

Major issues

facing Liverpool Street station

Liverpool Street station is London's busiest, with over 100 million people using it annually to access national rail, London Underground and the station's retail facilities.

Current challenges



Limited concourse capacity



Overcrowding



Poor accessibility



Lack of step-free access

- Despite being busier, Liverpool Street station has a smaller concourse than King's Cross and Waterloo stations.
- With the station now returning to pre-pandemic usage figures at peak times, periods of overcrowding significantly impact the passenger experience.
- The station is difficult to access for people with disabilities, parents with small children and prams, and luggage, as well as the elderly and those with bikes.
- There is only one fully accessible lift serving the main line station, and there is no step-free access to Central line platforms or westbound on the Circle, Hammersmith and City and Metropolitan lines.
- The station's layout is confusing for passengers, making it difficult for them to navigate and locate interchanges for onward journeys.
- Access to the London Underground ticket hall is also currently restricted by stairs.
- Liverpool Street station is the only station on the entire Elizabeth line that does not have full level access for interchange.

Transforming the passenger experience

for millions of station users, at no cost to passengers or the taxpayer



Creating a new upper concourse



From 1 to 7 lifts

Introducing step-free access



Ticket barriers increased by up to 60%



From 4 to 10 escalators

Unveiling lost views of the Victorian train shed



Improving accessibility around the station



New social public spaces



Improving visibility

Strengthening the retail and dining offer



Enhancing cycling features



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Restoring and celebrating the station's heritage features

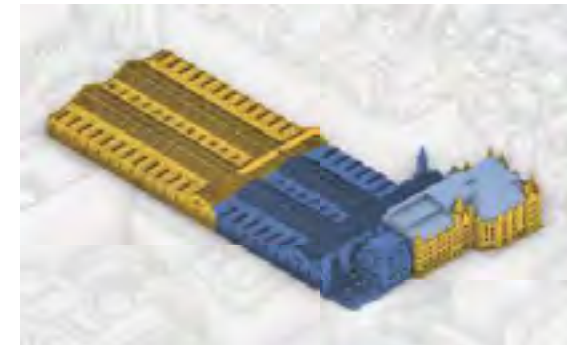
Opening up views of the Victorian hotel's architecture, whilst retaining more than half the 1980s train shed roof



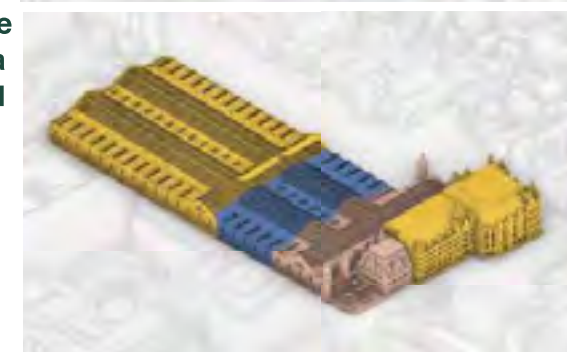
The station's original Victorian architecture will be preserved and enhanced alongside a sensitive refurbishment of the Andaz hotel.

- 100% of the original Victorian architecture, including the train sheds, will be retained and preserved.
- Less than half the 1980s train shed, as well as the modern McDonalds building and the roof extension on the hotel will be removed.
- The historic elements and façade of the Andaz hotel will be sensitively restored.

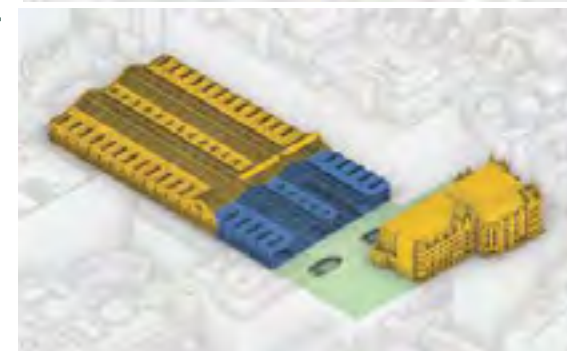
Existing condition showing extent of modern fabric



Modern concourse and entrance area to be redeveloped



Creating space for the new upper concourse



- 19th Century Historic buildings
- 1991 Liverpool St station modernisation
- 1997 Great Eastern Hotel refurbishment
- Area to be redeveloped
- New concourse

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Station improvements will greatly enhance the accessibility of the area which will have catalytic impacts by encouraging further employment and investment, boosting productivity, and supporting the 'Destination City' initiative.

