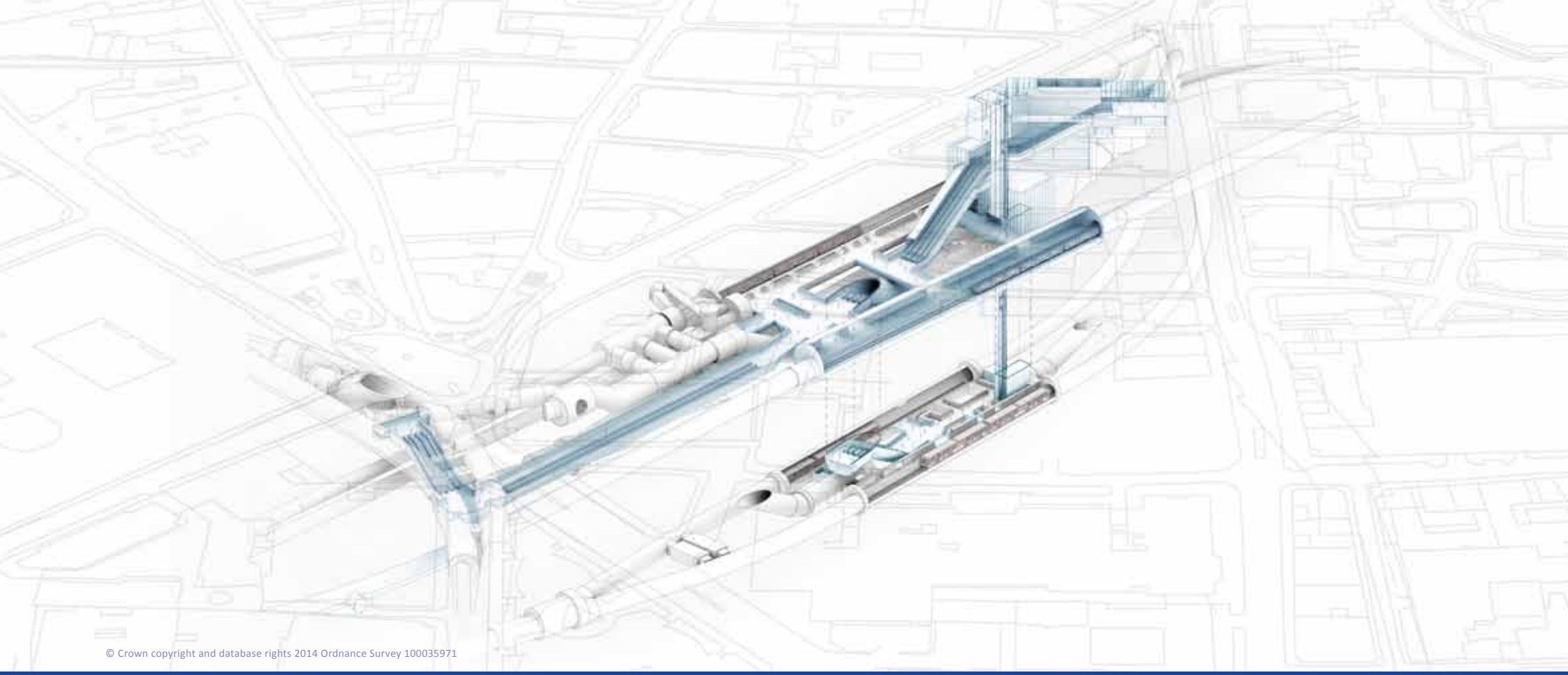


Transport and Works Act 1992

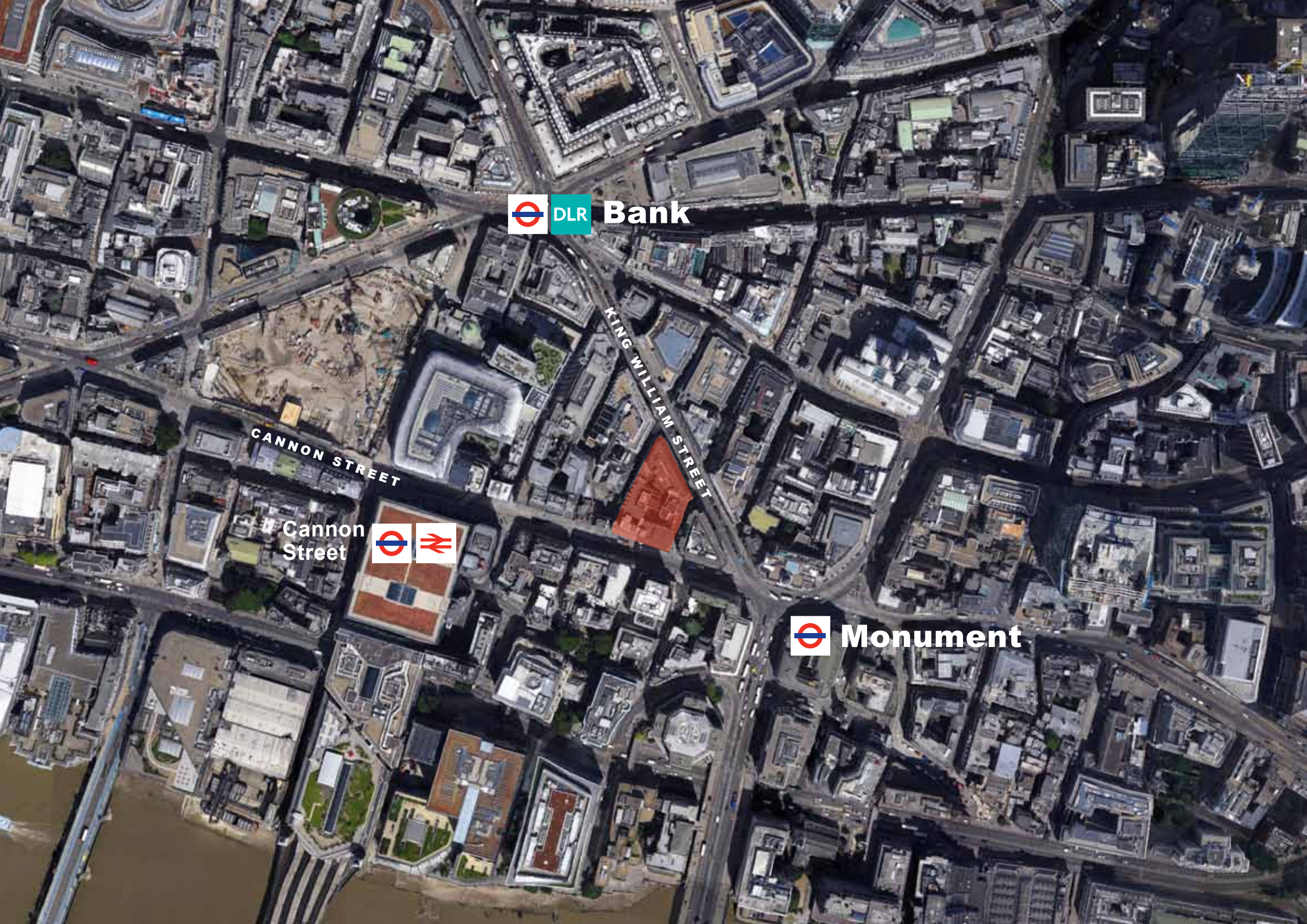
London Underground (Bank Station Capacity Upgrade) Order

