

THE FUTURE OF REGENT STREET

Public Realm Vision Report Appendix

JANUARY 2024



City of
Westminster

THE CROWN
ESTATE

1.1 In-focus Sessions

Overview

The in-focus sessions were carefully designed as a listening piece to hear from specific interest groups on the topics of Biodiversity, Accessibility and Inclusivity, and Active Travel.

The groups consisted of people who work or volunteer with organisations that specialise in those topics, and have in-depth knowledge and experience on them. The attendees in each session are listed below.



Encourage the long term involvement of key groups



To seek knowledge from industry experts

Methodology

In order to set the scene and facilitate a constructive discussion, participants were briefed on the context and the temporary public realm scheme so far, as well as the engagement workshops, pop-ups, and survey carried out to date.

The discussion with each group broadly covered the following questions, in the context of their expertise:

- What is your opinion on Regent Street's public realm presently?
- What are the key considerations we should be mindful of in designing Regent Street?
- What outcomes should we try to achieve for Regent Street?

Biodiversity



Fig. 165



Accessibility & Inclusivity



Fig. 166



Active Travel



Fig. 167



Biodiversity Outcomes

This first session focussed on exploring the biodiversity and greening opportunities for Regent Street. The session was joined by experts from Trees for Cities, The Royal Parks and London National Park City.



Participants evaluated the present conditions of greening on Regent Street and the potential for achieving a greener and more biodiverse street. Below reflects what we heard from the participants.

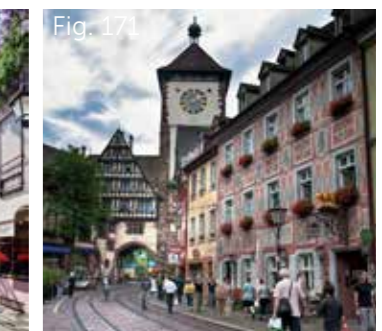
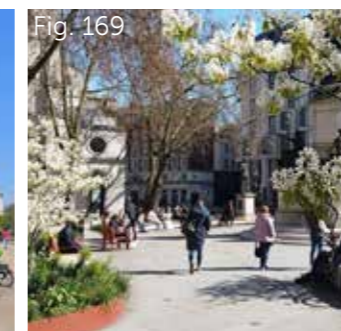
Challenges & Current Experience

- The **widened pavements** as part of the temporary public realm scheme were a welcomed change
- Planters have improved the street-scape but **do not allow water to enter the soil**
- **Grey and hard** street – does not allow for surface water drainage
- Street is **not well shaded**
- **Major traffic corridor** presently
- If not in the right location - trees can trap pollutants
- **Linear green corridors** are not always appropriate, as they do not follow natural patterns
- **Non-native** tree species can **carry diseases** from other parts of the world
- Regent Street cannot do everything so prioritise ideas to create genuine impact in terms of biodiversity and greening
- Other priorities for the street will work against supporting biodiversity and ecology

Opportunities

- Use Regent Street as an **international stage to educate and inspire** better relationships with nature
- The street should not be designed as a linear boulevard but as a **mosaic of green spaces**, clustering ecosystems along the length
- **Prioritise different sections** of the street to deliver different biodiversity outcomes
- Encourage the **use of the side streets** by joining with **local greening initiatives**
- **Trees** should be **planted in the ground**, to allow for surface water drainage and **rain water capture**
- **Right trees** should be planted in the **right places**

Places that inspire us:



The Strand, Adwyth

Freiburg, Germany

Accessibility & Inclusivity Outcomes

This session focussed on opportunities to make Regent Street more accessible and inclusive. The session was joined by AccessAble Ambassadors representing people with visual impairment, neurodivergent and mobility issues.



Participants evaluated the present conditions of Regent Street and the potential of achieving a street that is welcoming and inclusive to all. Below reflects what we heard from the participants.

Challenges & Current Experience

- Wider pavements have **improved pedestrian flow and ease of navigation** for visually impaired people
- **Seating** at regular intervals provide opportunities to rest
- **Pelican crossings do not have appropriately aligned control box** and many do not have rotating cones to help visually impaired people
- Extremely **large trees could create pockets of darkness** and can feel unsafe
- **Taxi drop off and pick up zones** are **not well distributed** along the street
- **Lack of consistent wayfinding** and signage
- **Lack of accessible and safe public toilets** and changing places facilities

Opportunities

- Important to have **consistent and controlled crossings with rotating cones** along the street
- Essential to introduce **clear and user friendly wayfinding** and signage
- Potential to introduce **taxi drop-offs on side streets**, with good access to the main street
- Partnering with **digital navigational tools** to make Regent Street more accessible
- Introduce **quiet spaces to rest and relax** off the main street to provide moments of calm for those with neurodivergent needs
- Beneficial to have a **buffer of greening between the pavement and road**, creating a safer environment
- Introducing **smaller sections of pedestrianisation** is preferred, full pedestrianisation can discourage visitors with mobility issues.

Places that inspire us:



Seville, Spain



Coal Drops Yard, London



Carnaby, London

Active Travel Outcomes

This session focussed on exploring opportunities to promote Active Travel on Regent Street. The session was joined by experts from Westminster Cycling Campaign, London Cycling Campaign, Footways London and Active Travel England



Participants evaluated the present conditions of active travel on Regent Street and the potential for achieving a pedestrian and cycle friendly street. Below reflects what we heard from the participants.

Challenges & Current Experience

- Wider pavements have **improved pedestrian flow** - encouraging walking
- Traffic volume, **congestion and lack of cycle lane** does not support cyclists
- **Too many traffic lights**
- Regent Street is a Mayoral priority cycle corridor

Opportunities

- Potential to introduce a **high quality, protected cycle route** - encouraging everyone to cycle safely
- To **reduce traffic volumes**, and reduce vehicle priority
- Public realm should **promote and encourage** people to shift to more **sustainable modes of travel**
- Provide the right types of facilities and enough of them - **cycle hire stands, bike parking, wide pavements**
- **Reduce tourist buses** on Regent Street St. James's
- Design should provide **better linkages** between **public transport and walking and cycling**
- Connecting the proposed strategy with **surrounding areas**
- Potential to **divert traffic onto Haymarket** and **pedestrianise the street from Piccadilly Circus to Waterloo Place**

Places that inspire us:



Copenhagen



Camden, London



Amsterdam

1.2 Engagement Materials

Workshop materials

Introduction Boards

Context

City of Westminster THE CROWN ESTATE

Everyone's priorities for Regent Street

Westminster City Council and The Crown Estate are working together to develop a **long-term vision** for the design of the **public realm** along and around Regent Street. Westminster City Council is the local highways authority, and The Crown Estate is the landowner and custodian of the buildings on Regent Street.

Together, we want to understand what matters to you for the future of Regent Street. This is ensure that Regent Street remains a vibrant place in the West End and responds to shared opportunities and challenges in a changing world. What you tell us will **help to shape the future** of this world-famous London destination and create the very best **experience for everyone**.

The Future of Regent Street

City of Westminster THE CROWN ESTATE

Have your say

Between now and end of August, there are lots of other ways that people can have their say:

- **Online survey**
- **Pop up stalls at markets across Westminster**
- **Pop up events on Regent Street**

If you have any questions, get in touch with regentstreet@westminster.gov.uk

For further details and updates, check out www.westminster.gov.uk/regent-street

Scan here to complete the online survey and have your say!

What happens next?

What you tell us today and during this engagement until 30th August will result in a vision for the future of Regent Street. We will publish this in **Autumn 2023**, along with the findings from the engagement.

This is the start of the conversation, and there will be **several future phases** of engagement. Your input will help develop what the future will look like for Regent Street.

As we understand more from everyone, we will provide updates on further engagement and consultation activities, and estimated works programme.

The Temporary Scheme so far

City of Westminster THE CROWN ESTATE

Regent Street plays a key role in the West End as a place for residents and businesses, movement and travel, and as an international destination for visitors. In 2020 in response to the pandemic, the Council worked in partnership with The Crown Estate to install temporary scheme. Regent Street evolved into its current form, as we added:

- **5,000 sqm of increased pedestrian space**
- **330 planters and 60 new trees**
- **accessible seating**
- **1.2km of cycle lanes**

Data collected has highlighted the following:

- Throughout 2022, the nitrogen dioxide (NO2) levels on Regent Street has remained below 40 µg/m3 (DEFRA AQ objective), which is lower than the pre-pandemic level recorded in the local area in 2018
- Following implementation, TfL Buses have detected only a marginal increase in southbound journey times. Minor changes to kerb positions will correct this and are planned to be installed in early Autumn 2023
- Data collected on Regent Street during peak times has shown that in May 2017 there was a peak hour cycling flow of 212, compared to September 2022 when this reached 379 - this is in line with post-pandemic trends across central London
- Data for Soho shows 22% less traffic* in the AM peak hour and 26% less traffic in the PM peak hour compared to 2019 (July 2019 January 2022)
- From 9am onwards, the flow of pedestrians is greater than the total flow of vehicles, and we are now seeing up to 2,500 pedestrians per hour using Regent Street (Source: Vivacity Data, December 2022)

*total vehicle flow

Our learnings from these measures, along with what you tell us now, will shape the vision and future design for Regent Street.

