



By email: haveyoursay@tfl.gov.uk

2 May 2025

Dear Sir/Madam,

Oxford Street Transformation – Establishing a Mayoral Development Corporation

Thank you for the opportunity to comment on the proposals to create a Mayoral Development Corporation in the West End. Marble Arch Business Improvement District (BID) represents the interests of 200 businesses from Park Lane in the south to Paddington Green in the north. These include hotels and venues, offices, shops, restaurants and cafes – businesses of all sizes including on Oxford Street and around Marble Arch.

The BID welcomes the new model for bringing forward transformation, and the inclusion of Marble Arch within the proposed boundary of the Mayoral Development Area. We have some specific points to make under a small number of themes:

Boundary of the Mayoral Development Area

We are delighted that Marble Arch is included in the proposed MDA. We do have some concerns about the northern boundary in our district appearing to cut some key walkable routes in two and would wish to see a commitment to continuity of public realm, streetscape and long-term management for the side streets reaching to Seymour Street, including the whole of Old Quebec Street and lower Great Cumberland Place. The boundary should be driven by logical public realm zones, and in this way will provide opportunities for surrounding high streets.

Whilst we understand the desire to start with Orchard Street to Oxford Circus there is a risk that this creates a two-tier Oxford Street with the western boundary unable to compete with the central section following public realm investment. The Marble Arch transformation scheme is the opportunity to unlock this challenge and create a stunning gateway to Oxford Street through the delivery of a flagship civic space under the Mayor in the heart of central London.

Of the three Oxford Street ‘hubs’ (Marble Arch, Oxford Circus and Tottenham Court Road), Marble Arch offers the greatest potential for economic uplift, amenity and activation. As a new public square, it will act as the necessary draw to the far extent of Oxford Street in the west and anchor the prosperity of this section, particularly should the proposed pedestrianisation not be achievable west of Orchard Street.

Governance

We aren’t the first organisation to request a seat at the table on the future of the district, and we certainly won’t be the last. However, there is a very strong case for the inclusion of BIDs within the governance framework, either on the MDC itself or through an arms-length grouping of West End BIDs. Between Marble Arch BID, NWEA, Baker Street Quarter, Harley Street, Central District

Alliance and Fitzrovia BIDs we offer district-wide end-to-end business representation, underpinned through legislation and re-tested every five years through statutory ballots. No other organisations can represent businesses across the West End with the same credibility, transparency or legal basis.

BIDs unlock resources and can be robust vehicles for adopting spaces and the management of the public realm. Between the Westminster BIDs alone they spend over £3.5 million annually on street security in the Oxford Street district. As trusted partners the West End BIDs are central to the successful long-term curation of the Oxford Street district and its success as a safe, active, inclusive and welcoming place.

BIDs can mobilise that all-important business confidence, and voice, that has been dented by uncertainty around Oxford Street in recent years.

Accessibility

Many respondents and commentators have put access and accessibility front and centre in their responses so we will not focus on that in our response, as important as it is.

Safe cycling routes are critical, and segregation of cyclists and pedestrians will be important in the Marble Arch space. We would like to see a reduced reliance on Hyde Park for commuter cycling by releasing highway provision in the permanent scheme here and a natural full integration with the Oxford Street E-W and N-S schemes.

Step free access remains a high priority in the overall design detail for the whole district, including at those remaining stations that do not offer this to those who need it. This has been raised repeatedly by our hotels, venues, galleries and attractions.

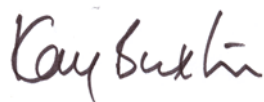
Animation and Activation

We support the vision of transformation through diversifying the mix of uses and embracing the experiential offer on Oxford Street and at Marble Arch, already evidence in our BID area by the arrival and seamless integration of Frameless and MOCO. Food and beverage beyond the grab and go offer has been slow to respond and we would welcome the Mayor's intervention to see high-quality F&B and more cultural uses flourish in the district.

The activation of the district at night is an opportunity to reclaim streets for people, push back anti-social behaviour and make Oxford Street competitive once again as a place to socialise.

Over a quarter of our BID members will be within the proposed Mayoral Development Area and share their front door with the jewel in London's crown. Thank you again for the opportunity to comment. We look forward to seeing and fully engaging with the next round of consultation.

Yours faithfully,



Kay Buxton
Chief Executive