Environmental Statement
Non Technical Summary

September 2014

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS


DLR
Bank
KING WILLIAM STREET
CANNON STREET
Cannon Street
Monument

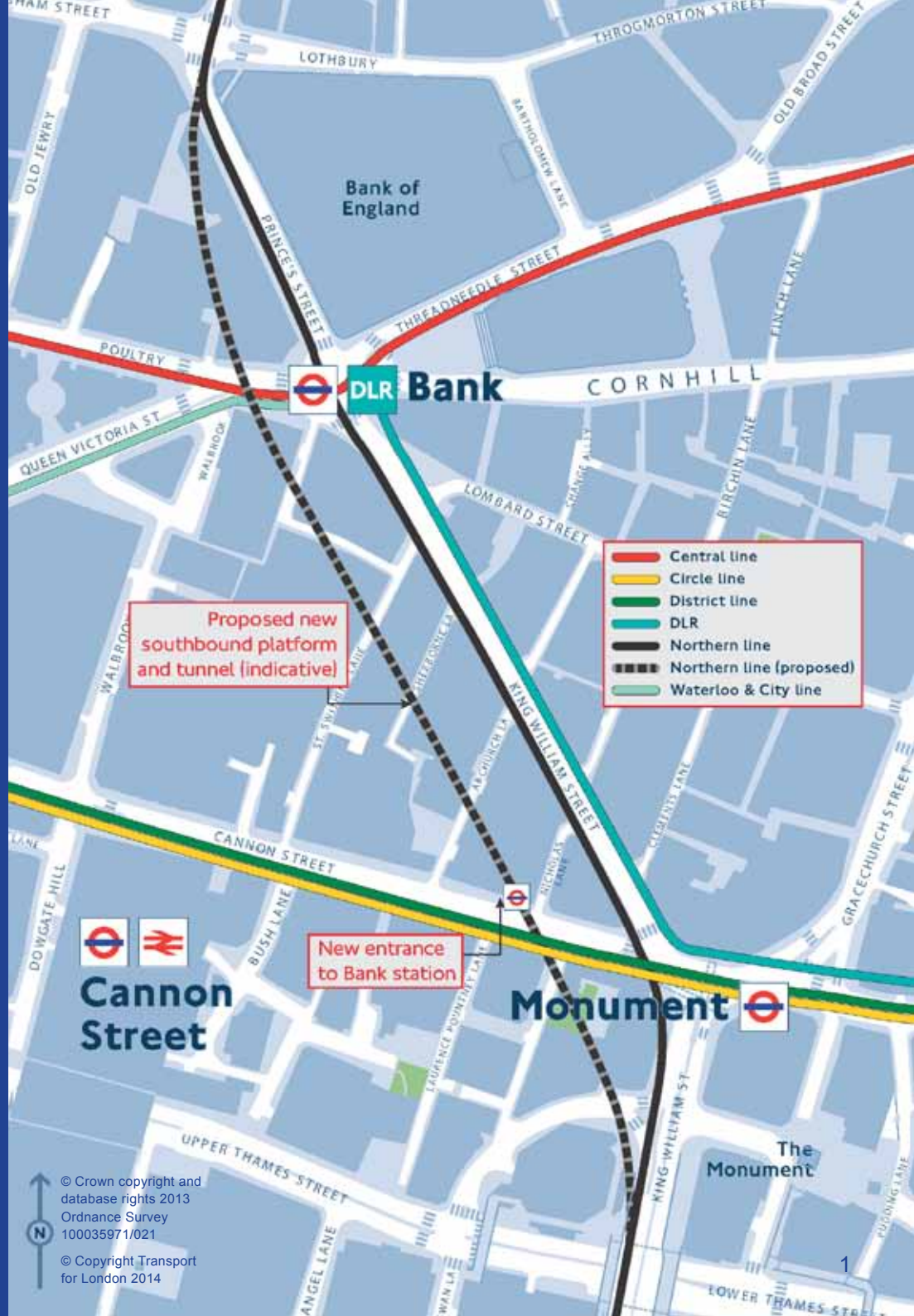
Contents

Introduction

London Underground Limited (LUL) is proposing to make a number of improvements to its stations in the Bank area of the City of London.

The two stations, Bank and Monument, are connected and effectively operate as a single station (referred to as the Bank Station within this document) with entrances at each end of King William Street. The Bank Station Capacity Upgrade (BSCU) will address increasing crowding and help modernise a station that is fundamental to the City of London and its central role in the London and UK economy.

This document summarises the Environmental Statement (ES) that accompanies the Transport and Works Act Order (TWAO) application for the BSCU Project. The ES reports the findings of the Environmental Impact Assessment (EIA) to determine the likely positive and negative environmental effects resulting from the construction and operation of the BSCU.



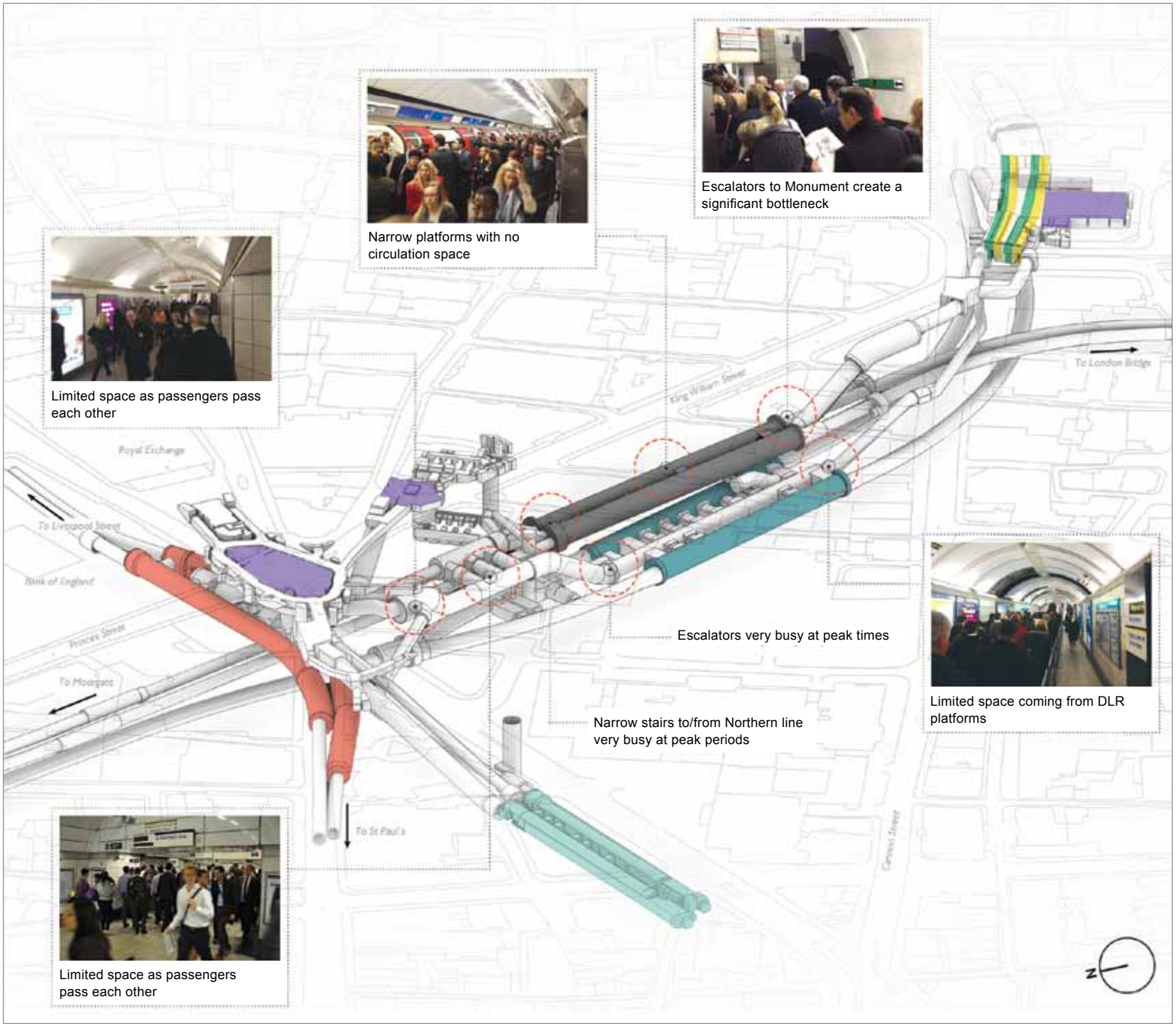
Bank Monument Station Complex – including the location of the proposed new Northern line southbound platform and running tunnel and Station Entrance

An Over-worked Station

Bank Station contains five London Underground lines (the Central, Northern, Waterloo & City, District and Circle lines) as well as a Docklands Light Railway (DLR) terminus. It currently contains three ticket halls, 10 platforms, 15 escalators and two 91 metre moving walkways.

Having been gradually developed over 130 years, Bank Station has become one of the largest and most convoluted underground stations in the world. Passenger demand is intense during the rush hours, with many people using the station to change between lines.

At its busiest, the station sometimes has to be closed for safety reasons, and sometimes trains are required to pass through without stopping to reduce risks to passengers. With demand increasing these problems will only worsen, resulting in slower and more inconvenient journeys.



