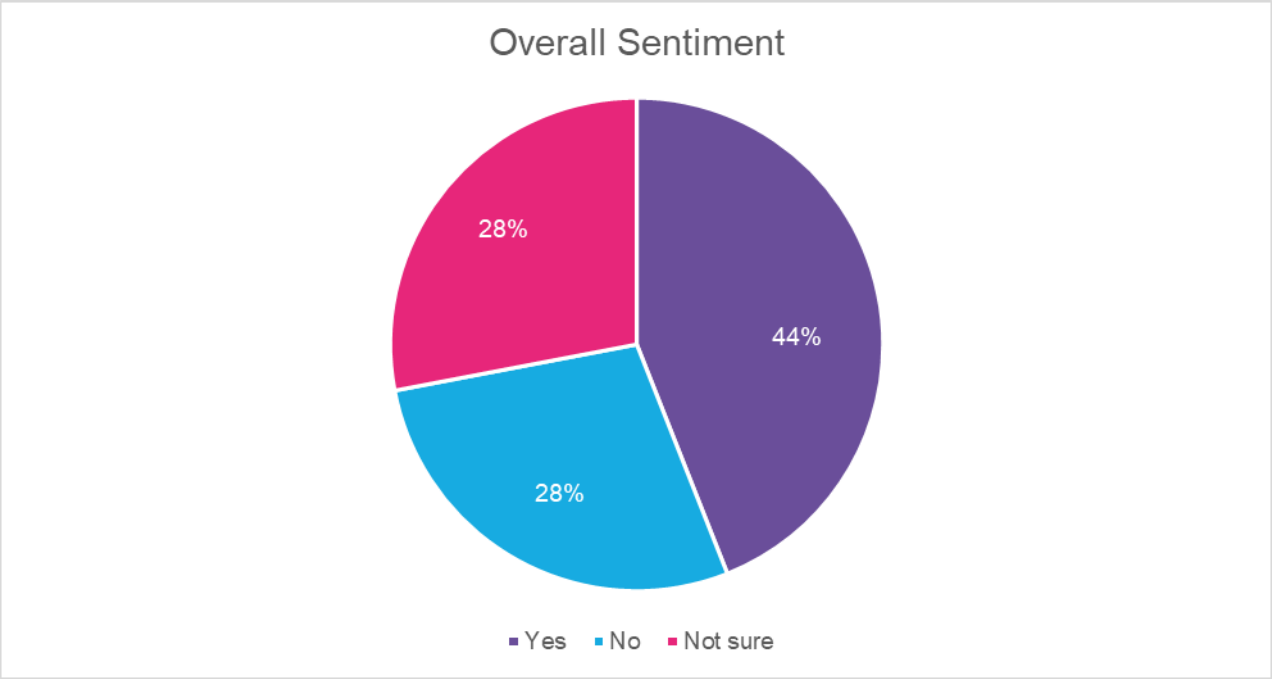
Overall sentiment about the proposals

3.2.9 Question 3 asked people if they believed the proposed changes would make Wallenberg Place a more attractive and accessible space for the public, overall. A total of 25 people provided a response.

3.2.10 11 respondents (44%) believed the proposed changes would make Wallenberg Place a more attractive and accessible space, seven (28%) respondents believed it would not, and seven respondents (28%) were not sure.

3.2.11 Figure 3-3 illustrates the results.

Figure 3-3 - Overall, do you believe the proposed changes will make Wallenberg Place a more attractive and accessible space for the public?



(Base n: 25)

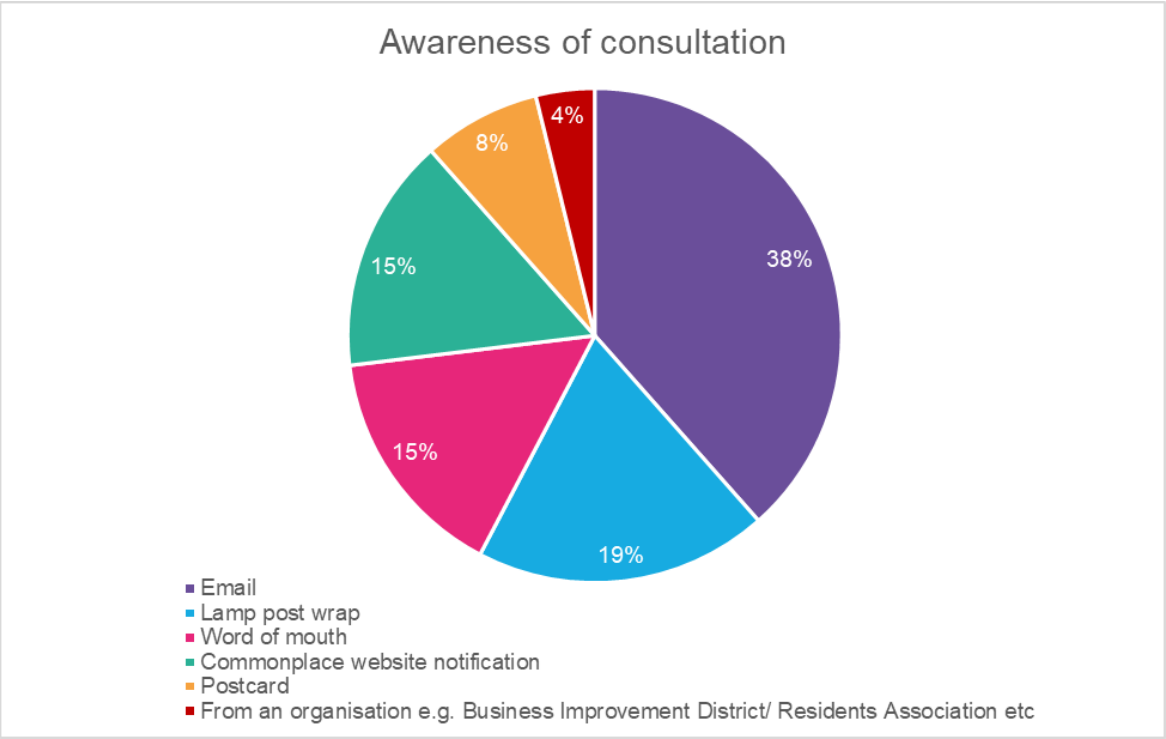
Awareness of the consultation

3.2.12 Question 5 asked people how they heard about the consultation. Respondents were asked to select answers from the eight listed options. A total of 25 people provided a response. Respondents were able to select more than one option.

3.2.13 10 respondents (38%) selected that they heard about the consultation via email and five respondents (19%) from a lamp post wrap. Word of mouth and the Commonplace website notification were selected by four respondents each (15% each). Two respondents selected the postcard (8%), and one respondent (4%) was informed via an organisation.

3.2.14 Figure 3-4 illustrates the results.

Figure 3-4 - How did you hear about this consultation?



(Base n:25)

3.3 Open question feedback

3.3.1 Question 4 provided an opportunity for people to express their general suggestions, concerns or additional ideas for the scheme in an open text box. In total, 18 comments were received.

3.3.2 A summary of the top five most common themes raised from the feedback received via question 4 has been summarised below. Some comments raised more than one theme, so the number of respondents does not equal the number of comments analysed. Appendix C shows all 18 verbatim comments.

Questionnaire feedback

Trees

3.3.3 10 respondents expressed concern about the removal of four mature trees as part of the proposals. Respondents suggested that the tree canopy should be strengthened, not weakened and there would be a loss of valuable habitat, which would reduce biodiversity in the area.

