



Transforming Fleet Street

Stakeholder Engagement Report

Autumn 2025

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Summary of key findings



The City of London Corporation's project to transform Fleet Street aims to improve the experience of people walking and wheeling in the area. This report summarises the feedback from early stakeholder engagement, undertaken in September/October 2025.

The purpose of the stakeholder engagement was to meet with businesses along Fleet Street, understand local aspirations for its public realm, seek feedback on draft designs and gather information on operational/servicing needs.

Stakeholders supported providing more space for walking and wheeling, new and improved crossings, greening with integrated seating and the use of historical information to improve wayfinding. They were keen to create a sense of destination and increase dwell time and sign-posting to support local businesses. They offered local knowledge to ensure accuracy, safety and accessibility for different buildings, customer groups and the vehicles that serve them.

Details of the draft designs and feedback received can be found in the following pages.

Stakeholder Engagement



The City Corporation and Fleet Street Quarter BID hosted two 2-hour workshops at The Urban Farmer Project, near Fleet Street. Local businesses fronting Fleet Street and other stakeholders were notified of the events by Alderwoman Martha Grekos and via leaflet drop, targeted emails and Ward newsletters, etc.

The workshops were facilitated by Kate Smith, Associate Consultant at Focal Point Training & Consultancy, and supported by City Corporation Officers.

- 19 stakeholders attended on Wednesday 17th September from 9:30-11:30am.
- 25 stakeholders attended on Thursday 25th September from 3-5pm.
- 3 people attended a drop-in session on 2nd October from 4-7pm.

Local businesses were asked to complete an online servicing survey by 17th October.

The feedback from the workshops, the drop-in and the servicing survey will be taken into consideration alongside the wider traffic monitoring data as the public realm designs are further developed.



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Stakeholder Engagement



Workshop format



Workshop participants were seated around tables, each hosted by a City Corporation Officer who took notes of their discussions in relation to three questions:

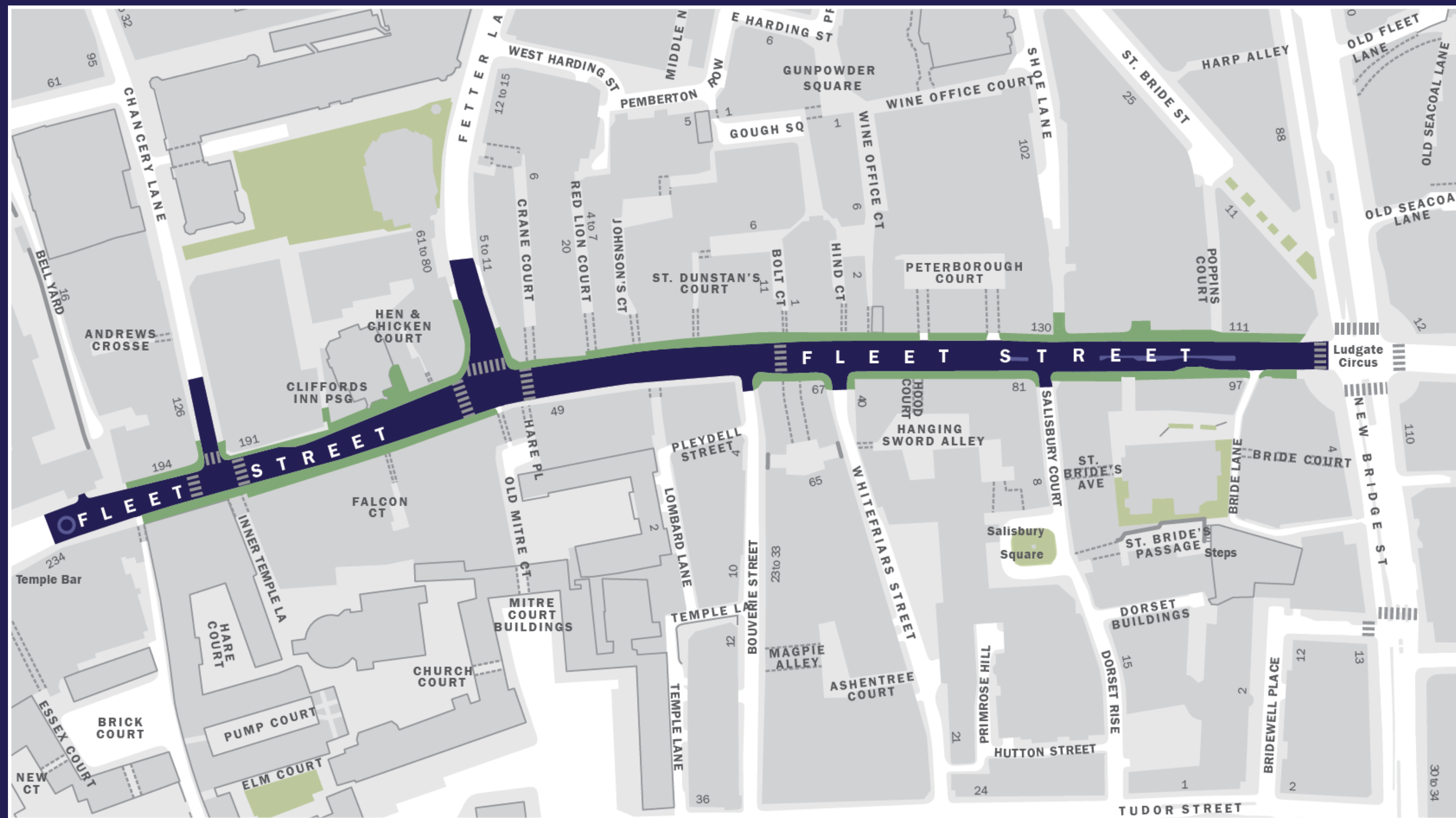
- 1) What do you like about the draft designs?
- 2) What do you dislike about the draft designs?
- 3) What other improvements would you like to see in the street?