**Up to 10,000
new jobs
for the City,
London and the UK**

£450 million

for station improvements, privately funded with no cost to passengers or the taxpayer, which is more than twice the amount of Levelling Up Funding allocated to London to date.

**445
local residents
likely to find
employment here**

The uplift in jobs will result in up to
£1.2 billion
of additional economic activity
(GVA) annually

Workers will spend up to an extra
£18 million
per year in the local area

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STATION**

Public spaces that cater to a range of activities and interests



Over
100
new trees

1.5 acres
of public green space

**Step-free
access**
throughout

- The public lido, children's play areas, seating areas, and performance spaces will create a space that is both welcoming and functional.
- An abundance of new outdoor, green spaces will create opportunities for people to come together as well as promoting wellbeing and importance of nature conservation.



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A new public rooftop garden, lido, and sports facilities, in one of the City's most sustainable buildings



Liverpool Street station will become a major new destination and gateway to the wider City, delivering:

- An innovative and sustainable building achieving BREEAM Outstanding, the highest measure of sustainability.
- Publicly accessible spaces that have been designed for visitors, workers and the local community.
- Public open spaces that flow vertically through the building, connecting the ground floor with the podium and roof garden.
- A new public lido, sports court, and multi-use outdoor fitness area located within the public roof garden, available for everyone to enjoy.
- A partnership with local primary schools so they can use the public lido for swimming lessons, helping to create an inclusive and accessible approach to wellness, sports, and leisure.



The journey so far

Welcome to the exhibition on the proposed plans for the transformation of Liverpool Street station.

Over the past six months, we've welcomed hundreds of people in to see our evolving plans for the station. We've also worked with stakeholders with a wide range of interests in the station and the hotel to help design a proposal that offers the broadest range of benefits whilst resolving the existing challenges with the station.

How your feedback has helped us develop the proposals.



Enabling better access

Working with disability groups, we've developed plans that go beyond just ensuring step-free access (though this alone is a significant step forward for the station). We've considered accessibility when developing plans for lighting and selection of materials in public spaces, how access to lifts works, and wayfinding and route marking.

Natural ventilation

We've focused on designing the concourse space so that it is naturally ventilated, improving air quality for all station users.

Purposeful places

We've worked with local stakeholders including local schools to understand what they want from public spaces. Our roof garden provides active uses and a public lido, whilst the podium level contains spaces for community activities and events.

Unveiling lost heritage views

We've enhanced views of the Victorian train sheds and hotel frontage by removing station clutter and modern retail stores, celebrating the station's existing heritage.

Enhancing memorials

We've been working with groups linked to the War Memorial and Kindertransport Memorial to plan sensitive enhancements and create more awareness with easier access to information.

Welcoming public spaces

We've upgraded ground floor public spaces with more seating and planting to create spaces that enhance the natural environment.



November 2022
Launching our vision for improvements to the station

January 2023
Outlining our plans for a new sustainable commercial building with transformed public spaces

April 2023
Today, our third exhibition showing the latest proposals before we submit a planning application

Shortly we will submit a planning application to the City of London Corporation



Spring 2024
Likely date for a decision on the plans

Q4 2024
Earliest start on site

Q4 2026
Earliest date for completion of station improvements

2029
Earliest date for completion of the whole project

Sign up to stay up to date with the project



LIVERPOOL ST
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A transformative vision

for a world-class accessible transport hub and seven-days-a-week destination



The City's Gateway

Restoring and Transforming

No cost to passengers or the taxpayer

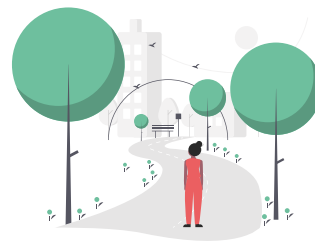
Public spaces and activities for all



Providing a **world-class accessible** transport hub



Creating new jobs and **boosting economic growth**



Providing new **public green spaces, gardens** and a new public lido



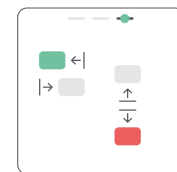
Keeping the station **open and functioning** throughout the works



Creating a **seven-days-a-week** destination, for visitors, workers and the local community