The existing station layout

The current station is greatly overcrowded and difficult to navigate

Upgrading Bank Station

The BSCU will deal with overcrowding so that the station becomes easier and safer to use, changing between lines will be made quicker and more convenient and passengers will have a generally more comfortable, less stressful experience. Improved emergency fire and evacuation protection measures will also improve safety, and with step-free access onto the Northern Line and DLR trains, this part of the station will become easier to use by everybody. The upgraded station will help facilitate the continuing economic growth of the City of London by protecting existing jobs and helping to attract further investment in the area.

Evolution of the scheme and consideration of alternatives

The BSCU proposal has developed over a number of years, as different possible solutions have been examined (such as the location of the station entrance and work sites), and a better understanding of the engineering and environmental constraints has emerged.

Options to do nothing, or make only small changes to the station or individual lines were discounted at an early stage due to the increasing congestion that was predicted. Later options were developed for different aspects of the scheme including: the provision of below ground space for passengers; the station entrance location; and passenger interchange between the different lines.

A collective improvement in the Northern Line, DLR and interchange between other lines was concluded to provide the most effective long-term solution to the problems (together with LUL's improvements to the Waterloo & City Lines associated with the Bloomberg Place development nearby). From this basis emerged the current proposals that accommodate the identified needs of passengers and LUL, as well as engineering requirements, practical construction and environmental considerations.

Given the absence of adequate open space in the surrounding area, it was clear that some acquisition and demolition of existing buildings was required to provide a work site, and to provide a location for a new station entrance that was needed for step-free access to the Northern Line and DLR. The site selected was of an optimal size and location to allow the BSCU to be constructed and operated efficiently. Minimising impacts on the City of London's heritage was also a key consideration in the site location.

It was also found that using a second work site located away from the first would provide another way to build the below ground tunnels, which would greatly shorten the construction period, and minimise disruption to the wider area. From the sites considered, the one selected is judged to be best as it is well connected to both the below ground infrastructure and strategic road network, and is further away from the historic buildings in the Bank Conservation Area.

The BSCU aims to accommodate the needs of all passengers

Overview of the proposed scheme

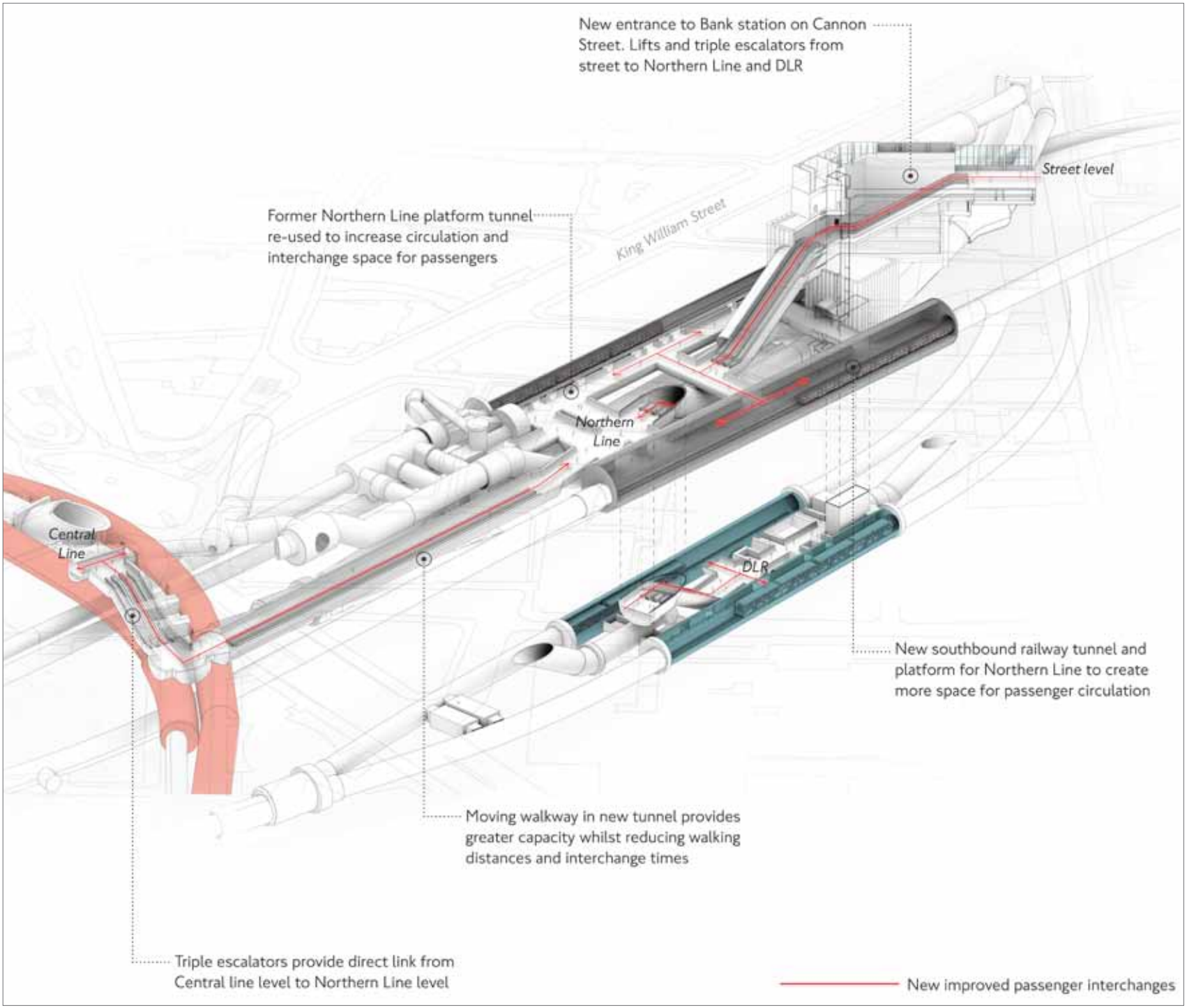
The BSCU involves an upgrade of a major part of Bank Station to provide greatly improved passenger access, circulation and interchange. It includes provision of a new passenger entrance and Station Entrance Hall with lifts and escalator connections; a new Northern Line passenger concourse using the existing southbound platform tunnel; a new Northern Line southbound train and platform tunnel; and new internal passenger connections between the Northern Line, the DLR and the Central Line.

The new Station Entrance Hall will open on to Cannon Street at the junction with Nicholas Lane. The new entrance hall will provide passenger circulation space, as well as accommodating staff facilities and plant rooms. New passenger lifts will link the Station Entrance Hall directly with the Northern Line and DLR for step-free access. Escalators will also connect the Station Entrance Hall with the Northern Line.

The existing southbound platform for the Northern Line will be converted into a new passenger concourse. A new southbound train and platform tunnel will therefore be required, located to the west of the existing platform. New cross passages will connect the Northern Line concourses and platforms. New walkways and escalators will better connect the Northern Line, the DLR and the Central Line. In particular, a tunnelled passageway fitted with moving walkways and new escalators will greatly improve interchange between the Northern Line and the Central Line.

Over Site Development

The new Station Entrance has been designed to be part of a wider redevelopment of the block between King William Street and Cannon Street to replace those buildings to be demolished to create space for the construction work site. Construction of an Over Site Development (OSD) above this part of the station will take place once the BSCU is complete.



