The Lived Experience of Our Streets

A People First Vision for London's Streets

Department for Environment Food & Rural Affairs

NOOMAStudio

CROSS RIVER PARTNERSHIP

momentum transport consultancy

CENTRIC LAB

The Lived Experience of Our Streets, 2021

This study was commissioned by the Cross River Partnership on behalf of Transport for London's Central London Sub Regional Transport Partnership.

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Foreword

by Keith Bottomley

Vice Chair of Policy at City of London Corporation & Co-Chair of the Cross River Partnership

As Co-Chair of the Cross River Partnership I am pleased to present the Partnership's vision for the future of street space in central London.

The question of how our streets look, feel and function is more important than ever. Fresh and radical thinking is needed to deliver accessible and inclusive streets that will support the Capital's recovery from Covid-19, tackle carbon emissions, improve air quality and adapt to a changing climate.

Delivering the toolkit set out in this report will help ensure central London remains a great place to live, work and visit. As the case studies highlight, the way this is achieved will vary according to location and context. What does not vary is the need for all streets to become places where people choose to walk, cycle and spend time.

Achieving this will mean changes to the way motor vehicles access and move around central London. This must be done in a way that still allows essential traffic to get where it needs to. There will always be some deliveries and journeys that require a motor vehicle, but ultimately, we need fewer motor vehicles with those that remain being as quiet and clean as possible.

Delivering this vision will also require embracing new technologies (and facilitating greater use of established technologies) that support the shift towards more people orientated streets. Shared transport services, electric vehicles, cargo bikes and dynamic management of the kerbside (to name but a few) present opportunities to use street space more efficiently and effectively.

Partnership and collaboration will be key to delivering this vision. The Cross River Partnership is uniquely positioned to enable this across the central London boroughs and the City of London Corporation, TfL and external parties. I look forward to seeing the results of this collaboration as fairer and healthier streets are delivered across central London.

We are **NOOMA**Studio

NOOMA Studio is an inter-disciplinary collective of architects and creatives with a heartfelt connection to London. We are here to problem solve and create joyful space that support human thriving and wellbeing. The studio is founded on diversity and our collaborative co-creation methodology is our way of making things happen. We create accessible, people-led spaces through investigation, engagement, design, delivery and post occupancy support. NOOMA is formed of members from non-traditional backgrounds. We take London's cultural mosaic as our normal.

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About Cross River Partnership

The Cross River Partnership (CRP) is a non-profit impartial organisation delivering projects that contribute positively to the social, environmental and economic health of London. CRP's vision is to work with its partners to deliver the grand challenges of our time and shape the London of tomorrow. We aim to inspire collaboration across London and beyond, and to deliver projects that other may then use as a blueprint to follow.

CRP are a test bed for new ideas and are committed to positive change for all - Delivering London's Future Together.

CRP manages the CLSRTP and facilitates the delivery of CLSRTP projects, on behalf of Transport for London. CLSRTP is a collective of senior transport officers and directors from ten London boroughs who provide strategic advice for, and on behalf of, Transport for London (TfL). The partnership, which has been active since 2009, acts as a trusted impartial forum for the boroughs to share experiences and enable collaboration on key sub-regional transport priorities, delivering projects, innovative pilots and trials, forward thinking research and strategies.

All of CRP's partners are represented on its Board. CRP is proud to be working collaboratively with all of these public, private and community partners across central London and beyond. CRP is an alliance of:

- Angel London
- Better Bankside BID
- Brixton BID
- Cadogan
- Camden Town Unlimited BID
- Cheapside Business Alliance
- City of London Corporation
- Euston Town BID
- Greater London Authority
- Groundwork London
- Hammersmith BID
- Hatton Garden BID
- London & Partners
- London Borough of Camden
- London Borough of Hammersmith and Fulham
- London Borough of Islington
- London Borough of Lambeth
- London Borough of Southwark
- Midtown BID
- Network Rail
- Port of London Authority
- Royal Borough of Kensington and Chelsea
- South Bank BID
- Team London Bridge
- The Fitzrovia Partnership
- The Northbank BID
- Transport for London
- Vauxhall One
- Victoria BID
- Westminster City Council

If you would like to find out any further information from Cross River Partnership (CRP), please get in touch at crossriverpartnership.org

Executive Summary

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

Published by NOOMA Studio for Cross River Partnership, September 2021

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 theses 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.

Vision and Headline Recommendation

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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Chapter One
Context

History of London's Street Space

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Understanding the Impact of COVID-19 on our Street Space

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The Policy Context of London's Street Space

History of London's Street Space

From the moment of London's founding, life in the city has revolved around and taken place in its streets. Over the course of 2,000 years, as the city has spilled over its original Roman boundaries and blossomed into a modern metropolis, streets have shifted, warped, lengthened, and even disappeared altogether, responding to commercial interests and the needs of the people who inhabit them. Today, London's streets are an idiosyncratic product of historicism and modern modalities as the city continues to adapt to new technologies, uses, and human patterns of movement and habitation. The streets examined in this report —

Camden High Street, Nine Elms' Circus Road West, Praed Street, and Atlantic Road in Brixton — are representative of the diversity of lived experience in London over centuries. Given that each of these avenues lies outside of the original planned city which remained the hub of London until the modern era, they were typically established as links between the city itself and the farms, roadside pubs, and residences which proliferated during the early modern era.