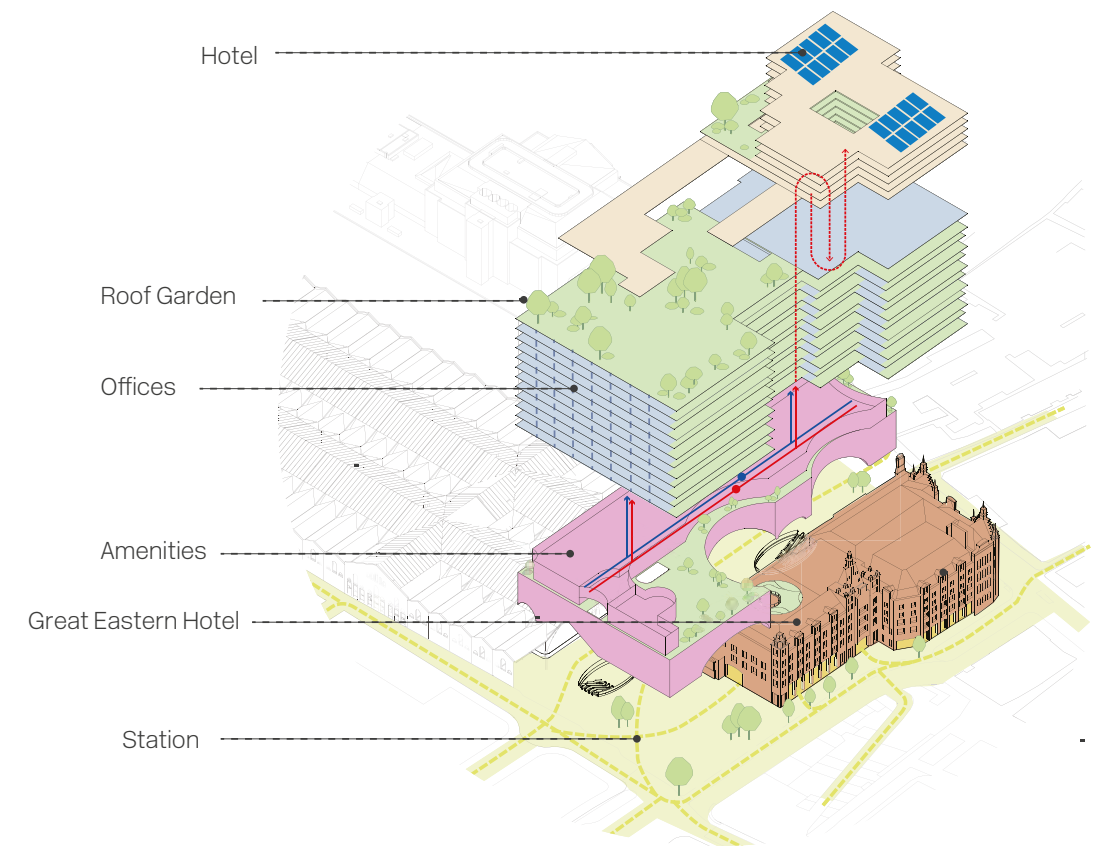
Providing a **sustainable gateway** to the City



Ensuring the station **copers with projected growth** in passenger numbers



Delivering at **no cost to passengers or the taxpayer**



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Place and culture

creating a connected community

Our proposals seek to create a destination that offers something to the local community, office workers, visitors and tourists who come to the City for different reasons and at different times.

We intend to maximise the spaces in and around the station, both maintaining station services and the existing convenience offer, whilst also creating new uses serving a more connected community.

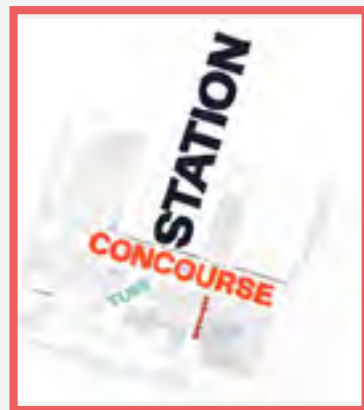
Street Level

The upper level, covered street runs east to west under the new roof, seamlessly connecting the main points of access on all sides. This cathedral like space benefits from the relocation of the station services to the lower level, allowing it to provide a more valuable role as a civic connector and social activator.



Station Level

The lower concourse level now has improved access and egress and provides improved ticketing, food, convenience retail and waiting rooms. The uncluttered and transparent space is connected through a series of large atrium openings and the reinvention of the old Carriageway.