3.3.4 The location of the replacement trees was also a common concern, raised by five respondents. Respondents believed that trees should be replanted at Wallenberg Place and not in the wider Westminster area. Suggestions included re-planting within the site boundary to benefit the local residents, as the area would be less visually appealing without them.

3.3.5 Further suggestions included adding more trees into the designs, giving the trees treatment instead of removing them or pruning the trees instead of removing them, to achieve the same lighting improvements.

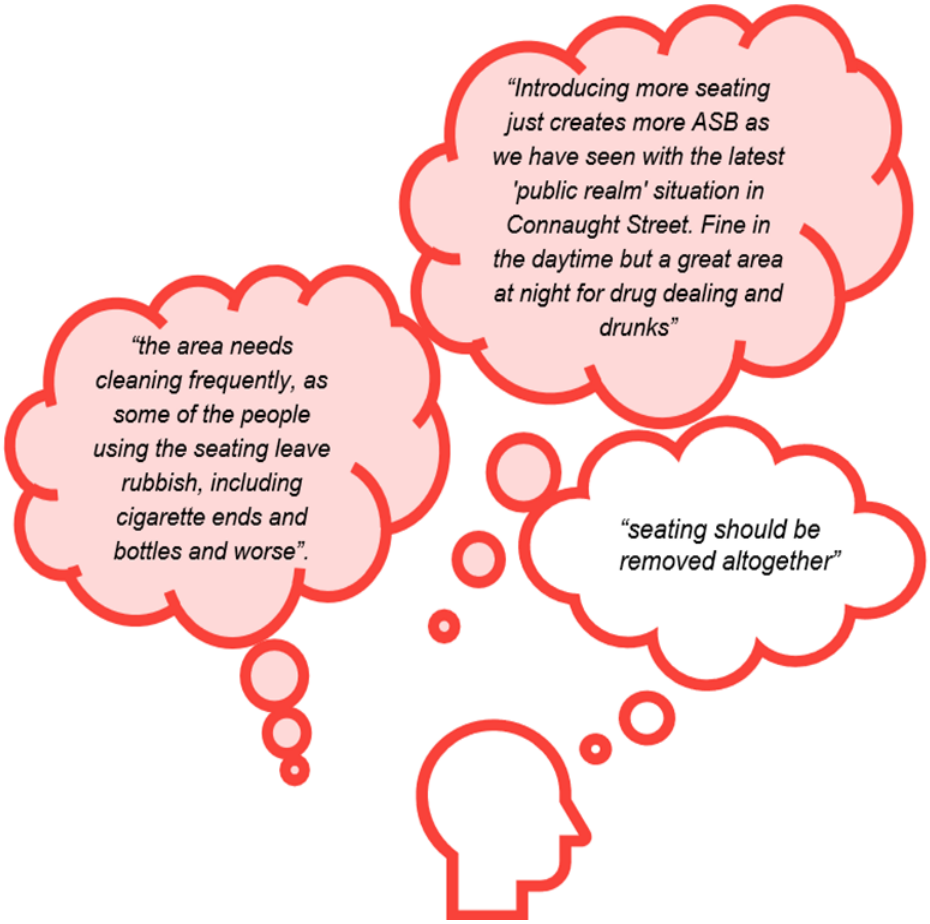
3.3.6 One respondent asked for the evidence to support removing the trees, questioning whether the trees were diseased. Another respondent questioned whether an Environmental Impact Assessment had been carried out to identify birds and bats that may depend on the trees.



Anti-social behaviour

3.3.7 Seven respondents referenced anti-social behaviour in their response. Some comments raised concern about the current conditions at Wallenberg Place, stating that the area is commonly used for drinking, smoking and rough sleeping and as a result, rubbish is often left behind, creating a messy environment. One respondent raised concern that the area currently needs frequent cleaning and any money spent on the project would be wasted if anti-social behaviour is not addressed. Another respondent suggested that regular maintenance would need to be incorporated into the proposals due to anti-social behaviour.

3.3.8 Other comments raised concern that the proposals will encourage more anti-social behaviour, citing other similar public realm schemes in Westminster, where they believed anti-social behaviour has worsened as a result of increased seating. Responses included suggestions of alternative design proposals that could prevent anti-social behaviour, such as limiting seating, designing seating so it cannot be used for sleeping or removing planters that may be used for leaving rubbish.

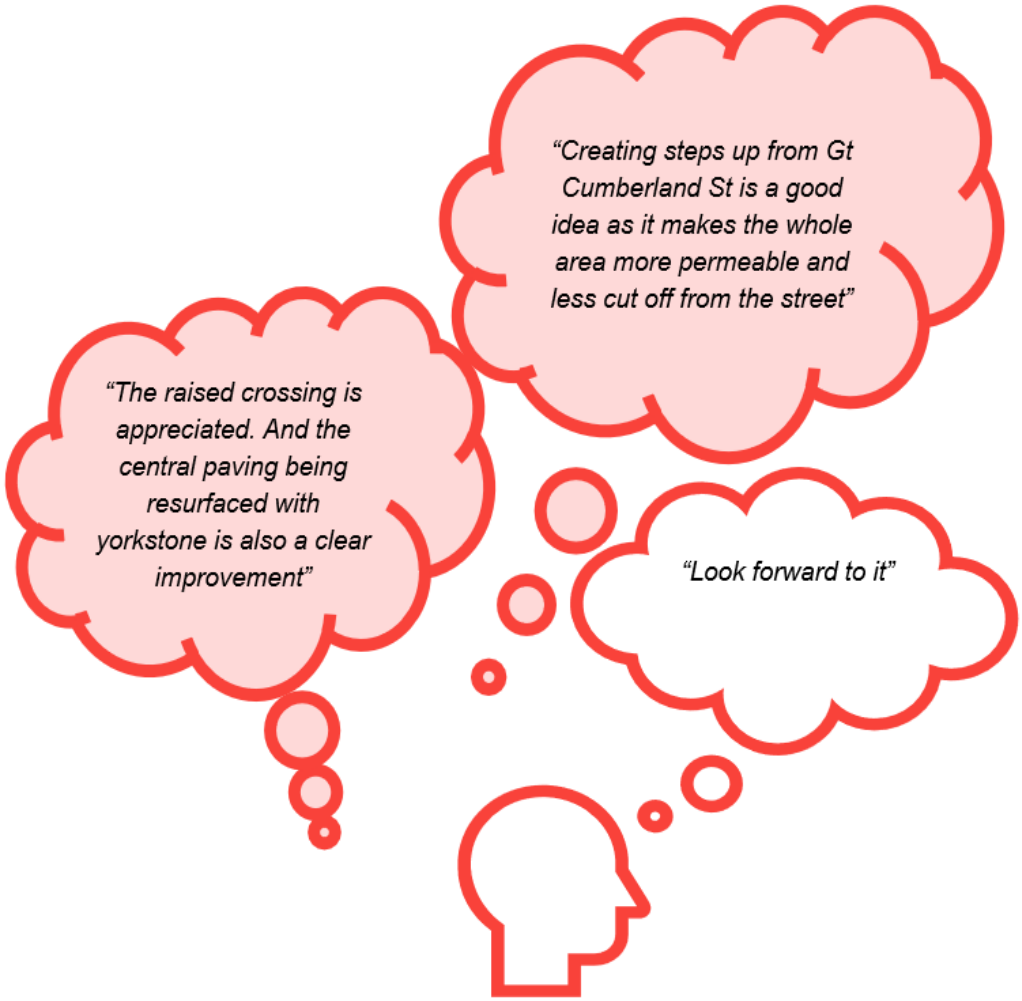


Support for the proposals

3.3.9 Five respondents expressed general support for the scheme through their response. This included praise for certain design aspects, particularly the raised crossings and paving.