At the drop-in, stakeholders' answers to the same questions were captured on forms and City Corporation Officers were available to answer any questions raised.

This was followed by a Q&A session and a summary of the feedback given to date.

The following slides show the information presented at the workshops and drop-in. Discussion points are also detailed later in this report.

The existing layout of Fleet Street



**This is because
they are TfL
junctions and TfL
is not reviewing
them at this time.**

The blue area shows what's in scope.
The dark green area is the extent of existing paving.

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The Proposal Overview



To create a more welcoming and sustainable environment, we aim to:

- Increase the width of the pavements along the street
- Improve crossings, add new crossing points and raise them to make them more accessible
- Integrate loading bays
- Introduce trees and planters to green the street, provide shade and absorb rainwater
- Add seating for people to stop and rest
- Enhance the lighting
- Celebrate the rich history of the area by incorporating historical references into the streetscape

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Artistic drawing displaying possible public realm improvements to Fleet Street



Possible improvements include on-street planters with integrated seating, new trees, widened pavements and historical and cultural elements incorporated into wayfinding designs.



FOCAL POINT



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Artistic drawing of possible public realm improvements to Fleet Street from a street view



Artistic drawing of possible improvements to Fleet Street from a street view, courtesy of BHSLA

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Integrated Loading Bays



Photograph of an integrated loading bay recently installed on King William Street



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Seating and Greening



To make Fleet Street more enjoyable for people to stop and spend time, we propose to implement a series of seating and greening measures that will see:

- Trees introduced to green the street, provide shade and absorb rainwater
- Planters with integrated benches, some stand-alone benches and seats
- Other street furniture such as cycle parking, street signage, and bollards will be spaced and designed with all users in mind

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Seating and Greening



Examples of recent greening and seating improvements in the City:



Bank Junction



Bevis Marks

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History, Culture and Lighting



The rich history of the area as a hub for British press and printing will be reflected in the designs of public realm interventions to encourage visitors to stop and spend time on Fleet Street, including:

- Design elements incorporated into the seating, planters and paving
- Wayfinding enhancement, capturing cultural landmarks and the Fleet Street lanes
- Incorporating pleasant lighting that complements the street's retail units

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History, Culture and Lighting



Examples of possible wayfinding and design elements to reflect the important historical significance of Fleet Street and surrounding landmarks, courtesy of BHSLA



Example of possible design elements incorporated into on-street wayfinding, courtesy of BHSLA

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Feedback

1) What do you like about the draft designs?

Overall design

- Much more attractive than present environment
- More room to linger helps the street look popular for visitors and may attract more workers back

Walking and wheeling

- More space for people, more comfort when walking, easier to navigate, especially construction zones
- Removal of islands and "Ring of Steel", addition of crossings, new level paving, less and slower traffic
- Integrated loading bays being useable for business servicing when needed and pedestrians at peak times

Greening and seating

- Increase and variety of greening and seating areas to make it feel lively and fresh
- Places to rest to increase accessibility and dwell time and help nearby cafés and other businesses
- Climate friendly plants, low-maintenance trees and sustainable drainage

On-street information

- Historical information and images to create a sense of destination and encourage dwell time
- Use of the floor for historical information and directions
- Opportunity to tell the story of Fleet Street, for both new and regular users
- Opportunity to update signage, remove disused equipment and street furniture
- Better connection to the lanes and courts



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Feedback



2) What do you dislike about the draft designs?

