Crossrail: Bond Street Station
(Eastern Ticket Hall)
18-19, Hanover Square, W1

Adopted Planning Brief

Date: 14th September 2009
Status: Adopted
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Executive Summary

As part of its approach towards Crossrail, the City Council has prepared a series of planning briefs for the key sites across the city affected by it. The aim of the briefs is to set out all the relevant Council policies and issues relating to the sites, and to seek to obtain the promoters of the railway, namely Crossrail Limited (CRL), (formerly Cross London Rail Links Limited (CLRLL))’s, agreement to incorporate these matters into their proposals or any subsequent proposals relating to CRL concerning this site. The City Council supports the intention of CRL subject to considerations set out in this, and the other briefs. These briefs assisted the Council in its negotiating and petitioning strategy in respect of CRL’s hybrid bill as deposited in Parliament on 22 February 2005 for the powers to construct and operate Crossrail Line 1. The hybrid bill received Royal Assent in July 2008 to become the Crossrail Act.

Works required for the construction of Crossrail are approved by the Crossrail Act. Whilst the design and to some extent the location of the station entrances remains subject to Schedule 7 approval, the Council is unable to refuse permission for these proposals in principle, but can influence their design. Oversite development i.e. development above the new stations will require planning permission. The Crossrail Context Reports provide an overview of the Crossrail works that will take place within each local authority (see www.crossrail.co.uk/construction/crossrail-and-the-community/crossrail-context-reports).

18 and 19 Hanover Square are currently safeguarded as part of Crossrail Limited’s Crossrail Line 1 project and it is proposed that these two buildings be demolished and rebuilt to provide the eastern ticket hall for Crossrail’s Bond Street Station under the provisions of the Crossrail Act, with a station entrance and oversite development on the 18 and 19 Hanover Square site. The City Council is aware that the design of the Crossrail station entrance is currently an evolving process and this planning brief raises the issues which should be taken into account as part of the design process.

Since the previous version of this planning brief was published the landowner of the 18 and 19 Hanover Square and of some adjacent sites, Great Portland Estates plc (GPE), has prepared a draft oversite development scheme which incorporates additional sites in 20 Hanover Square, 1 Tenterden Street, 18 Dering Street, Dering Yard, 14 and 16-18 Brook Street and 64-72 New Bond Street as shown on Map 1.

This brief contains advice relevant to the ‘core’ Crossrail scheme site at 18-19 Hanover Square, with reference to the wider GPE ‘Masterplan’. Although this brief makes selective reference to the public realm elements of the wider scheme, it is primarily about 18-19 Hanover Square, and is not intended to contain comprehensive planning advice on the larger site.
The Bond Street Station Eastern Ticket Hall Site

Hanover Square is located within the City of Westminster’s Central Activities Zone (CAZ) and also forms part of the Mayfair Conservation Area. The immediate vicinity of the Hanover Square area contains a mixture of office, financial services, retail, restaurants and some residential.

The City Council supports the development of 18 and 19 Hanover Square for use as a Crossrail ticket hall with oversite development, as it is considered that neither building makes any positive contribution to the character or appearance of the Mayfair Conservation Area. The development of the 18 and 19 Hanover Square site represents a considerable development opportunity to provide not only a new transport interchange, but also residential units, replacement office space, hotel spaces or ground floor retailing within the scheme as a whole. Any development of the site must address the City Council’s policies and key development issues that are identified within this brief.

Furthermore, any development of 18 and 19 Hanover Square must ensure that the environment around Hanover Square is protected from the adverse impacts of construction and that issues such as site access, pedestrian routes to and from the station, and noise screening are suitably addressed. In addition, any new building must be sensitively designed and be of high quality to fit in with the existing character of the conservation area. Hanover Square Gardens are also protected under the London Squares Preservation Act (1931) and development within these gardens, whether temporary or permanent, will not be supported by the City Council.

The City Council also requires that consideration be given to the impact of the increase in pedestrian flows that this development will bring to Hanover Square and adjacent streets and will support the provision of appropriate measures to improve the pedestrian environment.

CRL and GPE’s, final proposals for 18 and 19 Hanover Square will be expected to take account of and address the issues set out in this brief which is a material consideration in the determination of any planning applications or any reserved matters that fall to the City Council to determine in relation to the Crossrail Act.
1. Introduction

1.1 This brief concerns 18 and 19 Hanover Square which are modern seven storey buildings situated on the west side of Hanover Square. The 18-19 Hanover Square site is currently safeguarded for a new station entrance, ticket hall and associated infrastructure for the proposed Crossrail Line 1 Bond Street Station. This brief also concerns those areas of the square itself which could be affected by the construction of Crossrail Line 1. Since the initial Crossrail Bill, LUL in response to concerns on the predicted overcrowding of the Bond Street Station arising from the second ticket hall and entrance proposed at 65 Davies Street, have proposed a new LUL entrance / ticket hall at 354-358 Oxford Street. These sites are the subject of a separate planning brief.

Purpose of the Brief

1.2 The purpose of this brief is to set out how 18 and 19 Hanover Square might be suitably developed to incorporate the requirements of Crossrail as regards the Hanover Square site and its oversite development. The brief considers the existing physical characteristics of the site and the surrounding area and sets out the City Council’s planning policies, guidelines and constraints with regard to the future redevelopment of the site. The brief also sets out the Council’s requirements for the management of the construction of Crossrail Line 1 to ensure that the impacts on Hanover Square are kept to a minimum.

1.3 Crossrail line 1 is a major new transport infrastructure project to introduce a new east-west railway linking Maidenhead and Heathrow with Abbey Wood and Shenfield through new tunnels under central London. The City Council strongly supports Crossrail Line 1 with a link to Heathrow as the best medium to long-term opportunity to improve rail based transport in London. The project is now being implemented by the Mayor and Secretary of State for Transport through Crossrail Limited (CRL), which was a joint venture between Transport for London (TfL) and the Department for Transport (DfT), until December 2008 when it became a fully owned subsidiary of TfL. To assist in the Council’s negotiations with CRL planning briefs have been prepared for key Crossrail sites across the City, of which this site is one.

1.4 While this brief was publicly consulted upon in 2005, the Crossrail Bill was introduced to a House of Commons. It reached the Third Reading Stage in the House of Commons on 13 December 2007 when a House of Commons Select Committee on Crossrail issued a report with their findings having heard petitions lodged against the Bill in public hearings. On 14 December 2007, the Crossrail Bill was introduced to the House of Lords and a new Petitioning period was announced which concluded on 30 January 2008. The Crossrail Bill received Royal Assent in July 2008 to become the Crossrail Act.
1.5 The purpose of this brief is to set out the City Council’s considerations for this site in relation to matters arising from the construction of Crossrail, covering in particular potential amenity, traffic and environmental impacts, and to set out the Council’s considerations on existing land uses, as well as CRL’s proposed long term use of the site, and looks at alternative uses should CRL’s proposals not come forward.

1.6 This brief is a revised version of the draft planning brief which was approved by the Planning and City Development Committee on 26 May 2005 following a period of public consultation. The principal issues raised through consultation were incorporated in to the 26 May version and it served as a key document in negotiations with CRL since the Crossrail Hybrid Bill was deposited in Parliament to secure the powers to construct and operate Crossrail Line 1. This, along with the other Crossrail draft planning briefs, provided the basis for setting out the City Council’s petitioning strategy throughout Parliament’s consideration of the Bill. The briefs were instrumental in securing a number of assurances and undertakings from the Promoter in respect of the impact of the Crossrail proposals on the City. There are a number of generic undertakings and assurances as well as those that are site specific. Those relevant to the site covered by this draft planning brief are included as Appendix 1.

1.7 Following the deposit of the Bill, on 22 February 2005, and the publication of the 26 May 2005 draft planning brief a number of detailed aspects of CRL’s proposals for this site have changed and, as mentioned above, a number of the City Council’s concerns have been met by securing appropriate undertakings and assurances. This revised brief therefore updates on circumstances generally and provides a basis for continuing negotiations with CRL as the Crossrail proposals are developed to the next stage of detailed design. On 8 May 2008 CRL wrote to the City Council confirming that regard will be given to the provision of the Planning Briefs when preparing technical submissions to the Council under the Act in relation to Crossrail works. This reaffirms their status as key documents in the negotiation process.

1.8 On 16 June 2008 the Planning Sub–Committee (Planning Briefs and Local Development Framework) approved a draft of this planning brief for the purpose of further public consultation. The draft brief was subject to extensive consultation with key stakeholders, and where appropriate the main issues raised have been addressed in the revisions to the draft brief. A full report setting out the planning considerations on the representations made was presented to the Planning Sub–Committee (Planning Briefs and Local Development Framework) on 14th July 2009. At this meeting, the Sub-Committee agreed to recommend to the Cabinet Member for the Built Environment that this revised brief be adopted as a Supplementary Planning Document (SPD). Following the incorporation of amendments requested by the committee, the Cabinet Member for the Built
Environment agreed to adopt this brief as an SPD. This brief is now adopted as a Supplementary Planning Document (SPD) following the procedures set out in Planning Policy Statement Note 12 (PPS12 – ‘Local Development Frameworks’). The adopted planning brief was prepared in accordance with the planning policies in the City of Westminster Unitary Development Plan (UDP) and is also in general conformity with the London Plan. It is a material consideration in determining any planning application.