Regent Street Area

City of Westminster THE CROWN ESTATE

*These are records of the materials used during the workshops and public engagement sessions

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Question 1

What do we like and dislike about Regent Street, and why?

01 Thinking about the Regent Street area		
Go through the examples and get inspired from these exciting places!		
Please write down what you like and dislike about the Regent Street area and the reasons behind it.		
	What do you like and why?	What do you dislike and why?
Destinations and Activities Events, things to do/see		
Ease of Movement On foot, by bike, by bus, by car etc.		
Experience How it makes you feel - Comfort, convenience, facilities etc.		
Look & Feel Physical conditions such as planting, historic buildings etc.		
Other		

Likes and dislikes mat

BOND STREET, MAYFAIR
 Bond Street features a quiet quality and refined public realm, blending exquisite Georgian architecture with high-end boutiques.



- Pedestrian friendly street with restricted traffic
- Unique and ever changing retail frontages
- The home of high-end flagship stores and a place for experiential retail
- Fusion of Georgian architecture and contemporary public realm
- Art galleries and cultural events that attract locals and tourists

STRAND, ALDWYCH
 A green and serene pedestrianised street transformed from one of London's most congested and polluted streets into a public space for all.



- Traffic re-routed to create a pedestrian and cycle friendly public space
- Maximising greening to create a rich biodiverse environment
- A sense of the cultural, religious, and educational institutions around
- Various opportunities to rest and places to unwind
- Public realm that values the architectural character and heritage

TOTTENHAM COURT ROAD, FITZROVIA
 A friendly thoroughfare that seamlessly combines a diverse mix of retail, entertainment and food offers.



- Pedestrian-friendly sidewalks for people to walk and browse shops
- Traffic restricted to buses and cyclists only (Monday - Saturday)
- A diverse retail offer ranging from furniture stores to electronics
- Public seating areas and green spaces, allowing people to relax
- Lively outdoor street food markets and a variety of restaurants



- High-end retail offer
- Retail experiences
- Activated frontages
- Pedestrian friendly
- Public art
- Art galleries




- Places to sit and dwell
- Arts and culture
- Re-routed traffic
- Architectural heritage
- Greening and biodiversity
- Pedestrianised boulevard



- Places to unwind
- Proximity to educational institutions
- Food and drinks spill out
- Street markets
- Diverse retail offer

London precedents

CHAMPS-ÉLYSÉES, PARIS
 A celebrated and iconic destination, offering a multitude of shops and boutiques amidst its picturesque and green setting.



- A diverse retail offer ranging from mass market to luxury boutiques
- The home of prominent flagship stores and the place for experiential retail
- Wide pavement populated with spill out, greening, and seating
- Monthly car-free event that attracts locals
- A strong food and drinks offer that promotes a nightlife economy

MARIAHILFER STRASSE, VIENNA
 A vibrant retail destination known for its bustling atmosphere and pedestrian priority, where both locals and tourists meet.



- A pedestrian priority green promenade with spaces to sit and dwell
- A majority of retail with occasional food and drinks options scattered along the street
- A strong and diverse food offer on side streets
- Adjacent to the city's museum quarter which offers a variety of cultural activities
- Regular events and markets that attract locals

LA RAMBLA, BARCELONA
 Barcelona's iconic tree lined boulevard with a plethora of shops, cafes and lively street performances.



- A design that prioritises pedestrian activity
- An eclectic food offer, including tapas bars, markets and charming cafes
- Vibrant nightlife, offering a plethora of bars and clubs
- Art galleries and street performances that attract tourists and locals
- A diverse retail offer, from souvenir shops to fashion boutiques



- Green boulevard
- Monthly car free event
- Retail experiences
- Diverse retail offer
- Historic landmarks
- Restaurants, cafes and spill out



- A Green promenade
- Mass market retail
- Places to sit and dwell
- Diverse food offer
- Events and markets
- Proximity to arts & culture



- Green boulevard
- Food & drinks spill out
- Food markets
- Celebrating arts & culture
- Vibrant nightlife

European Precedents

*These are records of the materials used during the workshops and public engagement sessions

Question 2

Thinking about the previous examples and your experiences, what are your key priorities for Regent Street in the future?

02

Thinking about the previous examples and your experiences, what are your **key priorities** for Regent Street in the future?

Go through the cards and discuss together to understand each others' priorities

Record a tally of group members' preferences on the back of the card

Put the card in the most popular category on the priority mat

High Priority

Medium Priority


Low Priority

Priority mat


Regent Street Future Ambitions

Note down the group's top 9 cards on the priority mat


Please write down the group's top 9 priorities in the corresponding themes



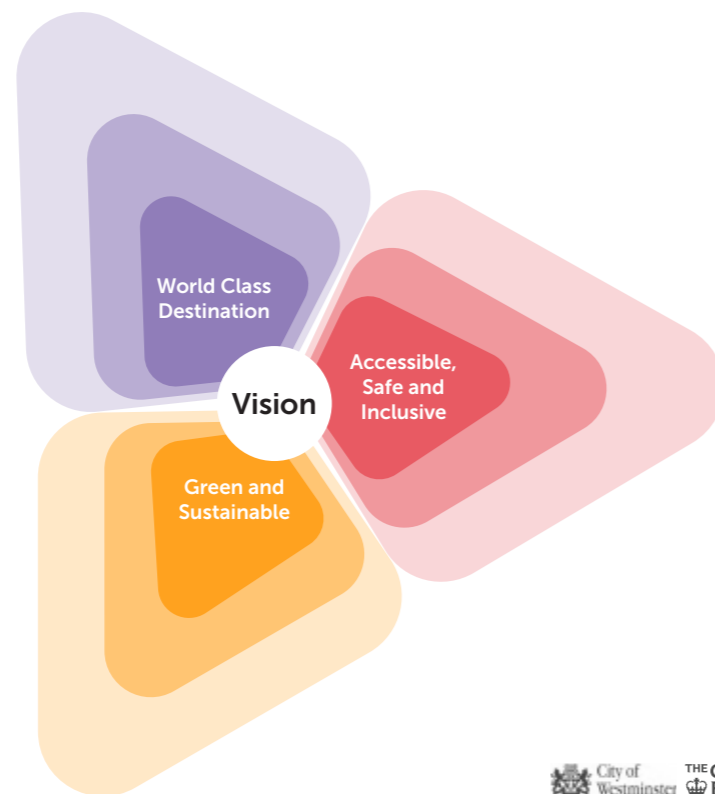
Accessible, Safe and Inclusive




Green and Sustainable



World Class Destination






Linking with neighbouring areas

Explanation: Better infrastructure and permeability to encourage exploration to nearby communities

Priority Preference

High	
Medium	
Low	
Notes	




Active travel

Explanation: Commuting or movement that involves physical exercise, such as walking or cycling.

Priority Preference

High	
Medium	
Low	
Notes	




Public transport

Explanation: Better public transport facilities.

Priority Preference


High	
Medium	
Low	
Notes	



Vehicles

Priority Preference

High	
Medium	
Low	
Notes	




Pedestrian experience

Explanation: Prioritising and enhancing walkable spaces including their safety, accessibility, comfort, convenience, and enjoyment.

Priority Preference

High	
Medium	
Low	
Notes	




Enhanced well-being

Explanation: Calming places and spaces that promote physical, mental and emotional health.

Priority Preference

High	
Medium	
Low	
Notes	




Nature and greening

Explanation: A variety of habitats to encourage nature to thrive in the city

Priority Preference

High	
Medium	
Low	
Notes	




Climate adaptation

Explanation: Measures to address climate change impacts.

Priority Preference

High	
Medium	
Low	
Notes	




Linking with neighbouring areas

Explanation: Better infrastructure and permeability to encourage exploration to nearby communities

Priority Preference

High	
Medium	
Low	
Notes	



Active travel

Explanation: Commuting or movement that involves physical exercise, such as walking or cycling.

Priority Preference

High	
Medium	
Low	
Notes	

Priority cards

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Explanation:
Better public transport facilities.

Priority Preference

High	
Medium	
Low	
Notes	



Explanation:
Better public transport facilities.

Priority Preference

High	
Medium	
Low	
Notes	



Explanation:
Vibrant and thriving place during the evening.

Priority Preference

High	
Medium	
Low	
Notes	



Explanation:
Smooth journey time and efficient movement.

Priority Preference

High	
Medium	
Low	
Notes	



Explanation:
Celebrate and safeguard the distinct historical, architectural, and cultural elements of the area.