Proposed changes to the station

The BSCU will make the station less crowded, easier and safer to use, and with shorter journey times

The new station entrance on Cannon Street

Constructing the BSCU

The BSCU Work Sites

Construction of the BSCU will be undertaken from two main work sites:

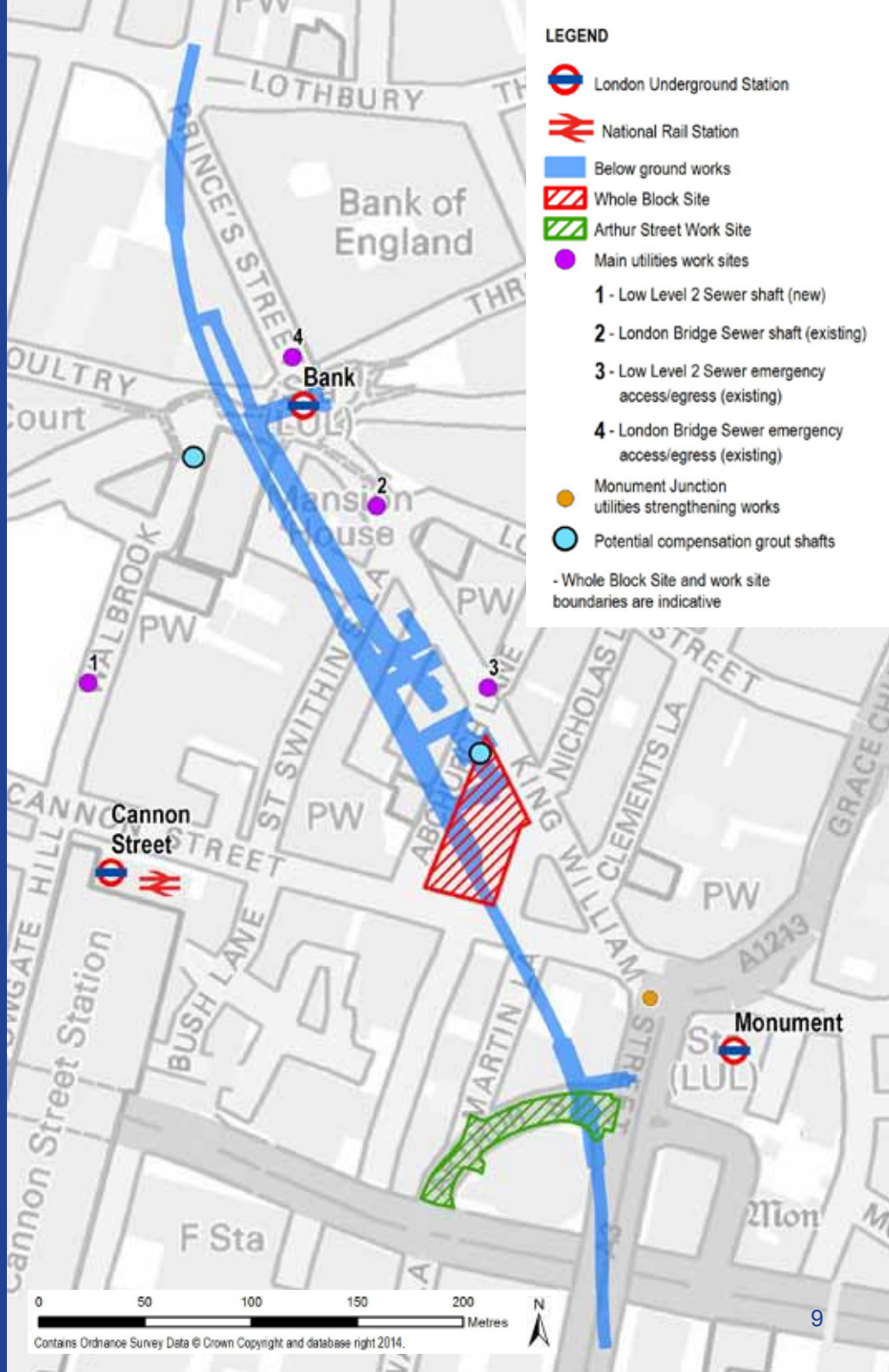
- the 'Whole Block Site' (referred to as the Cannon Street Work Site in the public consultation) which is bounded to the north by King William Street, to the east by Nicholas Lane, to the south by Cannon Street and to the west by Abchurch Lane; and
- the 'Arthur Street Work Site' which is located on Arthur Street between Upper Thames Street and King William Street.

The Whole Block Site will be used to construct the escalators, cross passages and new Northern Line passenger concourse. The new Northern Line tunnel will be constructed from a shaft that will be constructed at Arthur Street.

Demolition at the Whole Block Site

Most of the buildings at the Whole Block Site will be demolished during 2016 and 2017. However, most of 20 Abchurch Lane, including its historic façade on Abchurch Lane, will be retained and used as the construction project office.

For short periods during demolition, Nicholas Lane may need to be closed or narrowed to protect the public and to load demolition waste onto lorries. Very occasional short closures (around 48 hours) of Abchurch Lane to traffic may be needed, although pedestrian access will largely be maintained. Abchurch Lane and Nicholas Lane will never be closed at the same time.



BSCU Work Sites

Application of sprayed concrete lining to a tunnel

Building the tunnels

The new tunnel for the Northern Line will be dug from Arthur Street. The construction of the new tunnel and other below ground passages and spaces will be carried out using a technique known as sprayed concrete lining. This involves spraying the area that has just been dug with steel fibre reinforced concrete. Tunnelling can progress at a rate of between one and three metres per day.

In this densely built part of London, tunnelling will affect the foundations of some buildings. Where the foundations need to be modified or replaced, this is being discussed with building occupiers. However, it is expected that the buildings will remain in operation throughout, and the buildings themselves will be fully protected.

Most of the excavated material will be removed at Arthur Street, largely during 2017 and 2018, when around five lorries an hour will access the work site.

Managing ground movements

Because of possible small ground movements during construction, it will be necessary to protect below ground pipes and cables (utilities), as well as certain buildings. These protective works will need to be carried out before the main construction work begins. Certain water mains, sewers and telecoms in particular will need to be reinforced. One Thames Water sewer, known as the Low Level 2 Sewer, will require an access shaft to be constructed on Walbrook, with a work site in place for approximately 13 months.

Measures to minimise the settlement of buildings (especially listed buildings) are described later. This may need to include ‘grouting’, which involves injecting special concrete into the ground below the buildings to stabilise the soil. If required, this would be done from grout shafts at the Whole Block Site and on Walbrook, near Mansion House.

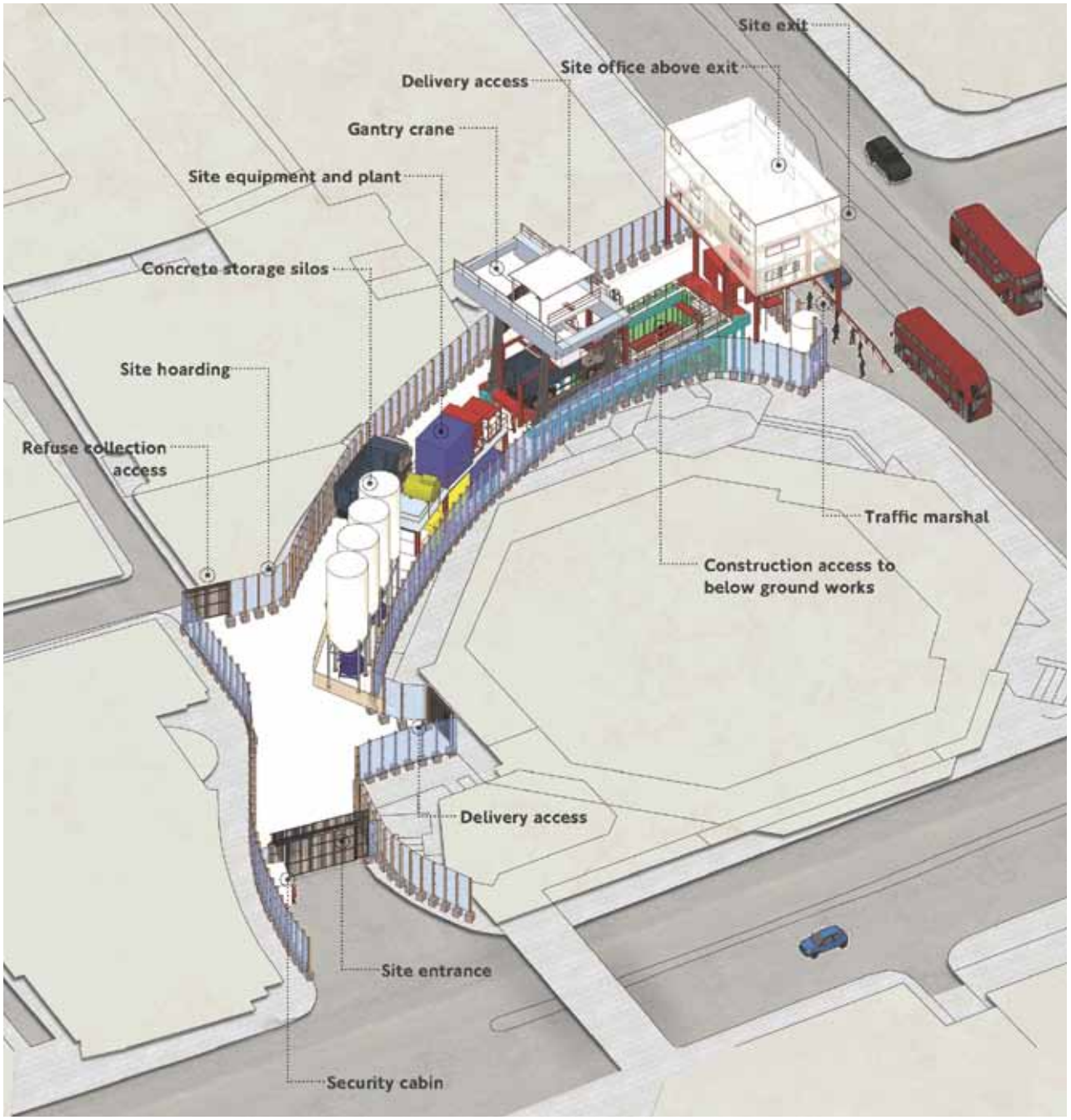
The closure of Arthur Street

Arthur Street will be closed for five years. Access to buildings will be maintained for pedestrians and service vehicles.

