

Communication and Engagement Plan



Bank Junction Experimental Traffic Order





Bank Junction Experimental Traffic Order

City of London

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EXECUTIVE SUMMARY

Bank Junction, a pivotal transport hub in the City of London, has undergone significant transformations through the Bank on Safety and All Change at Bank projects. These initiatives improved safety, enhanced the pedestrian environment, improved bus journey times and supported better air quality. Nonetheless, concerns remain regarding accessibility, particularly for individuals who rely on taxis. To address these concerns, an Experimental Traffic Order (ETO) will trial allowing taxis controlled access through the junction between Poultry and Cornhill only during restricted hours, while maintaining existing restrictions on other motor vehicles. Taxis are defined as black taxis (or hackney carriages) and do not include private hire vehicles.

The ETO can remain in effect for 18 months, during which time a decision must be made to make it permanent or to revert back to the existing restrictions. The decision-making process is expected to begin not earlier than 12 months after implementation, which will mean the scheme, and associated monitoring, will have been in place for at least 1 year. The proposed changes must remain unchanged for at least 6 months.

This Communications and Engagement Plan outlines the approach for engaging with and evaluating the ETO's consultation alongside the monitoring strategy evaluating effects on safety, traffic flow, pedestrian wait times, bus journey times, taxi availability, and the overall user experience. Together these documents establish clear success criteria, setting out a structured methodology for engagement, consultation, communication, data collection, and details how stakeholder feedback will be incorporated. By working collaboratively with transport operators, emergency services, community groups, and advocacy organisations, the project team will ensure a thorough review of operational performance and user perceptions. The findings from this experimental period will inform a future decision on whether to make the changes permanent, ensuring that accessibility improvements are balanced with the safety, environmental, and public-realm benefits delivered at Bank Junction.

1 INTRODUCTION

1.1 Background

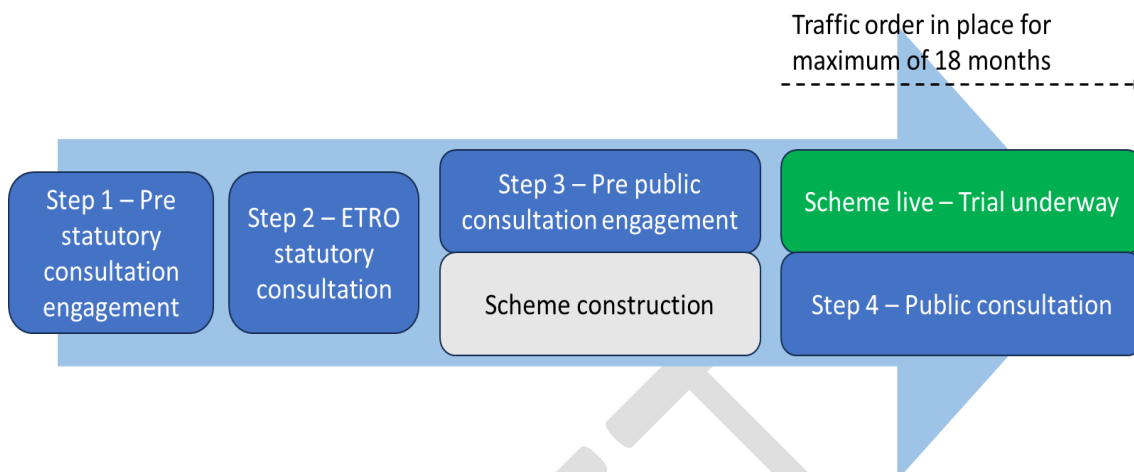
- 1.1.1 Bank Junction, a pivotal transport hub in the City of London, has undergone significant transformations through the Bank on Safety and All Change at Bank projects. These initiatives improved safety, enhanced the pedestrian environment, improved bus journey times and supported better air quality.
- 1.1.2 Timed restrictions have been in place since 2017 to limit the junction to use by people cycling and buses only.
- 1.1.3 This, along with wider improvement works to Bank Junction, have been ongoing to make the area a safer and more pleasant place to travel through and visit, as part of a strategy to:
- Reduce casualties by simplifying the junction;
 - Reduce pedestrian crowding levels;
 - Improve local air quality; and
 - Turn Bank into a place to spend time in rather than pass through.
- 1.1.4 Nonetheless, concerns remain regarding accessibility, particularly for individuals who rely on taxis.
- 1.1.5 In June 2024, elected Members of the City of London Corporation voted to work towards allowing taxis to access Bank Junction for a trial period. The decision was made by the Court of Common Council, the City Corporation's premier decision-making body. A further decision is expected in February 2025 on the detail of that experiment.
- 1.1.6 The final phase of All Change at Bank works finished in June 2024, and delivered further footway widening, new paving, kerbs and wider pedestrian crossing points.
- 1.1.7 Trees and Rain gardens (Sustainable Urban Drainage) have also been delivered, as part of the City Corporation's Climate Action Strategy which commits the organisation to supporting the achievement of net zero for the whole Square Mile by 2040.
- 1.1.8 Introducing a new Experimental Traffic Order (ETO) will trial allowing taxis access through the junction between Poultry and Cornhill only during restricted hours, while maintaining existing restrictions on other motor vehicles. Taxis are defined as black cabs (or hackney carriages) and do not include private hire vehicles.
- 1.1.9 The ETO can remain in effect for 18 months, during which time a decision must be made to make it permanent or to revert back to the existing restrictions. The decision-making process is expected to begin not earlier than 12 months after implementation, which will mean the scheme, and associated monitoring, will have been in place for 1 year. The proposed changes must remain unchanged for at least 6 months.