1.9 Although this brief constitutes a material consideration in determining planning applications, the Crossrail Act confers planning permission to the DfT to construct and operate Crossrail Line 1. Notwithstanding this, through the provisions laid out in the Crossrail Act the City Council has signed an undertaking which has enabled it to become a ‘qualifying authority’, allowed to assess more detailed aspects of the proposals as set out in Schedule 7 of the Act. Under Schedule 7, the City Council is not able to refuse permission for proposed works on points of principle however, they are able to request additional details or amendments to proposals on the grounds of the provisions laid out in the Act. This may include the impact of proposals on design and location within the defined Safeguarding Limits. Furthermore, by setting out the City Council’s principal planning issues and requirements, this brief forms the basis of negotiations with CRL and the DfT throughout the further development of the Crossrail proposals.

1.10 The Crossrail Act provides Crossrail Limited with powers to develop 18 and 19 Hanover Square for a Crossrail Station and CRL have prepared station design options for this site. The owner of the 18 and 19 Hanover Square site, Great Portland Estates plc, have brought forward initial proposals for a development scheme in consultation with CRL for the 18 and 19 Hanover Square site and adjacent properties in their ownership. Their proposed ‘Masterplan’ boundary for this wider site is shown on Map 1.

1.11 In summary, the GPE scheme includes sites for conservation / adaptive reuse at 20 Hanover Square with potential demolition at the rear and sites on New Bond Street and Brook Street where existing facades would be retained (with the exception of 72 New Bond Street which is proposed to be replaced), and the demolition of existing adjacent buildings in 1 Tenderden Street and 18 Dering Street and the 20 Hanover Square extension to Dering Yard. A new office building would be built on part of the site with a crossrail station entrance at ground level to the west of the proposed CRL station entrance along Tenterden Street to be visible along Dering Street from Oxford Street, and a new public space would be created at Dering Yard.

1.12 This new public space, along with proposed new routes through the site, could improve the pedestrian flow between the oversite development and the surrounding area, and should make a positive contribution to the public realm. Any new pedestrian route or open space at this site should be publicly accessible. The proposed
Crossrail ventilation shaft would be moved and accommodated within the development, thereby significantly reducing its visual impact on the site and surrounding area.

1.13 Although this version of the planning brief primarily provides general guidance for the Act compliant scheme for 18 and 19 Hanover Square, the matters addressed will also be relevant to a potential scheme on a larger site as proposed by Great Portland Estates plc. The brief is however not intended to contain comprehensive advice on the larger site.
Site and Surroundings

1.14 The proposed ticket hall sites for the Crossrail Bond Street Station as identified in the Crossrail Act are located at 65 Davies Street and 18 and 19 Hanover Square and are shown below.

1.15 The planning brief site lies within the Mayfair Conservation Area. Both 18 and 19 Hanover Square were erected in the post war period, around the time that the Mayfair Conservation Area was designated, and it is considered that neither 18 nor 19 now makes a positive contribution to the character or appearance of the area.

1.16 18 and 19 Hanover Square have their principal frontages to Hanover Square. This square is important in historical terms and very sensitive in urban design terms. It was laid out in 1710 and is a good example of the formal town planning of that period although its setting has been partly compromised by some inappropriate developments. The gardens at the centre of the square are protected under the London Squares Preservation Act 1931.

1.17 A number of buildings fronting the square, including Numbers 20 and 21, are listed, Grade II* and Grade II respectively. Historic buildings around the square, including these, tend to be brick built, and domestic in scale whilst the larger commercial buildings of the late 19th Century and of the 20th Century tend to be in stone or faience. 20 Hanover Square is a substantial terraced town house dating from 1718-20. The building is faced with darkened yellow stock brick and consists of four storeys, an attic and a basement. 21 Hanover Square is a town house dating from between 1740-50 that was remodelled in the mid-19th Century and later extended to the rear. The building is constructed from red brick with Portland stone and painted dressings and incorporates three storeys, a basement and a slated mansard roof with dormer window. A corridor, offices, sales room and auction room, located at the rear of the building was designed by E. Vincent Harris and dates from 1910. Appendix 3 contains the listing descriptions of both 20 and 21 Hanover Square.

1.18 The immediate vicinity is a mixture of office, financial services, retail, restaurant and residential uses typical of this part of Mayfair. Oxford Street lies just 100 metres to the north. New Bond Street and Regent Street are both a similar walking distance away.

Site History

1.19 Number 18 Hanover Square (incorporating also 1A Tenterden Street) was erected pursuant to a 1963 permission. Planning permission was granted in 1994 to use the northern part of the ground floor as a showroom for a temporary period of 4 years. This permission expired in 1998 and a continuation of this use was granted in 1995 for a further temporary period which expired in 2000. At the expiration of this consent, use was to revert to offices. In February 2000, permission
was granted for the continued use of the northern part of the ground floor as a showroom for a temporary period until January 2008. Further to this, permission was granted in 2003 for the dual use of the ground floor as either Class A1 retail, or showroom purposes, and also for the creation of new entrances on the Hanover Square and Tenterden Street elevations.

1.20 No. 19 was erected pursuant to a 1971 permission (modifying an earlier 1963 permission) for basement car parking, storage and showroom; ground floor showroom; first floor showrooms and offices; and second to sixth floor offices. Permission was subsequently granted in 1976 for the use of parts of the basement and ground floor as a building society office (now Class A2). In 1993 permission was granted for a new shopfront at 19A Hanover Square. In 2002 permission was granted for various alterations to 19 Hanover Square, including a new ground floor entrance and canopy and a rear extension at third and fourth floor levels for B1 (office) purposes incorporating a roof terrace.

1.21 In 1995 an application was submitted for the redevelopment of numbers 18 and 19 Hanover Square and the erection of a seven storey building comprising offices with retail units on part of the ground floor. This was proposed to be built above a proposed basement Ticket Hall for Crossrail. This application was subsequently withdrawn. Another proposal for the site was submitted in 1998 that was granted subject to a legal agreement which was completed in February 2005 (PT/98/06480/FULL). This planning permission was for the redevelopment of 18 and 19 Hanover Square to form a new seven storey building comprising B1 offices with A2 professional and financial services and Crossrail Ticket Hall on the ground floor. The architects for this scheme also submitted an alternative scheme for the building (in the event of Crossrail not going ahead) that included the provision of residential accommodation at the rear, mainly fronting onto Dering Yard off New Bond Street, and the provision of a limited amount of basement car parking.

1.22 The Crossrail scheme promoted in the early 1990's included redevelopment proposals for 18 and 19 Hanover Square, incorporating a ticket hall, oversite commercial development, and work site for Crossrail. A planning brief was prepared for this site in 1992. This will replace that brief.

1.23 In considering the two current options for this Crossrail station site, the City council is not in a position to choose between the scheme permitted in the 2008 Crossrail Act and the emerging proposals from Great Portland Estates. The former scheme in effect already has outline planning permission by virtue of the Crossrail Act.

1.24 If Crossrail and Great Portland Estates wish to bring forward a different scheme, outside the parliamentary limits of deviation then a full detailed planning application will be required for those elements falling outside.
the limits of Parliamentary Powers, supported by relevant environmental and traffic studies relative to the scale of the proposals.

1.25 Either scheme is expected to meet the policies and concerns set out in this brief. In particular issues such as a mix of appropriate land uses, scale and design of the buildings and public realm improvements are equally important for either scheme. The City Council will throughout be looking for a suitable relative scale of work to ensure that the proper level and quality of development is delivered in either scheme.

1.26 A particular consideration is in respect of the Great Portland Estate’s proposals for a larger site - the potential to provide further areas of public realm, refurbishment/development of retail units along New Bond Street/Brook Street and into the core of the enlarged sites need to be fully integrated to ensure the provision of a public realm that can be safely and usefully used both by those in the area generally as well as those using the Crossrail station. The simple provision of more retail or office space and public realm without creating the suitable conditions for adding legible and convenient routes is not acceptable within the context of all of the policies set out in the brief.

1.27 Any acceptable scheme must show that proposed benefits are capable of being physically delivered or suitably funded and set in a legal agreement.
2. Planning Policy Framework

Statutory Planning Framework

2.1 The relevant statutory planning framework for this site is set out in:


- The Mayor of London’s ‘London Plan Spatial Development Strategy for Greater London’ Consolidated with Alterations Since 1994, (February 2008);

- The City of Westminster’s Adopted Unitary Development Plan (UDP), January 2007;

- City of Westminster Supplementary Planning Guidance (SPG), especially the Open Space Strategy and Planning Obligations Section 106 SPG.

2.2 The most relevant policies are listed below, but any development will need to comply with the UDP as a whole. The main policy areas relevant to this brief address transport, the environment, urban design and conservation and shopping and services.