Vehicles making deliveries to the work sites or removing excavated material will travel via designated routes, selected to minimise disruption to other road users and agreed with the City of London Corporation, Transport for London (TfL) and the City of London Police. Vehicles that currently use Arthur Street will be redirected along other routes, such as Cannon Street and Lower Thames Street. This includes buses, with the northbound 344 bus service diverted over London Bridge instead of Southwark Bridge.

Construction programme and working hours

The station will continue to operate throughout construction, although with some disruption for people using the station during this time. There will also be both full and partial closures of the Northern Line City branch for a short time during the construction period; this is described later.



Indicative layout of the Arthur Street Work Site

Construction is expected to start in 2016 with works to protect buildings, pipes and cables and demolition of the Whole Block Site.

The tunnelling works are programmed to start towards the end of 2016 and will take approximately four years (until late 2020) with most tunnelling occurring in 2017. Construction of the new Station Entrance Hall is programmed for 2021.

Normally, the construction works will be carried out from 8am to 6pm on weekdays (excluding public holidays) and 8am to 1pm on Saturdays. However, certain parts of the construction works will need to be undertaken 24 hours a day, seven days a week. These works will generally be limited to below ground works, but will also include any above ground support work for these activities, including the removal of excavated material from Arthur Street.

Environmental Effects and Mitigation

The Environmental Impact Assessment process

The BSCU proposals have been the subject of a systematic and comprehensive EIA, which was undertaken in accordance with the TWAO Rules.

The EIA assessed the potential environmental impacts of the proposed development during demolition, construction and operation. These are described in terms of changes to the existing situation (the baseline).

EIA assesses environmental effects on resources (such as heritage buildings) and receptors (such as human beings.

The environmental effects of the proposed development are assessed by judging the sensitivity of a resource or receptor against the magnitude of the predicted impact.

The EIA has assumed certain incorporated aspects of design and construction management that will help to limit the extent of potential environmental effects. Where significant effects are still likely to occur, further mitigation measures are proposed where practicable, with any residual effects that still remain then determined.

The content or 'scope' of the EIA was agreed through the production of an EIA Scoping Report and the provision of a 'Scoping Opinion' by the Secretary of State for Transport. The approach was also agreed with the City of London Corporation and other key bodies.

The EIA has examined a wide range of environmental issues including townscape and visual impacts, built heritage, archaeology, noise and vibration, air quality, water, flood risk, land contamination, waste and socio-economics. All relevant legislation and policy has been considered within these assessments.

The scoping exercise established that some environmental topics would not be affected significantly (including ecology; light; microclimate; and electromagnetic interference) and so these were not assessed.

The findings of the EIA are reported in an Environmental Statement, which has been submitted to the Secretary of State for Transport to inform his decision.

Minimising effects through design

The BSCU proposals have been influenced by a desire to avoid or minimise adverse effects on people and the environment (including pedestrians and road users, residents, local businesses and historical buildings). Measures to reduce these effects are an intrinsic part of the scheme design and construction process. These measures, together with any significant environmental effects that are still considered likely, are described in this section.

Managing construction activities

A draft Code of Construction Practice (CoCP) has been prepared in consultation with the City of London Corporation. This sets out the measures that will be adopted and standards applied to limit or avoid adverse effects on people and the environment during the construction of the BSCU. The measures and principles to be followed on site include:

- minimising noise and vibration: for example by selecting quiet and low vibration equipment, by screening works and by careful positioning of noisy equipment;
- preventing, suppressing and containing dust through the use of appropriate methods, work site setups, dampening, etc.;
- monitoring of construction effects (e.g., noise, dust and ground settlement);
- management of construction waste, including excavated material; and
- regular communication with neighbours and interested parties to keep them informed about the forthcoming works, explain the likely effects expected and to provide a contact for any complaints.

The following sections present a summary of the key findings of the assessment topics reported in the ES.

Townscape and visual effects

The assessment considered the likely effect upon the townscape character within the study area and people's likely response to any changes in it. Baseline surveys were carried out to confirm the location and sensitivity of important townscape features and the points from where these can be seen.

Much of the above ground demolition and construction activity will be screened from view, but the townscape of the Bank area is of great sensitivity given the elegant historic buildings

that comprise the City of London's largest conservation area. As a result, there will be temporary adverse effects on the townscape during the five year construction period. Equally, visual impacts from the features and activities of construction will detract from the views of people living and working in the area, especially from certain locations where these views are more valued; for example, from Abchurch Yard or The Monument.

Although the historical feel and setting of the Bank Conservation Area and listed buildings will be negatively affected during the construction works, these will be minimised by the measures in the CoCP.

The new Station Entrance has been designed to reflect and enhance the historic context, which will result in overall benefits to the local townscape especially as part of the OSD with which it will be integrated. In conjunction with the new Station Entrance Hall, the completed OSD is likely to significantly benefit the local townscape, as well as local views along King William Street and Cannon Street.

View of the Whole Block Site from Abchurch Yard, with the Grade I listed St Mary Abchurch (left) providing important townscape character

Transport and movement

The assessment considered the impacts of road and footway closures and diversions during construction and how these will affect drivers, pedestrians and cyclists, as well as users of local properties. It also considered how the temporary full and partial closures of the City branch of the Northern Line in 2020 will affect travellers (discussed in the next section). In the long term, the assessment considered how the improvements at Bank Station will benefit passengers in terms of access, journey time and general comfort. The assessment has drawn on discussions with TfL, the City of London Corporation and others, as well as on site surveys and computer models.

Delivery routes have been selected to minimise disruption to other road users. Vehicles making deliveries to the BSCU Work Sites or removing excavated material will travel via designated routes which will be agreed with the City of London Corporation, TfL and the City of London Police as required. Routes will be included within the contracts of the suppliers to the project. The closure of Arthur Street means that vehicles that currently use this route will be redirected.

Buses on the 344 route heading north will be redirected from Southwark Bridge across London Bridge (avoiding Arthur Street) before continuing along their current route. The Arthur Street bus stop will be moved nearby so passengers can still catch northbound buses. Southbound services will not be affected.

There will be other works (such as for strengthening or diverting pipes and cables) which will require the closure of other local roads. Although these diversions will cause some disruption and congestion, the diversion routes and timing of the works will be programmed so as to minimise the impacts.