Priority Preference

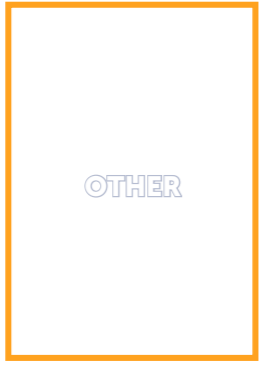
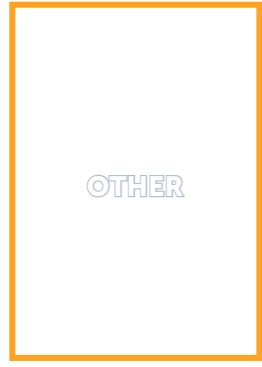
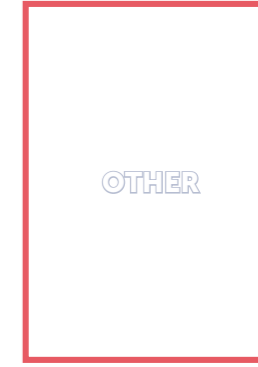
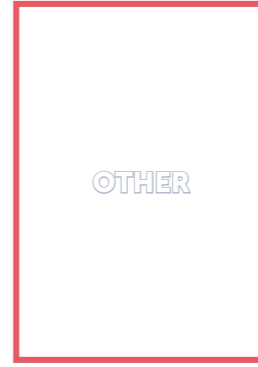
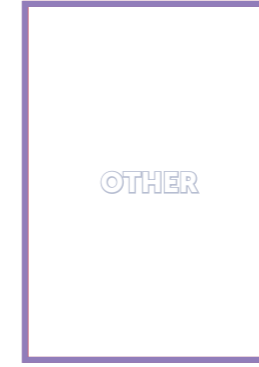
High	
Medium	
Low	
Notes	



Explanation:
Less pollution and cleaner air to improve public health.

Priority Preference

High	
Medium	
Low	
Notes	



Explanation:
Public spaces that feel safe and secure.

Priority Preference

High	
Medium	
Low	
Notes	



Explanation:
Creating places and spaces that foster a feeling of belonging and are inclusive.

Priority Preference

High	
Medium	
Low	
Notes	



Explanation:
Providing a wide range of uses in buildings and public spaces that cater to people's different interests.

Priority Preference

High	
Medium	
Low	
Notes	



Explanation:
Creating a place for culture.

Priority Preference

High	
Medium	
Low	
Notes	



Explanation:
A versatile environment that allows for events, pop up, markets, or simply to allow people to walk through.

Priority Preference

High	
Medium	
Low	
Notes	

Priority cards
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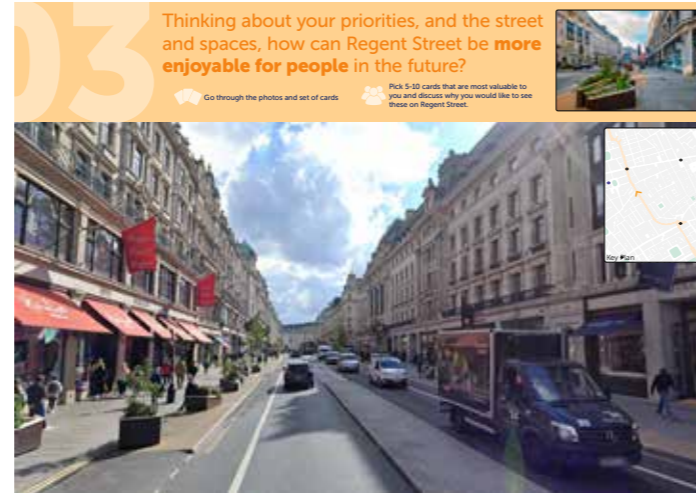
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Question 3

"Thinking about your priorities, and the street and spaces, how can Regent Street be more enjoyable for people in the future?"



Street View: Central Regent Street



Street View: Central Regent Street



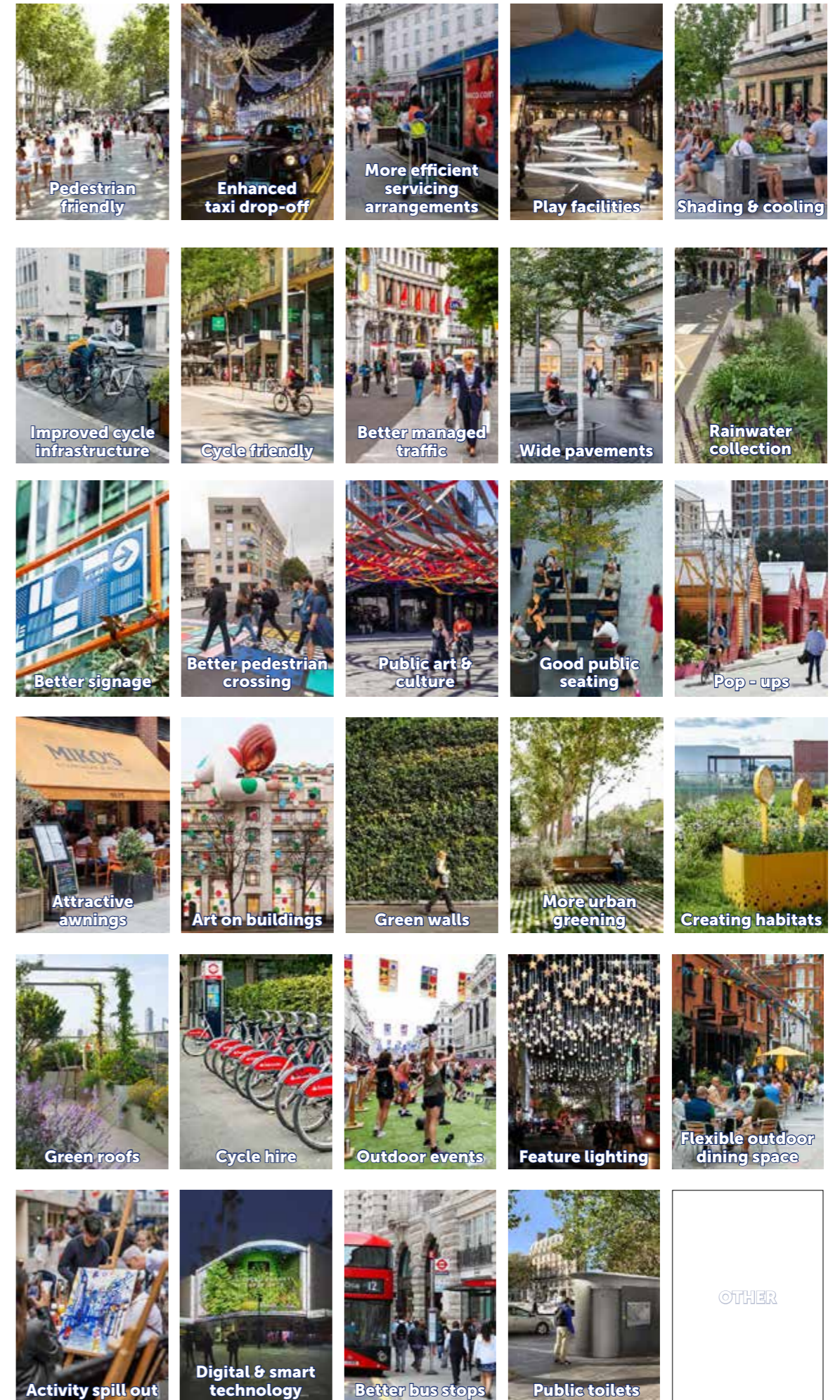
Street View: The Quadrant



Street View: Regent Street St James's



Street View: Side streets



Public realm ideas cards

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Market Pop-ups materials

Introduction board

The Future of Regent Street

Regent Street Future Ambitions

Have your say!

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Regent Street Pop-ups materials

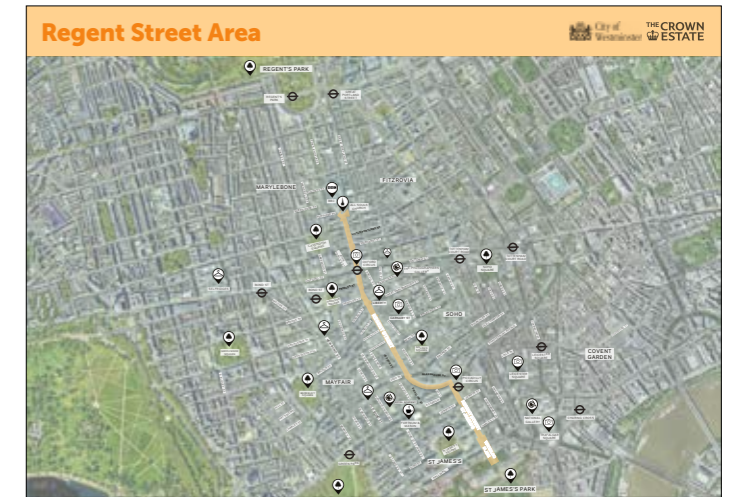
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Questions

01 Thinking about the Regent Street area

What is your experience of Regent Street? How does it look and how do you think it should be? What do you like and dislike about Regent Street?