- 1.1.10 The Monitoring Strategy for the Bank Junction ETO outlines the approach for evaluating the ETO's effects on safety, traffic flow, pedestrian wait times, bus journey times, taxi availability, and the overall user experience. It establishes clear success criteria, sets out a structured methodology for data collection, and details how stakeholder feedback will be incorporated. Key metrics will be closely monitored and compared to established baselines. By working collaboratively with transport operators, emergency services, community groups, and advocacy organisations, the project team will ensure a thorough review of operational performance and user perceptions. The findings from this experimental period will inform a future decision on whether to make the changes permanent, ensuring that accessibility improvements are balanced with the safety, environmental, and public-realm benefits delivered at Bank Junction.
- 1.1.11 The City Corporation's Transport Strategy states that the City are actively seeking a yet undeveloped automated solution for identifying taxis carrying registered disabled passengers that can potentially allow them to use otherwise restricted streets and reduce the potential for higher fares. If this system becomes available, then existing restrictions will be reviewed to assess their suitability for allowing this limited access.
- 1.1.12 A similar scheme has been launched in neighbouring London Borough of Hackney. There, taxi users with long-term mobility difficulties or visual impairments will get an exemption through six bus gates in the borough as part of a pilot scheme within a low traffic neighbourhood. City officers will be following the developments and results of this pilot.
- 1.1.13 Feasibility modelling has been undertaken and was part of the decision making in November 2024.

1.2 Statutory Requirement

- 1.2.1 An Experimental Traffic Regulation Order (ETO) is subject to a legal statutory requirement of a 6-month consultation period but can stay in force for a maximum of 18-months, whilst the decision is made whether to make the change permanent.
- 1.2.2 An Experimental Traffic Order allows for the effectiveness of a change to be trialled before a decision is taken to make it permanent in the future. Once the ETO comes into force, there is a statutory 6 month period within which anyone may object.
- 1.2.3 The ETO can remain in effect for 18 months, by which a decision must be made to make it permanent or to revert back to the existing restrictions. The decision-making process is expected to begin no earlier than 12 months after implementation; however, to ensure there is sufficient time to complete all necessary procedures within the 18-month timeframe, the aim is for the final report and decision to be made around month 15 of the experiment. By this stage, the scheme, and associated monitoring, will have been in place for at least 1 year. It is acknowledged that complete 12-month data- particularly for safety may not be available. The proposed changes must remain unchanged for at least 6 months for the experiment to be valid.
- 1.2.4 During the 18 months, processes need to be put in place to make the scheme permanent, if this is the final decision.
- 1.2.5 Consideration must be given to the public sector equality duty during this decision-making process. This can be addressed through the Equality Impact Assessment process.
- 1.2.6 The approach to the ETO engagement process can be summarised in the diagram below (source: TfL):

Figure 1.2: ETO Engagement process



1.2.7 The final engagement report will ensure that the principles of the ‘active listening approach and this approach is summarised in Figure 1.21 below.

Figure 1.21: ETO Active listening engagement approach (Source: TfL)



1.3 Wider public consultation

1.3.1 In addition to the statutory consultation, a wider public consultation will be carried out with principles such as:

- the consultation must be carried out at a formative stage e.g. before a final decision
- sufficient information concerning the proposal must be given to the consultees in order for them to respond
- an adequate amount of time must be given for consideration and response
- the result of the consultation must be taken into account when making the final decision.

1.3.2 From a reputational perspective, it is also important that the consultation should comply with the City Corporations own key principles:

- keep an open mind and run consultations in an open and honest way
- be clear about what we are consulting on and what we will do with the findings
- give all relevant parties the chance to have their say
- provide sufficient time and information to enable people to engage
- take views expressed in consultations into account when we make decisions
- provide effective and timely consultation feedback

1.3.3 The Cabinet Office Consultation Principles set out further guidance, generally taken as good practice, including the need for consultations to be clear, concise and targeted.