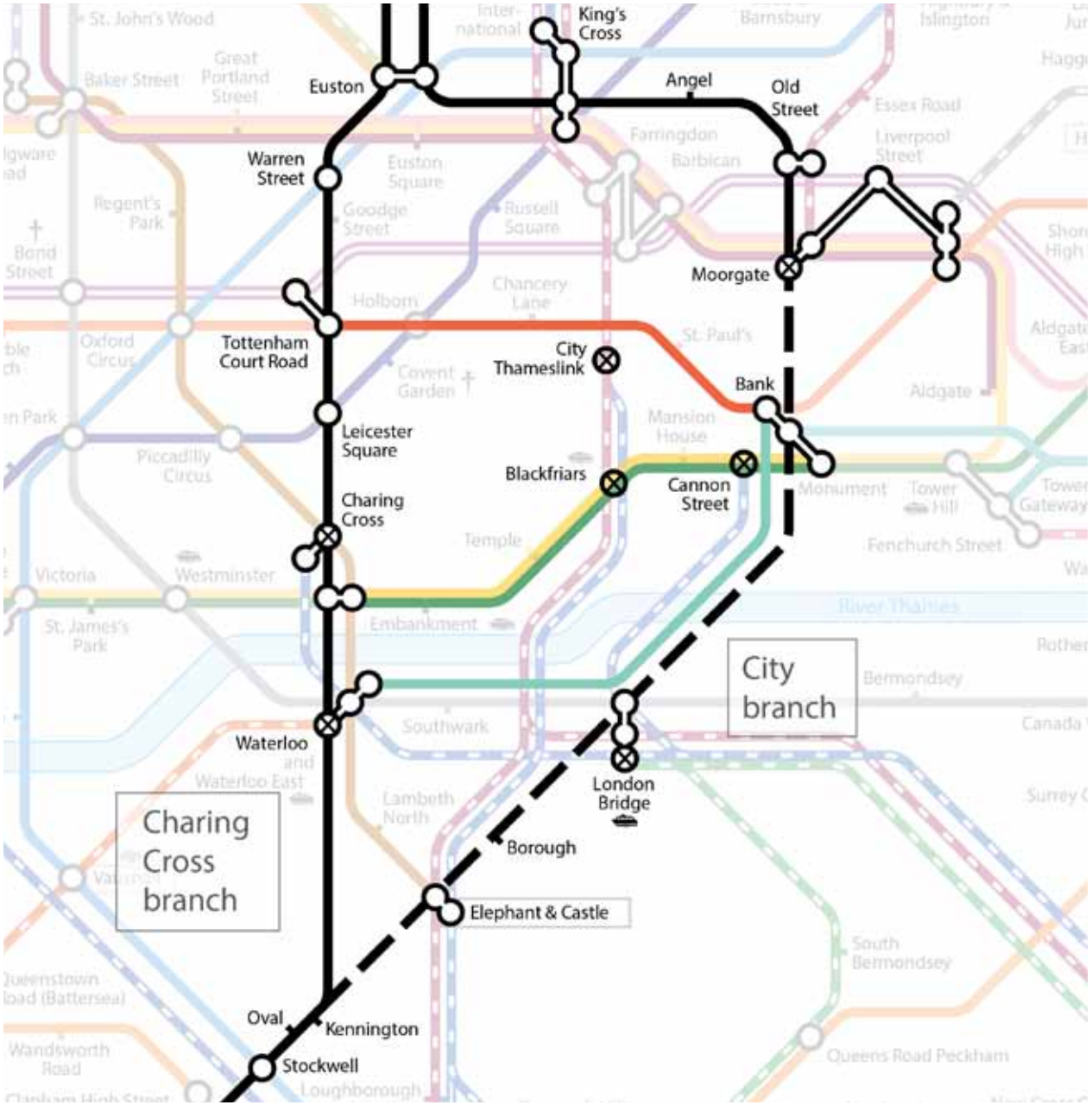
Temporary transport changes on the Northern Line

In Summer 2020, when the new tunnel is connected into the Northern Line, the City branch of the Northern Line will need to be closed for a short period (this is referred to as a ‘Blockade’). Between Moorgate and Kennington, services will be suspended in both directions for a total of 40 days. Then, for a further 77 days, there will be no southbound service, and while northbound

services will run they will not stop at Bank Station. However, the station will remain open throughout and continue to serve passengers on other lines.

During the blockade there may be significant effects on passengers' comfort through increased crowding on some routes, and increased journey times. TfL will provide advice to passengers on using alternative routes, including Crossrail and the upgraded Thameslink service, both of which will be operating by then. Other London Underground lines will take up some of the diverted passengers: for example many will use the Northern Line Charing Cross branch, and TfL will run more trains to help cope with this. Other travellers will opt to take buses across Waterloo Bridge, Blackfriars Bridge and London Bridge, and TfL will run extra bus services on routes past these points.

Alternatively, people may choose to walk to destinations between Moorgate, Bank, Monument and London Bridge. TfL will look at how easy this will be and seek to increase walking space where necessary.



Temporary closure of Northern Line city branch

This will cause changes in existing travel patterns along these main routes

Transport benefits once the upgrade is in place

The assessment of the operation of Bank Station has shown that without the upgrade the station will rapidly be unable to support the future forecast passenger demand and would become perilously congested.

The station improvements have been tested against predicted future passenger demands, and this shows that Bank Station will be able to operate without the closures or train run-throughs that are now sometimes required for safety reasons at the busiest times. Passengers will benefit from reduced journey times when interchanging, reduced density of passengers waiting on Northern Line platforms, and an additional Station Entrance Hall on Cannon Street. The new Station Entrance Hall will provide a more convenient entry/exit point for many passengers, and step-free access routes from street level to Northern line platforms and provide step-free interchange between the Northern line and DLR.

Noise and vibration

The assessment considered the likely effects of construction noise and vibration on people and surrounding property, which could be caused by demolition of existing buildings, above ground construction works, and tunnel construction. It also considered the operational noise and vibration effects resulting from trains running through the new tunnel, and from the operation of plant associated with the new Station Entrance Hall. Baseline surveys were carried out to identify sensitive receptors and to establish the existing noise levels. Computer modelling was used to predict future noise levels.

Construction noise impacts will be limited by using the techniques set out in the CoCP. Due to the very close proximity of some properties to the Whole Block Site and other worksites, some significant temporary effects are predicted to occur as a result of certain demolition and construction activities.

Certain works carried out below ground requiring break out of concrete structures can result in vibration that is experienced as noise in buildings overhead. Techniques have been stipulated to keep these impacts to acceptable levels. Alternatively, works may need to be undertaken out of normal office hours when the potential to disturb office workers is minimised. Monitoring will determine if noise exceeds acceptable levels and so allow additional steps to be taken to attempt to address the situation.

Most of the construction traffic from BSCU will be lorries removing the materials excavated from below ground. In this busy part of London, the additional traffic due to BSCU will have very little effect on noise levels.

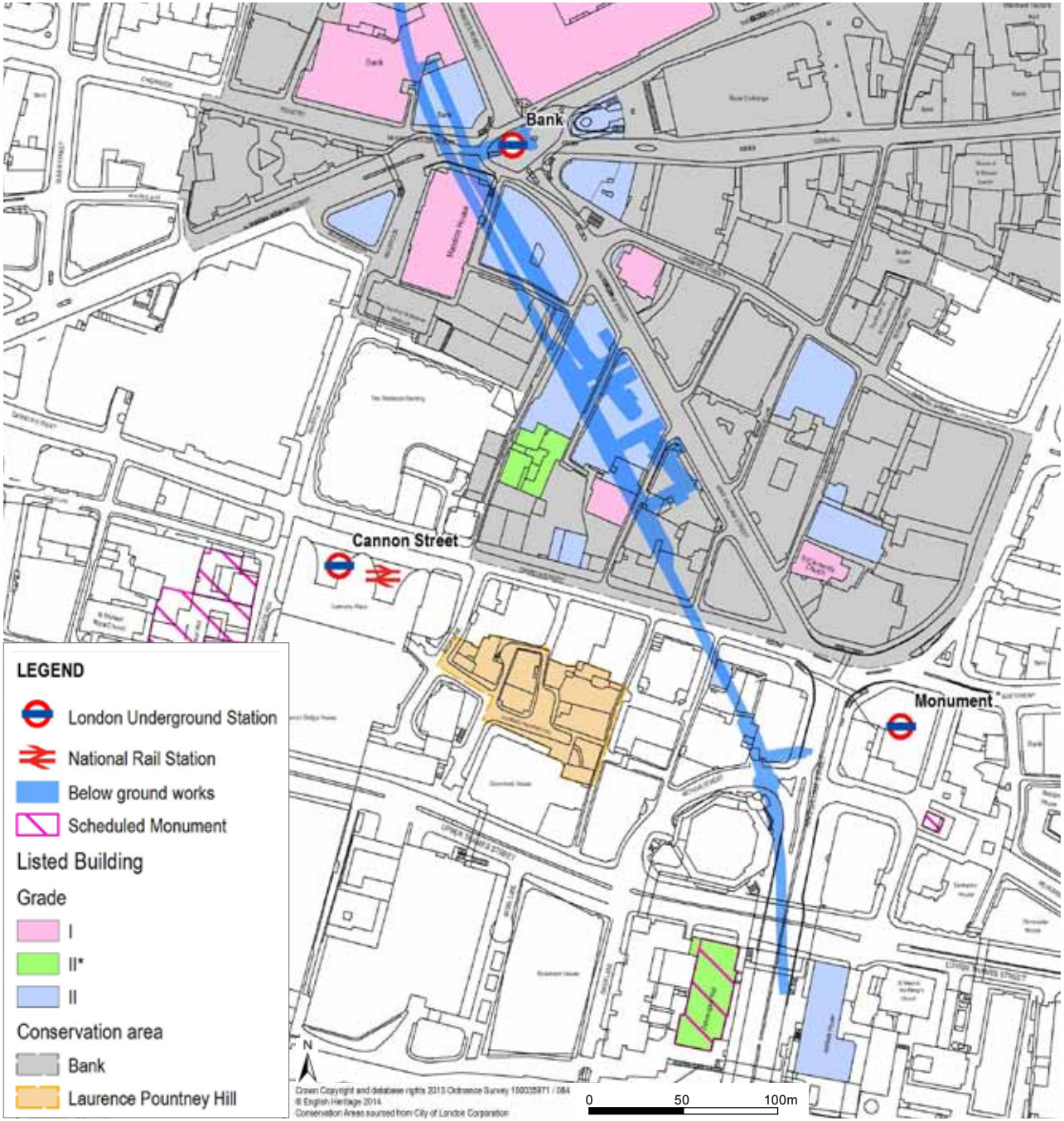
In terms of noise from trains on the new track, underground trains can sometimes be heard where vibration transmitted through the ground emerge as sound at the surface. The new tunnel and railway have been designed to minimise noise and vibration and the final track design will be such that rail noise will not cause significant effects within overlying buildings.

