

Response ID ANON-4Z7Y-CGQ7-G

Submitted to **Have your say on the transformation of Oxford Street**

Submitted on **2018-01-03 10:49:35**

Our proposals

1 Do you support our proposals for the transformation of the Oxford Street district?

Yes, but I have some concerns about certain elements of the proposals (please tell us below)

If you have any comments about our proposals, please explain them below.:

We support the principle of increased pedestrianisation of town centres to create a more inclusive, accessible and in particular, more walkable environment. This ought to make urban centres more suitable for a population including more older people and more disabled people. We agree that the conditions in and around Oxford Street required action, given the issues arising from congestion both of traffic on the road and at times, pedestrians on the pavements.

Our concerns arise from the possible impact of the proposals on older and disabled residents of the surrounding area, and on older people from elsewhere who have been used to accessing Oxford Street shops by bus. We raised this at one of the stakeholder workshops in summer 2017. There was a presentation of average increased walking distances from bus stops to different sections of Oxford Street, clearly implying that walking distances to particular locations might be greater, and therefore suggesting that some individuals might have difficulty accessing particular shops.

Recently we have been contacted by Grosvenor Mayfair Residents Association, whose members include older and disabled people living in social housing in the local area (south of Oxford Street West) raising a number of concerns which we think have to be addressed, including:

- "Some less-able local residents cannot use the underground, despite the multi-lift, step-free access at Bond Street and Davies Street. Currently they rely on the Oxford Street buses to reach local Oxford Street shops, cheaper and more varied shops elsewhere, hospitals and other health services, and to visit friends, family or to get to cultural venues."
- "It is necessary but not sufficient to provide seating every 50 metres en routes to the relocated (and fewer) bus stops; the accumulated walks between seats will make it too hard for many to make the trip."
- "the distance to bus stops and to shops on the far side of Oxford Street may be lengthened for those who will find it hard to walk across the main east-west pedestrian flows; they will have to walk to where there is an east-west traffic road in order to cross where traffic lights stop the pedestrians. The main food shops are on the north side of Oxford Street"
- Concern about how older or disabled local residents will access a number of hospitals, including Guy's Hospital, St Thomas's, Charing Cross Hospital and others further away
- Lack of provision for mobility scooter parking so far

It might also be supposed that older/disabled social housing residents are likely to be on low incomes and therefore less able to use taxis as an alternative to buses for accessing shops on Oxford Street and elsewhere.

We were very concerned to read in the consultation material that there is no firm plan to have a mobility scheme to help people along Oxford Street but only consideration of its feasibility, in other words it might not be judged feasible.

In our view it is absolutely indispensable to have mobility support, otherwise the scheme risks excluding from Oxford Street many people who are less able to walk. The mobility support needs to be accessible sufficiently close to the homes of local residents who need it.

2 We have explained that we will develop proposals for the section of Oxford Street between Oxford Circus and Tottenham Court Road based on the issues of concern raised by respondents to our last consultation, which included concerns about traffic displacement, access by public transport and the management of the area. If you believe there are any other issues we should take into account in developing proposals for the eastern section of Oxford Street, or have any other comments about this issue, please record them below.

Comments:

Our response to further proposals for pedestrianisation of Oxford Street East will be strongly influenced by the response which has been made in practice to concerns about accessibility for older and disabled local residents. In particular we will look at whether satisfactory mobility support has been made available for Oxford Street West and whether this has been budgeted for in the Oxford Street East proposals.

About you

3 What is your name?

Name:

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4 What is your email address?

Email:

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5 Please provide us with your postcode?

Postcode:

6 Are you (please tick all boxes that apply):

Not local but interested in the scheme

Other:

7 If responding on behalf of an organisation, business or campaign group, please provide us with the name:

Organisation:

Age UK London

8 How did you find out about this consultation?

Received an email from TfL and Westminster City Council

Other:

9 What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?

Acceptable