This report is based on a draft prepared by Alan Baxter and Associates. It was correct at the time of publication, March 2003.

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PREFACE

Since the designation of the first conservation areas in 1967 the City Council has undertaken a comprehensive programme of conservation area designation, extensions and policy development. There are now 52 conservation areas in Westminster, covering 76% of the City. These conservation areas are the subject of detailed policies in the Unitary Development Plan and in Supplementary Planning Guidance. In addition to the basic activity of designation and the formulation of general policy, the City Council is required to undertake conservation area appraisals and to devise local policies in order to protect the unique character of each area.

Although this process was first undertaken with the various designation reports, more recent national guidance (as found in Planning Policy Guidance Note 15 and the English Heritage Conservation Area Practice and Conservation Area Appraisal documents) requires detailed appraisals of each conservation area in the form of formally approved and published documents. This enhanced process involves the review of original designation procedures and boundaries; analysis of historical development; identification of all listed buildings and those unlisted buildings making a positive contribution to an area; and the identification and description of key townscape features, including street patterns, trees, open spaces and building types.

Given the number and complexity of Westminster’s conservation areas the appraisal process has been broken down into three stages, the first of which is complete. This first stage involved the publication of General Information Leaflets or mini-guides for each conservation area covering in brief a series of key categories including Designation, Historical Background, Listed Buildings and Key Features.

The second stage involved the production of Conservation Area Directories for each Conservation Area. A Directory has now been adopted for 51 of the City’s conservation areas and includes copies of designation reports, a detailed evaluation of the historical development of the area and analysis of listed buildings and key townscape features.

The City is now working on a programme to prepare Conservation Area Audits for each of its conservation areas. This will form the third and final stage of the appraisal process. As each audit is adopted as Supplementary Planning Guidance it will incorporate the Directory for that conservation area.
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1 INTRODUCTION

1.1 The City Council has a statutory duty to review the character and boundaries of its conservation areas. The Audit is the third, and final stage of the appraisal process. The overall appraisal strategy is based upon the English Heritage publication Conservation Area Practice.

1.2 The first stage (Mini-guide) and second stage (Directory) documents have already been adopted. The Mini-guide provides a brief description of the area and its characteristics. The Directory provided a detailed source of factual information. This has now been incorporated as part of the Audit providing an Appendix of factual information to the main body of the report.

1.3 The Audit describes both the historical development, and character and appearance of the conservation area. It is designed to identify and explain important local features such as unlisted buildings of merit, unbroken rooflines and local views. In addition the audit also seeks to apply relevant Unitary Development Plan policies to the local context in order to preserve and/or enhance the character and appearance of the area.

1.4 The Conservation Area Audit for Savoy was adopted as Supplementary Planning Guidance by the Cabinet Member for City Development on 21 March 2003. The Savoy Conservation Area was designated on 10 December 1981. The designation reports can be found in the first part of the Directory at the back of this document.

The Unitary Development Plan provides the policy basis for the determination of applications. Relevant policies from the UDPO are referred to throughout the audit.

General Guidance on additional planning controls in conservation areas can be found in the council’s Supplementary Planning Guidance Notes: Development and Demolition in Conservation Areas and Conservation Areas: A Guide for Property Owners.
2 HISTORIC DEVELOPMENT

2.1 With the collapse of the Roman Empire the walled city of Londinium (now City of London) began to decline. The incoming Saxon population established a settlement further west in the direction of the Strand and Covent Garden. Known as ‘Lundenwic’, it flourished between 7th and 9th centuries.

2.2 By 886 AD King Alfred ordered the occupation and strengthening of the Roman city of Londinium. This was probably after the undefended Lundenwic had been attacked. Subsequently, the latter area was abandoned.

1200AD

2.3 In the early part of the 13th century the area began to develop due to its position as a link between the settlements of the City of London and Westminster/Thorney Island. The Strand was already partitioned on its southern side into large holdings with houses facing the river behind large gardens. Street frontages consisted of their gate houses and walls set back from the roadway with stables and domestic ranges against their inward faces.

2.4 Three houses are referred to in the following text; the Worcester, Salisbury and Savoy; the most important of them being the latter.

2.5 When Peter of Savoy (‘The Second Charlemagne’) came to England in 1246, the King granted him the Savoy where he lived in the Manor House. The property was described as consisting of scattered houses and gardens on the Thames in the street called ‘La Straunde’ with a magnificent house rising straight from the river with balconied water gate. The property extended to what was originally the Bishop of Llandaff’s Inn, now covered by Somerset House.

2.6 The death of Peter in 1268 initiated a series of changes in ownership as the land and the buildings were bequeathed to the Friars of Mountjoy. Two years later it was sold to Queen Eleanor who used it as lodging for various important people, for example, Alexander III of Scotland. Eleanor then gave the palace to her son, Edmund Crouchback, Earl of Lancaster and the property began its lengthy association with the Duchy of Lancaster. Before his death in 1296 the palace was fortified with a wall of stone and lime.

1300AD

2.7 After the execution of Edmund’s son, Thomas, the land was granted to Prince Edward in 1322 and was described as, “that messuage with its appurtenances”. Two years later the title was restored to Thomas’s brother, Henry. It was during this time that the prestige and value of the Savoy was enhanced by the effect of road surface improvements. Henry was succeeded by his son of the same name who enlarged the property by purchasing the neighbouring land to the east and north.

2.8 In 1357 King John of France was held in the Savoy Palace, ‘in honourable captivity’. As France could not afford his ransom he decided to remain although was free to go after the signing of the Treaty of Brittany. He died in captivity in 1364. At the time the site had a reputation as, “the fairest manor in England”.

Savoy Conservation Area Audit 7
2.9 By 1361 the property had passed to Henry’s two daughters, Matilda and Blanchia. The former died and the latter became heiress who later married John of Gaunt, Earl of Richmond, (then created Duke of Lancaster). John took the ownership right through marriage. A description of the area at that time was as follows.

“The main building was in the form of one or more quadrangles, around which clustered the domestic offices. The chief portion was entered under a great gateway, guarded by a portcullis, facing the Strand, which probably stood where Savoy Street is now; a long wall pierced here and there with windows lighting the room of the garrison, looked on to the Strand, and a smaller gateway for pedestrians was, no doubt, at the other end of the wall. Anyone entering the principle gate would have the Chapel on his right hand and the Great Hall immediately in front of him. Beyond this and overlooking the gardens of the river front, were the private apartments. These grounds were divided into ‘pleasaunces’, orchards and kitchen gardens...A low wall ran along by the river, and it was the usual landing place to and from which so much of the traffic of those days came and went. The kitchens were probably at right angles to the Great Hall, and faced the Chapel, on the left side of the courtyard. The place was crenellated, and no doubt looked formidable enough; but it could not have been as strong as it appeared, for in 1376 the mob found little difficulty in bursting through.” E. B. Chancellor (1912)

2.10 Except for the monarch himself, there was 'no mightier potentate' than John of Gaunt residing in London at this time. He was hugely unpopular due to his mismanagement of the country, unsuccessful conduct of the war in France and protection of Wycliffe. His unpopularity brought a mob to the Savoy. Only the intervention of the Bishop of London managed to prevent the Savoy’s destruction.

2.11 However the Bishop had only managed to delay a great rising of the peasants. Wat Tyler led a formidable attack in 1381 to which the fabric fell victim. John of Gaunt left the palace in ruins for many years. Houses were gradually erected on the site and in the gardens. The Great Gateway and what was previously Symond’s Tower was used as a gaol. At the end of the century the Savoy was annexed with all other estates at the house of Lancaster to the Crown and so began a long period of royal ownership.

1500AD

2.12 As the map of 1560 shows (see Figure 1) the effect of the road improvements of the 14th century had made the Strand an almost continuous line of shops, tenements and inns. Boundary walls and streets ran perpendicular to the Strand with properties bordering the Thames having water gates. The impressiveness of the watergate is a good indication as to the importance of the neighbouring property. The map represents the first cartographic evidence of the existence of Ivy Bridge Lane which is the only street to consistently appear on every map. Also shown is the hospital built on the former Savoy Palace site with the money left by King Henry in his will. It was undoubtedly a fine and important building, but of it today nothing remains except the chapel. The hospital was built to the plan of a church, the main hospital block was about 320ft long with transepts of 220ft and had a series of masters appointed by the sovereign. Also
discernible is the town house in Carlisle Rents on the Strand frontage built by Lord Dacre. The Savoy Hotel now occupies the site of Carlisle House.

Figure 1: Ralph Agas Map 1560
1600AD

2.13 At the start of the 17th century the main part of Salisbury House had been completed. An indication of the Savoy Palace is given from the middle of this century in Figure 2. This is how the Palace would have appeared when it held the Savoy Conference between the restored Church and the Presbyterians in 1661 to discuss the Prayer book. This was an extremely significant date in the history of the Church of England but more importantly in this context the event marks the last flicker of the moribund Savoy. Soon afterwards a disastrous fire did a great amount of damage that was never repaired. It was also at this point when a French Chapel was established in the precinct. Two years later Henry Killegrew was appointed master and was reported to have done more harm than the flames. The houses were used for sick and wounded soldiers and sailors and for the King's Press. Towards the end of the century the Savoy had become a sanctuary for all sorts of disreputable people: “The Bog of Allen, the passes of the Grampians, were not more unsafe than this small knot of lanes, surrounded by the mansions of the greatest nobles of a flourishing and enlightened kingdom”. (Macaulay) Little remained of the once stately hospital and the rest of the buildings were converted into tenements.