Off-peak

destination activation

The new design of the station will significantly enhance the experience for passengers, improving accessibility, connectivity and making the space more welcoming.

However, we recognise there will be periods of low footfall when fewer people occupy these vast spaces and too often oversize public spaces can feel alienating.

We can establish an off-peak destination economy that provides welcoming and lively activity, in suitable spaces during off-peak periods, for experience-seeking visitors.

We can solve this through the provision of considered public space activation during off-peak periods when certain areas of the station are less busy, providing interesting events and unique users.



Reinventing

Liverpool Street station's ground floor

The redevelopment project will not only benefit passengers but also contribute to the enhancement of the surrounding pedestrian experience.

One of the primary moves of the scheme is the introduction of an upper level covered street sitting above the refurbished lower level concourse.

The covered street runs east to west under the new roof, seamlessly connecting the main points of access on all sides.

This 'street' space at the upper level – i.e. existing street level – **stitches together the adjacent Liverpool Street, Hope Square, Broadgate and Bishopsgate as well as the Ballroom and Carriageway**, and acts as a civic connector.

By carefully integrating seating and planting with pedestrian desire lines and walking patterns, the new design **will seamlessly blend with the city's urban fabric, creating a more enjoyable and efficient experience for all users.**

Hope Square itself is covered, enlarged and cleared of clutter. It connects the new station to the newly pedestrianised Liverpool Street, accommodating pedestrians during peak periods and acting as a civic square during off-peak times.

Bishopsgate Square is flanked by Eataly to the north and the reimagining of the historic Hamilton Hall to the south.

This public space will be a threshold for those heading to work as well as those visiting as tourists.

Across the site, the ground floors could include **cafés, bike shops and adjacent bike hub, retail, co-working as well as access to the hotel and offices above.**

The 'Kindertransport – The Arrival' statue serves as a memorial to the thousands of unaccompanied European Jewish children who fled to London on the Kindertransport before the Second World War.

It will be **restored, maintaining its place** in an upgraded Hope Square. We are currently working with stakeholders to discuss how we can best and most appropriately enhance its setting and contextualise its subject matter.

For the Great Eastern Railway War Memorial on the upper concourse level, which commemorates the Railway staff who gave their lives during World War One, **the lift within the base of the memorial will be relocated to a more suitable location.**



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Unveiling lost historic views and celebrating heritage

The station is landlocked, with limited opportunities to expand the station capacity outwards.

Therefore, the only option for siting the new office building and hotel, which fund the station improvements, is above the existing concourse, station entrances and part of the hotel.

This means the demolition of less than half the 1980s replica roofs, the modern McDonald's building, and the removal of the modern roof extension on the hotel.

The historic elements and façade of the Andaz hotel, which originally opened as the Great Eastern hotel in 1884, will be sensitively restored.

The removal of some of the 1980s fabric means that lost views of the original Victorian train sheds and hotel frontage will be uncovered. The ballroom and carriageway will be reconnected to the station, providing a route through the ground floor of the hotel building.

The Victorian train sheds will not be touched by the proposals.