Principal Planning Policies

2.3 In transport terms, any future planning application for the construction of a ticket hall at 18 and 19 Hanover Square will be assessed against the following policies:

- **STRA 20** Integrating Land Use and Transport
- **STRA 21** Walking, Cycling and Public Transport
- **STRA 22** Reducing the Environmental Effects of Transport
- **STRA 24** Servicing, Delivery and Collection
- **TRANS 2** Road Safety
- **TRANS 3** Pedestrians
- **TRANS 5** Surface and Underground railways and Trams
- **TRANS 8** Improved Public Transport Access
- **TRANS 14** Transport Assessments (see also TfL’s Transport Assessment Best Practice Guidance, 2006)
- **TRANS 20** Off-Street Servicing, Deliveries and Collection

2.4 These policies encourage and support improvements to the main line rail termini, Underground stations and associated interchange facilities, including improved access to and capacity of stations and
interchanges. In addition, these policies also deal with the assessment of development proposals for their impact on traffic generation and also the way in which developments are serviced to ensure that the vehicular servicing needs of developments are fully accommodated.

2.5 With regard to urban design and conservation issues, the proposals for any development will be assessed against the following policies:

- STRA 26 Improving Access to Facilities and Buildings
- STRA 27 Standards of Design
- STRA 28 Conservation Areas and the World Heritage Site
- STRA 29 Listed Buildings, Historic Parks and Gardens and Archaeology
- ENV 1 Sustainable and Resource-Efficient Buildings
- ENV 2 Environmental Appraisal
- ENV 6 Noise Pollution
- ENV 13 Protecting amenities, daylight, sunlight and environmental quality
- ENV 16 Trees and Shrub Cover
- DES 1 Principles of Urban Design and Conservation
- DES 2 Extensive Development
- DES 3 High Buildings
- DES 4 Infill Development
- DES 7 Townscape Management
- DES 9 Conservation Areas
- DES 10 Listed Buildings
- DES 12 Parks, Gardens and Squares

2.6 These policies seek to promote the highest standards of sustainable urban design, to preserve or enhance the character and appearance of conservation areas and to protect and enhance both the setting of listed buildings and the appearance and historical integrity of parks and public and private squares.

2.7 In terms of the future land use of any development, the following policies are relevant:

- STRA 4 Mixed Use Development
- STRA 11 Shopping in the West End and Knightsbridge International Centres
- CENT 3 Mixed-Use Development in Central Westminster
- COM 1 Office Renewal and Growth
- COM 2 Offices and Mixed Use Development in Central Westminster
- H3 To encourage the provision of more housing
- H4 Provision of Affordable Housing
- H8 Provision of Homes for Long Term Needs
- SS4 New Retail Floorspace in the CAZ and CAZ Frontages
2.8 These policies consider the potential for office, residential and retail development within Westminster’s Central Activities Zone (CAZ). Proposals for oversite development here should also have regard to the Council’s emerging Local Development Framework (LDF) policies which will eventually replace the UDP policies.

Non-statutory documents

2.9 The Report of the West End Central Area Retail Area Planning and Development Commission to the Mayor of London provides useful background information about the challenges facing the West End retail area, and suggests potential solutions.

2.10 The Oxford, Regent and Bond Street (ORB) Action Plan identifies a series of transport and public realm matters that have been identified by the City Council and other key stakeholders such as TfL and the New West End Company (NWEC) as part of a programme to improve these shopping streets. The ORB Action Plan underwent public consultation during part of 2007 and the findings were subject of a Cabinet Report (12 November 2007).

2.11 As part of the Action Plan initiatives, the City Council has commissioned designs for the public realm both for the major shopping streets and ‘Oasis’ areas in designated side streets. The redevelopment of 18-19 Hanover Square and surrounding area provides an opportunity to deliver some of the wider ORB objectives, including tackling pedestrian and traffic congestion; transforming the street environment; and creating and improving public spaces. The full list of objectives, and timeline for actions is set out in the ORB Action Plan [www.westminster.gov.uk/orb](http://www.westminster.gov.uk/orb). The design approach taken provides a useful guidance for public realm and highway design proposals for the principal pedestrian routes to the Crossrail stations. The ORB Action Plan was adopted in March 2008.
3. Crossrail Considerations

Safeguarding and Promotion

3.1 The central tunnelled section of Crossrail (west of Paddington to east of Liverpool Street) was made the subject of a Safeguarding Direction by the Secretary of State for Transport in October 1991 and most recently revised as a consequence of undertakings made by Crossrail Limited to the House of Commons Select Committee during 2006 and 2007. The latest Safeguarding Direction was made by the Secretary of State for Transport on 24 January 2008. The main purpose of the Direction was to prevent development that could preclude the future construction of the line. The amended Safeguarding Direction formed part of the Hybrid Bill submitted by the Secretary of State for Transport to Parliament on 22 February 2005. Accompanying the Direction were plans which identified:

- Limits of land subject to consultation with the promoters of Crossrail (before granting planning permission)
- Areas within these limits which are of “surface interest” (areas of possible surface intervention such as ticket halls, ventilation shafts and work sites)

3.2 The site which is the subject of this planning brief is an “area of surface interest”, and the safeguarding designation is shown on Map 2.

3.3 The Secretary of State for Transport deposited a Hybrid Parliamentary Bill on 22 February 2005, seeking powers to build and operate Crossrail Line 1.

3.4 The City Council supports any rail project that seeks to improve the quality, reliability and accessibility of public transport and this is set out in UDP Policy STRA 20: Integrating land use and transport. The City Council has consistently supported the Crossrail proposal, on the alignment safeguarded by the Secretary of State since 1991. However, the City Council also has clear policies to protect the general amenity of residents, businesses and visitors in Westminster against any adverse environmental impact. Therefore a petition was required to identify the aspects of the Bill which did not, at the time, meet the Council’s policies or concerns.

3.5 The Bill went before a House of Commons Select Committee and the City Council petitioned this Committee twice on both generic and detailed provisions contained in the Bill and Environmental Statement and the AP3 amendment to the Environmental Statement. In December 2007, the Bill went to the House of Lords. The Crossrail Bill received Royal Assent in July 2008.
3.6 CRL’s timetable for Crossrail line 1 has been revised and now assumes that the start of passenger service could be in 2017 with advanced works beginning in 2009, and full construction commencing in 2010.

**Design and Layout of the Crossrail Ticket Hall**

3.7 CRL propose to locate the eastern ticket hall of Bond Street Crossrail Station in the ground floor of 18 and 19 Hanover Square. The 1990 Crossrail scheme had previously proposed the ticket hall at basement level. In the CRL current scheme, a single entrance would be at the corner of Tenterden Street, with passengers channelled towards Hanover Square. From this eastern ticket hall, one flight of escalators would provide access to the Crossrail platforms.

3.8 In the latest iteration of their station designs, CRL propose to provide electronic ticketing facilities thereby reducing the amount of ticketing facilities traditionally associated with railway stations. This has resulted in a reconsideration by CRL of the ticket hall / station entrance design and size required. The City Council still believes that a station entrance with electronic ticketing facilities at street level linked to the platforms by a single flight of escalators would appear to offer maximum accessibility to the greatest number of passengers, especially those with impaired mobility. The City Council will also require that lifts be put in place to ensure that access for those with impaired mobility be made as easy as possible.

3.9 CRL also propose that emergency escape access and service access will be located to the side of the ticket hall onto Tenterden Street to minimise disturbance in the main square area. Policy TRANS 20 sets out the City Council’s requirement for premises to offer convenient access for service vehicles (including access by the emergency services) and any development proposals should conform to this requirement.

3.10 The City Council are also aware that the development will need to accommodate a 30m high ventilation shaft to serve the new railway line below. CRL have indicated that this will need to be a minimum of 10m in diameter. The ventilation shaft must be successfully screened from the street and be incorporated into the fabric of the new development. It will be a requirement of the City Council that the ventilation shaft should not be visually intrusive or cause loss of amenity through noise, vibration, fumes or air turbulence to adjoining occupiers. The City Council will require that all Crossrail infrastructure is fully incorporated into the design of any replacement buildings on the site.

3.11 The Crossrail ticket hall, will have a significant impact on this part of the West End arising from the large amount of pedestrian traffic it is predicted to generate. Accordingly, the City Council urges Crossrail to address the following issues in their planning for the design and
location of the ticket hall and any oversite development proposals which they bring forward, or in conjunction with a development partner:

- maximise pedestrian access to Oxford Street;
- implement / complement ORB Action Plan proposals;
- ensure that the oversite development proposals relate to the character and function of the West End, particularly with regard to land use;
- protection of Hanover Square Gardens and of its ambience / character; and
- ensure that the design of the ticket hall and surrounding public realm can satisfactorily deal with 2016 and the projected growth (+35%) in Crossrail Station generated pedestrian traffic.

**Construction and Site Access**

3.12 Development of the Crossrail scheme will require a work site within or immediately adjacent to the Square. This site will be required for the duration of construction work on the new platforms and deep level station tunnels and passageways for the whole Bond Street Station, as well as the 18 and 19 Hanover Square ticket hall and escalator shaft. The extent of the working site area will depend upon the technical requirements of Crossrail. CRL currently propose that the worksite will entail the closure of the western side of Hanover Square during Crossrail works. Although the Council will support the partial closure of Tenterden Street during the course of constructing Crossrail, the Council is anxious to ensure that the developers and promoters of Crossrail minimise any disruption, whether temporary or permanent, to the historic fabric and character of the square, in accordance with UDP Policy TRANS 5, and to the highway and the movement of people, in accordance with UDP Policy TRANS 14.

