

OXFORD STREET – TRANSPORT AND HIGHWAY CHANGES

CONSULTATION RESPONSE

Response from: BusinessLDN, One Oliver's Yard, 55-71 City Road, London EC1Y 1HQ

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INTRODUCTION

1. BusinessLDN is a business membership organisation with the mission to make London the best city in the world to do business, working with and for the whole UK. BusinessLDN works with the support of the capital's major businesses in key sectors such as housing, commercial property, finance, transport, infrastructure, professional services, ICT, and education. We welcome the opportunity to respond to Transport for London's (TfL) proposed transport and highway changes to support the pedestrianisation of Oxford Street West.
2. This consultation response is submitted on behalf of BusinessLDN's West End Streets Steering Group (WESt). WESt brings together business leaders, local landowners, and Business Improvement Districts to drive the delivery of high-quality public realm improvements in the wider West End.
3. Following our initial letter of support for the transformation of Oxford Street in November 2024, and our previous consultation response submitted in May 2025, WESt members remain fully committed to the project and this response reconfirms our support for the transformation of Oxford Street, subject to detailed design, long-term management considerations, and an area-wide framework that extends beyond the tightly drawn Oxford Street Development Corporation (OSDC) area to protect the resilience of the wider area.
4. Transforming Oxford Street will deliver wide-reaching economic benefits in the immediate area, across London, and the rest of the UK. Pedestrianisation of Oxford Street West will help increase footfall, creating a more welcoming and sustainable street in one of the UK's most important commercial hubs, reinforcing the West End's vibrancy and status as a world-class tourist destination, and helping London to compete against other global cities.

RESPONSE TO RELEVANT CONSULTATION QUESTIONS

Question 1: General thoughts on the proposals

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

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

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

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

5. In general terms, we support the detailed consideration that has been given to all the necessary highways changes, bus and taxi services, and the servicing of commercial premises to facilitate the pedestrianisation scheme. However, the current focus is solely on Oxford Street West and consideration should be given now to the wider scheme, including Phase 2 westwards to Marble Arch and Phase 3 eastwards to Tottenham Court Road. We understand the desire to press ahead with the delivery of Phase 1, but this needs to be in the context of **an area-wide framework for the entire OSDC area and its wider hinterland**. This is necessary to demonstrate commitment to the delivery of Phases 2 and 3 and provide reassurance to local landowners and businesses that those later phases can be seamlessly integrated without continuous modification and disturbance.
6. Linked to this point on needing a wider area framework, in our May 2025 consultation response, we urged the Greater London Authority to engage with landowners who have significant **public realm improvement schemes just outside the OSDC boundary**. There are many live projects including the 'Park to Park' project that dissects the area through Oxford Circus and proposes works to Portland Place, Regent Street and Regent Street Saint James, the South Molton Triangle project to the west and the Holborn Liveable Neighbourhood project to the east. Engaging with these project teams will be essential to ensure the plans for Oxford Street do not have unintended negative impacts on these projects and that the traffic impact modelling is regularly reviewed and updated to reflect their final designs. Many other members of the WESt group also have significant projects within or near the OSDC boundary and should be actively involved to ensure all schemes complement each other effectively for the long term.

7. Where other public realm projects within or near the OSDC boundary have already been granted planning permission, and have potentially started on site, **Section 106 (S106) planning gain contributions** may have already been collected by Westminster City Council (WCC) that can no longer be spent. There is a risk that S106 contributions may have been made for public realm or transport improvements that have not yet been implemented are now incompatible with the TfL proposals for Oxford Street. Given the strict regulation around the expenditure of S106 funds to mitigate the impacts of that specific application proposal, WCC and the OSDC will need to ensure there is a transparent process in place to resolve the issue when it arises.
8. We also have some concerns regarding **key side streets** – often referred to as oases or amenity streets – and the important role that these can and should play in the wider Oxford Street transformation project. These streets present valuable opportunities to introduce alternative uses and oases of calm into the predominantly retail environment of Oxford Street, and they are impacted by many of the proposals presented in this consultation. Oxford Street is now part of the Transport for London Road Network – a TLRN route – but Westminster City Council (WCC) retains control of the side streets. The WEST group has some concerns regarding the implementation and long-term management of any side street proposals, given this dual control, and seeks reassurance on how the OSDC will address this. A cohesive design approach for the full length of all the side streets should form part of the area-wide framework, as this will be integral to the successful regeneration of the wider area.
9. Taking these consultation proposals as a whole, the most significant impact will be on **Wigmore Street**, and yet only a tiny stretch of Wigmore Street is included within the OSDC boundary. In this area specifically, it is vital that TfL and the OSDC work closely with local landowners, businesses, and communities to minimise any disruption and develop a servicing and local area management strategy for the broader area beyond the boundary.
10. The WEST group also has some concerns regarding **pedestrian safety** for pedestrians travelling north-south across Oxford Street at Oxford Circus and the two extremities of the pedestrianised area (at Orchard Street/North Audley Street and Great Portland Street). Further clarification is sought on how pedestrian safety will be managed at these points.
11. We support the consultation's proposal regarding **servicing and deliveries**. We urge TfL to use the Oxford Street West approach as a test case for more coordinated and consolidated servicing arrangements across the wider West End, including greater use of freight consolidation hubs, more tightly coordinated and time-limited delivery windows within the overnight period, targeted support for smaller businesses to consolidate deliveries, and continued progress towards last-mile zero-emission delivery solutions.
12. Finally, we would like clarification on plans for the **existing retail kiosks** along Oxford Street West and whether these will be retained or removed as part of the proposals.