Go through the following images of Regent Street. Discuss the things you like and dislike about Regent Street.

What do you like and why?

What do you dislike and why?

02 Thinking about your experiences, what are your key priorities for Regent Street in the future?

Go through the following objectives for Regent Street. Place the dots on the objectives you think are high in priority.

Pedestrian experience, Public transport, Linking with neighbouring areas, Active travel, Vehicles, Green and Sustainable, Welcoming, A diverse street scene, Cultural experiences, Safety, Evening activities, Flexible use of streets & spaces, Water's edge, Climate adaptation, Daytime activities, Enhance events & bring, Mobility.

OTHER

OTHER

The Temporary Scheme so far

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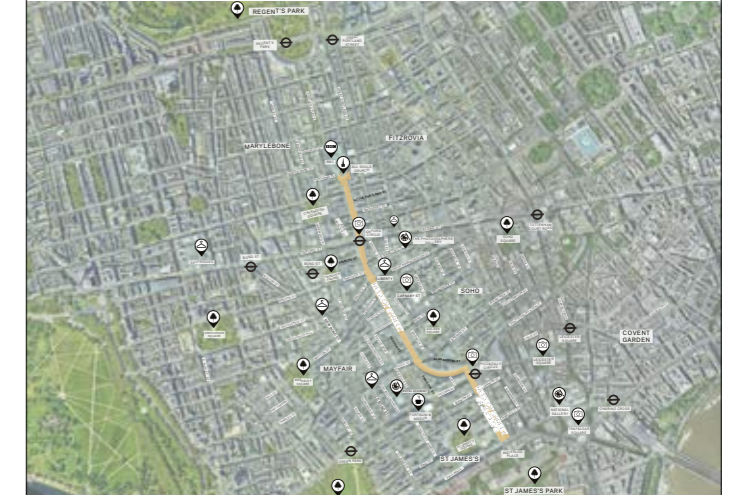
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Questions

01 Thinking about the Regent Street area

What is your experience of Regent Street? How does it look and make you feel? What do you think of the activities available here? How do you find moving around the area?

Go through the following images of Regent Street Discuss the things you like and dislike about Regent Street

What do you like and why?

What do you dislike and why?

City of Westminster THE CROWN ESTATE

Question 1: What do you like and dislike about Regent Street, and why?

02 Thinking about your experiences, what are your key priorities for Regent Street in the future?

Go through the following objectives for Regent Street Place the dots on the objectives you think are high in priority

City of Westminster THE CROWN ESTATE

Question 2: Thinking about your experiences, what are your key priorities for Regent Street in the future?

If you are short on time, you can have your say by completing the online survey!

Scan here to complete the online survey!

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City of Westminster THE CROWN ESTATE

Online survey QR code

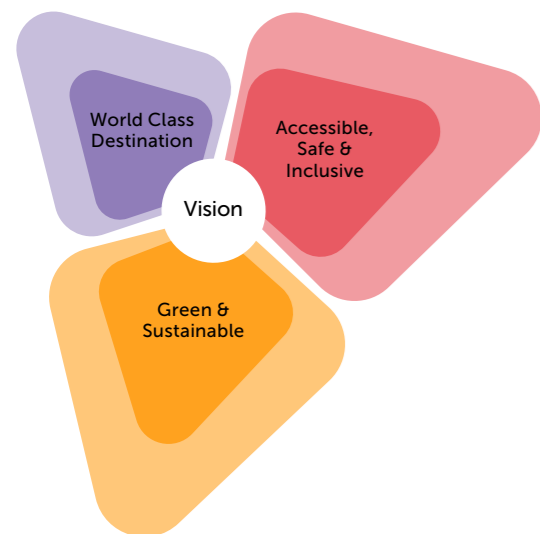
1.3 Online survey results by group

Overall priorities excluding taxi drivers* (question 2)

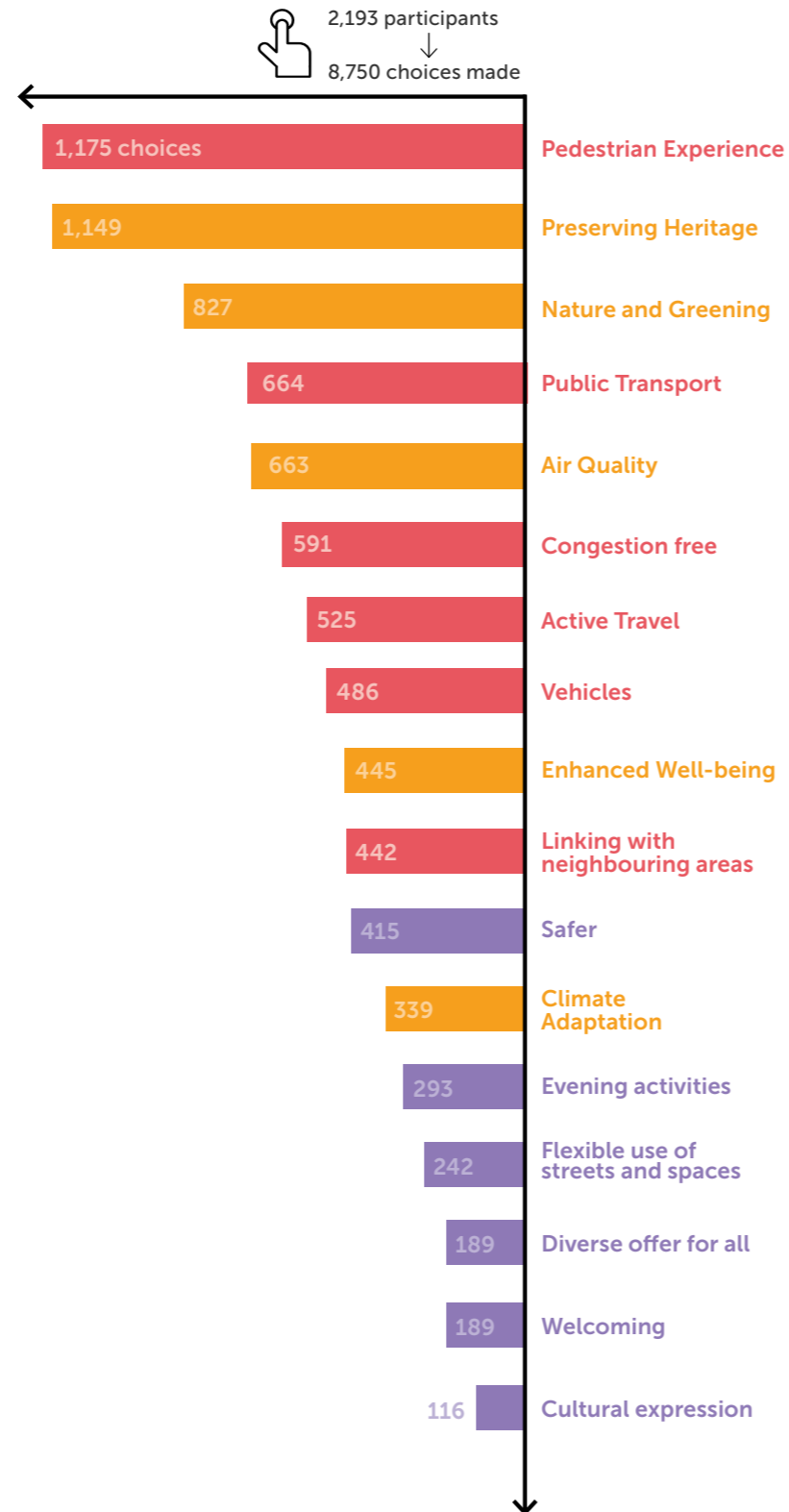
Thinking about your experiences, what are your key priorities for Regent Street in the future? Make between 1 and 5 choices

Base: Total sample excluding taxi drivers – 2193

* Taxi drivers made up a large proportion (16%) of the total responses. Given they have specific set of requirements relating to their trade, taxi drivers have been separated to understand their priorities for Regent Street.



Chosen priorities were focussed in the 'accessible, safe and inclusive' and 'green and sustainable' categories, shown in the graphic above.

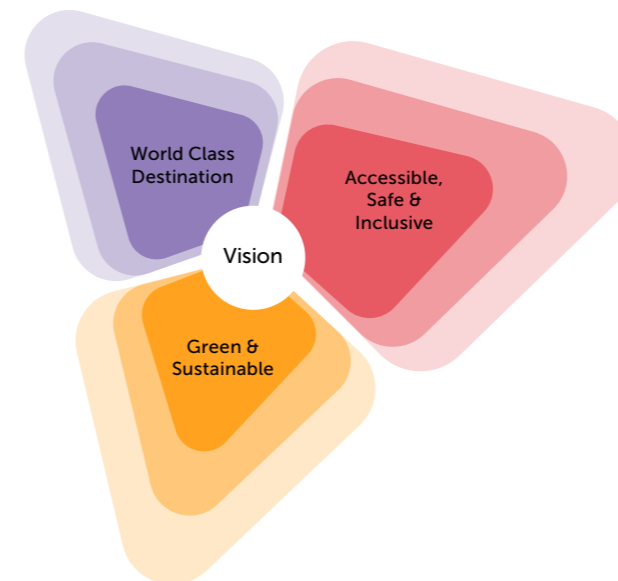


Public realm ideas excluding taxi drivers* (question 2)

Thinking about your priorities, and the street and spaces, how can Regent Street be more enjoyable for people in the future? Make between 1 and 5 choices.

