

Response to the Transformation of Oxford Street Consultation

03 January 2018

1. London Chamber of Commerce and Industry (LCCI) is the largest capital-focused business advocacy organisation representing the interests of over 3,000 companies from small and medium-sized enterprises through to large, multi-national corporates. Our member companies operate within a wide range of sectors across all 33 London local authority areas – genuinely reflecting the broad spectrum of London business opinion.
2. As the voice of London business, we seek to promote and enhance the interests of the capital's business community through representations to central government, the Mayor and London Assembly, Parliament and media, as well as international audiences. Through member surveys and commissioned research, LCCI seeks to inform and shape debate on key business issues.
3. The freight and transport industries are strongly represented amongst LCCI membership, including through our Transport Committee which provides input and expertise around live transport issues affecting the capital.

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

4. LCCI broadly supports the proposals put forward in TfL's Transformation of Oxford Street Consultation. By 2020 the capital is forecast to reach a population of nine million and London will achieve 'megacity' status by 2027 with over ten million citizens. Given rapid population expansion and the imminent arrival of the Elizabeth Line, we need to consider innovative ways to address congestion and transform Oxford Street into a world-class place to live, work and visit. Businesses across London support the pedestrianisation of Oxford Street, but it must be done right with measures put in place to support local businesses who might be adversely affected.
5. We understand that the transformation of Oxford Street is part of a wider transformation project taking place across the West End, which includes the upgrading of Bond Street and Tottenham Court Road stations and the arrival of Crossrail. It is essential that the planning and implementation phase of this transformation gets it right the first time around, ensuring that steps to make Oxford Street into the world's best outdoor shopping experience happen alongside sensible planning for the surrounding areas and for the freight and logistics needs of Oxford Street and its locality. Consequently, LCCI welcomes the approach to this consultation - in particular, the very detailed modelling that has been carried out by WCC and TfL. Additionally, the open nature of this consultation has allowed a great deal of engagement from local businesses and freight operators who depend upon business as usual in Oxford Street.
6. It is essential the final plan for the transformation of Oxford Street resolves several outstanding issues that the freight industry has brought forward during the consultation process. Freight plays a vital, if not always appreciated role, in our everyday lives. From stocking our high street shelves to supplying the raw materials we need to sustain our growing population, and demands on the capital's freight industry have never been higher. The transformation of Oxford Street has raised several questions regarding traffic mitigation and the various accommodations which must be made for the freight industry, including adequate loading bays and the retiming of deliveries.

7. The freight industry, represented within LCCI's membership, is ready to explore options to achieve a sensible balance between public and commercial needs. For example, the transformation of Oxford Street is an opportunity to review the provision of existing loading bays to assess whether they are appropriate to the needs of local businesses, and to consider the retiming of deliveries to mitigate the impact of freight traffic. Flexibility is essential, and the option of night-time freight access either to the full length of Oxford Street - or to certain sections of it - must be fully explored.
8. Finally, on ensuring further efficiency in freight deliveries, positive steps have already been taken by TfL to boost consolidation and improve efficiency to reduce the number of unnecessary journeys made into the West End. A recent poll of London businesses for LCCI found 87% agreed that grouping parcels for companies or buildings would help reduce businesses' impact on congestion, and over four fifths backed businesses working together on waste collection¹. Business is willing to do its bit and the momentum behind this effort must be maintained.
9. LCCI would be happy to clarify or provide further comment on any matter raised within this response.

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¹ ([ComRes survey for LCCI of 569 London businesses, August-September 2017](#))