

Summary

The Lived Experience of Our Streets

A People First Vision for London's Streets



Executive Summary

The Lived Experience of Our Streets: A Vision For London's Streets

Published by Nooma Studio for Cross River Partnership and Transport for London's Central London Sub Regional Transport Partnership (CLSRTP), September 2021. CLSRTP covers the following 10 central London boroughs:

- [London Boroughs of Camden](#) • [Hackney](#)
- [Islington](#) • [Lambeth](#) • [Lewisham](#)
- [Southwark](#) • [Wandsworth](#)
- [City of London Corporation](#)
- [Royal Borough of Kensington & Chelsea](#)
- [Westminster City Council](#).

The Lived Experience of Our Streets sets a vision to create a more equitable and accessible street for all users across London. During a period of rapidly evolving global trends and competing demands on street space, this vision and toolkit document aims to guide decision makers to put people first in the visioning of central London's street space. At the core of this commission is the need to improve the inclusion, accessibility and wellbeing of London's street users.

The COVID-19 pandemic, Brexit, the climate emergency, shifts to online shopping, on-demand delivery, inequalities, an ageing and increasing population, are all issues that London faces today. They have presented a timely opportunity for London's Local Authorities and Strategic Agencies to work together to implement practical solutions to the issues regarding transport, footfall, environment, and functionality of London's street space.

London's challenge is finding the balance between competing interests. We need more space for rest and play whilst still

moving people and goods efficiently around the city. These user demands grow in response to global trends which the current street space struggles to accommodate. This challenge presents an opportunity to reimagine the function of streets, to design spaces that better accommodate current uses and future proof for users and their needs. The people-first vision and toolkit methodology begins with developing an in-depth understanding of the street, its physical and environmental assets and how the street is being used. By carefully considering street users' needs, various street typologies we can understand how their relationships to streets change throughout the day.

The study explores this methodology by focussing on four different street typologies; a Local Street (Atlantic Road, Brixton), a Destination Street (Camden High Street), an Office and Transport Street (Praed Street, Paddington) and a New Development Street (Circus Road West, Nine Elms). These four typologies and case study streets represent a sufficiently challenging test-bed for the ideas and strategies developed through the study.

At the heart of the research from this report are the lived experience interviews which represent a range of typical relationships to London's streets. The study found that what these interviewees have in common is a set of simple wants; more street-cleaning, better signage and easier movement. Each one of the report's interviewees highlighted the camaraderie and support that Londoners can have for each other, they just want to feel that from those in charge.



Report Content

The Lived Experience of Our Streets has been commissioned by the Cross River Partnership (CRP) to prepare and equip its members and partners to think through and respond to the global trends and emerging demands on our streets.

The report consists of six main chapters:

Chapter 1: Context

This chapter sets out the context of the study by addressing the historical and present context of demands on London's street space. Including an overview of relevant policy and the impact of COVID-19.

Chapter 2: The Current Demands on London's Street Space

A high level overview of macro trends and emerging demands affecting street space such as climate change, technological advancements, health and wellbeing, and population increase.

A core component of the study has been the findings of key stakeholder engagement sessions which captured the views of public authorities, businesses, landowners, logistics and freight organisations and emerging technology products.

Through a series of lived interviews, we hear from a diverse representation of street users. The interviews are both universal and deeply personal in nature, providing a unique perspective into the needs and experiences of those that use our streets as a place of work, leisure, and transport.

Chapter 3: A People First Vision for London's Streets

The proposed visions use the street space toolkit to demonstrate four high

level visions for the street typologies investigated in the study.

The chapter provides an overarching vision for the improvement of user experience of London's streets in order to minimise environmental stressors and improve the overall health and wellbeing of street users. This vision goes on to inform four theme based visions for each of the typologies that have been studied.

Chapter 4: A People First Toolkit

A people first toolkit includes a simple methodology that identifies what TfL and London's authorities can do with different street space typologies to meet the needs of different users at various times of the day and night.

Appendix A: Streetscape Typology Studies & Street User Demands

A study of four street typologies which identifies redundant infrastructure, what needs to be de-cluttered, and aspects of street space that needs to be improved, e.g. physical furniture, planting, and lighting.

The four typologies and case study streets were:

- Local High Street - Atlantic Road, Brixton
- Destination Street - Camden High Street, Camden
- Office and Transportation - Praed Street, Paddington
- New Development - Circus Road West, Nine Elms

Appendix B - Precedents

A selection of relevant London and international case studies to illustrate best practice, scalability, transferability and future innovation.



Vision and Headline Recommendation Strategies

1. Put people first - talk to the people who use the street and respond to their needs.
2. Community focus - allow street space to empower communities and foster a greater sense of ownership and belonging.
3. Safe streets - improve safety for all street users both at night and during the day. create place specific night-time strategies and provide appropriate lighting schemes that promote a sense of security.
4. Inclusive and accessible streets - make streets more inclusive and accessible to all through basic welfare amenities and support for more marginalised and diverse groups to benefit from street space.
5. Streets for wellbeing - streets should contribute to our wellbeing. Employ greening. Encourage all modes of micro-mobility for health, fitness and cleaner air. Reduce noise and air pollution, make more space for pedestrians and provide amenities such as benches, drinking water and shade.
6. Share, engage, and co-create streets - encourage greater interoperability and collaboration between local authorities and key stakeholders.
7. Create spectacle - incorporate public art, and turn redundant street infrastructure, such as phone boxes, into new uses.
8. Intergenerational streets - activate streets through play for both young and old alike. Creative family friendly attractions, public facilities and social spaces. Promote independent mobility for all generations.
9. Future-proof the street - re-designate street space to respond to emerging demands including green last mile logistics and micro-mobility.
10. Keep things simple - remove unnecessary street furniture, consolidate essential items where possible, and keep footways clear. Keep streets clean, well maintained and free of hazards

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This study was commissioned by The Cross River Partnership

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