Base: Total sample excluding taxi drivers – 2193

* Taxi drivers made up a large proportion (16%) of the total responses. Given they have specific set of requirements relating to their trade, taxi drivers have been separated to understand their priorities for Regent Street.



Chosen public realm elements were focussed in the 'accessible, safe, and inclusive' category, shown in the graphic above.

Most popular choices

- Pedestrian friendly
- Better managed traffic
- Wide pavements
- Shading and cooling
- Enhanced taxi drop-off
- More urban greening

- Good public seating
- Public Toilets
- Cycle friendly
- Improved cycle infrastructure
- Better bus stops
- Better pedestrian crossings
- More efficient servicing arrangements

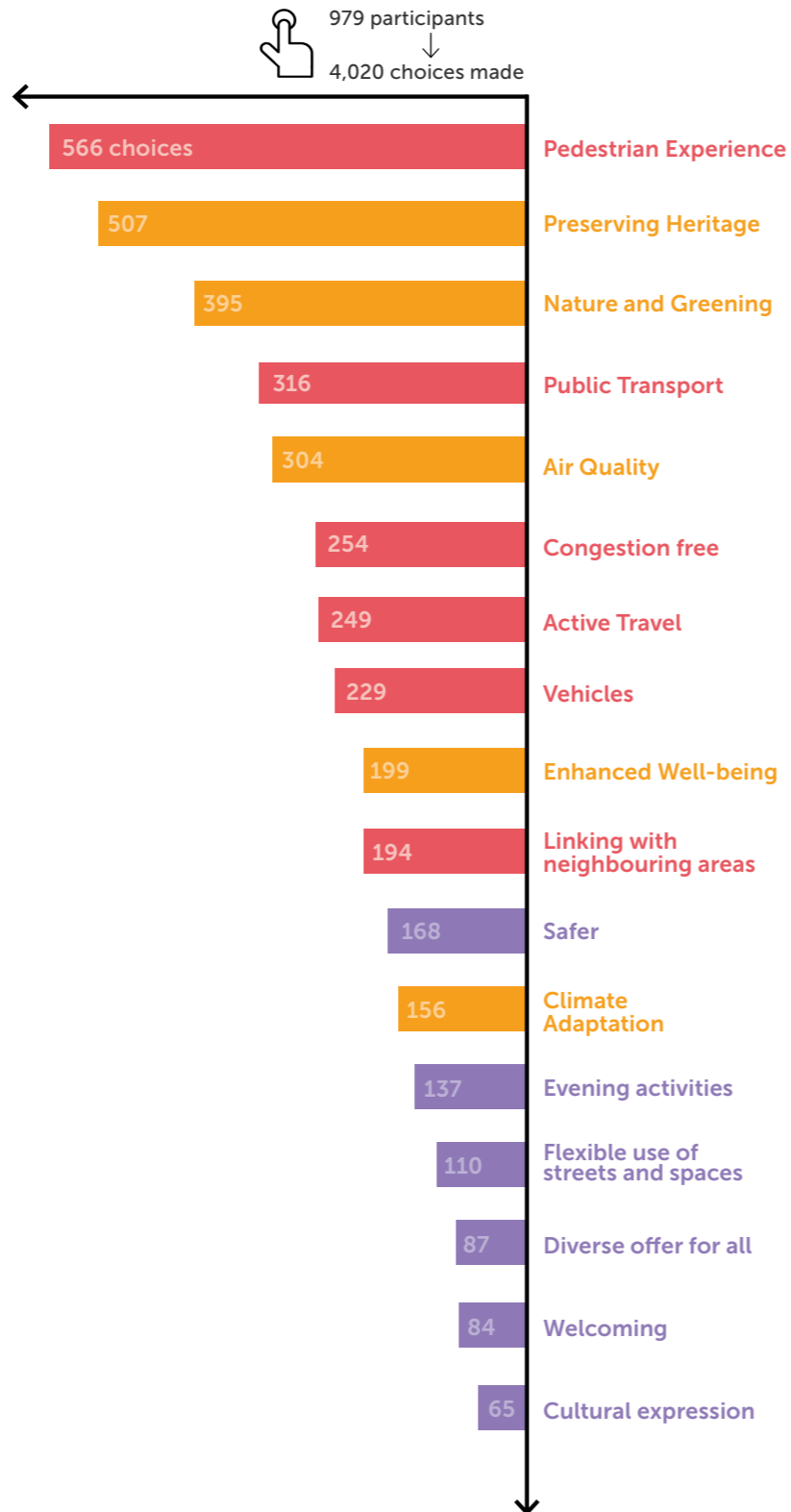
- Flexible outdoor dining space
- Public art and culture
- Attractive awnings
- Feature lighting
- Green roof
- Play facilities
- Rainwater collection
- Art on buildings
- Pop-ups
- Green walls

- Creating habitats
- Better signage
- Outdoor events
- Digital and smart technology
- Cycle hire
- Activity spill out

Overall priorities for Londoners (question 2)

Thinking about your experiences, what are your key priorities for Regent Street in the future?
Make between 1 and 5 choices.

Base: Londoners – 979

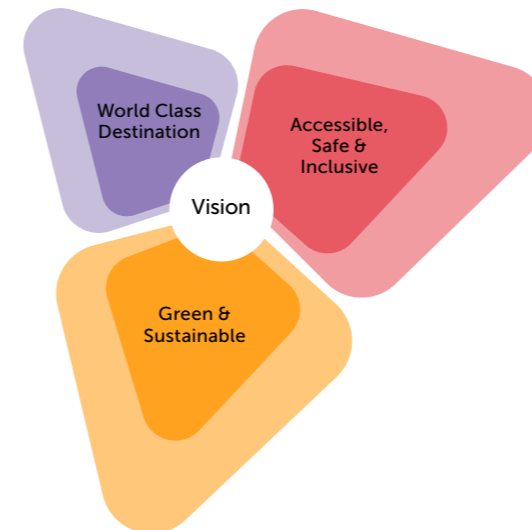
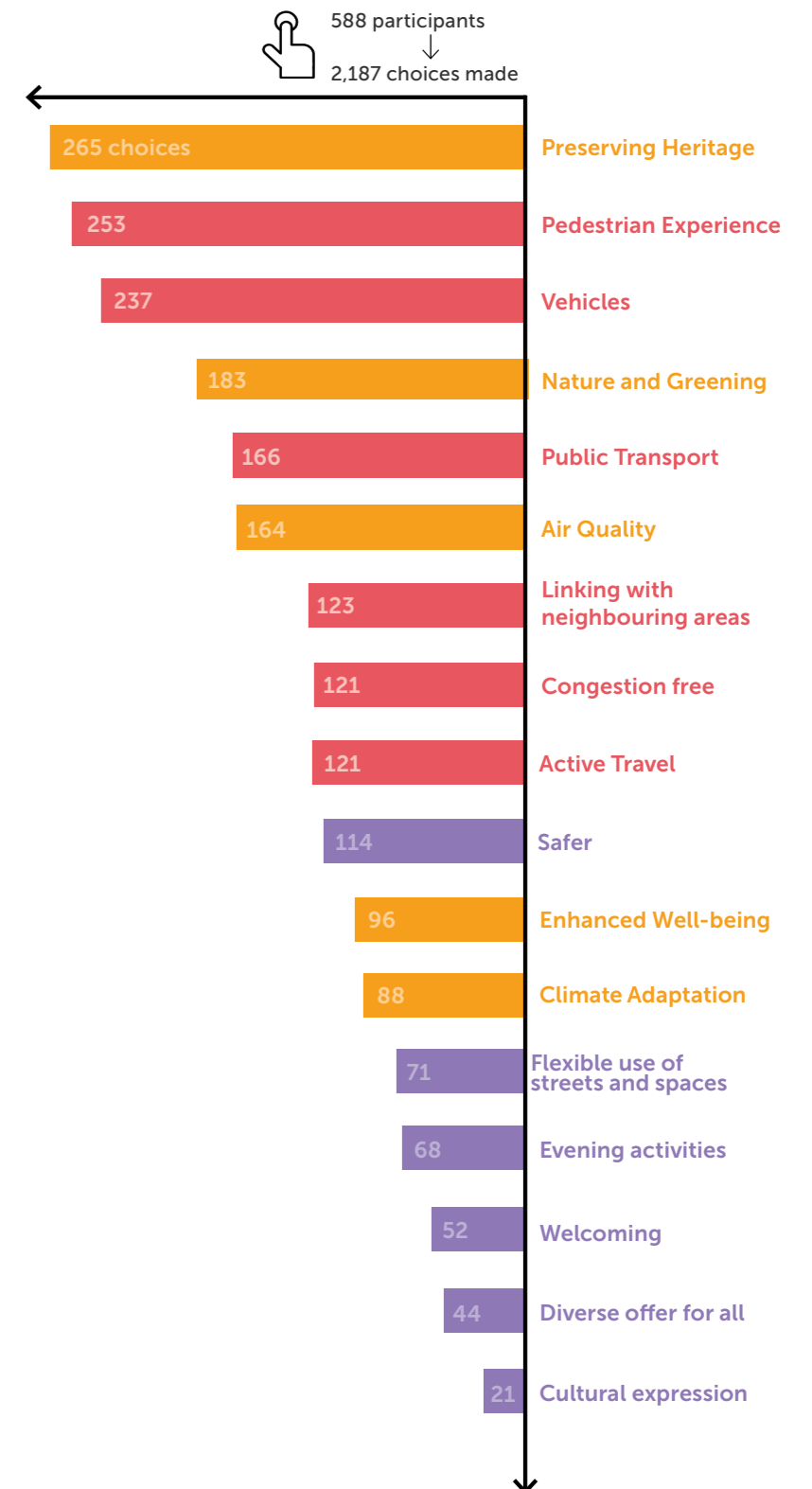