3.3.10 Further support was given for the steps linking Great Cumberland Place and Wallenberg Place, with respondents stating that the shared crescent space would be opened up, and as a result, would get more use from the public.

3.3.11 A few respondents also expressed comments of generic support for the scheme, agreeing that the proposals are very much needed, but not providing any specific reasons for their comment.



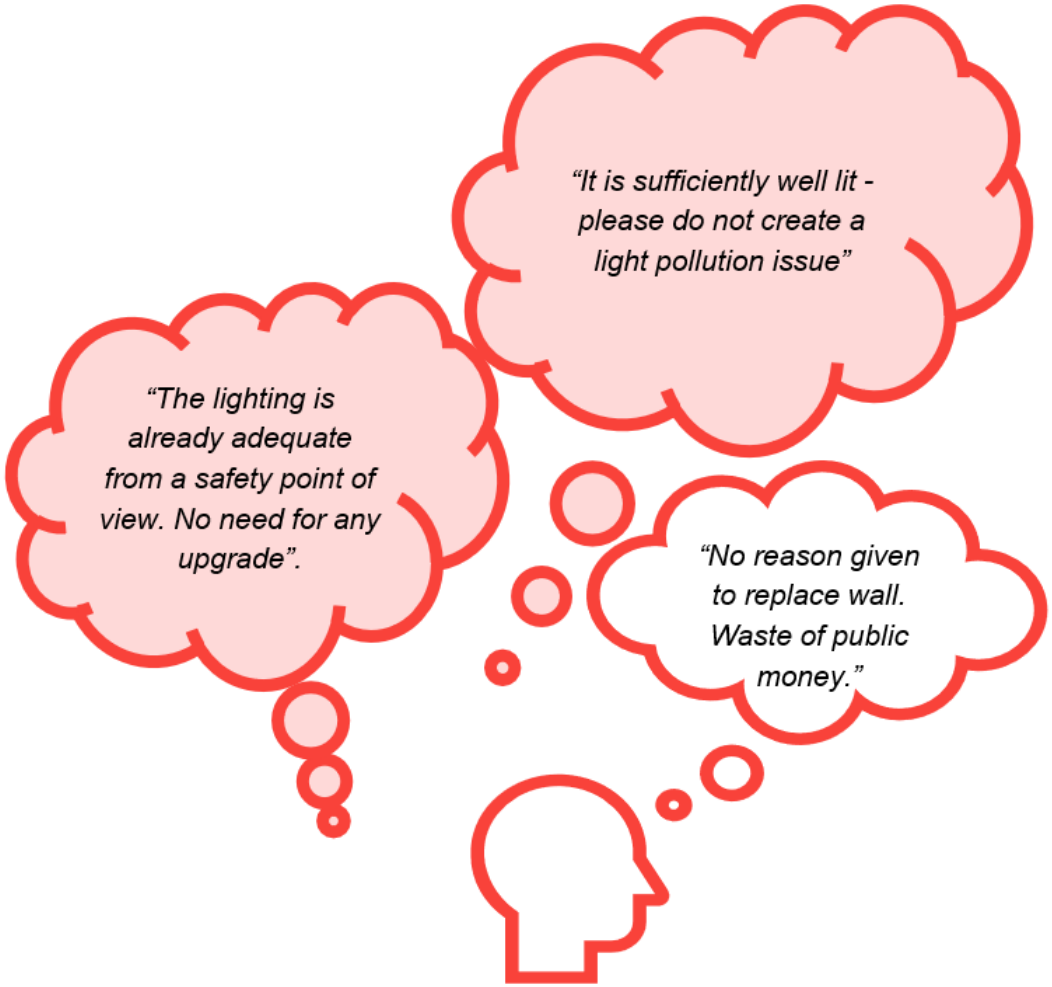
Opposition to the proposals

3.3.12 Four respondents expressed concerns that the current conditions are sufficient and there is no need for intervention. One respondent believed increasing the lighting provision would create light pollution. Another believed the introduction of planters would create clutter.

3.3.13 One respondent raised opposition in relation to funding, stating the project was a waste of money.

3.3.14 There was one request for CGI images of the proposals to help the respondent understand the proposals better, as they were not convinced of the benefits.

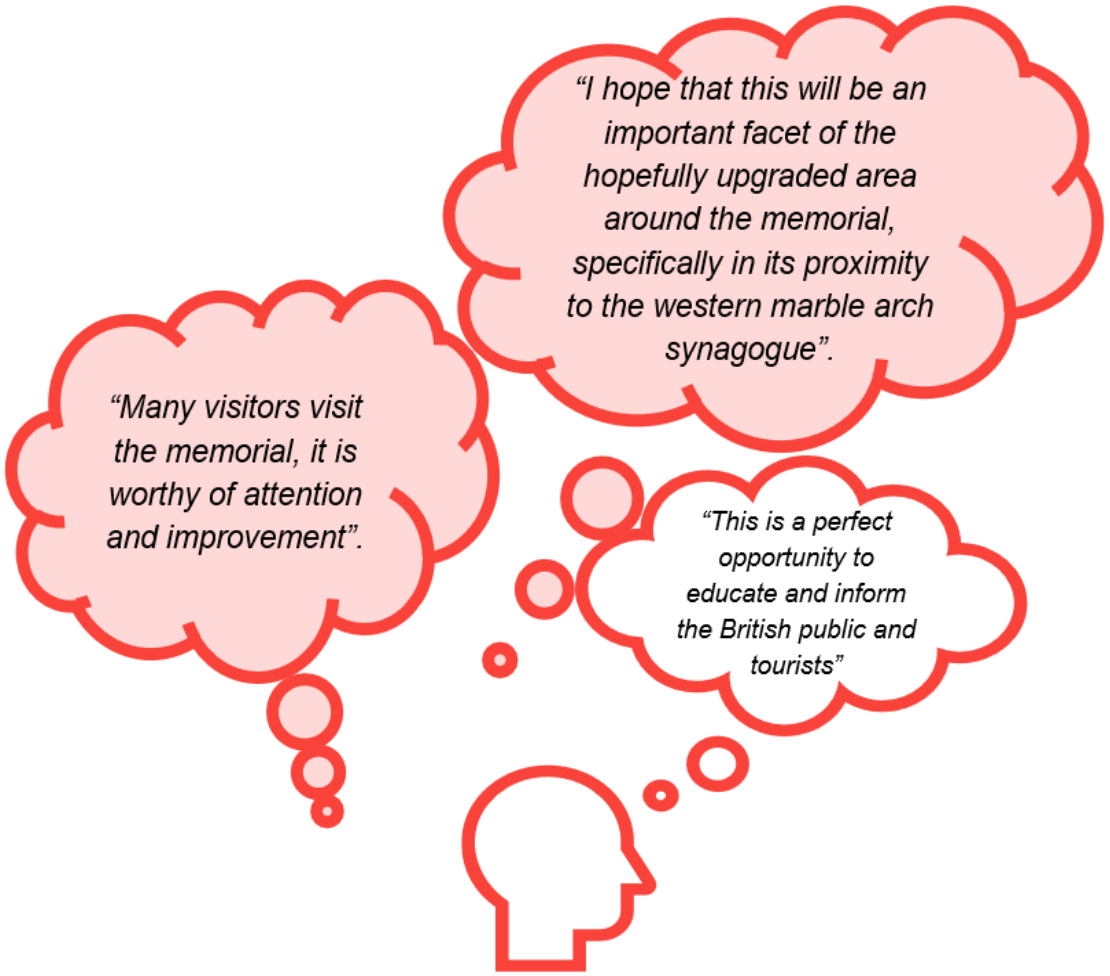
3.3.15 Some respondents suggested other proposals that they thought would be better suited to Wallenberg Place, such as a rain garden instead of planters, to better cope with heavy rainfall.