2.14 Earlier in 1672 James, 3rd Earl of Salisbury, obtained permission to build on land west of Great Salisbury House. The plan by Christopher Wren is shown in Figure 3. This created Salisbury Street and was filled with shops and houses which were not especially popular. (Indeed the character of the area is indicated in the nickname it was given, 'The Whore's Nest'.) By 1690 most of the large houses along the Strand had disappeared. James, 4th Earl of Salisbury, decided to pull down Great Salisbury House and put up shops and houses on the site resulting in the creation of Cecil Street 'having very good houses for persons of repute'.

1700AD

2.15 These new streets can be clearly seen on Rocque’s map of 1738 running perpendicular to the Strand on the western side of the conservation area boundary (Figure 4). An interesting feature of their design must have been the closed view one experienced from the Strand that gradually opened out after a few yards walking in the direction of the Thames. The map also indicates that several chapels were in existence around the Savoy at this time apparently from a variety of denominations. There were also numerous timber yards and wharves along the Thames.

2.16 In 1755 Seymour describes the Savoy precinct, as follows: “The Savoy House is a very great and at this present a very ruinous building. In the midst of its buildings is a very spacious hall, the walls three feet broad at least, of stone without and of brick stone inward. The ceiling is very curious built with wood and having knobs in due places hanging down, and images of angels holding before their breasts Coats of Arms but hardly discernible: on one is a cross, gules, between four stars or else mullets. It is covered with lead, in divers places perished where it lies open to the weather. This large hall is now divided into several apartments; a cooper has a part of it for the stowing of his hoops, and for his work. Other parts of it serve for the two Marshalseas for keeping prisoners, as deserters, men impressed for military service, recruits…To the east of this hall is a
fair cupola with glass windows, but all broken which makes it probable the hall was as long again, since cupolas are wont to be built in the middle of great halls.”

Figure 2: The Savoy Palace (1650) from etching by Hollar

Figure 3: Christopher Wren’s plan for land around Great Salisbury House
Figure 4: Roque’s Map 1738
2.17 Horwood’s map of 1819 shows that the lower ends of Salisbury and Cecil Street have now been curtailed (Figure 5). In fact in the case of Salisbury Street it was rebuilt to a design by James Paine for residential use in 1783. This new form can be seen in Figure 6. The reason for this appears to have been the need for more space along the Thames as Beaufort Wharf expanded further altering the palatial origins.

1800AD
2.18 Horwood’s map also shows that the hospital has been cleared away. However the most significant change was the construction of the first Waterloo Bridge (then Strand Bridge) in 1817 that began a series of major engineering projects. This effectively signalled the end of the Savoy precinct. The present approach to Waterloo Bridge (Lancaster Place) was occupied by residential units. The last drawings of the Savoy Palace are shown in Figure 7 dating from 1807. The French and German chapels were apparently removed to other sites and the site of the Palace became a series of dingy coal wharves. The bridge itself was designed by John Rennie and its scale was described as enormously impressive for its time with nine semi-elliptical arches, radiating granite voussoirs and Aberdeen granite balustrades. The bridge can be seen in Figure 8.

2.19 Stanford’s map of 1887 shows the Charing Cross Rail and Foot Bridge as well as the station. This was the second to be constructed. In 1845 the first Hungerford Bridge “Suspension Footbridge” was completed. Designed by Isambard Kingdom Brunel, the chains from the original were later reused on the Clifton Suspension Bridge in Bristol. The design can be seen in Figure 9. Built to serve London’s south east suburbs and Kent, the later bridge was renamed Hungerford Bridge in recognition of Hungerford House and Market which the station had replaced.

2.20 During this time Savoy Chapel was gutted by fire in 1864 and rebuilt a year later (restoration plan by Sydney Smirke). This was paid for by Queen Victoria in memory of Prince Albert. The building standing today is the only surviving relic of the hospital founded by Henry VII.

2.21 The map also shows Victoria Embankment (Sir Joseph Bazalgette) constructed between 1864 and 1870. It represented a large scale metropolitan improvement and was central London’s first formal public Thames frontage. At its time it was the most ambitious engineering scheme ever seen in London. The complex sections were constructed simultaneously to hold a bypass road to relieve congestion in the Strand, as a defence against the disease carrying mud of the Thames and to contain a new trunk sewer and underground railway. The embankment was fitted with elaborate street furniture and in 1878 Cleopatra’s Needle was erected. This was an extremely complicated operation as the 3400 year old needle had to be raised horizontally on a wooden scaffold by hydraulic jacks and then tipped to the vertical. The sphinxes to either side are Victorian by George Vulliamy.
Figure 5: Horwood’s Map 1819
Figure 6: Redesign for Salisbury Street, 1783

Figure 7: Savoy Chapel and Palace around 1807
Figure 9: Hungerford Suspension Bridge
2.22 It is in the late 19th century that the Savoy conservation area began to take on the form that it is in today. As the Ordnance Survey map from 1906-19 shows this was a period in which considerable changes were made to the area’s character. The construction of the Savoy Theatre (designed by C. J. Phillips) in 1881 was the inspiration of Richard D’Oyly Carte of the Savoy Opera fame. This was shortly followed by the opening of the Cecil Hotel on the former site of Salisbury House. The hotel built over Salisbury and Cecil streets was at its time the largest in Europe. Today only its frontage remains, the rear being taken up by the Shell-Mex building. Also in this year the Institution of Electrical Engineers, designed by Stephen Salter, was built on part of the previous Savoy Palace.. The foundation stone was laid in March 1886 by Queen Victoria and the BBC started broadcasting from this building in 1922. In an attempt to compete with the best hotels in America, D’Oyly Carte built the first part of the Savoy Hotel. The southern section was the first to be completed in 1889 and was designed by T. E. Collcutt with an entrance from the Savoy Hill.

1900AD to today

2.23 In 1903/4 a large new block towards the Strand was built called Savoy Court and at the front entrance was given a new canopy topped with a gilded statue of the medieval Count Peter of Savoy, a reference to the fact that the hotel occupied the site of his medieval palace. The hotel became famous not only for the fact that each room uniquely had a bathroom but also for its association with the height of Edwardian decadence. See the Ordnance Survey Map in Figure 10.

2.24 The next major developments to have a significant impact on the area’s character occurred towards the beginning of the 1930’s. Firstly the entrance courtyard to the Savoy Hotel was restyled by the addition of a stainless steel fascia and statue of Count Peter. To emphasise the extremes to which the hotel was prepared to go to satisfy their guests, a rubber roadway was laid so to decrease the noise of passing vehicles. In 1930-32 Brettenham House (W. E. Hunt) was built bordering the approach to Waterloo Bridge. The development considerably increased the scale of the site as it had previously been a series of terraced properties. At the same time construction work begun on the Shell-Mex House (Josephys). It replaced the relatively new Cecil Hotel (1886). The frontage to the Strand is all that remains of the Hotel. Shell-Mex House occupies the entire block back to Victoria Embankment Gardens.

2.25 In 1923 a serious movement in one of the piers of Waterloo Bridge was noticed but it was not until 1939 that the existing design by Sir Giles Gilbert Scott was realised. This was completed in 1945 and Rendel Palmer and Trinton were the engineers.

2.26 Little has changed since the first half of the 20th century. Embankment Place has been redeveloped as part of the Charring Cross scheme by Terry Farrell Architects providing retail units in the railway arches and general landscape improvements which run though to Villiers Street. The most striking additions are the recently opened Hungerford Foot Bridges built to the competition winning designs of a design consortium formed by engineers WSP Group, architects Lifschutz Davidson and quantity surveyors Davis, Langdon & Everest.
These provide a notable addition to the riverscape and improved pedestrian access across the Thames to the Southbank significantly.
3  CHARACTER OF THE CONSERVATION AREA

GENERAL

3.1  The Savoy Conservation Area is tightly defined by the River Thames to the South, the Strand to the north, Lancaster Place and Waterloo Bridge to the east and Hungerford Bridge to the west. The Adelphi Conservation Area sits between the Strand and Victoria Embankment Gardens to the north west. The topography and riverside location of the conservation area are of particular significance having shaped the street layout and development as can be seen in major projects such as Victoria Embankment.

3.2  Although the area has been in continuous development since the fourteenth century, most of what is there now was built between 1860 and 1939. The palate of traditional building materials, from Portland Stone to brick and glazed terracotta make for a varied townscape. The conservation area is dominated visually in views form the south by Shell-Mex House and the Savoy Hotel. These buildings, along with Brettenham House, are prominent in riverside views.

Figure 11: Boundaries of the Savoy Conservation Area
3.3 Within the Savoy Conservation Area distinct character areas can be identified. The area comprises of four main components.

**Strand**

3.4 A short section of the Strand frontage consisting of grand commercial properties is within this conservation area. There are main entrances to both the Savoy Hotel and Shell Mex House, though they are not themselves evident from the Strand as they are screened by the properties forming the built frontage.

**Main body**

3.5 A significant characteristic of the conservation area at this point is the rapid change in level from the Strand down to the Embankment. Consisting of stand alone buildings, including the Savoy Hotel and Shell Mex House, there is a tortuous pattern of steep streets, steps and courts which link the Strand to the Embankment. Located within these streets is the Queen’s Chapel, originally part of the medieval Savoy Palace and a reminder of the site’s antiquity.