1.3.4 Engaging the public ensures better decisions as a result from the dialogue with local communities. Good quality engagement is an important part of the process to deliver a successful scheme.

1.3.5 Engagement work needs to be proportionate to the impact of what is changing. The consultation phase responding back (you said, we did Fig.1.21) to the community informs how their comments have been reflected in the final proposals. Consultation is about creating timely dialogue through various forms of engagement with stakeholders, whose responses can help shape the outcome.

1.3.6 The recommended approach to engagement focuses on communication and consultation through active and meaningful engagement in how the City Corporation delivers services, change, and policy.

1.3.7 The wider public consultation will be advertised from the beginning of the experiment with the online survey going live 4 weeks from the start of the experiment, and will run concurrently with an engagement and communication campaign for 6 to 8 weeks from this date. The survey will then remain available online until the end of the statutory consultation. This will provide a sufficient period for correspondence, reporting and consultation analysis for inclusion in the committee report as part of the final decision making process.

2 SUMMARY

- 2.1.1 Detailed and thorough communications are essential for successful stakeholder engagement and consultation. Including digital communication and correspondence, in person activity to enable a convenient way for the public and businesses to complete the consultation. Tailored engagement builds a clear plan and evidence base of who has contributed to the consultation.
- 2.1.2 To achieve this the engagement and consultation process aligns with the ETO statutory requirements whilst actively reaching local businesses and stakeholders. Due to the limited nature of changes to the existing scheme a radius of 250m (aligns with TFL Bishopsgate consultation) is proposed for communication and stakeholder engagement. Focusing on those most directly impacted at Bank Junction includes businesses, those frequently in temporary transit, tourists and commuters who have specific travel requirements.
- 2.1.3 Engaging the 167 residential addresses and 580 registered commercial addresses in the 250m area includes those registered through the City Belongs network, and other internal networks such as Women in Business.

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3 COMMUNICATION OBJECTIVES

3.1.1 The objectives of this Communication and Engagement Plan are to:

- Improve understanding for stakeholders and local community of the experiment. This includes the benefits such as increased access to travel options with the introduction of Black Taxis.
- Improved understanding of stakeholders' sense of place and safety at Bank Junction from stakeholders and public.
- Increase public and stakeholder knowledge and understanding of the proposed changes; highlight the benefits and impacts to the community; and address any misunderstandings and concerns that the public and stakeholders may have.
- Communicate how and where stakeholders and the public can get involved.

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4 AUDIENCE

4.1 Stakeholders and wider audience

- 4.1.1 The Square Mile is diverse – bringing together more than half a million people from every imaginable community to work, live, inspire and innovate within a few minutes of one another. The City Belongs Project promotes engagement within the City, also encouraging those from under-represented groups to stand in City elections and get involved in the civic life of the Square Mile. Bank is an area where new companies and networks are incubated and established with those interested in starting City Belonging Networks including Women, LGBTQ+, Latin Americans, Neurodiversity, Military veterans and reservists and a number of faith and national communities.
- 4.1.2 The 250 metre consultation boundary area includes businesses, places of worship and residential properties, stakeholder organisations and business networks. Levels of activity in the area have peaks times aligned with commuters and operational times for businesses, whilst an active nighttime economy continues to grow.

Stakeholders

- Other public sector bodies and organisations including healthcare, emergency services
- Private sector businesses identified by location
- Transport operators and freight
- Residents and amenity groups
- Sustainable travel / access and disability groups

Wider audience

- 4.1.3 The public will be affected by the proposals in different ways. We will consider audiences based in different areas of the City and beyond and how the proposals may affect them.
- 4.1.4 Prior to the ETO, it is proposed a local 4-8 week perception survey of Bank Junction be carried out to gather baseline data on the perception of safety and place in line with guidance from TfL Healthy Streets. Including a digital survey online promoted widely and in-person activity carried out with a number of in person surveys and interviews conducted at Bank Junction with the public.
- 4.1.5 The perception survey and consultation allow for data analysis including where people have responded from and their relationship to Bank Junction. With the local audience most impacted this is reflected in the level of local engagement and communication.