Chosen priorities were focussed in the 'accessible, safe and inclusive' and 'green and sustainable' categories, shown in the graphic above.

Local Workers' priorities (question 2)

Thinking about your experiences, what are your key priorities for Regent Street in the future?
Make between 1 and 5 choices.

Base: Local workers – 588

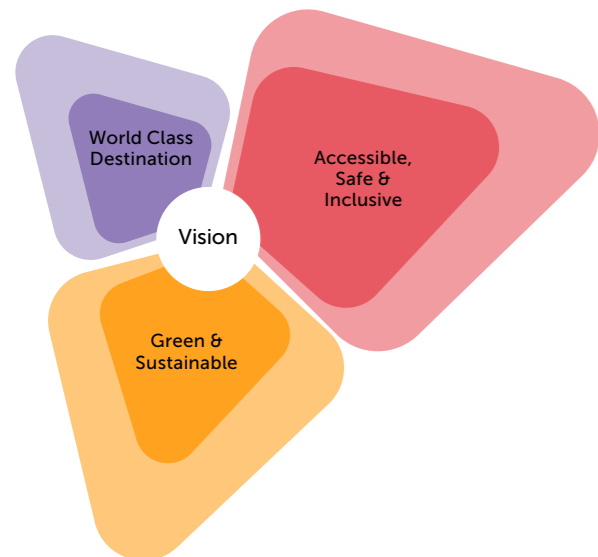


Chosen priorities were focussed in the 'accessible, safe and inclusive' and 'green and sustainable' categories, shown in the graphic above.

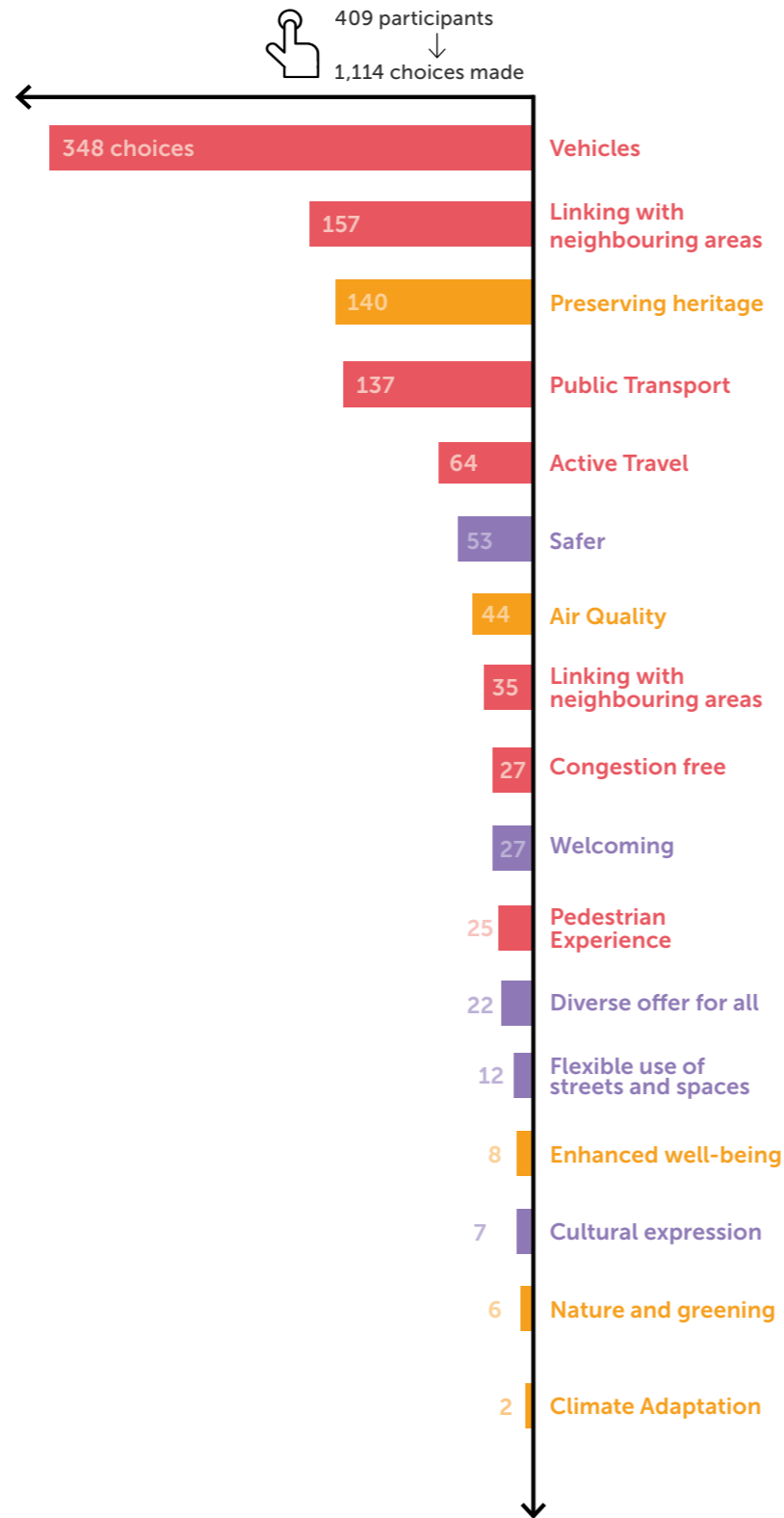
Taxi Drivers' priorities (question 2)

Thinking about your experiences, what are your key priorities for Regent Street in the future?
Make between 1 and 5 choices

Base: Taxi drivers – 409



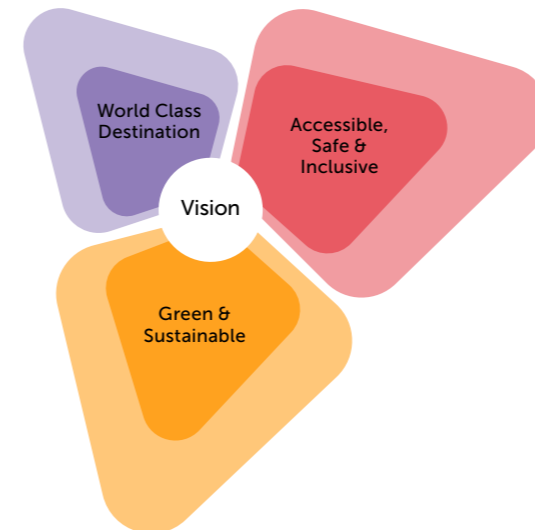
Chosen priorities were focussed in the 'accessible, safe and inclusive' category, shown in the graphic above.