3.13 The extent of the work site will include Tenterden Street / the western half of Hanover Square. One major requirement of the work site is the need for a temporary construction shaft to enable construction of deep level tunnels at Bond Street Station. CRL had proposed to locate this shaft in the western part of Hanover Square Gardens however, their current intention is to locate these shafts on the site of the permanent ticket hall (18 and 19 Hanover Square) following objections from the City Council.

3.14 The construction impacts of the CRL scheme and any related oversite development will need to be minimised in respect of:

- impacts on the operation of footways and highways in the area;
- parking facilities;
- access and legibility around the site for pedestrians and motor vehicles;
• construction traffic routes;
• maximising coordination between the CRL and oversite development construction activity.

3.15 The City Council own Hanover Square Gardens, and will strongly resist any development or temporary construction in Hanover Square Gardens by CRL. Hanover Square is a prioritised oasis space within the ORB Action Plan. Any development within the gardens would have very clear implications with regard to:

• the impact on trees located within the gardens;
• the impact on the character of the Hanover Square area and the wider Mayfair Conservation Area;
• the impact on movement within and around Hanover Square; and
• the temporary loss of amenity for both pedestrians and occupiers within the Hanover Square area.

3.16 In order to avoid any damage to the Gardens, the City Council will not permit any use of the Gardens for construction work and CRL should instead purchase 18 and 19 Hanover Square in advance of the works or to enter into a suitable arrangement with the owner of the site, Great Portland Estates.

3.17 The gardens contain a series of mature trees which are a part of the formal layout of the square and make a very positive and significant contribution to the character and appearance of the area. These mature trees have extensive root systems and will be highly susceptible to damage by any construction activity within their root zone. The City Council will ensure that street trees are also afforded a high level of protection during the construction period.

3.18 The City Council’s adopted Open Space Strategy (February 2007) provides the policy framework for the use, management and provision of open space within the City of Westminster.

Paragraphs 5.18 to 5.23 address the issue of any potential development within Hanover Square Gardens in more detail.
3.19 Depending upon projected noise levels from the construction site, the City Council will require acoustic screening to be put in place by the developer to protect the quiet environment of the square. The construction site should be bounded by high quality and imaginative hoardings, to protect the surrounding environment from the adverse impacts of construction as far as is possible, and to contribute positively to the local streetscape. This should be sensitively introduced with consideration given to the impact on the conservation area.

3.20 The important Grade II* listed building located at No. 20 must be safeguarded. The promoters and developers of Crossrail should refer to the City Council’s Supplementary Guidance note on ‘The Protection of Historic Buildings in Westminster’ (2000), and consider at the earliest stage how excavation near to No. 20 will be kept to an absolute minimum. Any application to redevelop should be accompanied by a method statement which sets out the safeguards to be employed during both demolition and reconstruction to ensure the retention of that building without damage to its structure. Any scheme without categoric assurances on this matter will not be considered favourably by the Council.

3.21 The promoters and developers of Crossrail may wish to explore whether it would be feasible to incorporate within the basement of the new building a working area sufficiently large for Crossrail’s purposes so that construction of the oversite development can proceed at the earliest opportunity.

3.22 Access is currently proposed into the site through a one way system along Brook Street and out of the site up Harewood Place and across Oxford Street and Cavendish Square. The Promoter estimates that during the peak construction period of approximately 11 months that construction will generate 60-70 lorry movements per day diminishing to approximately 24 movements at other construction periods. Therefore lorry routes are a key issue and it will be necessary for vehicle types and routes to be agreed between the promoters and developers of Crossrail and the City Council in advance so that they can be incorporated into a Code of Construction Practice that can be a two part document - Part A generic and Part B site specific. Routes for construction traffic should minimise the use of local road networks. For the oversite and surrounding development materials should where possible be conveyed by sustainable means, e.g. rail and water. Where required to travel by road, trips should be as short and few in number as possible, in accordance with London Plan policies 3C.25, 4A.3 and 4C.8. TfL recommends use of the largest possible vehicles, according to their suitability for the respective sites, as these will reduce the number of individual trips made on the road network. Proposed concrete batching plant facilities are also supported as these will enable vehicle load consolidation to take place. The relationship with wider freight proposals and construction consolidation across
London should be considered. In addition modern freight technologies should be investigated and used wherever possible.

3.23 While it is acknowledged that this development will result in traffic and parking problems during the construction period in and around Hanover Square, the City Council will endeavour to keep these problems to a minimum and, where significant problems do occur, manage them as effectively as is possible in conjunction with all other relevant parties.

3.24 Although not required under the Crossrail Act, a Construction Management Plan (CMP), and a Construction Logistics Plan (CLP), as referred in the London Freight Plan should be prepared and submitted to TfL for the oversite and surrounding developments, to provide details and identify measures to minimise highway and traffic impacts in the Oxford Street and surrounding Transport for London Road Network (TLRN) and Strategic Road Network (SRN). The plans should provide details of routing of construction vehicles, types of vehicles expected, frequency and their expected time of arrivals and departures, and any temporally traffic management measures which may be required during the course of construction. As surrounding roads are heavily trafficked with pedestrians and vehicular traffic for most parts of the day, the movements of construction vehicles should be restricted outside the daytime working hours to minimise the highway and traffic impact. TfL may require financial contributions from the developer via section 106 and 278 agreements in order to mitigate traffic and pedestrian impacts to the nearby TLRN when the full likely extent of impact is identified.

3.25 Detailed matters of construction will be addressed in the Code of Construction Practice that will be drawn up between the promoters and developers of Crossrail and the City Council before any construction work begins. The general background to the City Council’s approach is set out in the existing 2008 Code of Construction Practice (CCP) used in the Paddington Special Policy Area (PSPA) and other key sites.
4. Acceptable Land Uses

The Need for Variety within the CAZ

4.1 The site lies within the Central Activities Zone (CAZ) as defined in the Unitary Development Plan. The City Council seeks to ensure the maintenance and enhancement of a mix of uses in central Westminster and expects commercial development on individual sites within the zone to provide additional accommodation for activities which will contribute to the character and function of the particular locality. Residential use should, however, be the first consideration in terms of additional uses.

4.2 The potential for a variety of uses within Westminster is also further supported by Policy STRA 4 on Mixed Use Development which confirms the City Council’s aim of maintaining and enhancing the mix of uses in central Westminster.

4.3 The following map shows the existing ground floor land uses in the area surrounding 18 and 19 Hanover Square.
Map 4: Ground Floor Land Use in the Hanover Square area around Bond Street Station (Eastern Ticket Hall)

Planning Brief Site:
18-19 Hanover Square

Great Portland Estates Initial Development Scheme Site

Ground Floor Land Use (GOAD 2008)

- A1 - Retail
- A2 - Financial Services
- A3 - Restaurant/Cafe
- A4 - Drinking Establishments
- A5 - Hot Food Take Away
- Su Generis - Retail Use
- B1 - Office
- B2 - General Industrial
- B8 - Storage & Distribution
- C1 - Hotel
- C2 - Residential Institutions
- C3 - Residential
- D1 - Non-residential Institutions
- D2 - Assembly & Leisure
- Undeclassified

Legend:
- Black: Planning Brief Site
- Green: Great Portland Estates Initial Development Scheme Site

Scale: 0 - 50 Meters

North Arrow
Offices

4.4 Office development within the CAZ will be acceptable on this site subject to compliance with Policy COM 1, which relates to the provision for office renewal and growth. Although this policy makes it evident that the scope for major new office developments providing large individual increases in floorspace within the CAZ is limited, it does support the modernisation and redevelopment of existing office stock within the CAZ and this is relevant for any oversite development that takes place above the ticket hall.

4.5 Office development on the site should also comply with Policy COM 2. It should be recognised that any increase in office floorspace would trigger the requirement to provide an equivalent amount of residential floorspace. It is the view of the City Council that the site is suitable to accommodate the provision of residential units.

4.6 It will be up to the applicants to demonstrate to the City Council’s satisfaction that it is not appropriate or practical to provide housing within the development site before the City Council will consider the appropriateness of alternative uses instead of the housing required under the policy. Applicants should also demonstrate to the satisfaction of the City Council that consideration has been given to the provision of the required housing on another site in the vicinity of the development site. Due to the physical constraints resulting from the need to accommodate the new Crossrail ticket hall and associated infrastructure at this relatively small site. There may be potential for a 2-site approach to development here, with the Hanover Square oversite development accommodating primarily commercial land uses, with associated off-site residential provided elsewhere in the vicinity. Such proposals would need to demonstrate compliance with UDP policy.

4.7 In exceptional circumstances, where it is not possible to provide housing, then the Council will require the provision of other appropriate uses (either in additional floorspace or new uses) as these will contribute to the mix of uses in the CAZ and help enhance the character and function of localities in Central Westminster. If it is not possible to provide housing or appropriate alternative uses, then the City Council will expect a payment to use towards the funding of affordable housing in accordance with the formula as set out in paragraphs 3.51-3.55 of the UDP.

4.8 The position and scale of the entrances and ground floor reception spaces for uses on the upper floors should be minimised to ensure that the entrance to the Crossrail ticket hall is maximised. The following criteria could be used for the determining the location of the Crossrail ticket hall entrance:

- Visibility from key routes;
- Sufficient room for access; and
- Public space with supporting active mixed use frontages.
Residential

4.9 The City Council’s long standing aim is to stem the decline of the City’s residential population so that stable communities can be established. It is therefore the Council’s objective to encourage the provision of new permanent housing and increase the permanent resident population of the City. Policy H3 states that the Council will normally require additional housing to be provided with commercial or other developments in accordance with policies COM 2 and CENT3 (see point 4.4 above).