**Victoria Embankment Gardens**

3.6 Victoria Embankment Gardens is an important landscaped open space laid out in the mid nineteenth century which contain a number of important statues and monuments including the listed York Watergate thought this is in the Adelphi Conservation Area. It provides a pleasant pedestrian route linking with the London underground Embankment Station.

**Embankment and River Thames**

3.7 Finally there is the riverside component of the conservation area. This is a narrow strip stretching in one clear reach between Hungerford and Waterloo Bridges and the corresponding section of the River Thames within the City boundary. This area comprises a busy carriageway bordered by a tree-lined riverside walkway. The quality of this space is enhanced by the granite walls of the embankment, which culminates in Cleopatra's Needle and the accompanying sphinxes. There are views from here across the river, and the views into the conservation area, from the bridges and the South Bank, are amongst the finest to be had along the Thames. Within the Thames itself are numerous piers.

3.8 It is necessary to look at specific components of the built fabric of the conservation area in order to gain a full understanding of the character and appearance of the area. This will range from an analysis of views of metropolitan or local importance to the identification of local townscape qualities such as notable shopfronts. Individually and collectively these factors will define the unique character of an area and should be considered fully in the determination of any application.

3.9 The Unitary Development Plan provides the policy basis for the determination of applications and the relevant policy or polices are referred to where appropriate.
HIERARCHY OF STREETS AND SPACES

3.10 The hierarchy of the street pattern and its interrelationship with the open space network will define the overall framework of an area. Within this the importance of the grain of development in terms of plot patterns and building lines will establish the pattern of the built form. All of these factors will affect the character of an area dictating the scale of development and the level of enclosure.

3.11 For the purposes of the conservation area audits the council has defined 3 categories of routes or spaces according to a combined analysis of their scale, level of enclosure and the function they perform within the area, see Figure 12. These are:

Primary routes and spaces
Secondary routes and spaces
Intimate routes or spaces

Figure 12: Hierarchy of Streets and Spaces

3.12 The spatial hierarchy and qualities of the conservation area vary greatly across its section. Busy vehicular and pedestrian thoroughfares surround the area. To the north The Strand is a busy thoroughfare permeated by routes and alleys down to the river. To the east this links with Lancaster Place running down to Waterloo Bridge, another major traffic route. The peripheral nature of these routes reduce their impact on the area.

3.13 Hungerford Bridge provides a main railway route into London. It is also a key pedestrian route from the West End to the South Bank. The recently opened
Hungerford Footbridges have significantly improved this pedestrian link. The conjunction of Charring Cross Station, Hungerford footbridge and Embankment Station, Embankment Place and part of Villiers Street mean that this corner of the conservation area is a busy transport hub.

3.14 Stretching alongside the Thames is Victoria Embankment, a major traffic thoroughfare bordered by a riverside walkway. The busy carriageway forms a physical and visual barrier between the main body of the conservation area and the Thames to the south while the riverside walkway provides an important pedestrian route offering views across the river to the South Bank beyond. (In this location the conservation area is crossed by significant pieces of subterranean infrastructure, which were formed when the river was embanked by the Metropolitan Board of Works including the Circle and District Lines of the Underground and the great Low Level Sewer No. 1. The No. 2 Sewer runs down the centre of the Strand.)

3.15 These primary routes are linked by a network of quieter streets forming secondary routes such as Savoy Street, Savoy Place and Savoy Hill. There is also a network of intimate routes and spaces formed by the courts and lanes, remnants of the historic fabric of the area. One of which, Carting Lane, offers a striking vista out over the Thames and shows the change in level between the Strand and the River Thames.

3.16 Much of the conservation area is characterised by development of large plot forms, including whole blocks in some cases, with buildings fronting directly onto the street with a hard continuos edge. The Savoy Hotel and Shell-Mex House are accessed via courts from the Strand. The Savoy Chapel of a considerably smaller scale is hidden in the main body of the area. Other smaller scale development can be found in the south western corner and include Embankment Station and Hungerford House; these again tending to be free standing ‘pavilion’ like properties.

3.17 To the north the conservation area is densely built up but it opens up to the south with Victoria Embankment Gardens which provide an important green buffer to the built form to the north. The change in level down from the Strand makes this linear open space quite distinct from the rest of the conservation area. The other open space within the conservation area is the smaller and more enclosed Savoy Chapel Churchyard now cleared of graves.

**Dominant patterns should be respected and where historic patterns remain these should be protected and reflected in any proposed schemes. Policies DES1 A 2, 5, 6, 7 and DES 12 should be consulted.**
ARCHITECTURAL AND HISTORIC CHARACTERISTICS OF BUILDINGS

Overview
3.18 The Conservation Area contains a variety of building types and styles dominated by the large commercial schemes from the first half of the 20th century, see Figure 13. There are other notable buildings of an earlier date including the frontage to the Strand. These contrast in scale with the other group of properties focused around Embankment Place. Generally stand alone properties, each has there own distinct style providing a rich townscape.

3.19 The range of materials is wide, reflecting the architectural variety of the conservation area. Portland stone figures prominently along the river frontage, being used on Embankment Station, the elegant Hungerford House beside it, Shell-Mex House, Brettenham House and Waterloo Bridge. Glazed terracotta is found on the Strand frontage of Savoy Court and the riverside frontage of the Savoy Hotel. Brick and stone is used in the former Cecil Hotel and the Institution of Electrical Engineers buildings. Rough ashlar masonry with fine ashlar dressings is found on the old Savoy Palace Chapel, now the Queen's Chapel. Pitched roofs are finished in slate and mansards are either lead clad or slate hung.
Figure 13: Building Ages
Strand frontage
3.20 The Strand frontage consists of two main buildings. The Savoy Court and Cecil Chambers. These provide a uniform height with roof lines designed to be seen against the sky with double mansards with decorative dormers and corner turret details.

3.21 In 1903/4 the Savoy Hotel was extended towards the Strand by the construction of Savoy Court, the work of Thomas Collcutt. This is as grand and imposing a piece of Edwardian architecture as can be found anywhere in London. It is faced in Doulton's Carrara Ware, a creamy, matt glazed terracotta. The adjacent theatre was given a facade to match. The circular corner towers with domed turrets of each framing the entrance to Savoy Court and creating fine skyline features. The stainless steel canopy to the Savoy Hotel, is striking and a distinctive feature. The lively ground floor frontage has a wealth of quality shopfronts. These includes Simpson's with its coffered arched entrance, canopy, and timber revolving doors and The Coal Hole Public House with its fine timber frontage and wrought iron signage.

3.22 Only the Strand frontage of Cecil House remains today, Nos. 77-88, by the architects Perry and Reid. Built of red brick and Portland stone its free classicism is characteristic of the time with stone detailing including pilasters, window surrounds, prominent cornice and columns to the central recessed bay. The double height ground floor with uniform stained timber shopfronts and marble pilasters provides an impressive retail frontage with the central arch trough to the courtyard entrance to Shell-Mex House. The adjoining building Nos. 87-88, of a similar age, is of a much simpler design but follows the form and floor height of Cecil House.

Main body
3.23 The main body of the conservation area is dominated by relatively large scale set-pieces building, Shell-Mex House and the 1889 southern section of the Savoy Hotel. The later, designed by Thomas Collcutt, is an outstanding piece of commercial design meant to compete with the best hotels in America, and the influence of contemporary American commercial design is evident. Of note is the later canopy linking to Embankment Gardens c.1960. Shell-Mex House (1931- Architect Messrs Joseph; Principal designer F Milton Cashmore) has a symmetrical river frontage with a distinctive setback and central tower with clock and buttresses with inset sculpted figures.

3.24 Other buildings include the Queen's Chapel 1510-16, altered since, has a bell turret c1830 by Sir Robert Smirke. The Institute of Electrical Engineers forms a symmetrical composition overlooking the Thames. It has a double height stone ground floor, with red brick and stone dressings to the other floors and retains its original critall windows. Savoy Hill house to the rear is of sympathetic materials and its symmetrical façade has good detailing. Built as a mansion block it now forms part of the institute.

3.25 On the eastern boundary running from the Embankment along Lancaster Place is Brettenham House by W E Hunt, 1930-32. Its solid stone facade steps down to the Embankment. Giles Gilbert Scott's rebuilt Waterloo Bridge was begun in 1939 and is listed Grade II. It is the final element in the inter-war townscape.
The projecting abutments with stairs adjoining Brettenham House provides access down to the Embankment.

**South western corner**

3.26 At the foot of Villiers Street adjacent to a pinching the steps to Watergate Walk is a 19th century brick Gatehouse. On Victoria Embankment is Hungerford House, listed Grade II and built as a generating station for street lighting in 1900-01 by L.C.C. Architects. It is an elegant pavilion, faced in Portland stone and detailed in an Arts and Crafts free Baroque style. The Embankment London Underground Station with entrances to Victoria Embankment and Villiers Street follows a simpler design rebuilt in a neo-classical style in 1926 after bomb damage during the First World War.

3.27 The latest addition to the conservation area is the downstream Hungerford Foot bridge by a design consortium formed by engineers WSP Group, architects Lifschutz Davidson and quantity surveyors Davis, Langdon & Everest. Forming part of the current railway bridge structure is one of the original Brunel piers. This originally provided access to Embankment Pier (before Victoria Embankment was created) via stairs from Hungerford Bridge, where passengers would board the steamers, doors can still be seen on the old bridge piers.