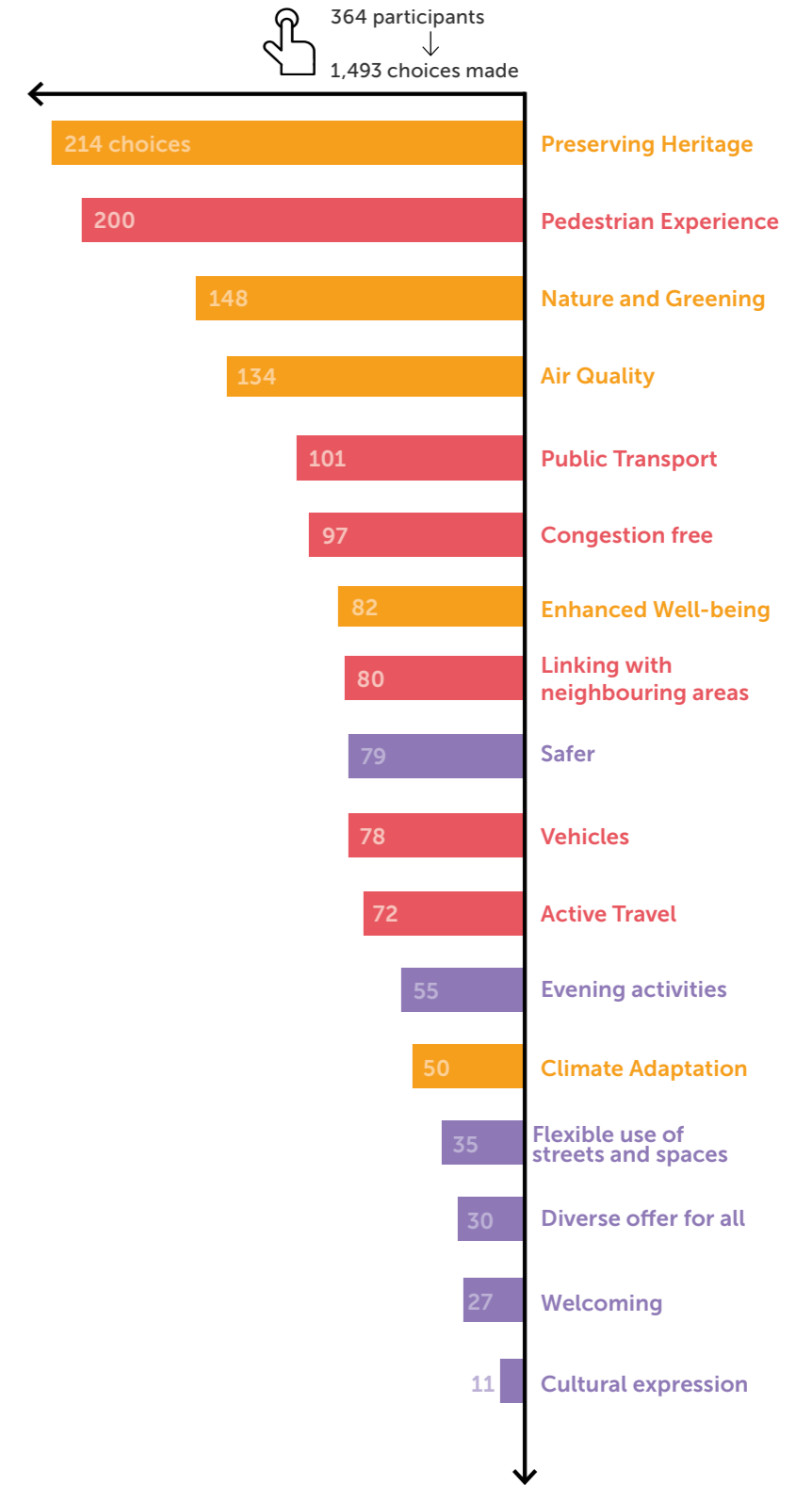
Local residents' priorities (question 2)

Thinking about your experiences, what are your key priorities for Regent Street in the future?
Make between 1 and 5 choices.

Base: Local residents – 364



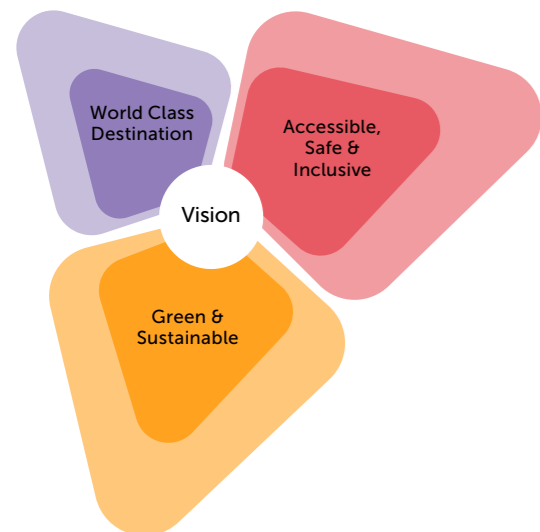
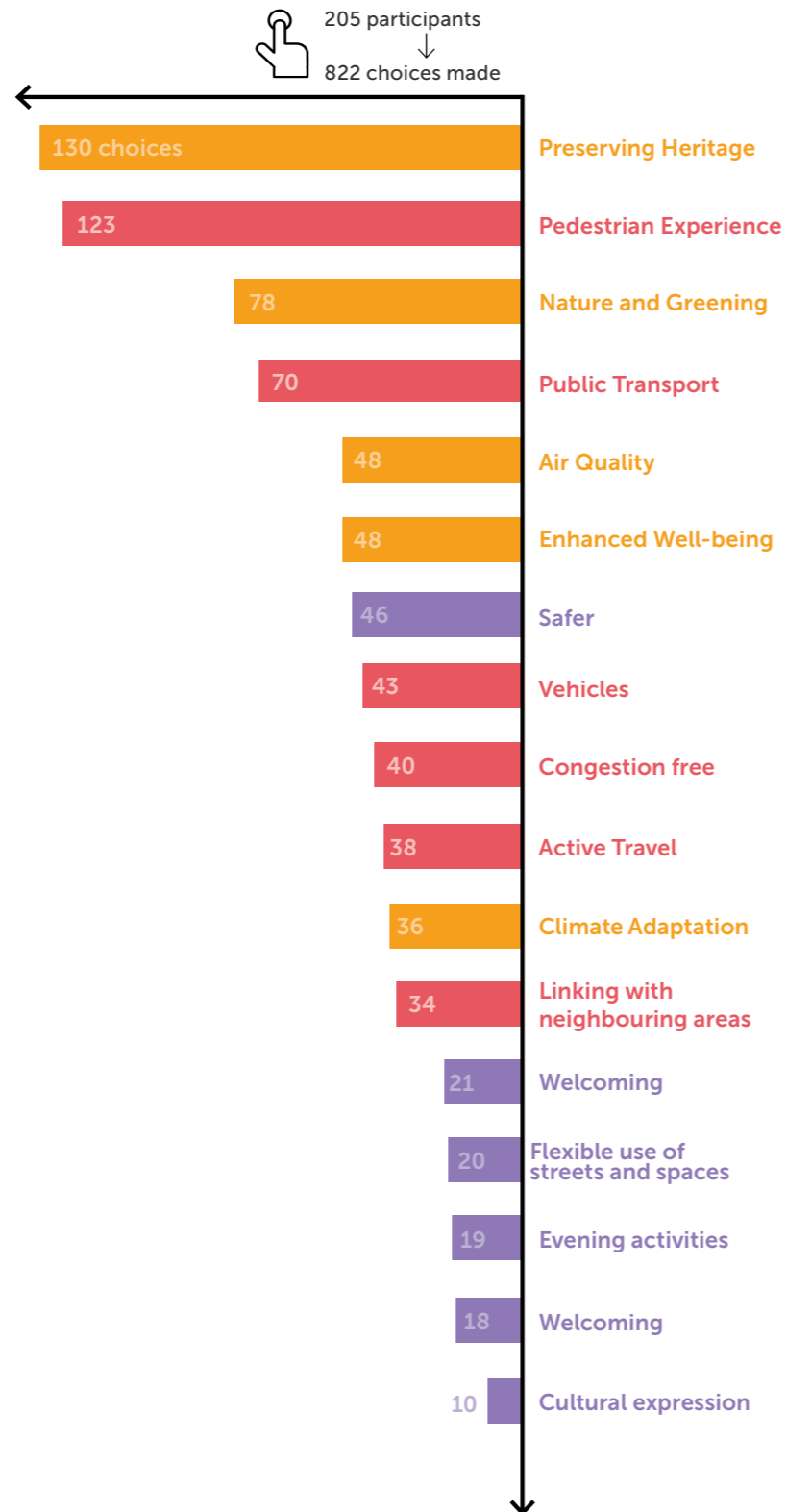
Chosen priorities were focussed in the 'accessible, safe and inclusive' and 'green and sustainable' categories, shown in the graphic above.



UK Visitors' priorities (question 2)

Thinking about your experiences, what are your key priorities for Regent Street in the future?
Make between 1 and 5 choices

Base: UK visitors – 205



Chosen priorities were focussed in the 'accessible, safe and inclusive' and 'green and sustainable' categories, shown in the graphic above.