Heritage

3.3.16 Three respondents made comments regarding heritage at Wallenberg Place and the significance of the Raoul Wallenberg statue and its proximity to the Western Marble Arch Synagogue. Respondents expressed that the statue has importance in educating people and bringing tourists and visitors to the area.

3.3.17 Others expressed the importance of the area's heritage being integrated into the designs. This included comments that the area should be upgraded and maintained due to the statue and that lighting should be enhanced around the statue, so it is more visible at night.



Other forms of feedback

Email analysis

3.3.18 An email containing feedback from Marble Arch Business Improvement District (BID) was received to the project email mailbox. The key points that emerged from the letter have been summarised below. The letter is included in Appendix C.

- Request to incorporate low-level planting, as seen at Connaught Village Green, to allow for more variety in landscaping.
- Opposition to planters at the planned locations, which oppose the guidelines set out in the Westminster Public Realm Guidance Supplementary Planning Document. Preference for planters to be amended to in-ground planting.
- Support for the raised tables.
- Support for the replacement of benches, with a preference for double aspect seating or individual seats to attract women and girls to use the space, which is currently dominated by men.
- Support for the removal of trees to allow more natural light to reach the space and provide better natural surveillance.
- Opposition to the tapered steps, as the SPD states, they are “potentially hazardous”.
- Support for improving lighting provision.
- Praise for the consultation process and allowing community input into early-stage proposals.

4. Conclusion

4.1.1 The project team has thoroughly reviewed the responses from the Wallenberg Place Public Realm Scheme consultation, which included 27 questionnaire submissions and one response via email.

4.1 Summary of feedback

4.1.1 In summary, some respondents supported the proposals, suggesting the proposed changes would enhance Wallenberg Place for public use, make it safer and more visually appealing. 11 out of 25 questionnaire respondents believed the proposed changes would make Wallenberg Place a more attractive and accessible space for the public

4.1.2 Other respondents raised concerns about individual improvements. Ten respondents expressed concern about tree removal and the relocation of replacement trees. Several also noted potential effects on anti-social behaviour and heritage. Some suggestions were made for alternative design proposals, such as different seating arrangements and enhanced greenery.

4.2 Next steps

4.2.1 The feedback received throughout the consultation period, via all methods, has been received by Westminster City Council and the project technical team for consideration and will be used to influence the final design.

4.2.2 Westminster will produce a response to the issues raised in this consultation. Following this, it is possible that a TMO consultation will be held to make amendments to the kerbside, in advance of construction in 2026.

Appendix A – Promotional Materials

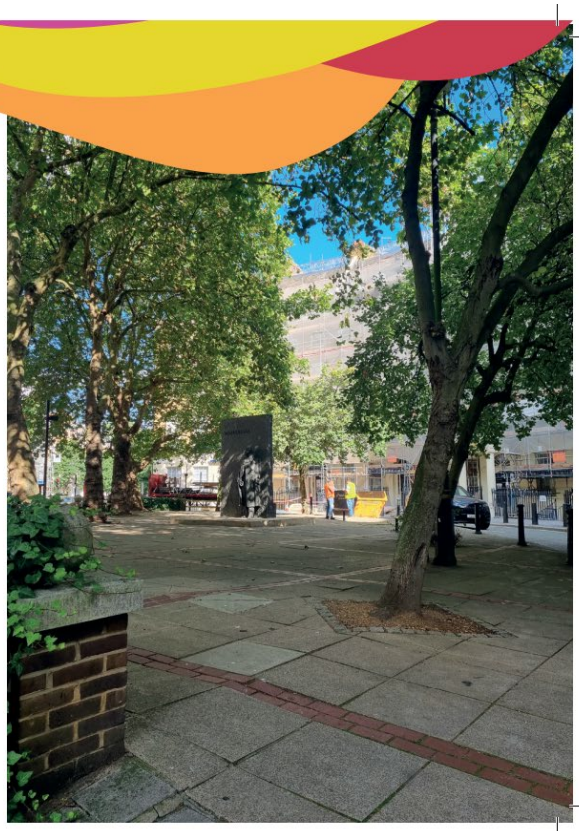
Lamp post wrap



Lamp post wrap locations



Postcard



Have your say on Wallenberg Place Public Realm Scheme

FAIRER WESTMINSTER | City of Westminster

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

We want to hear your views.

WCC are proposing changes to improve Wallenberg Place.

Key features include raised pedestrian crossings, upgraded footway materials and new planting, lighting and seating – all designed to enhance safety for pedestrians and create an inviting area for the public.

The consultation will run from noon 13th August until 23.59pm on 17th September 2025.

Scan the QR code or type in the website address to find out more and give us your views.

Scan here

https://wallenbergpublicrealm.commonplace.is/

Feedback questionnaire available until 23.59pm on 17th September 2025.

In order to request hard copies of the materials or any reasonable adjustment to participate please contact wallenbergplace@wsp.com or call 020 7641 6000.

Stakeholder email – 13 August 2025

View this email in your browser

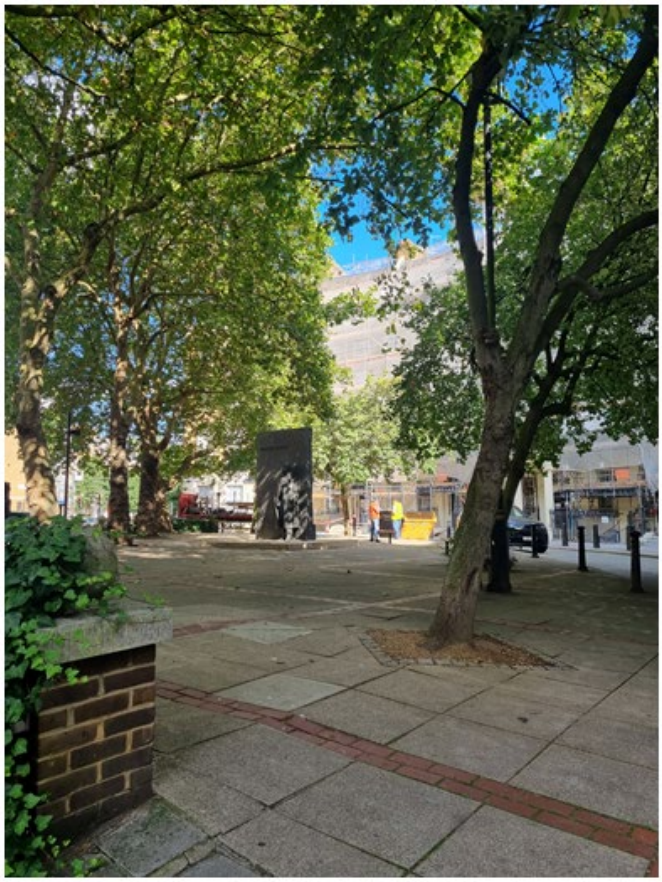


We are emailing you because we think you may be interested in this consultation. You may unsubscribe from these emails at any time at the bottom of the email.