4.2 Baselining key stakeholders current positions

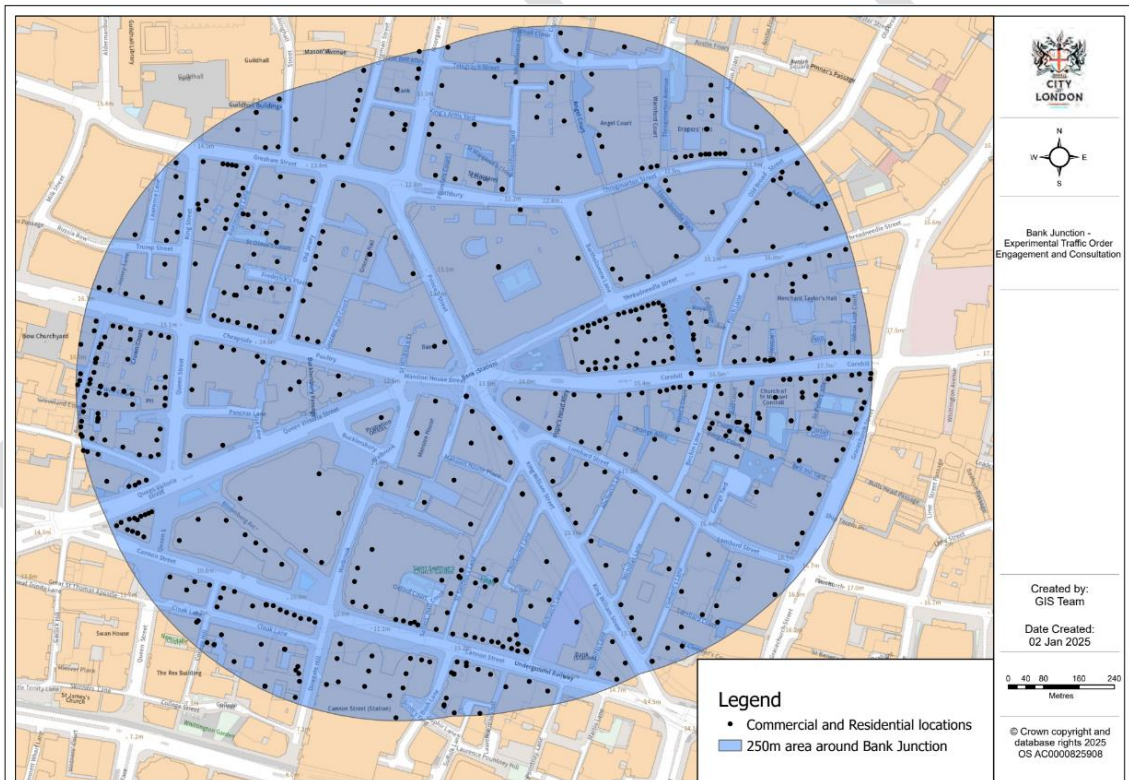
Stakeholder Mapping

- 4.2.1 Local stakeholder mapping of a 250 metre radius of Bank Junction; 580 commercial properties and 167 residential properties. Businesses are grouped by commercial use; hotels, medical, retail, leisure, places of worship and offices. Grouping in this way allows communication appropriate to the needs of the business. Hospitality as a sector, functions differently to Finance with different transport requirements. Detailed further in the tactical engagement section below. Businesses engaged with who aren't already aware of City Belongs project will be encouraged to register with the platform. Full list in appendix.

4.2.2 Output from the perception survey prior to the ETO provides baseline data of the current perception by businesses, stakeholders and the wider public of a sense of place and safety in the Bank Junction area. Local businesses are mapped below and include;

- The Bank of England
- Mansion House
- Browan Solicitors
- The Ned Hotel
- Lombard St Bar
- St Mary Woolworth
- Magistrates Court

Figure 4.2: Bank Junction ETO engagement and consultation area



5 ENGAGEMENT PLAN

5.1 Purpose

5.1.1 The process to engage with stakeholders during the engagement and consultation of the scheme uses three tiers:

- Engage
- Inform
- Monitor

5.1.2 As part of the engagement process, the sentiment of key stakeholders will be assessed and will help define how we will target stakeholders. For this consultation it is recommend to undertake early stakeholder engagement and a local approach with the 250-metre boundary area of Bank Junction.

Early engagement and inclusion

5.1.3 A perception survey will take place prior to the ETO during a 4-8 week period of early engagement in the local area (with a radius of 250metres aligned with the consultation boundary). This research will meet ethical standards informed by the code of good practice by Resources | UK Evaluation Society. Research questions will be developed with The Corporation along with research methods. Data collection will focus on a target sample size of 1000 responses with a rough breakdown of; 650 workers, 50-100 visitors, 200 residents and 50 students within a 250metre boundary area.

5.1.4 Insight from the perception survey will provide a baseline to monitor impacts of sentiment and perception through the changes made. This will include dwell time as well as more transitory movements through the area. A perception survey will take place before the introduction of taxis through the ETO process and post this process whilst the ETO is in place. This approach will help track the changes and inform a data led and evidence based approach to decision making on the ETO with comparative analysis of the changes and impact. The engagement platform will host the perception survey online with a programme of additional face to face activity scheduled to engage with key stakeholders and individuals onsite in the Bank Junction area. The public will be interviewed and complete the survey in person at Bank Junction along with activity to promote participation in the survey online.