Any proposal should take into account the character of its context. Policies DES1 A 3 and 4 and DES3 should be consulted on the Principles of Development and DES5 A and B should be consulted on alterations and extensions

DES4B should be referred to for scholarly replicas within terraces of unified townscape and/or DES4A in terms of respecting adjoining buildings in areas of varied townscape.

**Unlisted Buildings of Merit**

3.28 The vast majority of the buildings are in keeping with the character of the conservation area or the respective sub-areas within, most contributing in a positive manner. Those properties or developments which are considered to harm the character of the conservation area are identified in the section ‘Negative Buildings’ below.

3.29 There are numerous buildings or groups of buildings that are not listed but are considered to be of special merit. These are buildings which may be considered for listing at a future date and are of local significance. They are defined in the Audits as unlisted buildings of merit, see Figure 14.

3.30 This may be due to their townscape or group value, their contribution to the overall character of the area, their inherent architectural qualities or historic association. By definition these properties are of particular value to the character and appearance of the conservation area and their demolition or unsympathetic alteration will be resisted.
Figure 14: Unlisted Buildings of Merit, Listed Buildings and Landmarks
Policy DES9 2 states that the City Council will seek the retention of buildings which in the opinion of the City Council make a significant contribution to the character or appearance of a conservation area and this would include unlisted buildings of merit.

Landmark buildings

3.31 Within the conservation area there are buildings which are considered to be of landmark quality. This can be as a result of numerous factors including their siting and detailed design. They contribute significantly to the character and townscape of the area being focal points or key elements in views, see Figure 14.

3.32 Shell-Mex House with its dominant central clock tower and the Savoy Hotel (southern extension) are prominent in riverside views from within and outside the conservation area. Cleopatra’s Needle is a well known monument and highly visible in views along the embankment and of the riverside.

3.33 Waterloo and Hungerford Bridges are prominent river crossings in the centre of London. Waterloo Bridge is listed Grade II and Hungerford Bridge has recently gained a new lease of life with the stunning footbridges placed on either side.

Roof extensions

3.34 Roof profiles are an important element which can influence the character and appearance of the conservation area. As a result roof extensions are not always acceptable as they can have a negative impact on this. Policy DES6C highlights instances where roof extensions would not be acceptable. This
includes terraces where the existing roofline is largely unimpaired by any extensions or alterations; buildings that are significantly higher than their neighbours; buildings or terraces which are complete compositions or which have existing roof extensions; where there is an unbroken line of butterfly roofs; and where a roofline is visible in long views of public spaces.

3.35 The conservation area contains a high proportion of architectural set pieces, with mansard roofs or other distinctive roof top compositions, many of which are listed. There are open views into the Conservation Area from the south and these are considered to be of Metropolitan importance, see section below. It is therefore considered that there are no locations where roof extensions would be considered acceptable.

Policy DES6C highlights instances where roof extensions would not be acceptable


METROPOLITAN AND LOCAL VIEWS

3.36 The Unitary Development Plan defines two categories of views in Policy DES15 which contribute to Westminster’s townscape and historic character. The following section of the audit identifies local views in the conservation area and provides a preliminary list of views which are considered to be of Metropolitan importance. A separate Borough wide document will be produced identifying views of Metropolitan importance which will undergo full consultation before being adopted as Supplementary Planning Guidance.

3.37 Full consideration must be given to the impact of any development proposals on important metropolitan and local views both within the conservation area and into and out of it.

LOCAL VIEWS

3.38 There are local views of landmark buildings, monuments, and the river corridor from within the conservation area, see Figure 15. These include:

- View along Strand towards Trafalgar Square and Nelson’s Column
- View of Covent Garden along Southampton Street from the Strand
- View down Carting Lane towards the Thames
- View south up Carting Lane to the steps up to the Strand with the curved corner facade of Savoy Theatre in foreground with Covent Garden Market glimpsed in the background.
- View along the Strand looking eastwards towards St. Mary-le-Strand Church
- Views within and out of Embankment Gardens of the gardens including of York Gate, Shell-Mex House and Savoy Hotel
- View of Hungerford Bridge from Victoria Embankment
- View of Waterloo Bridge and the City beyond from Victoria Embankment
- Views of South Bank from Hungerford Bridge, Waterloo Bridge and Victoria Embankment
- Views along Victoria Embankment in both directions of Cleopatra’s Needle
- View into Savoy Court of stainless steel pediment fascia and stepped canopy
- View of Savoy Chapel across churchyard from top of Savoy Hill

3.39 Preliminary list of Metropolitan views (see Figure 15)

View of development along north bank of Thames from Waterloo Bridge in both directions

The river frontage in the conservation area plays a key part in the panorama from Waterloo Bridge and other viewing points on the southern bank of the Thames. The views of the River corridor as a whole from Waterloo Bridge are exceptional with Somerset House and the skyline of the city to the east and the Houses of Parliament to the west beyond the listed landmarks of the Savoy and Shell-Mex House in the conservation area.

View of development along north bank of Thames looking east from the downstream Hungerford footbridge.

The river frontage in the conservation area plays a key part in the panorama from the downstream Hungerford footbridge and other viewing points on the southern bank of the Thames. The views of the River corridor as a whole is exceptional with Somerset House and the skyline of the city to the east beyond the listed landmarks of Shell-Mex House and the Savoy in the conservation area.

Further analysis of these important river views will be undertaken as part of the Metropolitan Views Supplementary Planning Guidance document.

In the Unitary Development Plan Policy DES14 seeks to protect strategic views across the city, resisting development that impinges or adversely affects these views. Policy DES15 seeks to protect metropolitan and local views.
Figure 15: Views
CHARACTERISTIC LOCAL TOWNSCAPE DETAILS

3.40 Local townscape details contribute to the sense of local distinctiveness and may be unique to a particular conservation area. They can range from specific building detailing, characteristic building elements, boundary treatments to the landscape qualities of the streetscape. Individually and collectively they contribute to the overall quality of Westminster as well as enhancing individual areas of character within the City.

Railings, Boundary Walls & Enclosure

3.41 Railings and boundary walls can contribute significantly to the character of a conservation area. The City Council considers that they should be protected and properly maintained. They add interest and richness and provide a sense of enclosure marking the boundaries between public and private spaces.

3.42 There are a number of historic enclosing features in the conservation area. The railing to the Queen’s Chapel churchyard are listed Grade II and form part of Sidney Smirke’s restoration project of c.1864. These cast iron railings, gates and gate piers are of a gothic design and sit on a low rubble wall.

3.43 Other railings of note include the late nineteenth-century railings to the Institute of Electrical Engineers and the Art Nouveau gates to Embankment Gardens south of the Savoy Hotel. A series of low Portland stone walls with, iron railings and light standards run along Carting Lane as part of Shell-Mex House. In form and materials they complement the listed building and are fine townscape features in their own right.

3.44 The railings surrounding Victoria Embankment Gardens although installed after the Second World War, are designed to an authentic nineteenth-century pattern with spearheaded finials. Those to Savoy Place sit on a low retaining wall of a mottled grey faience. More recently a programme of improvements was carried out at the Villiers Street end of Victoria Embankment Gardens, involving the construction of a series of low walls. These create a buffer zone between the busy pedestrian street and a welcome sense of enclosure.

3.45 The most significant enclosing feature in the conservation area is the granite parapet wall to the Embankment which incorporates Cleopatra’s Needle, an ancient obelisk, and the elegant mid-Victorian bronze sphinxes which flank it. The wall is listed Grade II as there numerous bronze lion head mooring rings attached to it.

The relevant City Council policy in respect of these is DES7 G and further guidance can be found in the design guide Railings in Westminster A guide to their design, repair and maintenance.

Historic Shopfronts

3.46 Shopfronts, including non-original ones of an appropriate design, can be of great importance in contributing to the character and appearance of both
individual buildings and the conservation area and can be of historic and architectural interest in their own right.

3.47 The majority of the Shopfronts in this conservation area are located along the strand, but here are some modern ones of an appropriate design in the renovated arches along Embankment Place.

3.48 The shopfronts to Nos. 1-7 Savoy Court and Nos. 89-104 the Strand are of outstanding quality and fully integrated with the design of the listed building. The timber shopfronts to Cecil House, Nos. 76-86 The Strand are of good quality and for the most part are uniform, following an original design that is in keeping with the style of the building.

The relevant City Council policies concerning historic shopfronts and the design of new ones are DES5 C. Reference should be made to the design guide ‘Shopfronts, Blinds and Signs: ‘A Guide to their Design’ (1990) and ‘Advertisement Design Guidelines’ (1992).

Statues and Monuments

3.49 Many of the country’s most important monuments and statues area to be found in Westminster and they are of significant importance to the townscape of the City and many of these are listed. There is a bronze statue on stone pedestal of Michael Faraday 1791-1867 in a small open spaces outside the Institute of Engineers.

