

Ref.: TC/445

12 January 2026

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By e-mail: planning@camden.gov.uk

Application: 2025/5340/L

Site: The Dominion Theatre 268-269 Tottenham Court Road London W1T 7AQ

Proposal: Alterations to box office lobby partitions

Remit:

Theatres Trust is the national advisory public body for theatres. We were established through the Theatres Trust Act 1976 'to promote the better protection of theatres' and provide statutory planning advice on theatre buildings and theatre use in England through The Town and Country Planning (Development Management Procedure) (England) Order 2015, requiring the Trust to be consulted by local authorities on planning applications which include 'development involving any land on which there is a theatre'.

Theatres Trust

22 Charing Cross Road, London WC2H 0QL

Telephone 020 7836 8591 **Email** info@theatrestrust.org.uk **Website** theatrestrust.org.uk

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Chair Dave Moutrey OBE

CEO Joshua McTaggart

Trustees Vicky Browning OBE, Anna Collins, James Dacre, Liam Evans-Ford, Stephanie Hall, Annie Hampson OBE, Tracy Ann Oberman, Lucy Osborne, Saratha Rajeswaran, Truda Spruyt, Michèle Taylor MBE, Katie Town

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Comment:

Thank you for consulting Theatres Trust on this application for listed building consent. It seeks to undertake alterations within the box office at the Dominion. A site visit to view the area of change has been undertaken.

The Dominion is a Grade II listed heritage asset which opened in 1929. It is one of the largest theatres in London with a seated capacity of over 2,000, with a further upper balcony of around 600 seats which is boarded off. It hosts runs of notable West End productions.

This proposal focuses on the box office. This is set deep within the foyer, underneath the left-hand staircase. It is in its original location and we believe it retains its original counters as well as decorative cornices to the ceiling, although there has been previous alteration to this area. It is also possible they have been subject to later refurbishment, the leaflet/brochure holders are likely later additions. Historic plans show there to have been four counters; currently there are three with a partition having been installed beyond the third counter with some back office behind. The partition is in a style which replicates the materials and appearance of the counters but modern downstands and grilles above are a detractor in heritage terms. The previous fourth counter has been removed.

Need and demand for in-person box office interaction has markedly declined over time as theatres have moved to digital sales and ticketing. As alluded to within the applicant's Heritage Statement, box office provision at the scale offered historically has become redundant. We would note that where major theatre capital projects have come forward, box office provision is generally being removed or integrated into multi-function sales points.

The rationale for undertaking this project is therefore understood, particularly as the back-office serving these counters has been observed to be cramped and not conducive to offering optimum working conditions. Whilst regretful that a further two counters would be masked from public view through bringing the partition forward to create additional office space behind, they will be retained in situ and this is a reversible intervention. This will generate less than substantial harm, although with sensitive design and detailing this proposal provides an opportunity to enhance character through losing or redesigning the modern insertions which harm existing character. With reference to paragraph 215 of the NPPF there is public benefit in improving working conditions and ensuring the theatre is able to function effectively, which supports its ongoing operation and conservation.

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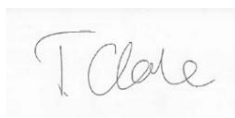
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Although we are able to understand this scheme based on our site visit and utilisation of historic plans and images, we acknowledge the applicant's Heritage Statement could be more detailed generally. It does not for example show the position of the box office in relation to wider foyer/front of house areas, or provide evidence of evolution of the box office over time. Adding further detail would better help demonstrate justification for this project, assess impact on original plan form, provide a balanced heritage assessment and assist with future understanding of the theatre's development.

We can support the granting of listed building consent, although we suggest the Heritage Statement is updated as we have suggested.

Please contact us if we may be of further assistance or should you wish to discuss these comments in further detail.



Tom Clarke MRTPI

National Planning Manager

Theatres Trust

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