Built heritage

The Bank area is a very historical part of London and there are numerous listed buildings (including the Grade I St Mary Abchurch and Mansion House), scheduled monuments and conservation areas close to the works. One of the key project objectives has been to minimise impacts on these.

The assessment considered the likely effects of the BSCU on the physical integrity of built heritage assets during construction. These were identified through a range of surveys, from document researched identification of the asset to site visits and identifying how individual buildings were constructed.

Apart from the townscape and visual impacts described earlier, the other main potential impacts on historical buildings will arise from ground movements (or 'settlement') from tunnelling which can cause damage to the structure or fabric of the building. In most cases, this is predicted to be very minor and can be easily fixed through minor repairs; but minor damage to some structures is possible.



Conservation areas and listed buildings

As a result, protective works to buildings will be carried out where necessary, with specific measures agreed for each building. These could comprise small cosmetic repairs, providing additional support, or temporarily removing vulnerable features. Injection of grout into the ground to reduce ground movement may be used, but this is not expected to be required. Settlement will be monitored before, during and after construction to detect if and when controls or protective measures could be needed.

Archaeology

The assessment considered the potential for archaeological features to be present in places where the BSCU construction activities will occur. This was carried out using document research, and drawing upon the collective knowledge of previous and ongoing ground investigations in the local area. From this, the likelihood of disturbing important remains was established, allowing for a suitable method of mitigating impacts.

The assessment found there is potential for archaeological remains of various importance or sensitivity in the shallower ground beneath the BSCU Work Sites. These sites will undergo detailed investigation, recording, analysis and publication of any finds, which will result in a better understanding of this part of the City of London's history. By following this process, significant effects on archaeological remains will be avoided.

Air quality

The assessment considered the air quality impacts that could occur during the demolition of buildings, excavation of the ground (for example during shaft construction) and storage/movement of excavated materials. Exhaust emissions arising from construction vehicles and plant and diverted traffic were also assessed.

The risk of dust impacts occurring is used to guide the level of mitigation likely to be required at the work sites, and a range of measures are set out in the CoCP which will ensure that no significant effects are likely.

During the peak period of lorry movements associated with the BSCU construction in 2017, and the traffic diversions as a result of the closure of Arthur Street, air quality modelling has

predicted that significant air quality effects could be triggered at two locations (on Cannon Street and near Upper Thames Street). However, the assessment considers a worst case scenario in terms of the routes drivers may take at first, which is only likely to occur for a matter of days. After this time, awareness of the road closure is expected to cause diverted traffic to disperse across other routes, and therefore it is not considered likely to be significant.

Water resources and flood risk

The assessment considered the potential impacts to the water environment (aquifers, buried rivers, and Thames Water water supply and drainage infrastructure) from the construction of the BSCU. The assessment was based on surveys and consultation with organisations such as Thames Water and the Environment Agency.

The construction areas are at a low risk of flooding, however a waterproofing strategy has been developed to prevent groundwater seeping into the station and running tunnels.

Constructing shafts and tunnels can provide a pathway along which potentially contaminated water can flow, which if unchecked, could allow this to spread into sensitive areas. In addition, if the construction activities damage water pipes, this would have a direct effect on people and properties. However, measures set out in the CoCP will be used to avoid impacts to the water environment.

Land contamination

The assessment considered the likelihood of land contamination to be uncovered or disturbed during the construction of the BSCU, and whether it could potentially affect people or property, or get into the water environment. It was based on a combination of document research and bringing together the results of other nearby intrusive surveys to establish the baseline conditions.

The assessment found that although no major areas of land or groundwater contamination are expected, the measures proposed in the CoCP are sufficient to protect construction workers, the public and the water environment, and to ensure the appropriate storage and disposal of any contamination encountered.

Waste management and resource use

The assessment looked at the current waste management situation in London, along with how the construction and operation of the BSCU will affect this, and what measures will be introduced to minimise any effects.

A target of 95 per cent recovery for beneficial reuse or recycling has been set for the approximate 200,000 tonnes of construction, excavation and demolition material anticipated to be generated. A large proportion of the waste from the BSCU will be from tunnel excavation comprising clean material. Waste materials will be transported off site for segregation, recycling or reprocessing and use at other sites, and it will have a negligible effect. Operational waste effects will also be negligible.

Socio-economics

The assessment considered potential effects on the local economy and community in the context of the existing characteristics of the area.

The assessment included document research and analysis to establish baseline employment

and business activity on and close to Bank Station. The analysis also considered the wider local economy in terms of employment and retail provision.

Bank Station is one of London's busiest London Underground stations and is the main transport interchange for the City of London and East London. The City of London is the UK's most significant economic area in terms of the jobs it provides and the wealth it generates for the UK economy. Over 300,000 people rely on Bank Station to commute in and out of the City of London every day. Overcrowding is getting worse, requiring more station closures. For the City of London to function effectively and to enable further growth in its economic base, it is critical that the station is made to operate effectively. The BSCU is essential for this to be realised.

During demolition and construction phases, approximately 200 jobs will be created. Although businesses will be displaced from the Whole Block Site, this will not be significant as they will be expected to relocate within the area given the availability of local office space.

Impact interactions and cumulative effects

In addition to the topic-based assessments, the ES considered how effects from the BSCU could combine with:

- one another (inter-relationships); and/or
- with those from other proposed development projects (cumulative effects).

Inter-relationships of construction effects (e.g. the potential combined impacts of noise, dust and visual impacts on a single receptor) will be reduced by the implementation of mitigation measures described in the CoCP and, considering their relatively temporary nature, it is not considered likely that they will be significant. A beneficial inter-relationship is expected on passengers using Bank Station following the BSCU, as a result of shorter journey times and less crowding.

Other known nearby development projects that are of a sufficient scale to have the potential to combine their impacts with the BSCU were identified through consultation with the City of London Corporation. However, an assessment of these was undertaken and it was found that significant cumulative effects are unlikely.

Sustainability

A Sustainability Statement has been produced which demonstrates how the BSCU meets the requirements of national policy, the Greater London Authority and the City of London Corporation. A number of tools have been used to assess this, including CEEQUAL*, against which an award of 'excellent' is expected. The main sustainability benefits are described as follows:

- climate change impacts are reduced, for example by using passive and energy efficient measures to cut the amount of operational carbon dioxide emissions by 23 per cent;
- improving quality of life, by reducing journey times and crowding for Bank Station passengers;
- providing transport for all, through introducing areas of step-free access, escalators and moving walkways;
- enhancing safety and security; and
- ensuring economic progress, such as introducing a strategic learning needs and training plan for construction workers, and enabling the City of London to develop as a key financial and employment centre.

*CEEQUAL is an industry accepted method for assessing the sustainability performance of infrastructure projects

What Happens Next?

LUL is seeking permission to build and operate the BSCU using a TWAO application, which in effect gives planning permission but also will enable LUL to compulsorily acquire land where necessary, and to construct and operate the railway.

The process involves submitting a range of documents to the Secretary of State, and making them publicly available for people to read and comment on if they wish to. It is possible that the evidence, including any objections, may be heard at a Public Inquiry in 2015. This will allow the Secretary of State to make a fully informed decision on whether to give permission for the BSCU to be built and operated. If permission is given, construction work will start in 2016, and be complete by 2021.