3.50 Victoria Embankment and Victoria Embankment Gardens contain a wealth of monuments and sculptures. Cleopatra’s Needle is the centrepiece of the Embankment between Waterloo and Hungerford Bridges. Carved in 1475 B.C.E, it was first erected at Heliopolis, later moved to Alexandria. In 1877 it was loaded on a specially designed pontoon, reaching London early the following year. It was originally intended to stand in front of the Houses of Parliament, but soil conditions proved unfavourable and it was erected here with elaborate ceremony. The bronze sphinxes to either side were designed by an architect to the Metropolitan Board of Works, George Vulliamy. Others include:

- Bronze statue of Robert Burns 1759-96. Listed Grade II
- Bronze relief of W S Gilbert 1836-1911. Listed Grade II
- Statue of Sir Wilfred Lawson. Listed Grade II
- Lord Cheylesmore memorial - decorative Portland stone screen with water feature. Listed Grade II
- The Belgian War Memorial – bronze group of statues on stone plinth in front of stone wall with 2 relief figures and carvings. Listed Grade II
- Fountain in memory of Sir Henry Fawcett. Listed Grade II
- Imperial Camel Corps Memorial – bronze figure on camel on stone pedestal with 4 bronze panels. Listed Grade II
- Cleopatra’s needle with sphinxes. Listed Grade I
- Robert Raikes – bronze statue. Listed Grade II
- Sir Arthur Sullivan 1842-1900 – bronze bust on tall stone pedestal. Listed Grade II
Street Furniture

3.51 Westminster has an outstanding heritage of interesting and historic street furniture, many of them listed. The appropriate maintenance and protection of these is important as is the need to prevent modern street clutter from detracting from their setting.

3.52 The street furniture along the Embankment itself is of outstanding quality. This stretch of townscape was formed by the Metropolitan Board of Works in the second half of the 1860s under the direction of its then Chief Engineer Sir Joseph Bazalgette. His office was responsible for the very fine dolphin standards atop the granite Embankment parapet, designed by Timothy Butler and the Egyptian-style benches designed by Lewis and G F Vulliamy (1872-74), both listed Grade II. Also of note are the original bases to the kerb-side lamp standards on both sides of the carriageway.

3.53 There is a fine late Victorian Sewer Gas Lamp Standard in Carting Lane (listed Grade II). This cast iron ornamental lamp standard, fuelled by sewer gas with original burners is believed to be the last in Westminster. There is also a listed K6 Telephone kiosk by Hungerford Bridge. At the western end of Savoy place there is a groups of bollards against the boundary to Victoria Embankment Gardens and three of these are of historic interest dating from the 19th century. Policy DES7 F 1 & 2 intends to protect these historic and characteristic features of the street scene.

Historic floorscapes

3.54 Historic floorscapes are important elements in the townscape of an area and often an integral part of landscaping schemes in an urban environment. This can include major city squares or a mews development. Paving, if well-designed and maintained and in suitable quality materials, will contribute to the townscape qualities of an area, often by providing a backdrop to the surrounding built fabric.

3.55 There are areas of historic floorscape in the area. Savoy Steps is finished with granite sets and the enlarged area of footway just to the south of Queens Chapel is paved in York Stone. The colonnade to Shell Mex House river frontage is paved with York Stone.

Open Spaces, Trees and Landscaping

3.56 The principal open space in the conservation area is Victoria Embankment Gardens, a triangular park formed in the mid 1860s on fill excavated for the construction of the Metropolitan District Railway and opened on 13 July 1870. They cover an area of some 20 acres and were designed by Alexander McKenzie. The layout of the paths today still resembles that of the original.

3.57 The Gardens are bounded on the west by Villiers Street, a busy pedestrian route. A planting and paving scheme of the 1970s forms a buffer between the street and the Gardens. Mature planting provides a buffer to the busy Victoria Embankment and helps give a sense of enclosure to the space though there area
views out to the River Thames to the south and buildings to the north. There is a small timber Park Wardens lodge of interest.

3.58 The space is subdivided by its landscaping including deciduous trees and shrubs. At the west end is a concert enclosure formed by shrubs and dominated by a bandstand, all of recent date. Associated with this are walkways and the sunken garden that serve as the setting for York House Watergate (in Adelphi Conservation Area). Immediately east is an open space enclosed by trees and shrubs, and crossed by pedestrian paths. Finally, leading east away from this open space in the direction of Waterloo Bridge is a linear strip of park lined with fine public sculpture.

3.59 Trees provide significant amenity value in an urban environment in both visual and environmental terms. They are important elements in the character and appearance of a conservation area contributing to the townscape in many ways. This can range from a single specimen providing a focal point, a group of mature trees forming part of an historic planting scheme or street trees forming an integral part of an estate layout.

3.60 Groups of mature trees make a significant contribution to the townscape of Victoria Embankment Gardens and the Embankment itself. In the former trees used with deciduous shrubs to create a dense green verge, which is essential to the feeling of calm which suffuses the gardens. The trees to the Embankment help to shield this splendid promenade from the noise and smell of the traffic streaming along Victoria Embankment. They also provide an important green foil to the river edge in views in to the area from the south.

UDP policy ENV 14 seeks to protect trees which make a significant contribution to the character and appearance of a conservation area. Advice on trees and their protection is given in the City Council design guide, Trees and Other Planting on Development Sites.
CHARACTERISTIC LAND USES

3.61 The contribution of land uses to the character and appearance of a conservation area is of importance. This will not only have a direct influence on the building typology or make-up of an area but also on the nature and use of the public spaces and streets. Particular uses may be of historic or national importance and will have dictated the evolution of an area.

3.62 There is a varied pattern of use throughout the conservation area. Broadly speaking the riverside area is dedicated to leisure uses and to transport (Roadway, the underground and the various jetties such as Embankment Pier). Within the remainder of the conservation area there are commercial, employment and institutional uses, most notably the Savoy Hotel. There is also one place of worship, the Queen's Chapel and the Savoy Theatre, but virtually no residential accommodation. The Strand frontage has mainly retail at ground floor level and some restaurants and two public houses. See Figure 16.
Figure 16: Characteristic Land Uses

FIGURE 16
NEGATIVE FEATURES & ENHANCEMENT

3.63 Negative features detract from the special character of an area and present the opportunity for change which will enhance the character and appearance of an area. It may be that simple maintenance works could remedy the situation or in some cases there may be the opportunity to redevelop a particular site.

3.64 Those buildings or features considered to have a negative impact on the character and appearance of the conservation area include:

- Park services building and its surrounding walls, both prominently sited and highly visible in Victoria Embankment Gardens.

- Post-Second World War extension to the bridge linking the first and second phases of the Savoy Hotel, spanning Savoy Way. This white brick structure is out of keeping with the surrounding historic architecture and mars views from the west and east.

- Signage and shopfront to gatehouse on Villiers Street by steps to Watergate Walk

These are shown on the plan in Figure 17.

The City Council will take appropriate steps to ensure the preservation and enhancement of its conservation areas. Schemes for the improvement and enhancement of conservation areas will be encouraged and initiated where possible. Any proposal will be judged against policies DES1 and DES9.
Figure 17: Negative Features
DIRECTORY

Designation and Extension Reports

Audit Designation Report and Statement of Decision.

Listed Buildings and Other Designations

Further Reading & Contacts List
Designation and Extension
Introduction

1. On 6 November 1980 the Town Planning Committee approved, subject to consultations, the designation of an Adelphi Conservation Area. In addition to approving the City Planning Officer’s recommendation to designate the Adelphi area, members also expressed the wish to consider further whether the Shell-Mex House, the Savoy Hotel and the Charing Cross Hotel should be included within the proposed Conservation Area. The following bodies and Societies were consulted: The Greater London Council, the Victorian Society, the Georgian Group, The Westminster Society and the Civic Trust.

Results of Consultations:

2. The Acting Director of Architecture of the Greater London Council, in supporting the designation, has indicated that in his view the Shell-Mex House and the Savoy Hotel are prominent riverside buildings which also preserve some of the adjacent riverside layout of narrow alleys, flights of steps and inner courtyards approached from the Strand. For these reasons he considers they merit inclusion in the area of designation. He notes that on the other hand he does not consider the Charing Cross Hotel as contributing to the river scene, nor as an integral part of the same riverside layout. In his opinion the replacement of the original mansard roof in this century has detracted considerably both from its intrinsic architectural interest and removed any contribution it might have made to the skyline of this part of London, and that therefore it should be omitted from the area of designation.

3. The Victorian Society ‘warmly supports’ the proposed designation and expresses the hope ‘that it will lead to the careful fostering of the buildings, street pattern and other characteristics which make this such an interesting part of London.’ Referring to the possibility of the area of designation including the Charing Cross Hotel, and Shell-Max House, the Victorian Society notes that this ‘would seem sensible’, suggesting that as small conservation areas tend to be easily damaged by unsympathetic development on their boundaries, a wider area of designation should increase the level of protection afforded to the setting of the central area. The Society concludes by expressing a welcome to a tightening of aesthetic control in this sensitive area south of the Strand.

4. The Georgian Group’s comments will be reported to Committee verbally.

5. The Westminster Society have welcomed the proposed designation and have expressed support for the inclusion of Shell-Mex House, the Savoy Hotel and the Charing Cross Hotel. The Society notes that it is particularly concerned to safeguard the views from the River, its bridge and the Embankment, and therefore suggests that the eastern boundary of the area proposed for designation should be extended to Savoy Street, thus enabling stricter planning controls to be applied to any proposed new developments which mar the river views.

6. The Civic Trust has not submitted any representations.
7. The Chairman of the Council of the Royal Society of Arts which occupies premises at Nos. 2 to 8 John Adam Street has welcomed the proposed designation.