5.1.5 Meeting with key stakeholders through online drop-in sessions and in person events will be crucial to engage the relevant individuals and gather their sentiment and perceptions of Bank Junction. Utilising existing platforms to engage with businesses in the area through contributions to e-bulletins and LinkedIn posts.

5.2 Stakeholder tactics

Tactical engagement

5.2.1 A tactical engagement approach help define a stakeholder's current status, the risks and opportunities they present to the success of the scheme, and the best ways of engaging them. Registered commercial addresses of local stakeholders are listed in the table below.

5.2.2 This avoids generic communication and builds relationship through correspondence tailored to the sector or stakeholder. Building individual as well as collective correspondence and associated contacts to an informed position through FAQ's, meetings and informing through affiliated monitoring materials.

5.2.3 Key stakeholder status questions:

- How critical to the success of the schemes?
- How critical are they to the success of the programme?
- How do they currently view the area, scheme and programme?
- How have they been engaged to date and through what channels?
- Effect and impact on the stakeholder of the programme?

Table 5.2: Stakeholder matrix (250m radius)

Commercial sector	Volume
Hotels	8
Retail	247
Medical	25
Education	0
Residential	167

Key organisational contacts:

- 5.2.4 Emergency Services and Statutory Representatives. The project team will maintain regular communication with these representatives to highlight any operational issues affecting response times. Where relevant connecting++ City of London Communications and Campaigns team who engage with the emergency services directly in Bank Junction.
- 5.2.5 Transport Operators. As part of the engagement and consultation activities, all relevant public transport operators including TfL, black taxi, private hire services and other local transport providers will be notified of the changes to be implemented through the Experimental Traffic Order.
- 5.2.6 Engagement with private hire trade representatives, through TfL’s Taxi and Private Hire team will ensure that the changes are clearly communicated to operators, clarifying that the restrictions apply solely to taxis and not to private hire vehicles, which are not designated as taxis under these changes.
- 5.2.7 Local Community Networks and affiliated advocacy organisations such as Wheels for Wellbeing, Transport for All, Sustrans and Living Streets.

6 CONSULTATION PLAN

6.1 Consultation purpose and approach

- 6.1.1 The public consultation is to gather views from the public and stakeholders regarding the Bank Junction ETO to reintroduce Taxis. Primary feedback will be made through the online consultation survey with secondary feedback through email correspondence and where needed in person stakeholder meetings. All feedback is welcome from the public on all aspects of the scheme including implementation and operation. Comparative analysis of all data and feedback received will be included in the decision-making process. The consultation will provide opportunity to widen the awareness of the existing improvements to Bank Junction.
- 6.1.2 During the consultation phase the following will be undertaken:
- Drafting and deliver an online consultation survey addressing the ETO with affiliated demographic questions aligned with The Corporations policy. Including associated material.
 - Engage, communicate and track correspondence with statutory stakeholders (as listed above).
 - Deliver direct communications at critical points of the consultation process including media releases, web content, resident leaflets, and social media content. Work with internal officers to disseminate communications material through existing channels such as LinkedIn, City Belongs and diversity networks.
 - Clearly signpost people to the consultation platform.
 - Ensure the development of easy-to-understand and accessible consultation material, including the survey questionnaire and FAQs; and associated material.
 - Brief the City Corporation customer services team to signpost queries efficiently.
- 6.1.3 Multiple channels of communication and engagement are needed to effectively reach different demographic groups. Younger people predominantly utilise online platforms, businesses engaging via LinkedIn, paper copies are for those less digitally literate or with barriers to access and specialised community groups such as faith networks, neuro diversity and LGBTQ groups.
- 6.1.4 An accessible, diverse and inclusive consultation process ensures disabled people are included in the public consultation for the project with core principles for developing an accessible consultation process:
- Multiple channels and accessible formats
 - All ways are equal
 - Reach your audience
 - Resource appropriately
 - Commit to learn
- 6.1.5 In line with City of London Corporation policy and in order to help to meet the City Corporation's Equality Objectives, Voluntary equality monitoring data of those participating in the consultation will be gathered during the consultation. This will include:

- Demographic data for respondents including any disability and impairment in line with a social model.
- Which accessible formats of the consultation materials are being accessed.
- Which non-digital mechanisms for providing feedback are being used.