We are seeking your feedback on the proposed regeneration of the Wallenberg Place area through public realm improvements, creating a welcoming and easy to navigate street environment. The proposals are designed to create a more attractive, accessible and vibrant streetscape, improving safety and encouraging the community to use the space.

Have your say

From today (Wednesday 13 August) onwards, we invite you to share your thoughts and suggestions about the proposals by visiting https://wallenbergpublicrealm.commonplace.is/ where you can find out more about the scheme, read FAQs and complete our questionnaire. The consultation period and questionnaire will **close at 11:59 pm on Wednesday 17 September 2025**.



Click here to visit the website and find out more

If you have any questions about the consultation or the proposals, to request a hard copy of the materials or questionnaire, or any reasonable adjustment to participate please email wallenbergplace@wsp.com or call us on 020 7641 6000.

Kind regards,

Wallenberg Place Communications Team

If you have any questions about the consultation or the proposals, to request a hard copy of the materials or questionnaire, or any reasonable adjustment to participate, please email wallenbergplace@wsp.com or call us on 020 7641 6000.

Kind regards,

Wallenberg Place Communications Team

City of Westminster

WSP are acting on behalf of Westminster City Council. To the best of our knowledge, the information contained herein is accurate and reliable on the date of the email. However, we do not assume any liability for the accuracy and completeness of the information. To find out more about what information we collect, the purpose for processing, categories of personal information and who we may share it with, please visit our Fair Processing Notice.

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You can update your preferences or unsubscribe

INTUIT mailchimp

Stakeholder email – 10 September 2025

View this email in your browser



We are reaching out with a final reminder that the consultation for Wallenberg Place Public Realm Scheme will close at **11:59pm on Wednesday 17 September 2025.**

Have your say before the consultation closes

If you haven't already, we invite you to share your thoughts and suggestions about the proposals by visiting https://wallenbergpublicrealm.commonplace.is/ to find out more about the scheme, read FAQs and complete our questionnaire.
Please share this with your networks as your feedback is important to us.



Click here to visit the website and find out more

City of Westminster

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Commonplace Email – 13 August 2025

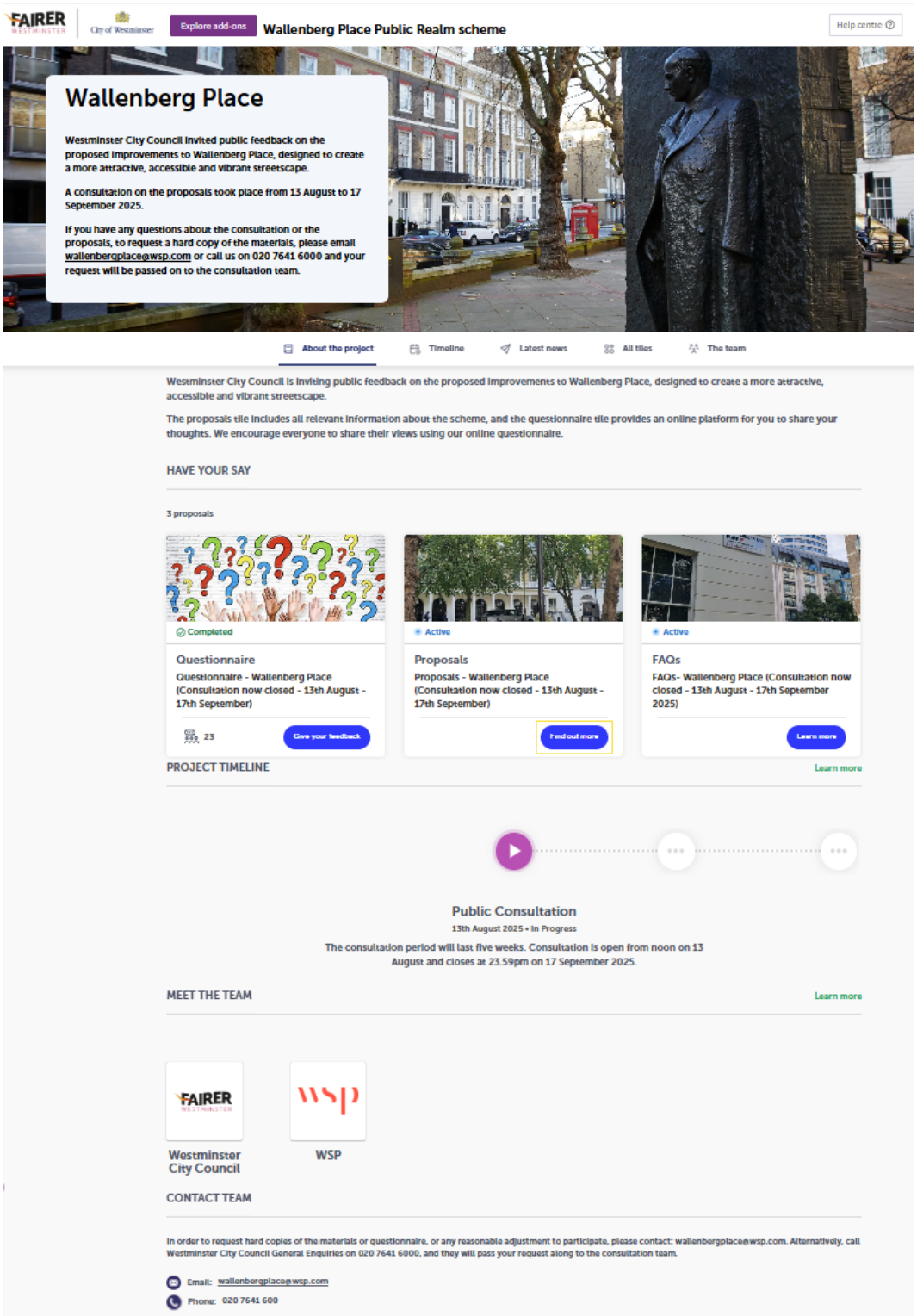
Westminster City Council is inviting public feedback on the proposed improvements to Wallenberg Place, designed to create a more attractive, accessible and vibrant streetscape.

From today onwards we invite you to share your thoughts and suggestions about the proposals by visiting https://wallenbergpublicrealm.commonplace.is/ where you can find out more about the scheme, read FAQs and complete our questionnaire.

The consultation period and questionnaire will close at 11:59pm on Wednesday 17 September 2025.

Appendix B – Consultation Materials

Commonplace landing page



Proposals page

Wallenberg Place Proposals

Westminster City Council is proposing to regenerate the Wallenberg Place area through public realm improvements, creating a welcoming and easy to navigate street environment.