Consideration

8. As noted in paragraph 2 of the report considered by Committee on 6 November, it is recognised that the Victoria Embankment Gardens and the area between Adam Street and Savoy Street, which includes Shell-Mex House, the Savoy Hotel and the Savoy Chapel, makes an important contribution to the character and appearance of this part of the City, especially in relation to the curve of the River. It was noted, however, that this area has a different architectural and townscape character to that of the Adelphi area, centred on John Adam Street, which has specifically 17th and 18th century origins and scale.

9. It is therefore considered that the representations made by the Greater London Council, the Victorian Society and the Westminster Society would be met by the inclusion of the area between Adam Street and Savoy Street, including the Victoria Embankment Gardens, into a further and separate, Savoy Conservation Area.

10. The inclusion of the Charing Cross Hotel within the Adelphi Conservation Area is not considered to be appropriate as its architectural and townscape character is not considered to be consistent with the character and appearance of either the Adelphi or Savoy areas.

11. Recommendation

(i) That officers be instructed to proceed with the designation of the area shown on Map No. CD.CO.0027 (to be displayed at Committee) and on the attached plan (Plan A), as the Adelphi Conservation Area under the provision of Section 227 of the Town and Country Planning Act 1971.

(ii) That the area outlined on Map CD.CO. 0028 (to be displayed at Committee) and on the attached plan (Plan B) be approved as suitable for designation as the Savoy Conservation Area, subject to consultations.

IAN LACEY
CITY PLANNING OFFICER
1. **Introduction**

On 26 March 1981 the Committee in considering consultations carried out on the then proposed designation of the Adelphi Conservation Area resolved that an adjacent area, as shown on the attached plan, be designated as the Savoy Conservation Area subject to the results of consultations.

The following bodies were consulted:-


2. **Results of Consultations:**

The G.L.C Acting Director of Architecture had previously commented on the desirability of including Shell-Mex House and the Savoy Hotel within conservation area boundaries when he was consulted on the Adelphi Conservation Area. He subsequently stated that he had no further comments to make on the proposal. The Westminster Society express welcome and support of the proposal and add that the conservation area, should take in as much as possible of the area overlooking the river frontage, to enable strict planning controls to be applied to any proposed new developments which affect the river views. The Victorian Society express warm approval of the proposed designation ‘more especially since it includes a large section of the embankment’ and say “the Society was indeed surprised to learn that this crucially important stretch of London’s riverside is not already protected.” The Georgian Group express support for the proposed designation.

Sir Hugh Wontner writing in his capacity as Chairman of the Savoy Hotel and Chairman of the Savoy theatre supports protection of the area. The Clerk of the Council for the Duchy of Lancaster office (the Duchy being responsible for the administration of the Chapel of the Savoy) notes the proposed designation and has ‘no comments to offer’. No further definitive representations have been received.

3. **Consideration**

Following further detailed assessment of the definition of the proposed boundary since the March 1981 report, it is considered desirable and expedient to adjust the originally suggested boundary of the proposed conservation area so that the newly designated area will conjoin the existing, adjacent Strand Conservation Area to the North-East and Government Precinct Conservation Area to the South-west, principally by the inclusion of the two bridges, Waterloo Bridge to the North and Hungerford Bridge to the South, and the areas immediately adjacent.
would clearly be of advantage in controlling any new development in the respective areas and be a logical recognition of the essential continuity of the riverside townscape. In addition the inclusion of the former Hotel Cecil, Fronting Strand, (now Cecil Chambers) and part of the Shell-Mex House complex, is considered appropriate because of its significant role in the townscape of the Strand.

4. Recommendation

That officers be instructed in proceed with the designation of the area shown outlined on Map CD. CO. 0028.A (to be displayed at the Committee) and on the attached plan, as the Savoy Conservation Area under the provision of Section 277 of the Town and Country Planning Act 1971.

IAN LACEY
CITY PLANNING OFFICER
Summary

1.1 National guidance and advice places the responsibility on the City Council to produce detailed appraisals of each of its 53 conservation areas and to consider the designation of further ones. The Council wishes to adopt the Adelphi and Savoy Conservation Area Audits following full consultation and a public meeting. This report takes on board comments received in writing and at the public meeting following a comprehensive programme of consultation on the draft Audit.

RECOMMENDATIONS

2.1 That the Cabinet Member for City Development resolves to adopt the Adelphi and Savoy Conservation Area Audits (attached in Appendix 4) as Supplementary Planning Guidance.

3 Background Information

3.1 On 22 October 1998, Sub-Committee agreed a priority list of conservation areas to be audited as part of the City Council’s comprehensive review of its then 51 conservation areas (there are now 53). This review is a statutory duty.

3.2 Given the complexity and scale of the City’s conservation areas this process has been broken into three stages involving the production of mini-guides (General Information Leaflets), directories and audits. The audits represent the third and final stage of the preparation of appraisals of all of
the Borough’s 53 conservation areas. Boundary reviews have been undertaken by consultants in conjunction with the preparation of Conservation Area Audits.

4 Detail

4.1 The Adelphi and Savoy Audits were adopted for consultation on 13 December 2002. Extensive public consultation, including a public meeting, has resulted in the policies contained within the Audits receiving widespread public support. The audits have been revised to take on board many of the amendments suggested during the consultation process. Comments made during the public meeting are summarised in the minutes of the meeting.

Original written consultation

4.2 28 letters of consultation were issued on 25 October 2002 to local amenity groups, national bodies, local businesses and ward Councillors inviting them to comment in writing on the draft audits and to attend a public meeting. See list in Appendix 1. A notice was put in the local press and 8 site notices put up within the areas advertising the public meeting.

4.3 7 written responses were received and these are listed in the background paper section. The points that were raised are dealt with in this report. It should be noted that English Heritage and the Westminster Society are very supportive and welcome the adoption of such documents as Supplementary Planning Guidance so that they can assist in the preservation and enhancement of the areas. The Theatres Trust and Railtrack replied stating they had no comments.

Public meeting

4.4 On Thursday 23 January 2003 there was a public meeting at the RSA, John Adam Street, to discuss the Adelphi and Savoy Conservation Area Audits.

4.5 The meeting was chaired by Councillor Angela Hooper, Cabinet Member for City Development, and attended by a representative of the Duchy of Lancaster (See Appendix 2). The audit was presented to the meeting, including numerous amendments and additions.

4.6 Issues of concern, many highlighted in the written responses received, were then discussed. The main points of discussion and matters from the written responses are dealt with below. The majority of points of concern raised have been addressed as can be seen in Appendix 3. All additions to the text are shown in **bold**, and any text to be deleted is **struck through**, in the Audits included in Appendix 4.

Roof extensions and possibility for enhancement
DUCHY OF LANCASTER

4.7 The Duchy of Lancaster considered roof extensions in certain locations would lead to the enhancement of the conservation area. This matter was discussed in full at the meeting.

4.8 Mr Whalley gave an example of works underway to install a shallow copper roof to the vestry to the Queen’s Chapel to improve views from surrounding buildings (replaced white asphalt flat roof). He considers similar benefits could be achieved elsewhere, for example to the rear of No. 110-111 the Strand where the low level roofscape of extensions provide a poor setting to this Chapel. (N.B. these properties are outside the Savoy Conservation Area).

4.9 Mr Whalley also believes that there is potential for improvement at high level. He considers that filling in the gap in the eastern elevation of the Institute of Electrical Engineers building would tidy up that elevation and not prove to be detrimental. It is his view works facilitating the removal of unsightly plant at roof level to Savoy Hill House in conjunction with some sort of roof extension may also be acceptable.

Council Response

4.10 This work was undertaken by consultants on behalf of the Council and is the result of survey work using policy DES 6 which explicitly identifies where roof extensions would be considered unacceptable in Westminster.

4.11 The following paragraph will be added to follow 3.35 in the Savoy Audit. “This section relates to the main skyline of the properties and therefore generally considers the complete roof form to the main part of the building. Some instances of infill or small scale extensions may be acceptable and each one will be judged on its merits.”

4.12 The Council would also consider the benefits of the removal of unsightly high level features such as plant, as part of a roof extension proposal, which has a reduced impact and complies will policy DES 6.

4.13 The survey identifies where roof extensions would not be acceptable as they would have a harmful impact on the townscape, including in long views or those from other properties, or would be harmful to the character or appearance of a particular property. In undertaking the survey it may not be possible to assess some instances where an extension would not be visible and thus may not impact on the townscape character of the area.

4.14 In some cases where it is shown the roof extension would not be visible – from public and private views – then it may be approved even if the audit identifies it as a property where a roof extension would be unacceptable.

Redevelopment as enhancement

INSTITUTE OF ELECTRICAL ENGINEERS

4.15 The Institute believe that the redevelopment of the site of The Institute of Electrical Engineers Building and Savoy Hill House would result in the
enhancement of the area as the current property provides an unsightly gap in views of the built frontage to the river edge.

**COUNCIL RESPONSE**

4.16 These documents aim to describe the character of the area providing a detailed analysis of what is there and where elements such as rooflines should be preserved.

4.17 In view of the number of conservation areas in Westminster and the heavy workload associated with this programme the Council is not preparing enhancement objectives. These would however deal with matters such as returning original features to building etc. rather than suggest where whole scale redevelopment proposals may be acceptable. The latter would form the basis of a planning brief.