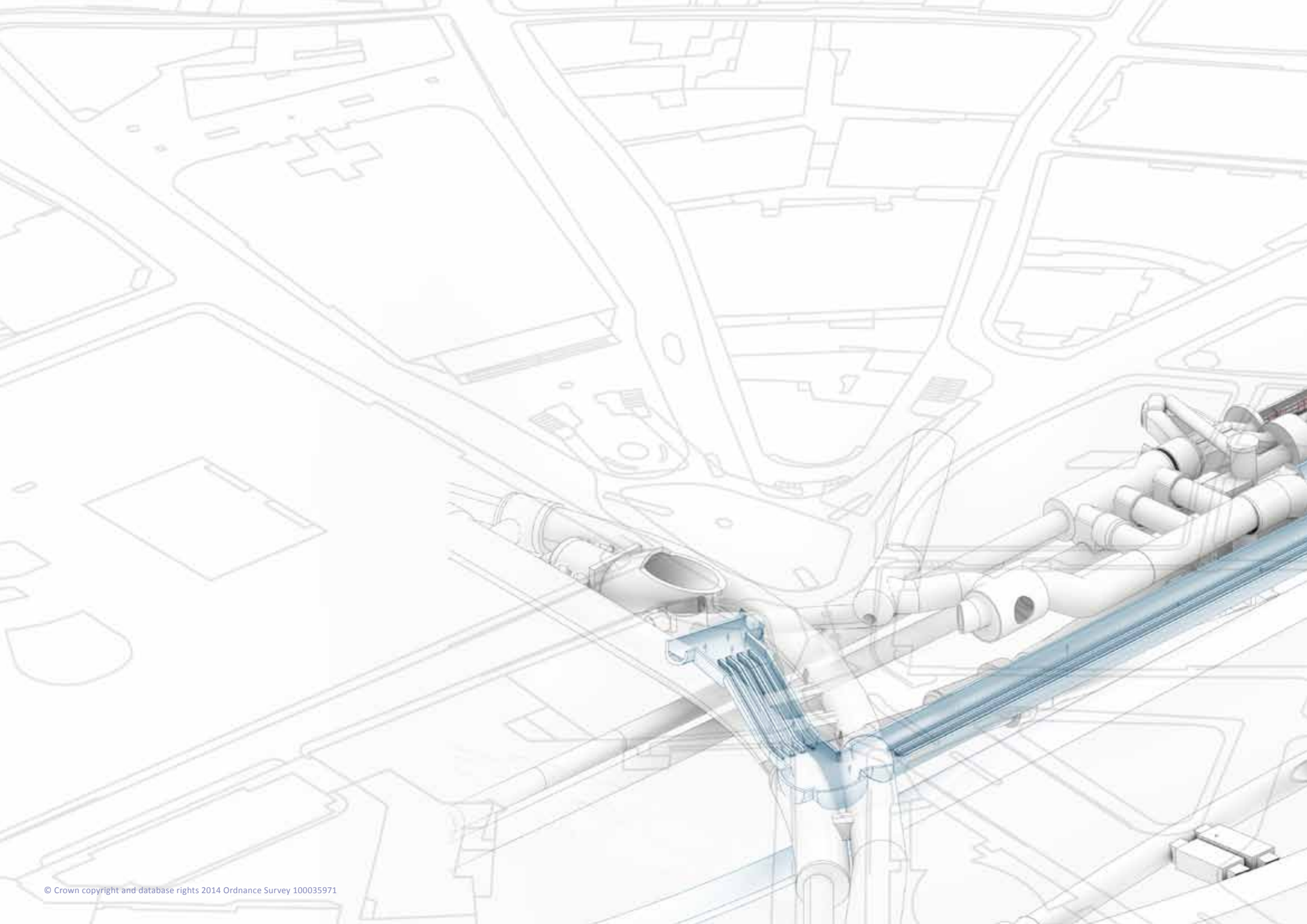
Further information about the proposals can be obtained by contacting the BSCU Help Desk:

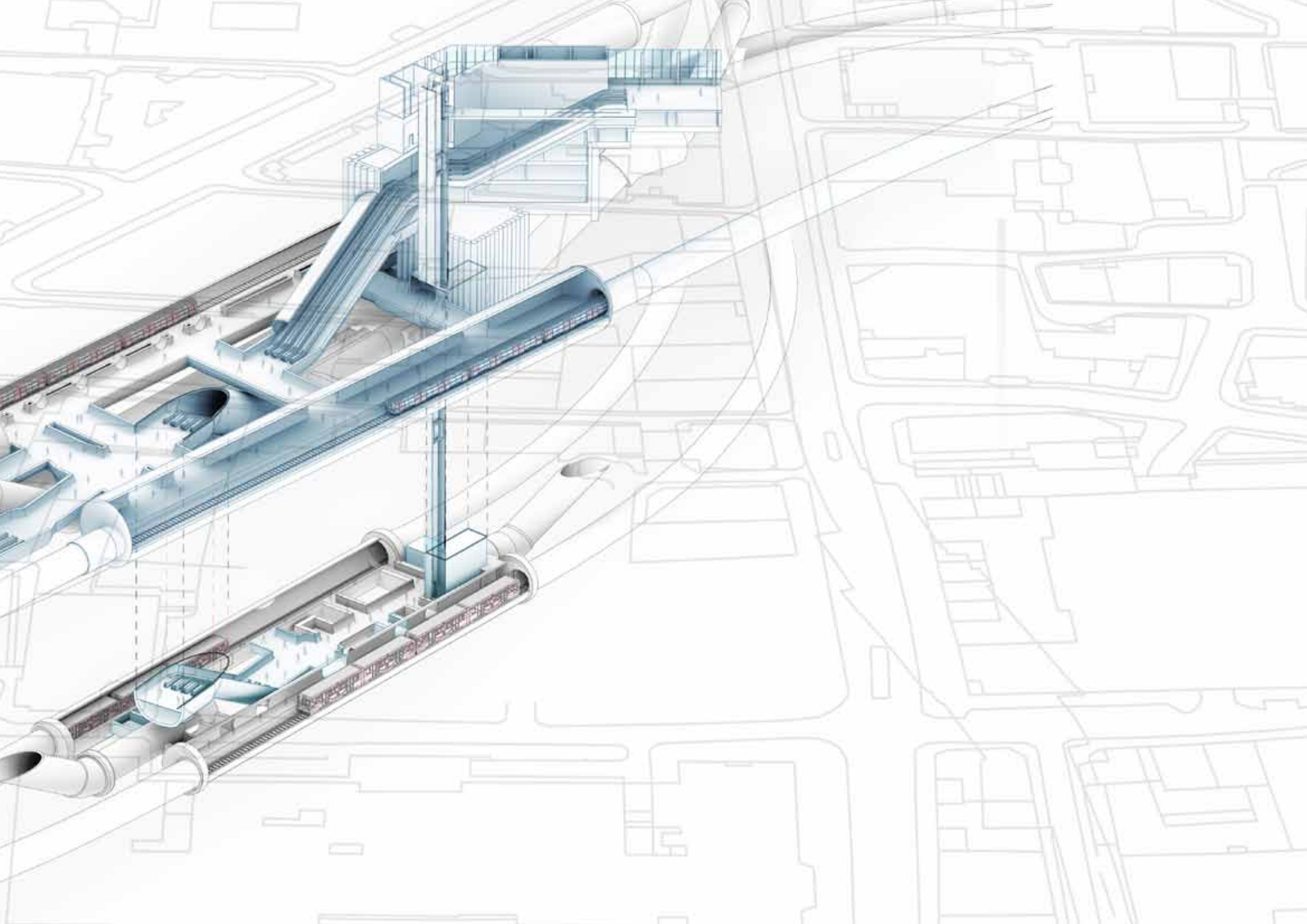
- on phone **0343 222 7878**; or
- by email at **bankscu@tfl.gov.uk**

The Help Desk will be open Mondays to Fridays (except bank holidays) from 0800 to 1800 and any calls or e-mails received outside of these days and times will be responded to by the end of the next working day. Please note that this e-mail address should not be used to make representations either for or against the proposals.

Copies of the documents and a number of factsheets about the application for the Order and the proposals generally can also be viewed and downloaded free from the project website at:

www.tfl.gov.uk/BSCU





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