The proposals for Wallenberg Place include:

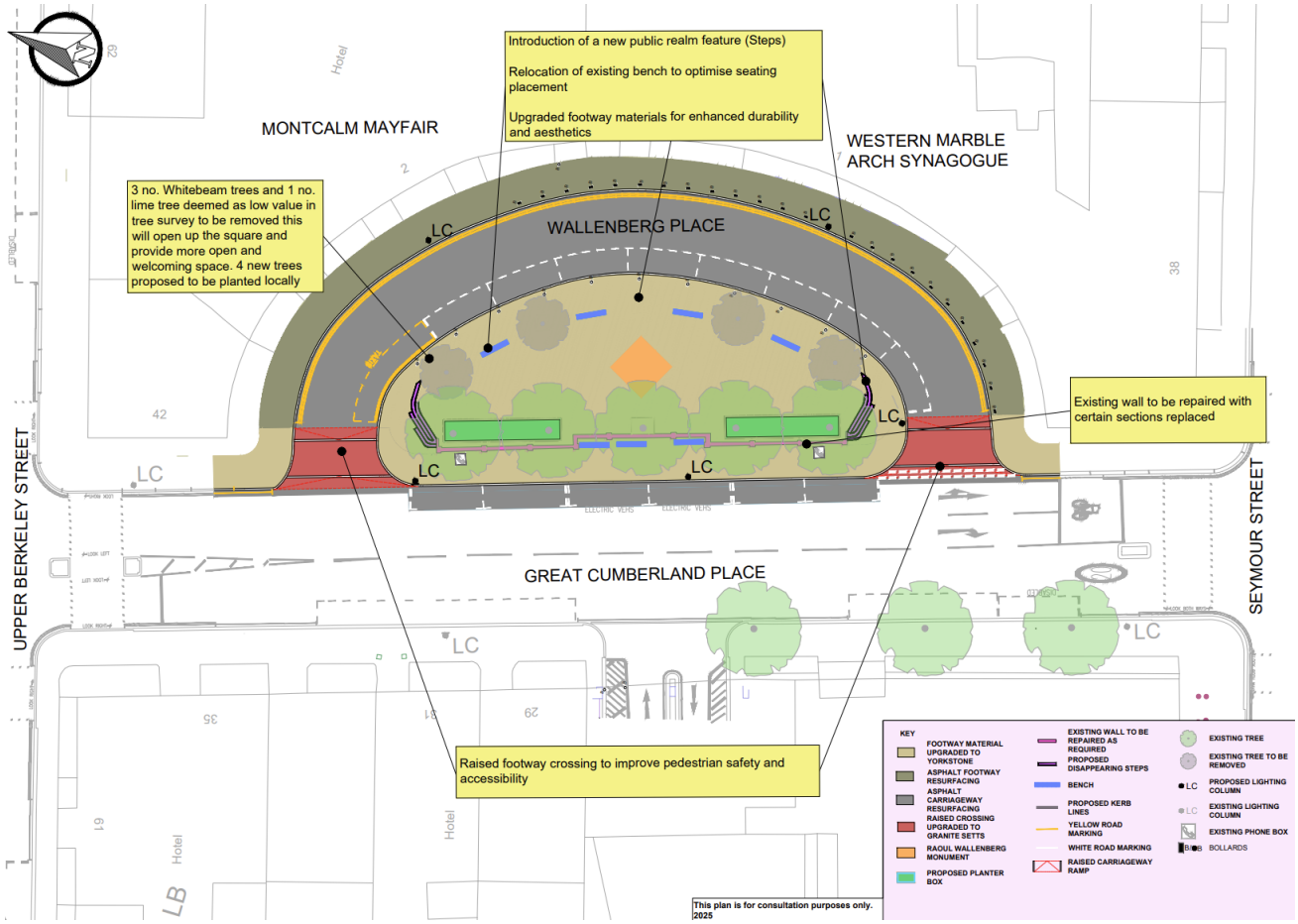
- Resurfacing on both the carriageway and the footway immediately outside the properties on Wallenberg Place
- New raised tables on the entry and exit to Wallenberg Place to aid safe pedestrian crossings
- Public realm improvements including repaving of the central island area, stairs between Great Cumberland Place and Wallenberg Place, new seating and new planter boxes
- Upgrade of street lighting to improve safety and visibility
- Repaving of footway on the eastern side of Great Cumberland Place adjacent to Wallenberg Place to create a more pedestrian-friendly environment
- Enhancing the setting of the Raoul Wallenberg Memorial Statue