4.18 This building has been identified as an unlisted building of merit in the document in recognition of the contribution it makes to the character and appearance of the area and its historic association. The Council do not agree that at present it is detrimental to the character and appearance of the area and that its redevelopment is necessary to enhance the area. This does not necessarily prohibit the redevelopment of the site, any proposals for the site will be judged on their merits following the test set out in PPG 15. It should be noted that the identification of this property as an unlisted building of merit does not place any controls over internal works.

5 **Proposed Extensions to the Conservation Area**

5.1 No boundary alteration were suggested by the consultants. The Duchy of Lancaster have suggested that the properties fronting the Strand to the north of The Queen’s Chapel be considered for inclusion in the Savoy Conservation Area as opposed to the Strand Conservation Area. The Council will look at this following the preparation of Audits for the other conservation areas in the area. The properties already benefit from being within a designated Conservation Area. There have been no boundary alterations proposed for the Adelphi Conservation Area.

6 **Financial Implications**

6.1 There are no financial implications arising from this report at this stage. Expenditure costs will be met from existing revenue budgets.

7 **Legal Implications**

7.1 Under Section 69 (1)(a) of the Planning (Listed Buildings and Conservation Areas Act) 1990 every local authority “shall from time to time determine which parts of their area are areas of special architectural or historic interest the character and appearance of which it is desirable to preserve or enhance”. Planning Policy Guidance Note 15 ‘Planning and the Historic Environment’ interprets this responsibility by advising local authorities to periodically review existing conservation areas and their boundaries.
8 Consultation

8.1 A comprehensive programme of consultation was undertaken, see section 4, involving English Heritage, national amenity societies, local resident groups, ward Councillors and anyone who has expressed an interest.

9 Human Rights Act 1998

9.1 The Human Rights Act came into force in England on 2 October 2000. It gives teeth to the European Convention on Human Rights (ECHR), which was ratified by the UK in 1951 and has been in force since 1953. The Act confers the direct protection of English law in relation to Convention rights. For the purposes of the role of a local planning authority the relevant provisions are: Article 2 - right to life, Article 6 – right to a fair hearing, Article 8 - right to respect for private and family life, Article 14 – prohibition of discrimination and Article 1 of the First Protocol - protection of property.

Conclusion

10.1 The Adelphi and Savoy Conservation Area Audits have been through a comprehensive programme of public consultation. The adoption of such documents as Supplementary Guidance is a statutory duty and the Adelphi and Savoy Conservation Area Audits will help guide development sympathetically in the future. The Audits, with amendments proposed in this report, have gained considerable public support. These document specifically relate Council UDP policies to the local area as encouraged by best practice. Failure to do so would weaken the Councils’ position in implementing its Borough wide polices when determining applications.
APPENDIX 1
LIST OF CONSULTEES
English Heritage
Georgian Group
Victorian Society
SPAB
Twentieth Century Society
Garden History Society
Westminster Property Owners Association
The Royal Household
Councillor Louise Hyams
Councillor Tim Mitchell
Councillor Alexander Nicoll
The Westminster Society
The Theatres Trust
The Society of London Theatres
The Strand, Aldwych and Trafalgar Square Association
The Institute of Electrical Engineers
Royal Society of Arts
Department of Works and Pensions
The Rotch Property Group
The Savoy Hotel
Duchy of Lancaster
Railtrack
London Underground
London Borough of Lambeth
London Borough of Southwark
Head of Parks and Leisure - WCC
Senior Aboricultural Officer - WCC

APPENDIX 2

ATTENDEES OF PUBLIC MEETING

R H Whalley
Councillor Angela Hooper
Rosemarie MacQueen
Gareth Jones

Duchy of Lancaster
Cabinet Member for City Development
Westminster City Council
Westminster City Council
## APPENDIX 3

### COMMENTS RECEIVED

<table>
<thead>
<tr>
<th>Consultee</th>
<th>Comment</th>
<th>Agree/ do not agree</th>
<th>Justification</th>
</tr>
</thead>
</table>
| Westminster Society  
Mr Peter Handley  
Honorary Secretary  
09.01.03 | Both drafts represent the outcome of a great deal of effort and the City Council is to be congratulated on its very thorough approach to the task  
Surprised that the Adelphi is not listed  
Notes importance of uniform design of shopfronts at Cecil Court | Noted | Welcome support  
Noted | This building has been identified as an unlisted building of merit and will consider putting it forward to the DCMS for statutory listing.  
Agree | Council have stated this in the Audit and welcome support |
| The Theatres Trust  
30.10.02 | Do not wish to make any comment | Noted | |
| English Heritage  
22.03.03 | This high quality document considers very fully the historic development and current situation of these very important conservation areas.  
Savoy Audit needs to address the matter of river operations in relation to historic piers/ historic access points and the problems rising from permanently moored vessels and ‘up and over’ access brows. | Noted | Council welcome support  
Noted | Will make reference to the aesthetic issues and possible harm to historic integrity of Embankment wall arising from this matter. |
| The Institute of Electrical Engineers  
02.01.03 | Consider the report should look into more proactive ways of enhancement and improvement, specifically through the redevelopment of the Institute of Electrical Engineers block. | Do not agree | See paras. 4.15-4.17 in main report |
<table>
<thead>
<tr>
<th>Organization</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Duchy of Lancaster & at Public Meeting | Would like paras 3.34-3.35 amended to allow for roof extensions where these would result in improvements, specifically to Savoy Hill House and the Institute of Electrical Engineers and to some of the buildings surrounding The Queen's Chapel.  
Correction of identification of extent of listing of Waterloo Bridge.  
Considers properties north of Queens Chapel should be in Savoy rather than Strand Conservation Area.  
Considers Compound in Victoria Embankment Gardens to be a negative feature |
| | Do not agree |
| | Noted |
| | See paras 4.10-4.13. in main report |
| The Strand, Aldwych and Trafalgar Square Association | No comment on the draft audits.  
Consider efforts should be redirected to produce SPG on improving quality of public realm |
| | Noted |
| | Not a matter for this report most areas identified outside these conservation areas– separate response drafted |
| Railtrack | No comments at this stage |
| | Noted |
| | Consultation letter made it clear that following this exercise these documents would be adopted – any boundary alterations would be consulted on further |
| London Borough of Lambeth | Note high standard of the audits which are well presented and fascinating to read |
| | Noted |
| | Welcome support |
List of Buildings of Special Architectural and Historic Merit

At the time of preparation there were 37 listed buildings in the Savoy Conservation Area. Of these one was Grade I, two were Grade II* and thirty-four Grade II.

<table>
<thead>
<tr>
<th>Name / Address</th>
<th>Grade</th>
<th>Period built</th>
<th>Date listed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Savoy Hotel, 1 Savoy Crt, WC2</td>
<td>II</td>
<td>1886-89 to rear, extension 1903-04</td>
<td>16.1.81</td>
</tr>
<tr>
<td>The Savoy Theatre, Savoy Crt, WC2</td>
<td>II*</td>
<td>1881</td>
<td>23.10.73</td>
</tr>
<tr>
<td>1, Savoy Crt, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/99</td>
</tr>
<tr>
<td>2, Savoy Crt, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/99</td>
</tr>
<tr>
<td>3, Savoy Crt, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/99</td>
</tr>
<tr>
<td>Savoy Chapel, Savoy Hill, WC2</td>
<td>II*</td>
<td>1510-16, 1864 restoration.</td>
<td>24.2.58</td>
</tr>
<tr>
<td>Churchyard Railings and Gates, Savoy Chapel, Savoy Hill, WC2</td>
<td>II</td>
<td>1864</td>
<td>73/42</td>
</tr>
<tr>
<td>96, Strand, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/100;73/0</td>
</tr>
<tr>
<td>97, Strand, WC2, 96, 97 Bank, 97 Strand Unit 2 (In Savoy Court)</td>
<td>II</td>
<td>1903-04</td>
<td>72/100;73/40</td>
</tr>
<tr>
<td>98, Strand, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/100;73/40</td>
</tr>
<tr>
<td>99, Strand, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/100;73/40</td>
</tr>
<tr>
<td>100, Strand, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/100;73/40</td>
</tr>
<tr>
<td>101 Strand, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/100;73/40</td>
</tr>
<tr>
<td>102 Strand, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/100;73/40</td>
</tr>
<tr>
<td>103 Strand, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/100;73/40</td>
</tr>
<tr>
<td>104, Strand, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/100;73/40</td>
</tr>
<tr>
<td>Shell-Mex House</td>
<td>II</td>
<td>1931</td>
<td>25.2.87</td>
</tr>
<tr>
<td>89-95, Strand, WC2</td>
<td>II</td>
<td>1903-04</td>
<td>72/99</td>
</tr>
<tr>
<td>Cleopatra’s Needle, Victoria Embankment, SW1</td>
<td>I</td>
<td>1877</td>
<td>24.2.58</td>
</tr>
<tr>
<td>Sphinxes Victoria Embankment, SW1</td>
<td>I</td>
<td>1878</td>
<td>24.2.58</td>
</tr>
<tr>
<td>Embankment River Wall, Stairs and Lamp Standards, Victoria Embankment, SW1</td>
<td>II</td>
<td>1864-70</td>
<td>5.2.70</td>
</tr>
<tr>
<td>21 bench seats set on embankment pavement, Victoria Embankment, SW1</td>
<td>II</td>
<td>1872-74</td>
<td>73/57,74/18,83/54,92/13</td>
</tr>
<tr>
<td>Hungerford House, Victoria Embankment, SW1</td>
<td>II</td>
<td>1900-01</td>
<td>83/34</td>
</tr>
<tr>
<td>Monument, Sullivan, Sir Arthur, Victoria Embankment, SW1</td>
<td>II</td>
<td>1903</td>
<td>24.2.58</td>
</tr>
<tr>
<td>Monument, Robert Raikes, Victoria Embankment, SW1</td>
<td>II</td>
<td>1880</td>
<td>24.2.58</td>
</tr>
<tr>
<td>Monument, Imperial Camel Corps, Victoria Embankment, SW1</td>
<td>II</td>
<td>1920</td>
<td>24.2.58</td>
</tr>
<tr>
<td>Monument, Henry Fawcett, Victoria Embankment, SW1</td>
<td>II</td>
<td>1886</td>
<td>24.2.58</td>
</tr>
<tr>
<td>Monument, Cheylesmore, Lord, Victoria Embankment, SW1</td>
<td>II</td>
<td>1930</td>
<td>24.2.58</td>
</tr>
<tr>
<td>Monument, Burns, Robert, Victoria Embankment, SW1</td>
<td>II</td>
<td>1884</td>
<td>24.2.58</td>
</tr>
<tr>
<td>Monument, Belgian Memorial, Victoria Embankment, SW1</td>
<td>II</td>
<td>1917-1920</td>
<td>24.2.58</td>
</tr>
<tr>
<td>Waterloo Bridge, SW1</td>
<td>II</td>
<td>1937-42</td>
<td>16.1.81</td>
</tr>
</tbody>
</table>
OTHER DESIGNATIONS
The following conservation areas adjoin this conservation area: Covent Garden, Strand, Trafalgar Square, Whitehall, Adelphi.
SAVOY CONSERVATION AREA
ARCHAEOLOGICAL SITES: MEDIEVAL, POST-MEDIEVAL