4.10 The provision of affordable housing is an important issue in Westminster. In relation to potential residential development on the site, Policy H4 sets out the Council’s criteria for the provision of affordable housing. The policy requires affordable housing from development schemes with 10 or more residential units or sites of 0.3 hectares or over.

4.11 Policy H4 sets out the circumstances under which the City Council would waive the requirement for affordable housing to be provided as part of a residential development in exceptional circumstances. The waiving of the requirement in these cases does not mean that the City Council considers that these sites are inherently unsuitable for affordable housing. Rather the Council recognises that a financial contribution to a special affordable housing fund administered by the City Council instead of on-site provision in these cases may make it easier to develop housing on these particular sites. These contributions will be spent on providing affordable housing elsewhere in the City. Any proposed residential provision should be self-contained with independent access from Tenterden Street.

4.12 In line with UDP Policy H8, the City Council will require that all housing units meet the Lifetime Homes standard, and in all housing developments of 25 or more dwellings, that 10% of the units are designed to be wheelchair accessible or easily adaptable for residents who are wheelchair users. This percentage will be applied to both the market and affordable housing elements of housing schemes. The threshold is subject to change on publication of the Sub Regional Strategic Housing Market Assessment, due for publication in late 2009.

Retail

4.13 Given the need to possibly accommodate both a station entrance and main office entrance on the Hanover Square frontage, the City Council will not necessarily require the reintroduction of Class A retail space on this frontage. It is accepted that the implementation of Crossrail may necessitate a loss of some A1 retail floorspace at basement and ground floor levels, however, A1 floorspace should be replaced wherever possible.
4.14 It should be possible to provide some limited Class A1 retail space in association with the ticket hall. The introduction of retail space fronting either Hanover Square or Tenterden Street would help to strengthen linkages with the main retailing frontages of Oxford Street and New Bond Street. The enhancement of the retail function and mixed-use character within the CAZ is supported by Policy SS 4 which relates to the provision of new retail floorspace in the CAZ and the CAZ frontages.

4.15 A3, A4 and A5 uses, such as bars and restaurants, are unlikely to be acceptable on this site due to the relatively quiet character of Hanover Square and its predominantly business function. Entertainment uses would adversely affect the character and function of the Square. Proposals for A3 uses are subject to policies TACE 8-10 of the UDP.

**Hotels**

4.16 The City Council is keen to ensure that a range of good quality visitor accommodation is available to support London’s role as a world visitor destination, without adversely affecting the quality of life of local residents and the surrounding environment.

4.17 Policy TACE 2 sets out the considerations that the City Council will look at when determining planning applications for new hotels within the CAZ and in streets which do not have a predominantly residential character. Hotel floorspace falls within the UDP’s definition of commercial floorspace and any increase in commercial floorspace on the site will trigger the requirements of policy CENT 3 (see paragraph 4.5)

4.18 Any new hotels should be designed to be sensitive to the character and scale of the surrounding area. Where appropriate, the City Council will attach conditions to planning applications for hotel development to ensure that functional areas within hotels, such as restaurants, bars, conference and banqueting facilities, are restricted to use by resident hotel guests only and that such areas are only used in conjunction with the main use of the building as a hotel.

**Public Toilets**

4.19 As this site is a transport interchange the council would normally seek safe and secure public toilets, which include baby changing and feeding facilities as part of the development proposals (SOC 8: Public Toilets). However, these will not be required for this planning brief site. They will not form part of the Crossrail stations, as they are not required under the Crossrail Act, and are not proposed for Crossrail stations within central London. Given the physical constraints of this site with the need to accommodate Crossrail and its associated infrastructure, public toilets will not be sought here.
5. Urban Design and Conservation

5.1 The site is within the Mayfair Conservation Area and therefore a sensitive high quality design is essential in any new development. The replacement buildings should:

- be modern, in a classical idiom, of the highest architectural quality;
- conform with and preserve the historic plot pattern, and be articulated as two separate buildings to Hanover Square, with a third independent elevation to Tenterden Street;
- preserve the setting of the adjoining listed buildings;
- reduce the existing height differential with the adjacent listed building and be no higher than the existing buildings;
- use traditional materials commonly associated with the area, such as Portland stone, faience and brick; and
- enhance the Mayfair Conservation Area.

5.2 The following map highlights the listed buildings that are located in the vicinity of 18 and 19 Hanover Square.
5.3 The existing buildings at 18 and 19 Hanover Square do not make a positive contribution to the character and appearance of the conservation area and their demolition is uncontentious, subject to their replacement with a high quality modern building.

5.4 Policies DES1, DES 4 and DES 7 set out the City Council’s normal requirements regarding the form and design of new buildings in this sort of context. Further advice is set out in the City Council’s supplementary planning guidance note on design, “Design Matters in Westminster” (2001) and in ‘Development and Demolition in Conservation Areas’ (1996).

5.5 Also relevant are UDP policies DES 9, DES 10 and DES 12. Policies DES 9 and DES 10 concern, respectively, the preservation and enhancement of conservation areas and their settings and the protection of both the fabric and setting of buildings of special architectural or historic interest. Policy DES 12 is concerned with the preservation and enhancement of the appearance and integrity of open spaces and their settings.

5.6 There may be some limited scope to increase the bulk on part of the site, subject to the normal requirement to ensure that adequate daylight continues to reach adjoining properties. However, tall buildings would not be acceptable on this site because of the potential impact on key local views, particularly those from Hanover Square, St George’s Street and Princes Street towards the site. Tall buildings here would be contrary to policy DES 3.

5.7 A new building should repair the damage done to the western side of the Square following its redevelopment in the 1960/70’s. Therefore it should respect and enhance the setting of the two listed buildings at numbers 20 and 21, and enhance the character and appearance of the Mayfair Conservation Area.

5.8 The new building fronting Hanover Square should not exceed the height and bulk of the existing building envelope, with a sheer façade onto Hanover Square to match the height of the adjacent listed building. Any storey above the height of the parapet of No.20 Hanover Square should be recessed, with any plant enclosed within the building so as not to project above the new roof.

5.9 The design of the ground floor frontages should be integrated into the design of the building as a whole, and should respond positively to the design of the ground floor façades of the listed buildings. Wide openings are unlikely to be acceptable.

5.10 The facades to the Square should exhibit a balance of horizontal and vertical emphases, and a degree of richness and modelling, compatible with the listed buildings adjacent.
5.11 Traditional materials should be used including high quality brickwork, natural Portland stone, faience, lead and/or slate. Extensive glazed facades are not appropriate and will not be acceptable.

5.12 Any new public realm provided as part of a development scheme should be as generous as possible, with attractive links to the surrounding streets, and will need to be well designed using high quality materials which are suitable for the predicted pedestrian traffic generated by Crossrail and which are suitable in character for the West End.

5.13 Should pedestrian routes be proposed through the site, they should be clear, legible and safe. They should follow pedestrian desire lines wherever possible. Way finding signage should be provided and be placed at an appropriate location for Crossrail users. An extension of the Legible London format is preferred.

5.14 The City Council will require active frontages wherever possible on the site to both enliven the street scene and allow passive surveillance. Any locations where active frontages cannot be provided will need to be justified and suitable solutions found to minimise its impact on the townscape and pedestrians.

5.15 Public art could be proposed to enliven areas of inactive frontage. This should be of high quality and meaningfully integrated into the design of the building or public realm. Proposals for public art are welcomed by the City Council and will be assessed against Policy DES 7.

5.16 Careful consideration will need to be given during the design process for oversite development at the Hanover Square site of long and medium distance views of the site (see Map 5) in relation to policy DES 15 and also the policies outlined above. Accordingly, a view study and analysis will be expected to be submitted with any oversite development planning applications to illustrate the impacts of new development upon local views.

5.17 Policy DES 7 (A) is also relevant as it sets out the City Council’s aim to ensure the highest standards of design in all townscape details. DES 7 (A) states that the provision of public art will be encouraged in association with all large development proposals, including redevelopments. Policy DES 7 (A) also outlines the standards that are expected for any public art feature that is provided as part of a development proposal.

5.18 The City Council encourages the provision of high quality public art and welcomes the inclusion of appropriate visual arts within development proposal schemes and will seek their provision as planning agreements through the operation of Policy STRA 7.

5.19 Policy ENV 2 (A) of the UDP lists a number of developments for which Environmental Impact Assessments (EIAs) are usually required.
Transport interchange facilities are included on this list so, bearing in mind the potential impact of the scheme on the environment, an EIA will be required for the proposed development here.
Map 6: Local Views around Hanover Square/ Bond Street Station (Eastern Ticket Hall)

Local views around Hanover Square

Planning Brief Site:
18-19 Hanover Square
Hanover Square Gardens

5.20 The City Council regards public and private squares as essential elements of the townscape. Most of Westminster’s squares, including Hanover Square are protected under the terms of the London Squares Preservation Act, 1931. Hanover Square is also included on the non-statutory register of gardens of special historic interest held at English Heritage.