Camden High Street, for example, was little more than a wide spot in the road linking the city proper to then-rural Highgate. Atlantic Road, on the other hand, was undeveloped woodland until the early 19th century, when increasing demand for housing and industrial usage sparked an unprecedented building rush. Praed Street was built to accommodate the city's flourishing population during the age of imperial plenty. Circus Road West is an example of a recently developed street as part of one of London's largest housing-led developments.

The establishment of canals, railways, tramlines, underground rail services, utilities, river transit, sewers and waste transit and underground draws each of these places into a burgeoning web of infrastructure.

Up to the late 19th Century London's street space was generally shared by all, but one form of transit dominated, the horse-drawn carriage, with an estimated 300,000 horses. Walking the streets of London the manure and urine produced had become a public health issue. Although electric vehicles were already in use as a cleaner and safer alternative it was the internal combustion engine that took precedence signalling a gradual but profound shift to the street as preserve of motorised vehicles with arguably even more deadly impacts.

While motor vehicles of all kinds have measurably increased activity and independence throughout the country, the localised and global effects of the pollution they cause has forced nations and urban centres to find smaller, cleaner, and more efficient local and last-mile solutions.

What these streets share in common is their continuous use as bustling travel routes and scenes for local commerce and community. Tradesmen from knife grinders to fishmongers peddled their wares to thousands of inhabitants, and the opening of markets such as Brixton Market in the 1870s offered even greater possibilities for craftsmen and merchants to serve their communities. The inhabitants of the terraced houses lining these streets ranged in affluence from working class families in subdivided homes to members of the middle class engaged in the running of thousands of commercial concerns and public offices.

Today, the majority of London's streets are public, free to use regardless of the incomes of their users. Each of the areas examined in this report feature a diverse array of businesses, medical and public services facilities, and local authorities' and BIDs' responses to Londoners' daily demands and needs in the public street scape.

'What these streets share in common is their continuous use as bustling travel routes and scenes for local commerce and community.'

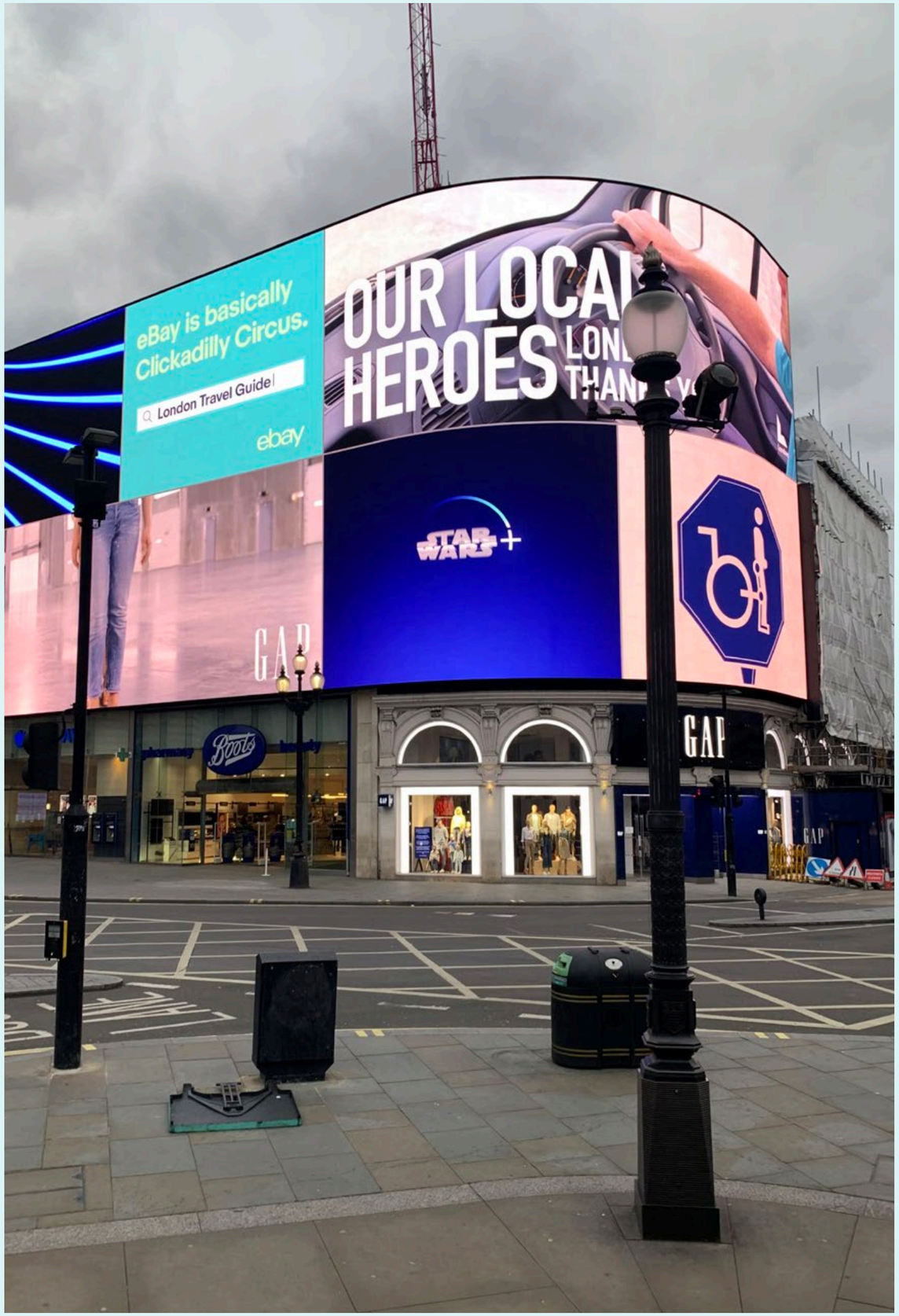
In an effort to increase usability and safety, while reducing congestion and pollution, many stakeholders are actively examining and encouraging ways to bring residents back into the street and to provide them with a varied, sustainable mixture of uses and methods of travel. By exploring the experiences and unique demands of each of these, a road map may be plotted for the future of London's streets which will establish sound, user-friendly, and efficient methods of usage for coming generations.