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6.1.6 Utilising an online platform and engaging people in person face to face actively enables a diversity of methods to capture feedback. Multiple channels and accessible formats to invite participation in the consultation can include:

- Digital – email, social media etc.
- Postal letters
- In person activity
- Printed consultation material where requested
- Online drop in sessions

6.1.7 We would expect to receive an increase in responses with increased channels. All ‘standard’ consultation materials should be accessible to people with a range of access needs with additional accessible formats on request such as:

- Large print
- Plain text
- Audio
- Easy Read

6.2 Online Drop In Sessions

6.2.1 Online drop-in sessions can be an important part of the consultation process to enable stakeholders and others collectively and individually to ask direct questions in a time efficient manner for participants and with the option of autonomy. Questions asked here and information shared can be added to the public facing FAQ document for others to access. Online drop-in sessions can reach more diverse groups which might otherwise not respond, be missed or have a digital preference as online engagement provides a safe accessible space for many.

6.2.2 Younger people tend to be more digitally engaged and so can be reached through this method as well as the online consultation survey.

6.2.3 During the consultation, a series of stakeholder specific online sessions with bookable time slots will be held to answer any specific questions and direct people to the public consultation. Wherever possible, attendees will be invited as grouped stakeholder types to ensure the invite and content can be targeted towards the audience attending. Appointed timeslots will be available to be booked in advance offering 1-1 conversation with the option of groups requesting.

6.3 Face to face

6.3.1 Balancing face to face with online engagement is important to help optimum inclusivity and quality of engagement. This type of engagement can help to reach those who may not engage online. This may be those who are more disadvantaged or older people. Face to face activity is effective to raise awareness at a local level through conversations.

- 6.3.2 During the early engagement perception survey phase, a number of face-to-face surveys and on street activities will be scheduled for the local area to engage people directly. During the consultation phase this will be repeated and a number of local meetings taking place to reach local business, employees and key stakeholders in the area.

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6.4 Consultation materials

6.4.1 The portfolio of materials required are likely to be:

- Short consultation brochure outlining the schemes, what the consultation is about, benefits and impacts, how you can respond.
- Leaflets/letters (digital and print) inviting all businesses and stakeholders to take part in the consultation. It is standard practise to letter drop every registered address in the consultation area.
- Map of the scheme.
- Questionnaire for people to provide feedback.
- Copy of FAQs.

6.4.2 As mentioned above, a dedicated online engagement platform can be used.

6.5 Feedback approach

6.5.1 For the public consultation, feedback will be collected via an online engagement platform (and paper where requested) questionnaire. All the consultation material will be available online to ensure that anybody can access the materials, enabling as wide a participation as possible. Paper copies of the questionnaire will be available on request from City of London Corporation offices.

6.5.2 The questionnaire will be hosted on the online engagement platform, and the data will be analysed in accordance with GDPR. The survey will be designed to ensure that meaningful outputs can be achieved from the data enabling appropriate decision making to be taken.

6.5.3 The questionnaire and FAQs will be provided to the City of London contact team so that they can respond to any enquiries from the public regarding the consultation. A summary of consultation findings will be published with the committee report that will consider whether the experimental order should be made permanent.

7 COMMUNICATION PLAN

7.1 Introduction

- 7.1.1 This strategy is divided into two phases - an engagement phase and a consultation phase. During both phases effective clear, concise, and consistent communication will be to public, members and all stakeholders. Accurate coverage and informed social media engagement during the consultation period will communicate next steps.
- 7.1.2 For both phases a coordinated approach will be used to inform, engage and consult stakeholders. More details are under the implementation section. The online engagement platform will be used to announce updates.

7.2 Implementation

- 7.2.1 The implementation of the communications strategy will be dependent on the programme timeline and be developed in discussions with the project team.
- 7.2.2 The following channels will be used to communication with the target audience.

Engagement Phase

- Face-to-face and virtual meetings with key stakeholders
- COL Member briefings
- City of London digital platforms:
 - Website
 - Social media
 - Transport bulletin
- Media release
- Media briefings

Consultation phase

- Media release
- City of London digital platforms:
 - City Belonging Website
 - City of London Website
 - Social media
 - Transport bulletin



7.3 Public announcement activities

Table 7.3: Public announcement activities

Activity	Details/channel
Updated online engagement platform webpage	Online engagement platform CoL hub page alongside all other live consultations legacy.
Social Media posts about the press release	LinkedIn
CoL Transport Bulletin Online engagement platform bulletin	GovDelivery email
“City Belonging” digital newsletter (special edition only on Bank Junction update)	Online newsletter to 2000+ City Belonging stakeholders and subscribers
Social media- what, why when message	LinkedIn, Engagement Platform
Internal Staff newsletter	GovDelivery email

8 NEXT STEPS

- 8.1.1 The outline of intended engagement and consultation is explored above but a more detailed plan of actions and tasks will be developed.