5.21 It will be a requirement of the City Council that no development or construction be allowed within Hanover Square Gardens. Any development within Hanover Square Gardens would have very clear public open space implications, affect the trees within the square and impact on the character of the square as a whole. Policy DES 12 of the UDP resists any development of land forming part of a public or private square, and any developments that adversely affect their integrity or appearance.

5.22 The City Council is not convinced that development or construction in Hanover Square Gardens by CRL is necessary and petitioned against this proposal to the House of Commons Select Committee on Crossrail. In response, CRL have given an undertaking to the City Council that they do not currently intend to use Hanover Square Gardens as a worksite. The City Council welcomes this undertaking however its concerns about the use of the Hanover Square Gardens still stands should CRL or the nominated undertaker decide that part of it does need to be used as worksite. The Council petitioned the House of Commons Select Committee for the early purchase by CRL of 18/19 Hanover Square to enable construction of the platform tunnels from this site before the tunnel boring machines arrive at this site.

5.23 Should engineering works take place within Hanover Square Gardens, the City Council will seek to ensure that the promoter of the works provides suitable compensation to make up for the loss of amenity during the time period that development has lasted, as well as fully restoring any damage and losses that occur during construction. Ground rental will be charged to cover this and the compound for the MOD works on Victoria Embankment provides a good example of the significant sums that can be involved in such rental and restitution to an acceptable condition.

5.24 Hanover Square Gardens also contains a number of mature trees and the City Council is concerned to ensure that all of the trees are retained. If the loss of a tree becomes unavoidable, the City Council will, in accordance with Policy ENV 16, require that replacement trees be planted. These replacement trees must be mature specimens to the satisfaction of the City Council.

5.25 If the Council considers that the impact of construction on the Gardens cannot be satisfactorily mitigated, the Council may require the full,
authentic restoration of the Gardens to their original layout (including mature specimen trees) at the promoters expense.

Archaeology

5.26 The promoters of Crossrail must properly assess and plan for the archaeological implications of the proposals, in accordance with the advice of GLAAS so that the scheme includes appropriate archaeological safeguards in line with PPG’s 15 and 16 and policy DES 11 of the UDP, following archaeological assessment including evaluation. Such safeguards normally consist of design measures to ensure the permanent preservation of archaeological remains in situ or, where that is not appropriate, archaeological excavation and recording in advance of development. Historic building recording prior to and during works may also be required.
6. Traffic / Access and Public Realm Issues

6.1 The new ticket hall will generate a substantial increase in pedestrian flows in and around Hanover Square. This will exacerbate the existing problems of pedestrian / vehicular conflict in the Square. In addition, the expected passenger flows between Tenterden / Dering Streets and Oxford Street will require a highway design which balances pedestrian numbers and their safety with appropriate access for motor vehicles. The City Council would need to be satisfied of the proposed highway design for Tenterden and Dering Streets.

6.2 The detailed planning and design of the new ticket hall must therefore consider options for street level / highway design works to deal with the increased pedestrian flows, in particular routes to Oxford Street and Regent Street (Map 6). Proper provision for pedestrian access to the CRL station is required, including provision for pedestrian crossing facilities, to meet expected demand as part of the CRL proposals and to be provided by the promoter. Crossrail Ltd aims to deliver a meaningful and high-quality space, able to accommodate pedestrian movements, minimised conflict and, whenever possible, enhance the urban realm and the character of the area. Works under the Crossrail Act are governed by the Environmental Minimum Requirements (EMR) and Construction Code.

6.3 New highway design proposals in Hanover Square should complement the geometry of the Square. Elsewhere, particularly on Tenterden and Dering Streets, consideration should be given to the design concepts and materials proposed as part of the City Council’s Oxford Street, Regent Street, Bond Street Action Plan for retail Streets.

6.4 The City Council will expect any proposals relating to the ticket hall entrances to be illustrated by appropriate modelling techniques (for example LEGION) to assess the operation of the ticket hall and of the public highways leading to it and associated public areas. Initial proposals indicate that station access will be provided on Tenterden Street. The Council welcomes this approach subject to the considerations set out in this brief. Atkins design consultants have been commissioned by Crossrail to analyse options for the public realm around the Crossrail station entrances. Using an 800m radius, which equates to approximately a 10 minute walk, they are investigating likely pedestrian movements to and from the station, and providing options for the treatment of the public realm around what they consider the most appropriate locations for station entrances.

6.5 Policy TRANS 3 (A) outlines the factors that the City Council will take into account when considering planning applications in order to ensure that pedestrian activity is adequately catered for and that, where possible, conditions for pedestrians are improved. In addition, opportunities to facilitate movement by pedestrians will be taken to enable more direct, quicker and safer movement. Surface-level pedestrian crossings and other facilities, which aid pedestrians, will be provided where the demand from pedestrians or the safety record justifies them.
Map 7: Public Realm Improvements around Hanover Square/ Bond Street Station (Eastern Ticket Hall)

- Planning Brief Site: 18-19 Hanover Square
- Great Portland Estates Initial Development Scheme Site
- Oxford Circus Diagonal Crossing
- Public Realm Masterplan Areas

1. Possible Monetary Contributions to ORES programme of public realm improvements
2. Possible ORES Gates concept design and shared surface for public realm
3. Improvements to Hanover Square public realm
4. Improvements to Hanover Square Gardens

Reproduced from Ordnance Survey mapping with the sanction of Her Majesty's Stationary Office; Crown Copyright. Unauthorised reproduction may lead to proceedings as set out in the Copyright, Design and Patents Act 1988.
6.6 The issue of interchange between Crossrail Line 1 and buses and taxis should also be addressed by the promoters and developers of Crossrail and, where necessary, appropriate signage and information, especially inside and outside of the station, should be put in place to point pedestrians towards the location of alternative modes of travel. Arrangements should be made for those bus routes terminating at Oxford Circus which use Hanover Square, and provision should be made for a taxi rank.

6.7 The completed development should be serviced from Tenterden Street. Traffic management measures must also take into account the need for service vehicles to continue to reach other properties on Tenterden Street. With regard to servicing, servicing and delivery facilities need to be in accordance with Council policy as set out in Policy TRANS 20. The design should include the provision of off-street servicing to enable servicing to be undertaken away from the Oxford Street Strategic Road Network (SRN).

6.8 Consideration must be given as to how best to reinstate the highway around Hanover Square following completion of the building work at 18 and 19 Hanover Square with particular regard to the issues highlighted above. Any plans must be formulated following consultation between the City Council and the promoters and developers of Crossrail.

6.9 If the larger/GPE scheme is to be brought forward then it offers significant and welcome opportunities to strengthen the visual link from, and pedestrian route to Oxford Street along Dering Street, thereby meeting the aims of the ORB Action Plan and similarly by producing a pedestrian route onto New Bond Street and/or Brook Street from the new station entrance and its associated open space.
7. **Other Standards and Controls**

7.1 Compliance with all other relevant standards and controls is required and should be discussed with Council officers when an acceptable scheme has been agreed.

**Green Buildings, Recycling and Sustainability**

7.2 The City Council will expect the developer to take into consideration the environmental impact of their development. There is considerable potential for reducing environmental damage by improving the design of buildings, for example, by reducing carbon dioxide and particulate emissions by the application of cost-effective current technology.

7.3 The City Council supports the development of environmentally friendly buildings in accordance with Policy ENV1 and the detailed requirements provided at Annex 9.1 and tables 9.2 and 9.3. In addition, a new development on the site should be aiming for a least 20% of energy requirements to be generated from on-site renewable sources in accordance with London Plan policy 4A.7.

7.4 The developer will be expected to use sustainable development checklists and will be advised to refer to best practice guides published by the Building Research Establishment Environmental Assessment Method (BREEAM) and the London Research Centre in preparing the planning application. The BREEAM provides a ‘green building certificate’ and can demonstrate the efficiency of energy use and in materials and methods of construction. The developer will also be expected to comply with the London Plan energy hierarchy, to use less energy, use energy more efficiently, and use renewable energy wherever possible. London Plan policy 4A.5 requires boroughs to ensure that all development is designed for future connection to a heating and cooling network. Policy 4A.6 requires boroughs to ensure that all developments demonstrate that heating, cooling, and power systems have been selected to minimise carbon dioxide emissions. These considerations should be included in any proposed designs.

7.5 In addition to this, the City Council has produced Supplementary Planning Guidance on ‘Sustainable Buildings’ (2003) in Westminster. The advice contained within this guidance will be a material consideration in the consideration of any subsequent planning application.

7.6 The City Council encourages the minimisation of waste and re-use and recycling of waste materials, and will expect appropriate provision to be made for the storage of materials for recycling as well as for refuse collection (off street and within buildings).

7.7 There are a number of resources available to assist the council and developers when considering the nature conservation implications of
development proposals including the Mayor’s ‘Design for Biodiversity’ and Natural London Office ‘Protected Species Guidance Notes.

Designing out Crime

7.8 Providing for public surveillance and self-policing should be a key objective of any development and this is helped by the fact that the completed development will directly overlook a public area. Consideration should also be given to lighting, particularly of entrances and exits, and the provision of CCTV. Interesting and vibrant streetscapes with active ground floor uses should also encourage vitality after dark and improve pedestrian routes. This would all help to significantly reduce crime and anti-social behaviour around the entrances to the ticket hall.