Overall design

- More thinking needed on what to highlight, how to draw people into and through the space
- Lack of bins and public toilets

Walking and wheeling

- Concern over pedestrian and cyclist conflicts
- Wider pavements may attract dumping of hired e-bikes

Greening and seating

- Planters should not block walkways, create pinch points or reduce accessibility
- Inconsistency of planting and concern over maintenance of rain gardens and littering of planters
- Don't fill the space with seating unless it's the right use
- Seating may attract rough sleepers

On-street information

- Wayfinding design is gimmicky and cluttered – prefer a more restrained design
- Concern over visibility, maintenance and cleaning of pavement signage in heavy footfall locations such as alley entrances – use walls and planters instead of the floor
- It would help to have property numbers visible on the street
- Integrate designs with the holistic wayfinding strategy and test with users

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Feedback



3) What other improvements would you like to see in the street?

Overall design

- Fewer interventions, where they work and complementing buildings
- Design in layers - decision-points, celebration moments - and build-in flexibility for pavement use
- Consider seasonal, weekend and event uses, on-street power and water access, a food festival or open day

Walking and wheeling

- Maximise reduction of traffic and carriageway, in consultation with black cab drivers
- Design cycle and hired e-bike parking in co-ordination with providers to avoid overcrowding
- Safe vehicle drop-off, pick-up and waiting space and no planters limiting access at GP practice and courts
- Move crossing near Bolt Court east, closer to Salisbury Square, for users of the new court building

Greening and seating

- A clear greening strategy, focused away from junctions and busier parts of footway
- Include table and chair licences for cafés and better provision for litter and street cleaning

On-street information

- Add totems listing local businesses and directions to places of interest, where people linger
- Include those with local knowledge and expertise in historical / wayfinding design
- Expand the wayfinding radius, encourage alternative quiet routes for walking
- Alternative wayfinding for visually impaired people
- Improve lighting, e.g. sundial, Bouverie Street, and light and support the Heritage Wall

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Q&A



Will the funding available be enough for a high-quality scheme?

Yes. The investment of £9m from the City Corporation and £0.5m from Fleet Street Quarter BID will allow delivery of a high specification scheme and 20 years of maintenance, including greening to best practice standards.

Will the whole area be re-surfaced?

Yes. Pavements and the carriageway will be repaved throughout. Side streets will have their carriageway raised to the level of the pavement at crossing points.

Who will be consulted on the transport changes?

All groups will be consulted, including taxis, cyclists and Transport4All, along with separate sessions for different protected groups. Utilities are also being consulted to mitigate the need for other works. Impacts on bus lanes and stops will be considered as the designs are worked up. Royal, military and mayoral processional requirements will be met.

How does the integrated loading bay work?

They can be used by all vehicles that need to load/unload, but they may be timed around peak pedestrian times. The overall scheme will be monitored to ensure it is working well and that we have the right number of bays in the correct places.

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Q&A



Can QR codes be used on the street to link to more information?

No. These are not used on the street for permanent schemes because links fall out of use as the website evolves plus they risk hijacking by fraudsters.

Can we have more information on project opportunities and constraints and on lighting, pavements, crossings, cycling provision and tables and chairs licenses?

More information will be shared during the formal public consultation. The lighting design will follow street design. Tables and chairs for cafés will be considered where space allows.

Comments about other aspects of the area included:

- Concern about construction impact on local small / medium-sized businesses
- Construction hoarding obscuring wayfinding and being unsympathetic
- Concessions on business rates during disruption and to support businesses that enhance the sense of local community
- Increasing police patrols
- Improving road safety at particular points and managing traffic along surrounding roads
- Bringing in creatives and an offer that appeals to the student population

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Thank you!

Thank you to everyone who took the time to share their views on the draft designs and their aspirations and requirements of Fleet Street's public realm.

The City of London Corporation and Fleet Street Quarter Business Improvement District would like to express their appreciation for this input on the proposals to transform this historic space.

The team will be in touch if we require any clarification on your surveys and to inform you of future consultation activities.

Public consultation on public realm and transport proposals is expected to take place over the Spring of 2026, subject to Committee approvals.

If you have any enquiries, please contact the project team at fleetstreetarea@cityoflondon.gov.uk.