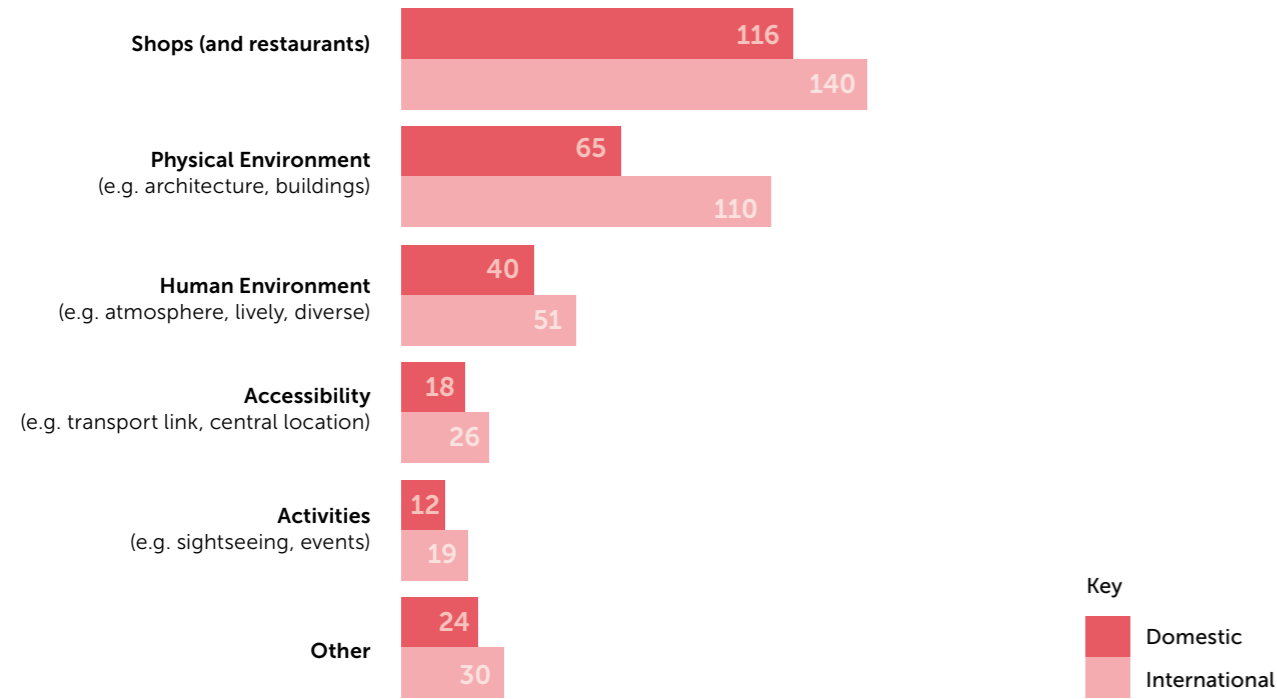
1.4 Visitor Survey detailed findings

International vs domestic visitors

Question 1

What things do you like about Regent Street? Open Ended Question – Coded After Data Collection

Base: Domestic 208 / International 273



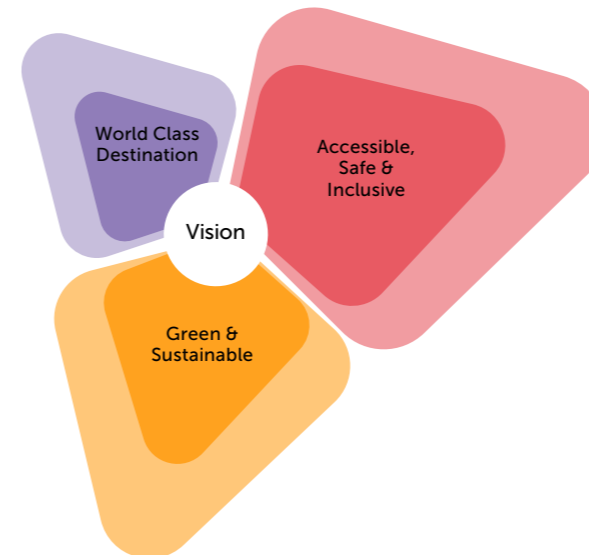
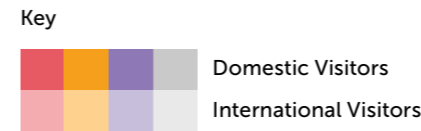
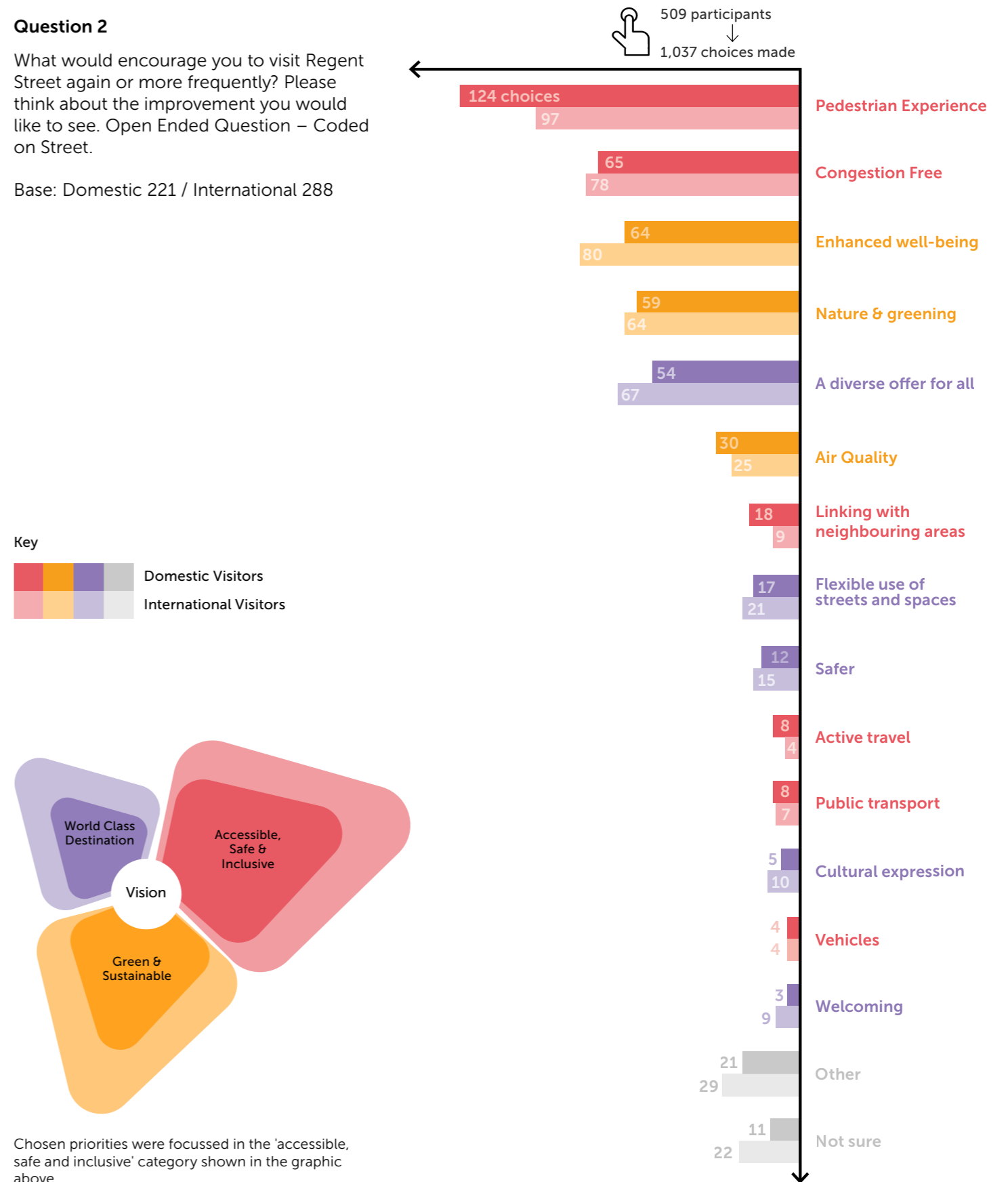
Codes for priorities for Regent Street

Overall Theme	Original Code	Count	% respondent mentioning
Pedestrian experience	Not as busy/fewer people	75	15%
	More pedestrianised	70	14%
	Improved cleanliness of pavements	60	12%
	Better pavement surfaces	16	3%
Nature and greening	More greenery and nature	123	24%
	Air quality	55	11%
Congestion Free	Less traffic	143	28%
Flexible use of streets and space	More events on the street	37	7%
	Public transport	Improved public transport	15
Safety	Less crime/anti-social behaviour	25	5%
	Improved street lighting	2	0%
Enhanced well-being	Toilets	103	20%
	Availability of seating	41	8%
A diverse offer for all	Better selection of shops	56	11%
	Better selection of restaurants/bars/café	50	10%
	More/better diverse things to do and see (not shopping)	15	3%
Cultural expression	More/better cultural experiences	15	3%
Active travel	Improved cycle access	8	2%
Welcoming	It is welcoming	12	2%
Linking with neighbouring area	Street map showing positioning of shops/restaurants	27	5%
	Vehicles	Improved car access	6
	Not sure	33	6%
	Other / None of the above	50	10%

Question 2

What would encourage you to visit Regent Street again or more frequently? Please think about the improvement you would like to see. Open Ended Question – Coded on Street.

Base: Domestic 221 / International 288



Chosen priorities were focussed in the 'accessible, safe and inclusive' category shown in the graphic above.

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