7.9 The development should also be designed to meet the requirements of the Secure By Design initiative. Details of the initiative can be found in the LBC Supplementary Planning Guidance, and more information can be found on the Home Office website (www.crimereduction.gov.uk/securedesign8) or in the publication “Safer Places” (ODPM – March 2004 www.odpm.gov.uk).
8. Planning Benefits

8.1 The City Council expects the developer of the site to conform to the Code of Construction Practice.

8.2 In addition to the other policy requirements set out in this brief, the City Council may seek to use conditions on any grant of planning permission or may use its powers under Section 106 of the Town and Country Planning Act (1990) to require the following matters to be covered by planning obligations in association with proposed oversite development:

- Public realm - highway and footway works in Hanover Square, repaving / design treatment of Tenterden Street / Dering Street for increased pedestrian flows and a contribution to the Oxford, Regent and Bond Street Action Plan public realm proposals (see figure 6);
- Environmental improvements, such as upgrading / improvements to Hanover Square Gardens;
- Public Art;
- Community Safety, such as CCTV coverage;
- Contributions to Code of Construction Plan inspectorate; and
- Affordable housing provision, as part of any residential accommodation incorporated into the development in accordance with UDP policy.

- Cycle parking facilities including commuter and journey end, and work based facilities, which should be integral to the redesign of the public realm and other street furniture.

- Improvements to the bus stop infrastructure and pedestrian route to them within 400m of proposed development sites, including any instances where existing bus infrastructure may need to be moved.

8.3 Reference should be made to the Council’s Supplementary Planning Guidance on Planning Obligations (Adopted January 2008) and policy STRA 7 of the UDP.

8.4 As the Crossrail Act only provides for public realm improvements in the vicinity of Crossrail station entrance in Tenterden Street, and Hanover Square, improvements to the wider area, for example Princes Street and Hanover Square Gardens will not be the responsibility of Crossrail. Some of the public realm improvements will be delivered through the oversite development, where developers will be expected to contribute to public realm improvements relating to these sites. In addition, TfL expects contributions from oversite and surrounding development for the maintenance and upgrade of the strategic walking network.
8.5 A GLA Crossrail Benefits Board has been set up to oversee, prioritise and drive programme of work to secure the business and regeneration benefits of Crossrail. Initiatives to create training and employment opportunities (both during construction and within the completed development) and to address other barriers to employment may be formalised by condition and/or through a section 106 agreement.

8.6 On 18 May 2009, The Mayor of London published drafts of (a) Proposed London Plan Alterations and (b) associated Supplementary Planning Guidance (SPG) on 'the Use of planning obligations in the funding of Crossrail' for consultation purposes. The drafts propose raising funds towards the costs of Crossrail from schemes which (i) are within the London Plan Central Activities Zone boundary and (ii) involve an increase, of 500 sq.m. or more in gross office space. No land uses other than offices are affected by the draft policy and SPG.

8.7 The publication of these documents is a material consideration in planning terms, but leading counsel advises that they have only low weight in the determination of planning applications, due to the early stage they have reached in the statutory process. It is considered that the City Council is correct to continue to apply the policies of the statutory development plan in deciding what planning obligations should be secured in this case – namely the London Plan published in February 2008 (consolidated with alterations since 2004) and the Unitary Development Plan adopted in January 2007, supported by the Section 106 Supplementary Planning Guidance until the proposed alterations to the London Plan are adopted.
9. Contacts

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<td>Andrew Grimm</td>
<td>Refuse planning</td>
<td>020 7641 7962</td>
</tr>
<tr>
<td>Paul Akers</td>
<td>Trees</td>
<td>020 7641 6096</td>
</tr>
<tr>
<td>Rebecca Cloke</td>
<td>Gardens</td>
<td>020 7641 3433</td>
</tr>
<tr>
<td>Andrew Holdsworth-Wild</td>
<td>Access Officer</td>
<td>020 7641 6374</td>
</tr>
</tbody>
</table>

**Further Information**

Details of relevant Supplementary Planning Guidance and further information can also be obtained from the City of Westminster’s website - [www.westminster.gov.uk](http://www.westminster.gov.uk) (Click on Planning for further information on the Unitary Development Plan and Development Planning Services).
Appendix 1

Undertakings and Assurances

The Promoter has, in response to petitions made by the City Council and others on Bond St East Ticket Hall and the surrounding areas, made these undertakings and assurances during the petitioning stage at the House of Parliament. The register, named as Register of Undertakings and Assurances, captures all the individual undertakings and assurances given to petitioners and to Parliament to ensure that the "nominated undertaker" (any person appointed to construct Crossrail), as well as the Secretary of State for Transport or any other organisation exercising the Act's powers, complies with them. Below is an extract of the undertakings and assurances that are relevant to this site.

The register forms part of the Crossrail Environmental Minimum Requirements (EMRs) and an undertaking has been given that "any nominated undertaker will be contractually bound to comply with the controls set out in the EMRs". The register should be read in conjunction with the other documents that are also part of the EMRs, namely the Construction Code, the Environmental Memorandum and the Planning and Heritage Memorandum.

<table>
<thead>
<tr>
<th>No</th>
<th>Type</th>
<th>To whom</th>
<th>Date given</th>
<th>Subject</th>
<th>Reference</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>143</td>
<td>Assurance</td>
<td>Knight Frank (329)</td>
<td>January 2006</td>
<td>Construction method - 18/19 Hanover Square</td>
<td>Petition Response Document - Page 16 - Paragraph 1 - Second Sentence</td>
<td>However, the detailed design stage of the project is planned to commence in 2006 and the Promoter will require the nominated undertaker to consult with the petitioner about the detailed design proposals for demolition of 18/19 Hanover Square and subsequent construction adjacent to the petitioner’s property.</td>
</tr>
<tr>
<td>317</td>
<td>Assurance</td>
<td>University of the Arts (160)</td>
<td>20/07/2006</td>
<td>Acquisition of land, notice</td>
<td>Email from CLRL to University of the Arts (Smith- Simner)</td>
<td>Further to our recent meeting at which you requested 6 months notice to quit on your properties at Catton Street and Davies Street, I can confirm that we are prepared to offer the University of the Arts this notice period, because of your requirement to provide certainty to your students and secure alternative accommodation.</td>
</tr>
<tr>
<td>Assurance</td>
<td>Westminster City Council (321)</td>
<td>January 2006</td>
<td>Tottenham Court Road - cumulative environmental impacts</td>
<td>Petition Response Document - Tottenham Court Road-Hyde Park - Page 84 - Paragraph 3 – Second Sentence</td>
<td>Where possible, CLRL will seek to work with developers to accommodate their proposals and to minimise any cumulative environmental impacts.</td>
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<tr>
<td>Assurance</td>
<td>Westminster City Council (321)</td>
<td>January 2006</td>
<td>Hyde Park - trees</td>
<td>Petition Response Document - Tottenham Court Road-Hyde Park - Page 23 - Paragraph 3 and Paragraph 4 - First Two Sentences</td>
<td>For specific worksites where mature tree loss is a concern, such as at Hyde Park and Hanover Square, a landscape management plan will be drawn up by the nominated undertaker as part of the environmental management plan process, and the plan will be discussed with the local planning authority and, as far as reasonably practicable, take account of their observations prior to any relevant construction activity. For Hyde Park, consultation will also take place with the Royal Parks Agency. The plan will cover such issues as tree protection measures, monitoring during construction, replanting and post-construction monitoring. It is intended that the trees which are lost at Hyde Park will be replaced by trees of the same species, or those appropriate to the local landscape and ecological character. It is intended that the ornamental shrub vegetation will be similarly replaced.</td>
<td></td>
</tr>
<tr>
<td>Assurance</td>
<td>Westminster City Council (321)</td>
<td>January 2006</td>
<td>Oxford Street - traffic liaison group</td>
<td>Petition Response Document - Tottenham Court Road-Hyde Park - Page 71 - Paragraph 3 – Second Sentence</td>
<td>The Promoter will require the nominated undertaker to work closely with Westminster City Council, through the Traffic Liaison Group (as described in response to the petitioner’s paragraph 21), to plan and stage the works in such a way which will minimise disruption impacts for businesses and pedestrian and traffic flow in Oxford Street.</td>
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</tr>
<tr>
<td>Assurance</td>
<td>Westminster City Council (321)</td>
<td>January 2006</td>
<td>Reroute of No. 8 bus - traffic liaison group</td>
<td>Petition Response Document - Tottenham Court Road-Hyde Park - Page 72 - Paragraph 5 – Second Sentence</td>
<td>The Promoter will require the nominated undertaker to provide advanced notice of the commencement of the works to enable the matter to be considered by the local Traffic Liaison Group (as described in response to the petitioner’s paragraph 21) and the required measures to be put in place.</td>
<td></td>
</tr>
<tr>
<td>Assurance</td>
<td>Westminster City Council (321)</td>
<td>10/02/2006</td>
<td>Hanover Square Gardens</td>
<td>Letter from CLRL to Westminster City Council Smith-King) - Fifth Paragraph</td>
<td>The Promoter has reviewed the project construction programme and can confirm that, other than as the result of unforeseen, urgent circumstances, Hanover Square Gardens will not be used for Crossrail Construction. Should it be necessary to revert to using Hanover Square Gardens, the Promoter will require the nominated undertaker to agree reasonably practicable mitigation with Westminster City Council.</td>
<td></td>
</tr>
<tr>
<td>Undertaking</td>
<td>Great Portland Estates (Hanover Square) Ltd (168)</td>
<td>23/03/2007</td>
<td>Construction impact - 20 Hanover Square and Dering Yard</td>
<td>Undertaking signed on behalf of the Secretary of State</td>
<td></td>
<td></td>
</tr>
<tr>
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<tr>
<td>Undertaking</td>
<td>Westminster City Council (56)</td>
<td>08/01/2008</td>
<td>Heritage Undertaking - Stratford Place Porter's Lodge, 94 Dean Street and Fareham Street bollards</td>
<td>Undertaking signed on behalf of the Secretary of State (D0390.9)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Assurance   | Westminster City Council (56) | 08/05/2008 | Westminster planning briefs | Letter from CLRL to Westminster City Council (Deaville-King) - Page 1 - Paragraph 3 | The Nominated Undertaker will have regard to the provisions of the Planning Briefs, where they are relevant, when preparing technical submissions to the Council under the Bill in relation to Crossrail works (including applications and submissions under the heritage deeds and Schedule 7 to the Bill), save that –

- In relation to submissions under Schedule 7 to the Bill, this only applies so far as those provisions are relevant to the permitted grounds of refusal with respect to the matters in question.