Check out the consultation plan

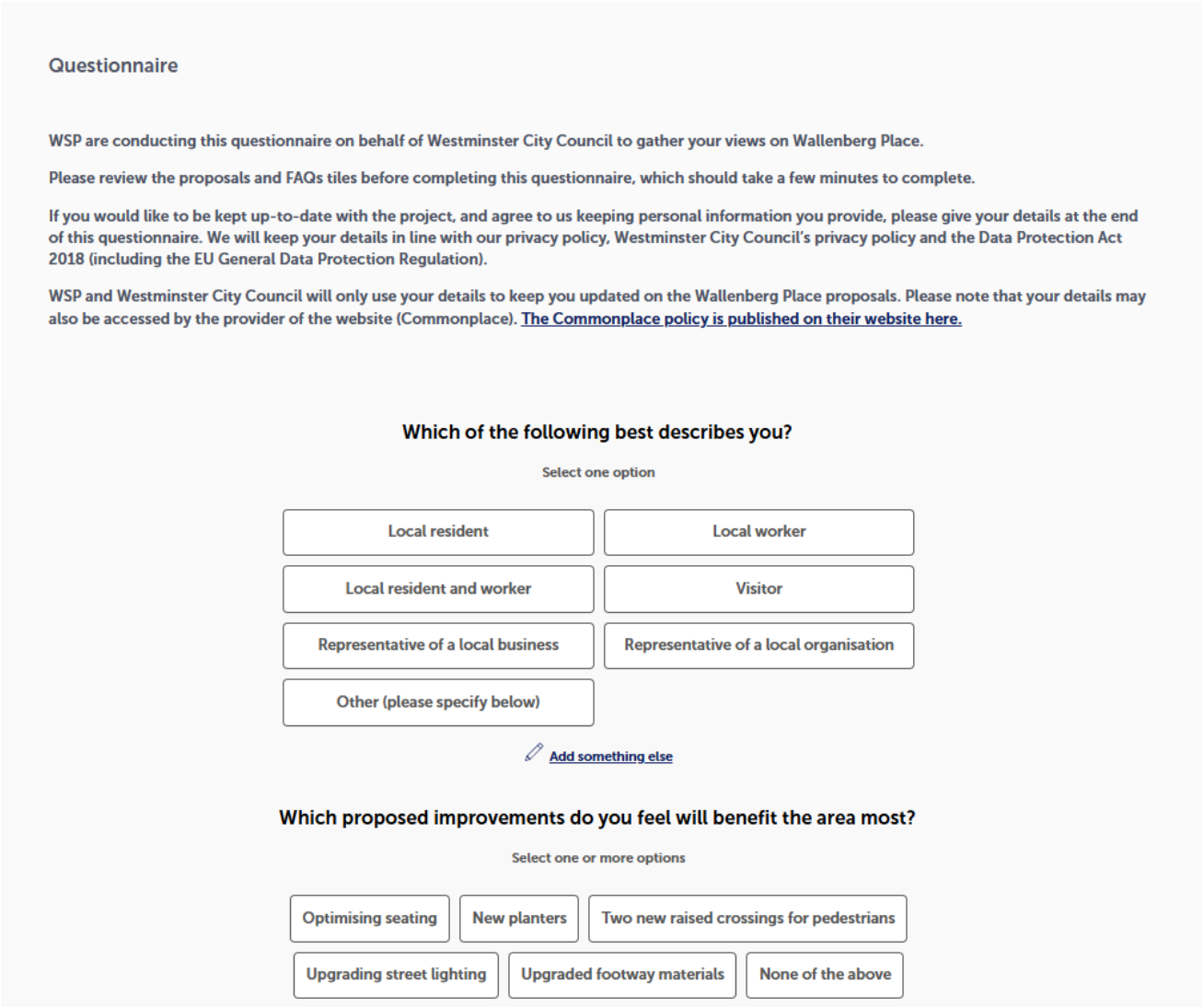


WallenbergPlace_ConsultationPlan.pdf pdf




Introduction of a new public realm feature (Steps)
Relocation of existing bench to optimise seating placement
Upgraded footway materials for enhanced durability and aesthetics
3 no. Whitebeam trees and 1 no. lime tree deemed as low value in tree survey to be removed this will open up the square and provide more open and welcoming space. 4 new trees proposed to be planted locally
Existing wall to be repaired with certain sections replaced
Raised footway crossing to improve pedestrian safety and accessibility
MONTCALM MAYFAIR
WESTERN MARBLE ARCH SYNAGOGUE
WALLENBERG PLACE
GREAT CUMBERLAND PLACE
UPPER BERKELEY STREET
SEYMOUR STREET
LC
Hotel
LB
KEY
FOOTWAY MATERIAL UPGRADED TO YORKSTONE
ASPHALT FOOTWAY RESURFACING
ASPHALT CARRIAGEWAY RESURFACING
RAISED CROSSING UPGRADED TO GRANITE SETTS
RAOUL WALLENBERG MONUMENT
PROPOSED PLANTER BOX
EXISTING WALL TO BE REPAIRED AS REQUIRED
PROPOSED DISAPPEARING STEPS
BENCH
PROPOSED KERB LINES
YELLOW ROAD MARKING
WHITE ROAD MARKING
RAISED CARRIAGEWAY RAMP
EXISTING TREE
EXISTING TREE TO BE REMOVED
PROPOSED LIGHTING COLUMN
EXISTING LIGHTING COLUMN
EXISTING PHONE BOX
BOLLARDS
This plan is for consultation purposes only. 2025

Questionnaire



Questionnaire

WSP are conducting this questionnaire on behalf of Westminster City Council to gather your views on Wallenberg Place.

Please review the proposals and FAQs tiles before completing this questionnaire, which should take a few minutes to complete.

If you would like to be kept up-to-date with the project, and agree to us keeping personal information you provide, please give your details at the end of this questionnaire. We will keep your details in line with our privacy policy, Westminster City Council's privacy policy and the Data Protection Act 2018 (including the EU General Data Protection Regulation).

WSP and Westminster City Council will only use your details to keep you updated on the Wallenberg Place proposals. Please note that your details may also be accessed by the provider of the website (Commonplace). The Commonplace policy is published on their website here.

Which of the following best describes you?

Select one option

Local resident | Local worker | Local resident and worker | Visitor | Representative of a local business | Representative of a local organisation | Other (please specify below)

Add something else

Which proposed improvements do you feel will benefit the area most?

Select one or more options

Optimising seating | New planters | Two new raised crossings for pedestrians | Upgrading street lighting | Upgraded footway materials | None of the above

Overall, do you believe the proposed changes will make Wallenberg Place a more attractive and accessible space for the public?

Select one option

Yes | No | Not sure

Do you have any suggestions, concerns or additional ideas for the Wallenberg Place public realm scheme?

How did you hear about this consultation?

Select one or more options

Postcard	Lamp post wrap
Social media	Commonplace website notification
Word of mouth	From an organisation e.g. Business Improvement District / Residents Association etc
Email	Library TV screen/poster

FAQs

What is the purpose of this consultation?

This consultation aims to inform stakeholders of the proposed changes to Wallenberg Place. We are seeking your views on the proposals to help shape the final design and ensure a positive improvement to the public realm.

Why is this project being proposed?

The project is the result of the redevelopment of the Montcalm Hotel and a S106 agreement between the developer and Westminster City Council. Improving the public realm outside the hotel, is required as part of the planning agreement for the redevelopment.

How can I have my say and how long will the consultation period last?

The consultation period will last five weeks. Consultation is open from noon on 13 August and closes at 23.59pm on 17 September 2025. During this time, you can submit your feedback in the following ways:

- Fill in the questionnaire online
- Call Westminster City Council General Enquiries on 020 7641 6000
- Request a hard copy of the materials or questionnaire, or any reasonable adjustment to participate by emailing wallenbergplace@wsp.com

Will the road layout change?

No changes to the road layout through the area are proposed.

What is the expected traffic impact of the scheme / how will this project affect local traffic flow?

The scheme is not expected to impact traffic flow as the improvements are primarily focused on pedestrian areas within Wallenberg Place. Due to Wallenberg Place being a small crescent, it is not subject to heavy traffic flow, and it is mainly used for access purposes.

How will this project affect my local business?

The project is unlikely to affect local businesses as the works will be strictly limited to Wallenberg Place and a short section of Great Cumberland Place. If you have concerns, please fill in the questionnaire on behalf of your business (and provide us with the business name) for our consideration.

What happens after this consultation and how does the Council's decision-making process work?

All feedback from the questionnaire will be formally analysed. Westminster City Council and the developer will then discuss the outcome of the consultation and take into account the responses when considering next steps for the scheme. A 'You Said We Did report' will be published on the Commonplace website.

Will you be removing/adding any trees?

The scheme proposes to remove 3 Whitebeam trees and 1 lime tree from Wallenberg Place, as they are diseased and were deemed as 'low value' in the tree survey. This will open up the square and provide a more welcoming space. To compensate for this, four new trees will be planted elsewhere in the local area. At Wallenberg Place, two new planters will be placed along the retaining wall to Great Cumberland Place.

Will the statue of Raoul Wallenberg be impacted?

There will be no changes to the physical statue itself; however, the area surrounding the statue will be repaved and the lighting provision for the statue will be improved.

Are there any proposals or changes to Great Cumberland Place?

The footway paving on the north side of Great Cumberland Place will be improved. At the two junctions to Wallenberg Place from Great Cumberland Place, raised junctions will be installed to improve safe pedestrian crossings.

What changes are there to parking and loading?

No changes to parking or loading bays are proposed for either Wallenberg Place or Great Cumberland Place.

What are the impacts on buses?

No changes to bus stops or overall routes through the area are proposed.

How will the Council be funding this project? Could this money be used for other alternative services (e.g. social care, dealing with anti-social behaviour, cleansing)?

This project will be paid for with funding from a private developer. While there are other important service priorities in the area, they cannot be funded by this source.

Will Wallenberg Place still be open to the public if it is being funded by a private developer?

Yes, the area will remain fully accessible to the public. New seating, lighting and planting are proposed to encourage the public to use the space.

Who can I contact for more information?

If you have any questions about the consultation or the proposals, please email wallenbergplace@wsp.com or call us on 020 7641 6000 and your request will be passed on to the consultation team.

I'd like physical copies of the materials and questionnaire; how do I request this?

In order to request hard copies of the materials or questionnaire, or any reasonable adjustment to participate please contact: wallenbergplace@wsp.com or call us on 020 7641 6000 and your request will be passed on to the consultation team.

Appendix C – Raw data

Letter

MARBLE ARCH
LONDON

By email: wallenbergplace@wsp.com

16 September 2025

Dear Sir/Madam,

Wallenberg Place Public Realm

I write to provide comments from Marble Arch BID on proposals for Wallenberg Place.

We acknowledge that the desire to deliver this scheme dates back over ten years and relates to a planning permission by the Montcalm Group, and we appreciate the context and impetus to see a scheme here implemented.

That said we are grateful for the opportunity to comment on early proposals designs, and to be able to shape the scheme as it progresses through the various design stages.

Several of our comments take reference from the Public Realm SPD, recently adopted by Westminster Council.