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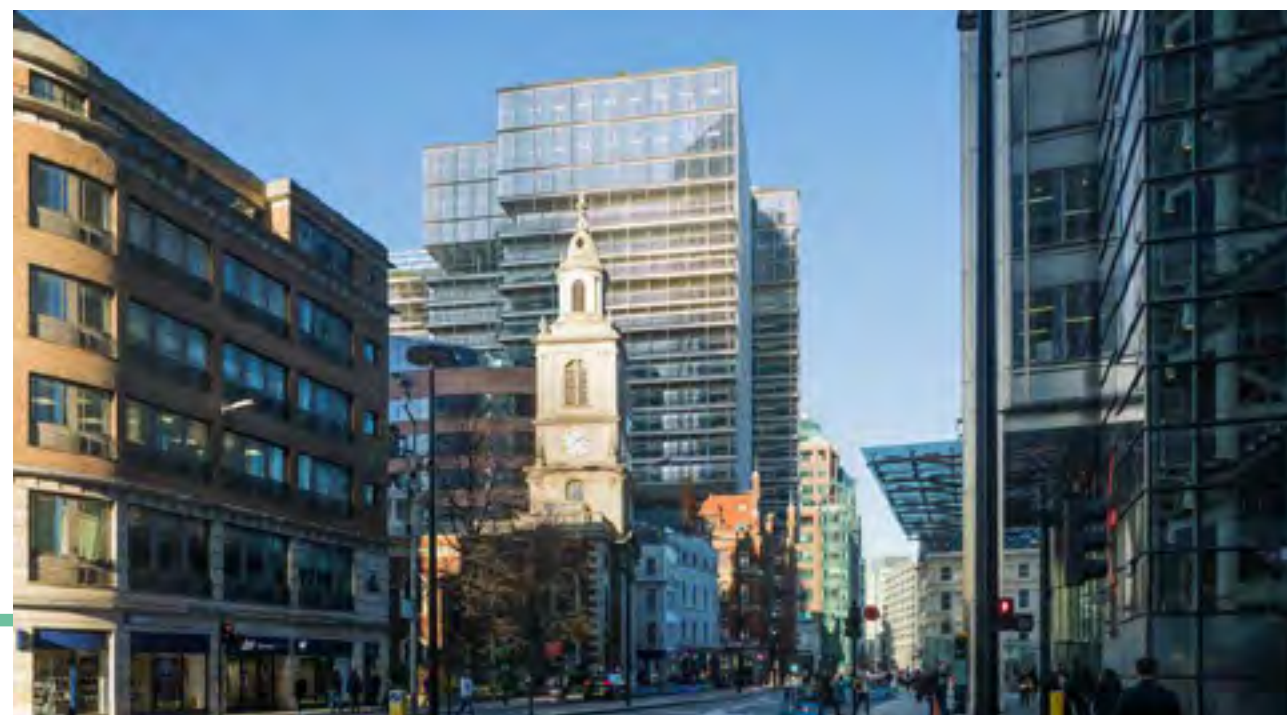
Views of the proposed development from the local area



Proposed view of Liverpool Street looking east



Proposed view from Exchange Square



Proposed view north on Bishopsgate

Integrating public space throughout the development

Public open space will continue vertically through the building, with a podium level on the third floor and roof garden providing access to a diverse range of public spaces.

The elevated podium is located above the concourse and serves as a hub for a variety of amenities and garden spaces. It provides access to the commercial lobby area above and its sweeping design creates a seamless connection to the roof garden of the Andaz hotel, making it an ideal venue for events and social activities.

The podium space is an external double-height covered environment, designed to be flexible and adaptable to a variety of uses and events, from casual gatherings to formal occasions.

Further up the building, the expansive roof garden, one of the largest in the City, will offer striking views of the City and creates a place for nature and activity, serving the local community, workers and visitors alike.

To promote health and wellbeing, a new public lido, sport court, and multi-use outdoor fitness area will be available to the public, with special partnerships developed with local schools to use these facilities also.



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Third floor podium level



Roof Garden



An innovative design

enhancing wellbeing and sustainability

Liverpool Street station will be an innovative and sustainable building with spaces for visitors, workers and the local community.

This will be the most sustainable major new development in recent years, and the proposed improvements integrate sustainable practices, such as the use of renewable energy sources and environmentally friendly materials, to reduce the station's carbon footprint.