- The provisions only apply so far as, upon consulting with Cross London Rail Links Limited (or other similar or replacement body concerned with Crossrail) in connection with the briefs, the Council has properly had regard to any observations or concerns expressed to it with respect to their contents so far as relevant to Crossrail.

(Definition of "unforeseen urgent circumstances" clarified on 14 February as follows: "Unforeseen circumstances are by their very nature difficult to define but could include (a) urgent repairs to the hoardings surrounding the site; (b) protection to the existing railings and vegetation within the gardens; and (c) true emergencies")
<table>
<thead>
<tr>
<th>Assurance</th>
<th>Westminster City Council (56)</th>
<th>18/01/2008</th>
<th>Heritage adviser</th>
<th>Letter from CLRL to Westminster City Council (Deaville-King) - Page 6 - Paragraph 5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>604</strong></td>
<td>Assurance</td>
<td></td>
<td></td>
<td>The Promoter will require the nominated undertaker to have a dedicated, suitably qualified, heritage adviser for the works in Westminster, including Paddington station.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assurance</th>
<th>Westminster City Council (56)</th>
<th>16/02/2007</th>
<th>Template for s61 applications</th>
<th>Letter from CLRL to Westminster City Council (Smith-King) - Page 2 – First Paragraph</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>612</strong></td>
<td>Assurance</td>
<td></td>
<td></td>
<td>I can confirm that the Promoter agrees to develop a standard template for section 61 applications and agrees that this work will be taken forward under the auspices of the Planning Forum.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assurance</th>
<th>Westminster City Council (56)</th>
<th>January 2006</th>
<th>Hanover Square gardens - access</th>
<th>Petition Response Document - Tottenham Court Road-Hyde Park - Page 75 - Paragraph 7 - Second and Third Sentences</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>613</strong></td>
<td>Assurance</td>
<td></td>
<td></td>
<td>At Hanover Square, the Promoter will require the nominated undertaker to maintain access to the gardens for the petitioner’s service vehicles as far as reasonably practicable. However there may be works which cannot be undertaken without hindering or preventing access to off-street parking and servicing areas.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assurance</th>
<th>Westminster City Council (56)</th>
<th>January 2007</th>
<th>Willow tree in Stratford Place</th>
<th>Petition Response Document - Paddington - Page 19 - Paragraph 2 - First Sentence</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>616</strong></td>
<td>Assurance</td>
<td></td>
<td></td>
<td>The Promoter will require the nominated undertaker to review whether the willow tree [in Stratford Place] can be retained, taking into account the likely health of the tree during construction works.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assurance</th>
<th>Westminster</th>
<th>January</th>
<th>Bond Street</th>
<th>Petition Response</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>617</strong></td>
<td>Assurance</td>
<td></td>
<td></td>
<td>The amount of footway occupied will be minimised as far as is</td>
</tr>
</tbody>
</table>
reasonably practicable and in line with demolition or refurbishment works at other locations in Oxford Street. The underground passage works will require further partial closures of the footways but the size and duration of this phased work will be discussed with the petitioner when further design work has been carried out. It is unlikely that full closure of the pavement will be needed except in special circumstances which would be planned in consultation with the petitioner.

| 675 | Undertaking | Westminster City Council (56) | 01/07/2008 | Exceptional Costs | Undertaking signed on behalf of the Secretary of State |
Appendix 2: Code of Construction Practice

1.1 The City Council’s Code of Construction Practice defines environmental standards and outlines procedures pertaining to construction works. It was recently updated in April 2008. The City Council will require developers of the over site development works to carry out any demolition and construction works in accordance with the City Council’s Code of Construction Practice.

1.2 Activities and impacts covered by the Code include site set-up and servicing arrangements, management of construction traffic and highway works, site management, public safety, noise and vibration, hours of working, dust and air pollution, land contamination, waste disposal and protection of water quality and urban ecology. Its purpose is to protect the amenity of residents, businesses and visitors to our City.

1.3 The Code is intended to clarify for the developers and their contractors their responsibilities and requirements, as well as providing assurances to residents and others about the standards that they can expect during construction. It will be important to minimise the disruption to local residents, businesses, traffic and pedestrians in the surrounding area. Developers would therefore be expected to carry out any demolition and construction work in accordance with the City Council’s Code of Construction Practice to ensure any disruption is kept to the minimum. For example, developers are urged to give serious consideration to measures to keep the timescale of demolition and construction on these sites to a minimum to minimise the duration of any disruption.

1.4 A site specific code of construction practice would be written for each development with the primary concept being to protect residential amenity. The City Council will seek to minimise disruption to local residents, businesses, traffic and pedestrians in the immediate vicinity and surrounding areas of the construction site. The phasing of works would also need to be carefully considered, particularly in respect of the various developments taking place in the area, and developers would be expected to discuss their phasing programmes at an early stage.

1.5 Funding towards the actual cost of monitoring and enforcing the Code is mandatory. This is undertaken by the Council’s Environmental Inspectorate to monitor the work will also be required (Policies ENV 5-6).

1.6 CRL has prepared their own Construction Code which is set out in Annex 1 to the Environment Minimum Requirements document which would apply to the Crossrail works only. These works would include the ticket hall and related entrances, and other rail relating infrastructure at the site such as emergency exits and ventilation shafts as authorised under the Crossrail Act. The Secretary of State will require the Nominated Undertaker to achieve the Environment Minimum
Requirements, including the Construction Code, in designing and constructing the Crossrail works.

1.7 Although works under the Crossrail Act are governed by the EMR and Code of Construction, for the oversite and surrounding development, materials should where possible be conveyed by sustainable means, e.g. rail and water. Where required to travel by road, trips should be as short and few in number as possible, in accordance with London Plan policies 3C.25, 4A.3 and 4C.8.
Appendix 3 – Crossrail Limited's proposals for construction activity and completed works – Bond Street Station
Appendix 4 Listing descriptions of 20 and 21 Hanover Square

20 Hanover Square

The grade shall be upgraded to grade II* (star) and the description shall be amended to read:

Substantial terraced town house. Circa 1718-20 by Nicholas Dubois, altered internally and redecorated c.1785 probably by Samuel Wyatt, circa 1890 porch added by William Flockhart, 1910 additional corridor, offices, sales room and auction room at rear by E Vincent Harris. Darkened yellow stock brick and slate mansard roof with dormers. 4 storeys, attic and basement. 5 windows. Asymmetrically placed distyle in antis Doric porch with balustrade over. Architraved sashes; 1st floor with cornices and bracketed sills, 2nd floor case iron window guards and bracketed sills, 3rd floor cast iron guards with stucco dies and bracketed sills. Stuccoed band and 1st floor level and 3rd floor sill band. Projecting modillion cornice surmounted by stone balustrade. Attached cast iron railing to areas. Fine interior with many high quality moulded ceilings and cornices. Hall with open well, full height cantilevered stone stair having lead trellis work banister panels with paterae at angles, interspersed by vertical panels of palmettes in mandorlas; moulded mahogany handrail. Glared dome above stairwell, lunettes with fictive drapery and roundels, spandrels with carved eagles and cameo pendants, stuccoed band. 1st floor rooms with moulded ceilings and marble fire surrounds, especially front left hand room of white marble with carved figures of women with garlands of flowers standing on circular alters decorated with bucrania, all in shallow relief. Auction room in the form of a Greek cross with very shallow arms over which a flat ceiling. Central square has pendentivan and a glared dome over with triglyph frieze around the inside of base with bucrania, modelled, in high relief, in metopes. Walls, without windows, have simple panels; articulated by Doric pilasters. Astragal and echinus of capitals carried on right around room as an architrave. Entablature proper of 7, facias stepping outwards, then a fairly shallow cornice with prominent mutules with round ornaments cut into it. Door surround to corridor richly carved with acanthus leaves, frieze over with mask in high relief and cornice above. Some C20 partitioning. 2nd and 3rd floor front rooms with good fire surrounds. Attics altered in C20. Basement with section of early C18 studded dado.