ARCHAEOLOGICAL SITES:
m  Medieval (AD 1066–1485)
P  Post-Medieval
b  Bronze Age (Obelisk: Cleopatra’s Needle – positioned here in the 19th Century)

One letter is assigned to each find, thus 'mmm' denotes three medieval finds.
Area of Special Archaeological priority- Ludenwic and Thorney Island

This area is primarily located adjacent to the Thames and the Strand and stretches from the Palace of Westminster to Middle Temple. Ludenwick was a middle Saxon trading settlement (7th to 9th centuries) located in the vicinity of the Strand and Covent Garden. At this time, London appears to have comprised two distinct elements: the old walled town located in what is now the City of London, and Ludenwick which comprised a much larger mercantile centre. Ludenwick during the period of Viking raids in the mid to late 9th Century.
Victoria Embankment Gardens (1864-70) by Joseph Bazelgette is on the Register of Historic Parks and Gardens, Grade II*.
REGULATION 7 DIRECTION

This direction covers the whole of the conservation area and is designed to control the size, location and colour of estate agent’s boards. Uncontrolled proliferation of these boards is considered to be severely detrimental to the appearance and amenity of the area. In summary normal deemed consent rights relating to the display of boards have been removed and replaced by a strict code of control. Express consent is required for all boards. Reference should be made to the Council’s Boardwatch guide.

ARTICLE 4 DIRECTIONS

There are no Article 4 directions affecting this conservation area.
PUBLICATIONS

Design Briefs and Guidelines
Further reading and sources of information
Design Guides, Policies and Planning Briefs

This following information produced by the City of Westminster Planning Department that may be particularly relevant to the Savoy Conservation Area.

<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Unitary Development Plan (UDP)</td>
<td></td>
</tr>
<tr>
<td>The City of Westminster Unitary Development Plan</td>
<td>1997</td>
</tr>
<tr>
<td>The City of Westminster Proposals Map</td>
<td>1997</td>
</tr>
<tr>
<td>The Unitary Development Plan is the City Council's statutory planning document. It provides a detailed framework for new development, development control, conservation and land use policies and proposals.</td>
<td></td>
</tr>
<tr>
<td>General Planning</td>
<td></td>
</tr>
<tr>
<td>Design Guides and Planning Briefs Specific to Savoy</td>
<td></td>
</tr>
<tr>
<td>Savoy Conservation Area No. 31 – General Information Leaflet</td>
<td></td>
</tr>
<tr>
<td>General Policies</td>
<td></td>
</tr>
<tr>
<td>Guide to the Planning Enforcement System in the City of Westminster</td>
<td>1993</td>
</tr>
<tr>
<td>Map of Designated Conservation Areas in Westminster</td>
<td>1997</td>
</tr>
<tr>
<td>Development and Demolition in Conservation Areas</td>
<td>1996</td>
</tr>
<tr>
<td>The Listing of Buildings of Special Architectural or Historic Interest</td>
<td>1996</td>
</tr>
<tr>
<td>Repairs and Alterations to Listed Buildings</td>
<td>1996</td>
</tr>
<tr>
<td>Historic Parks and Gardens in Westminster</td>
<td>1997</td>
</tr>
<tr>
<td>Design Guides</td>
<td></td>
</tr>
<tr>
<td>Westminster's Architectural Heritage at Risk</td>
<td>1991</td>
</tr>
<tr>
<td>(Guidance about architectural theft for owners or historic buildings.)</td>
<td></td>
</tr>
<tr>
<td>Advertisement Design Guidelines</td>
<td>1992</td>
</tr>
<tr>
<td>Blinds: Guidelines for their selection and fitting</td>
<td></td>
</tr>
<tr>
<td>Boardwatch</td>
<td>1996</td>
</tr>
<tr>
<td>(An information pack of estate agents' boards and the laws about their display.)</td>
<td></td>
</tr>
<tr>
<td>Lighting Up the City</td>
<td>1994</td>
</tr>
<tr>
<td>(Council policy and practical advice on the floodlighting of buildings and monuments.)</td>
<td></td>
</tr>
<tr>
<td>Mobility Guide</td>
<td>1989</td>
</tr>
<tr>
<td>Plant and Air Conditioning Equipment: Guidance Notes</td>
<td>1993</td>
</tr>
<tr>
<td>Public Art in Westminster</td>
<td>1994</td>
</tr>
<tr>
<td>Railings in Westminster</td>
<td>1997</td>
</tr>
<tr>
<td>Refuse Storage Requirements</td>
<td>1996</td>
</tr>
<tr>
<td>Shopfronts: Security Shutters</td>
<td>1995</td>
</tr>
<tr>
<td>Shopfronts: Blinds and Signs</td>
<td>1993</td>
</tr>
<tr>
<td>Stucco: A Guide to its Care and Maintenance</td>
<td>1994</td>
</tr>
<tr>
<td>The Placing of Tables and Chairs on the Highway</td>
<td>1994</td>
</tr>
<tr>
<td>Trees and Other Planning on Development Sites</td>
<td>1996</td>
</tr>
</tbody>
</table>
Further Reading

History
Aldous, T., A Prospect of Westminster (1989) see esp. Ch. 2: ‘The Heart of London’

Historic Map Books

The Legal Framework
Planning Policy Guidance: Planning and the Historic Environment (PPG15) (Departments of the Environment and National Heritage, September 1994)
Planning (Listed Buildings and Conservation Areas) Act 1990 (HMSO)
Speer, R. and Dade, M., How to Stop and Influence Planning Permission (Stonepound Books, 1994)
Suddards, R., Listed Buildings (Sweet and Maxwell, 1988)

Advice from English Heritage
Office Floor Loading in Historic Buildings, June 1994
Pubs: Understanding Listing, April 1994
Conservation Area Practice: Guidance on the Management of Conservation, June 1993
Street Improvements in Historic Areas, August 1993
Investigative Work on Historic Buildings, 1991
Repair Grants, January 1995
Easy Access to Historic Properties, October 1995

Local History
For information on all aspects of local history contact:

City of Westminster Archive Centre
10 St. Ann's Street
London SW1P 2XR
General Enquiries: Tel: (020) 7641 5180
WESTMINSTER CITY COUNCIL CONTACTS LIST

Planning Information
For all planning enquiries contact:
Tel: (020) 7641 2513 or Fax: (020) 7641 2515
Email: PlanningInformation@westminster.gov.uk

Or write to:
South Area Planning Team
Development Planning Services
Department of Planning and City Development
Westminster City Council
City Hall, 64 Victoria Street,
London SW1E 6QP

One Stop Services
Where you can view or purchase the Council's Unitary Development Plan and
other documents giving advice on access and design matters. The addresses are:
62 Victoria Street, SW1
(Open 8.30am - 7pm Monday, Tuesday, Wednesday, Thursday & Friday; 9am -
1pm Saturday)
317 Harrow Road, W9
(Open 8am - 5pm Monday, Wednesday & Friday; 8am - 7pm Tuesday &
Thursday)
91-93 Church Street, NW8
(Open 8am - 5pm Monday, Tuesday, Wednesday & Friday; 8am - 7pm Thursday;
9am - 3pm Saturday)

Further Information
For contacts regarding other frequently used services refer to the City Council's
Services, Libraries and Council Information Points or by contacting: Tel: (020)
7641 8088 or Fax: (020) 7641 2958

Braille, tape or large print versions are available by ringing (020) 7641 8088.
Reference copies in these formats can be found at the City Council's One Stop
Services and Libraries.

Alternatively you can ring the City of Westminster General Inquiries number for
assistance. Tel: (020) 7641 6000