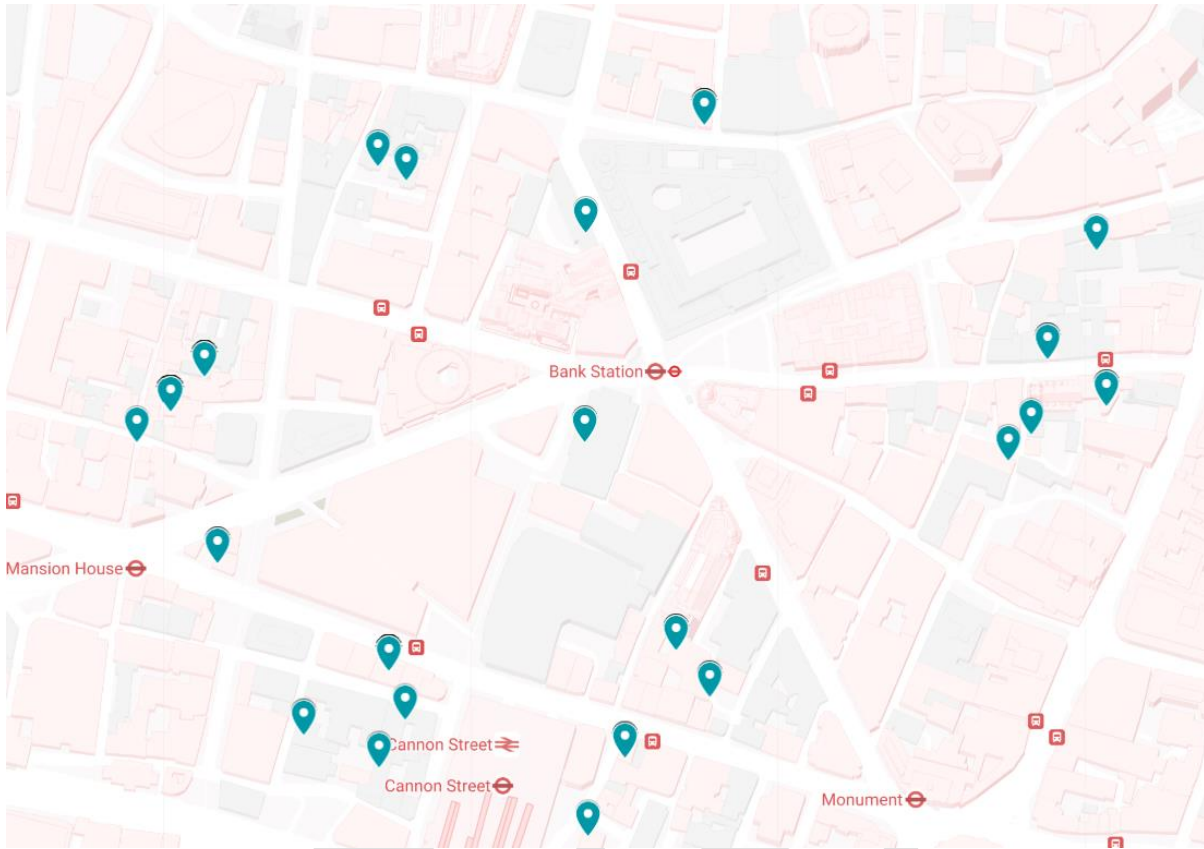
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APPENDIX A: BANK JUNCTION STAKEHOLDER MAPPING (250M RADIUS) – COMMERCIAL



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APPENDIX B: BANK JUNCTION STAKEHOLDER MAPPING – RESIDENTIAL



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APPENDIX C: BANK JUNCTION COMMERCIAL BUSINESS LIST (250M RADIUS)

The Walbrook Club	Le Relais De Venise	City Caphe	The Stonehealth Clinic
Simmons	Ekte Nordic Kitchen	The Worshipful Company of -	Co-op Food
Argos	Tesco Express	Merchant Taylors	Itsu
News Box	Brasserie Blanc	Sainsbury's Local	Balfour At Bow
Another Space	The Mole Clinic	Oliver Brown	Rosslyn
The City Centre	Vinoteca	Adam	The Libertine
Bibimbap ToGo	The Vintry	Barbican Dental Care	Fidelity Investor Centre
Benji's	L&Y Dental	Sainsbury's Local	Embody Fitness
The Canick Tapps	Ride London Temporary Street -	David Clulow	Natural Kitchen
Aspinal of London	Trading	Coya	Yardsmen
Indochine Vietnamese Kitchen	The Phoenix	Pret A Manger	Home
Medicentre	The Tappit Hen	Costa Coffee	Pure Sports Medicine
M Restaurant	WHSmith	The Jamaica Wine House	Cote
Chango	Nero Express	The Worshipful Company of Tallow	Ahi Poke
Virgin Active	Thread needles Hotel	Chandlers	Dentexcel
Gauche	Cad & The Dandy	Virgin Active	Leon
Beauty Essence	The Shine Box	Jack Davison Bespoke	Abokado
DAM Health	Greggs	Metrodental	Little Waitrose
HPT	Lloyds TSB	Timpson	Temper
Boots	The Telegraph	The Mercer	Fortnum & Mason
Beboz Italian Street Food	Subway	Sweet Express	Tiffany & Co.
The Worshipful Company of Skinners	Browns	Cook And Woolpack	Trailfinders
Cyclebeat	Khops	Real Eating Co	The Trading House
9Round	Caviar House	L'Occitane	The Sir John Hawkshaw
Baudoin □ Lange	Manoj	Wren Tavern	The Salad Kitchen
Trailfinders	The Worshipful Company of Drapers	J Moriyama	Starbucks
Simple Health Kitchen	Montblanc	SOHO Coffee Co	The Sugar Loaf
L'Express Coffee	Paul Smith	BNI Bank	Mansion House Dental Practice
Vita Mojo	NatWest	TSmart	Xupes
Escape Entertainment	City Apartments	Soho Vape	Nicholson & Griffin
Homeslice	Nusa	Pasha Barbers	Posh Pawn