Surface re-paving: Whilst it is accepted that the surfaces around the Wallenberg monument need to be replaced, we would like to see some options and consideration for low-level in-ground planting rather than 100% paving. This has been achieved successfully recently at Connaught Village Green where a combination of hard and soft surfaces have been applied, to give interest and a variety of soft and hard landscaping. This would also allow planting to take place out from under the shadow of tree canopies. Having informal pathways or routes through the space, like those achieved at Connaught Village would add interest and attract a greater variety of users.

Planters: Linked to the point above, we would not support planters at this location, especially so close to the boundary wall with Great Cumberland Place. This is at odds with the Public Realm SPD which states that "Planters should be sited so as not to create places to hide anti-social materials, for example waste or drugs, behind them or between them and a wall." Instead we would like to see a pattern of in-ground planting that the BID could potentially step in to maintain on completion of the scheme, as we do with the TfL SuDS adjacent to Edgware Road. Again this is consistent with the Public Realm SPD "In-ground planting is preferable to the provision of free-standing planters." And "Greening via planters is not considered sustainable and should only be used as a temporary measure and an intervention of last resort." I feel that this is such an important location and setting, that we should not be defaulting to 'last resort' solutions.

Marble Arch London
7 Praed Street, London W2 1NJ
marble-arch.london
getinvolved@marble-arch.london

Raised tables: We fully support the introduction of raised tables at the interfaces between Wallenberg Place and Great Cumberland Place.

Seating and Benches: We support the upgrading/replacement of the benches, and would like to see opportunities for double aspect seating. This is an important setting for the Jewish community and the option to face both into and out of the space would be welcomed. There are many varieties of benches which can accommodate this that have been used in Westminster in recent years, including on St John's Wood High Street and at Strand Aldwych. Similarly, individual seats would also be welcomed. These tend to be used more noticeably by lone females, who might be nervous about sharing a bench with a stranger. This would provide a healthy range of aspects and seating choices at the space. From our on the ground observations, the current seating is mostly used by men, and we would like to see solutions that attract women and girls to use the space. There are several schools within a few minutes' walk of Wallenberg Place and we would like to see families and young people enjoying this tranquil space, a short walk from the buzz of the west end.

Removal of the trees: We appreciate that this can be an emotive subject, but we do not object to the proposed removal of the trees. The space is dark and does not feel inviting. Opening up the space by removing the trees and allowing in more natural light plus greater natural surveillance from the hotel will make it a much more inclusive space, which feels safer.

Accessibility: we welcome the proposal to open up the space a bit more, but do not support tapered steps. The Public Realm SPD does state "The use of tapered or fading steps are not generally supported" and refers to them as "potentially hazardous". Other options should be explored that still seek to open up the corners. From our on-site observations over the years it does appear that a dropped kerb from the central space to the properties opposite would be helpful. It might encourage greater use of the space too. At the moment to access the central space from the hotel or synagogue in a wheelchair for example, one would have to travel to either end of the crescent.

Lighting: We are aware that the trees and light columns are not the happiest of bedfellows in this space and this gives us a great opportunity to make the space lighter, safer and provide a much improved setting for the Wallenberg monument.

Thank you again for the opportunity to comment on these early-stage proposals. We would be delighted to input into future design stages.

Yours faithfully,

Chief Executive

Marble Arch London
7 Praed Street, London W2 1NJ
marble-arch.london
getinvolved@marble-arch.london

Open text question – verbatim responses

No	Response
1	The trees should not be removed. If they are diseased, they should be replaced. The area needs MORE greening not less Repaving would be beneficial, but the area needs cleaning frequently, as some of the people using the seating leave rubbish, including cigarette ends and bottles and worse. Perhaps the seating should be removed altogether The lighting is already adequate from a safety point of view. No need for any upgrade. The statue lighting could be enhanced Planters will just be used for rubbish dumping
2	Please do not remove the trees. If they are considered diseased please replace them in the same location. This is a small haven of green in a barren area. It is sufficiently welcoming and the new paving will help improve that The benches (and the seats on the pavement between the telephone boxes) are often used for drinking, drug taking and antisocial behaviour - how will this be addressed? It is sufficiently well lit - please do not create a light pollution issue The telephone boxes are used for sex adverts and rubbish dumping (and sometimes worse) - how will this be addressed?
3	I do not see why the trees need to be cut down. Did you obtain more than one tree experts opinion or is it just convenient to say they are diseased to fit the narrative. Introducing more seating just creates more ASB as we have seen with the latest 'public realm' situation in Connaught Street. Fine in the daytime but a great area at night for drug dealing and drunks. Yes clean it up, improve the lighting and paving and give the existing trees some care and attention.
4	No data
5	I object to the loss of mature trees, without replacement of trees in the same locations
6	Object to removal of two significant trees. Tree canopy should be strengthened and not weakened.
7	No data
8	If the existing trees have to go because they are diseased they should be replaced by new trees in the same location. Otherwise the crescent and the pedestrian area would be pretty bleak.
9	avoid rubbish being left around making the area very untidy and to discourage people sleeping there and using our frontage as a toilet. Better lighting is very important and the Wallenberg Statue being lit up at night so people can see it better
10	No data
11	No data
12	No data
13	This area is abused by drinkers who litter bottles, drink cans and excessive cigarette ends. It requires cleaning every morning or any public funds spent on improvements would be a waste of time . Regular maintenance and care would make this an attractive location. Many visitors visit the memorial it is worthy of attention and improvement. I am a past president or the adjacent synagogue and was present at the original dedication to Wallenberg , who was a hero.

No	Response
14	Raoul Wollenberg was a vitally important personality in the second world war and his selflessness saved well over 100,000 Jews from certain death in Nazi Europe. This is a perfect example of an opportunity to educate and inform the British public and tourists of the dangers of extremist Racist ideology and I very much hope that this will be an important facet of the hopefully upgraded area around the memorial, specifically in its proximity to the western marble arch synagogue, a key component of the Wallenberg Place crescent of Great Cumberland Place, and a community that was founded in 1761 and therefore almost stretches back to the beginning of Westminster itself.
15	Look forward to it.
16	Where is it?
17	No data
18	Creating steps up from Gt Cumberland St is a good idea as it makes the whole area more permeable and less cut off from the street. Lots of single and double seats arranged into small clusters will encourage locals to use the area and lessen the impact of anti social behaviour. Any benches should be designed so they cannot be used for sleeping.
19	No data
20	Add more trees
21	No reason given to remove four trees. The place looks great with those trees. No details about location of new trees. No measures to curb car dominance. No reason given to replace wall. Waste of public money.
22	It is difficult to make an idea of the changes with only a blueprint of the final changes. Instead you should have provided before-after blueprints, and also before-after CGI images. I am not convinced by the removal of the trees. Clearly this is done to give a bit more visual space for the crescent. Not sure if the trade off is worth it. You are also removing the hydra at the end of every corner. It seems like you are just making a more diaphane space. I am also not sure whether adding planters is an improving addition or will just create clutter. A CGI image of this change should have been provided. On the other hand, the raised crossing is appreciated. And the central paving being resurfaced with yorkstone is also a clear improvement.
23	Low level planters, or a rain garden, to replace the low quality trees will make the place feel greener and help the local area deal better with future rainstorms.
24	please incorporate the need to stop/ reduce begging, rough sleeping and vagrancy into the plan
25	The existing lighting columns are overshadowed by the tree canopy, but removing four mature trees (three Whitebeams and one Lime) would result in the permanent loss of valuable habitat and reduce the areas biodiversity. Pruning the canopy could achieve the same lighting improvements while preserving these important trees. Has a thorough environmental impact assessment been carried out to identify any birds, bats, or other wildlife that may depend on them?
26	No data
27	No data

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