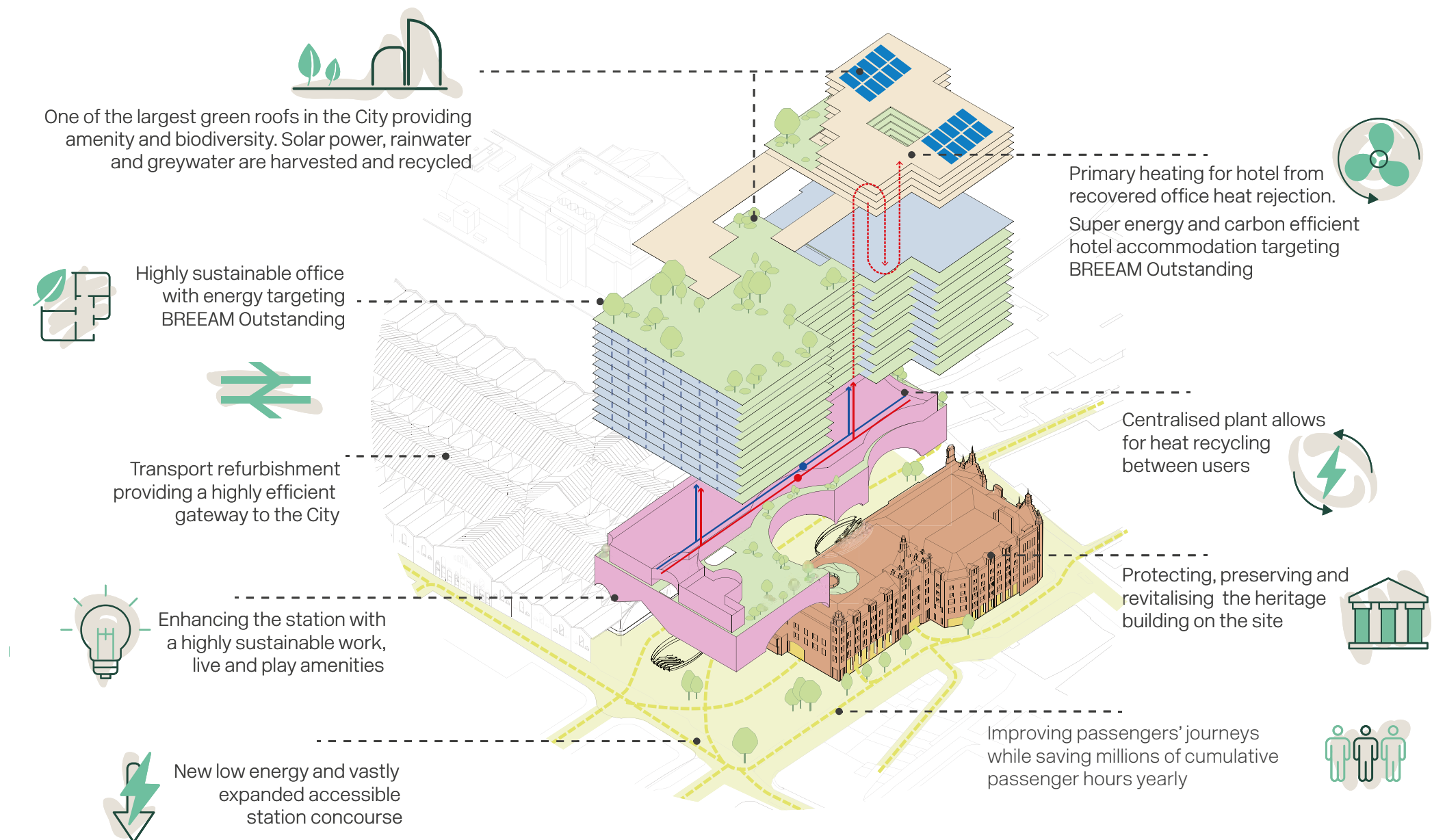
The vision has been to lead with a retention and retrofit heritage-based approach to preserve the materiality and history of the site as far as possible whilst providing upgrades and new accommodation.

The project re-uses much of the existing fabric of the station and retains and converts the Andaz hotel building, as well as providing new highly sustainable office and hotel accommodation.

The intent of the development is not to be an island of high sustainability separated from the rest of the city, but an integrated living 24/7 contributor to it.

The development will be inclusive and develop significant public realm across multiple levels, including meaningful increases to greening and biodiversity of the site.

The intent is to deliver greater accessibility, ensuring that the station is fit for purpose for both current and future projections for passenger numbers, guaranteeing that sustainable and mass transit remains viable for millions of people.



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A commercial destination

Liverpool Street station would become a landmark seven-days-a-week destination. At its heart would be an over-station mixed-use complex that features state-of-the-art office spaces and a 5-star hotel, creating jobs and boosting economic growth in the Square Mile and London.

Comprising up to 10 floors of workspace below a new six storey Andaz hotel, as well as new culture, retail, and leisure amenities, these spaces will incorporate collaborative spaces, including external

terraces with access to green space and biodiversity, and complement modern and flexible ways of working with unique floorplates to attract new tenants to the City.

The sustainable and wellness-focused office space is being designed to meet the high current and projected demand for modern Grade A space in the City of London.



Economic benefits

An average of 1,655 construction jobs will be supported every year during the construction period, these construction workers will spend a **total of £15 million in the local economy.**

Up to 10,000 new jobs in London will be directly supported by the new development.

Of the approximate £23.0m in annual business rates payments supported by the proposals, approximately **£7.6m would go to central government, £6.9m would go to the City of London Corporation, and £8.5m would go to the GLA.**

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