Tossed	Harley Academy	Vape ☐ Booze Hub	Hagen
All Bar One	City Medispa	Black Sheep Coffee	Royal Exchange Grind
The Anthologist	Il Mulino	The Candlemaker	City Athletic
Tomoka	John W Hooke	Derma Revive	Hub by Premier Inn London City Bank
Forge	Starbucks	Bank of England Museum Shop	Watchfinder & Co
City Arts Cocktail Bar	Church's	Brigadiers	Snappy Snaps
New Look	Bangalore Express	Omega	Goodman
Coral	Coco Di Mama	Harry's Bar	Number 25
Louis Vuitton	Core	St Swithin's Opticians	The Don
Dr David Jack	Hamptons	Garbanzo's	The Perfume Shop
Mappin ☐ Webb	Pasha Barbers	Royal Philatelic Society	Boots
Hispania	Golden Fleece	Bank of England	Robert Dyas
Piquant	Tumi	Thomas Exchange Global Ltd	Go Falafel
Nusa Kitchen	Pitcher & Piano	Ravello	Nero Express
The Gable	Jack The Clipper	Bank of China	Traditional Pure
The Worshipful Company of Grocers	Blueprint Living	Horatio	Sweetings
Bleecker	Club Quarters	Eight Members Club	Laduree
Joe & The Juice	Merchant House	The Japanese Canteen	Travelodge London Central Bank Hotel
Crush	The Counting House	Crockett & Jones	MDK Aesthetics
Freddie's Flowers	Krystals	Bow Lane Dental Group	Buns From Home
Perfect Balance	Nationwide	Mister Lasagna	Tokenhouse
Canvas Bar	GHB	Joseph Cheaney ☐ Sons	Hola Guacamole
Cannon Street Dental Centre	Santander	Banking Hall	Graham Browne
Koya	Hermes	Speedflex	Pret A Manger
Fortius Clinic	Jo Malone	Jones Bootmaker	The India
Ultra Sports Clinic	Sirplus	M&S Simply Food	BUPA Dental Centre
Soho Coffee Co	Itsu	Masters	Coq D'Argent
Sartoria Dei Duchi	Bibimbap ToGo	Amazon Fresh	Daunt Books
Boodles	Burger & Lobster	Mint Leaf	Pret A Manger
Georg Jensen	Gymbax	Crosstown Doughnuts	Burrito Joe
Hawes & Curtis	PizzaVics'	Black Sheep Coffee	Red & Gallery

Coral	Acai Berry
Sta Studios	T.K.Maxx
Matt Roberts	The Crosse Keys
Island Poke	St Swithin's Wine Shippers
1 Lombard Street	Pret A Manger
Goldwood	Barker
Usta	Coco Di Mama
Lola's Handmade Cupcakes	Loake
Simpsons Tavern	Qeno House
PureGym	Malin + Goetz
Birley	TD Tom Davies
Pret A Manger	Superdrug
Notes Music & Coffee	Moss Bros.
Royal Exchange Jewellers	Roderick Charles
Pret A Manger	Cabotte
Fortnum&Mason	Superdrug
Bremont	CAP City
Surge	Pret A Manger
Three.	Honest Burgers
Tossed	Cre8 Fitness
Bupa Centre	Garbanzos
Pure	Pasha Barbers
George & Vulture	The Arbitrager
Starbucks	Caravan
Veggie Pret	Kym's
K10	Massimo Dutti
The Salad Project	The Worshipful Company of Mercers
MaoAngus & Wainwright	German Dental Clinic
The Bell	
BUPA Health Centre	
Tesco Express	

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