Understanding the Impact of COVID-19 on London's Street Space

Central London in Crisis

The coronavirus pandemic upturned the way we experience London streets, recasting our relationship to central London and our local town centres and high streets. Lockdowns, social distancing and remote working have pushed London's footfall away from London's core into its suburbs. As a result, central London has experienced a crisis of vacancy, both in terms of footfall and commercial offer. The area has too few residents to sustain business activity without the help of visitors and commuters; there are only 330,000 residents but the area accommodates 2,100,000 jobs, equivalent to 40% of London's employment.

Although it is perhaps too early to say the long-term implications of the pandemic for Central London, it's expected that the role Central London will play in the Capital will greatly change. It's predicted international visitor numbers won't return to pre-pandemic levels until 2024, and domestic visitors until 2023. Furthering this, the phenomena of work from home is unlikely to disappear anytime soon, with workers and businesses quickly adapting to the convenience and flexibility it brings. As a result, we may see that the daily swell of commuter pre-pandemic is replaced by the area being used for in-person meetings, reinforcing Central London's role as a social as well as economic, cultural and commercial core.



The Rise of Hyper-Local

In comparison, London has experienced the rise of ‘hyper-local’ with local high streets becoming the focal for food shopping and essential services as well as becoming the destination for socialising and leisure. Independent food businesses were able to take advantage of deliveries and takeaways, whilst local markets thrived as people were forced or preferred to shop outside.

The Business and Planning Act 2020 allowed for the emergence of London’s outdoor dining scene, through giving premises the license to serve and seat customers on the street. These changes displayed the possibilities and power of the local community, particularly presenting the opportunities to accommodate leisure and social activities in the street scape by repurposing redundant infrastructure.

Active Travel

Hyper local activity in the pandemic has also helped create a more active population, as people are able to walk or cycle to the shops. This was in conjunction with TfL’s Streetscape for London Scheme which saw the introduction of cycle lanes and wider pavements to create more space for people to safely walk, cycle, scoot and wheel. Facilitating active movement has been shown to help business revenue, with people who walk to the shops spending 40% more than those who drive. This is a great incentive for BIDs to create conducive environments for active travel.

Shifting Uses for Retail Space

In terms of the high street, both large and small retail outlets have suffered the financial impact of the pandemic, leading to a rise in vacant commercial premises. In local areas this has encouraged a rethink of how these spaces could be used, for example an increased opportunity to house affordable studios or makers spaces. Larger retail sites are being adapted into mixed use premises, housing smaller businesses as well as being used for cultural, civic and social purposes.

Online Shopping

Another key impact of COVID-19 is the increase of online shopping, a trend pre-existing the pandemic but accelerated by the lockdowns, social distancing and the closure of non-essential shops. The use of online shopping has only continued to balloon over the course of the pandemic, leading to significant changes to London high streets and the nature of logistics in the capital.

Another opportunity is repurposing these spaces for micro logistic hubs. In central London, empty retail space creates a great opportunity for last mile logistic hubs that utilise sustainable freight like e-cargo bikes. In local areas, there’s a larger demand and necessity for resident area parcel hubs, as working from home shifted personal deliveries from places of work to peoples’ homes. These are expected to be lasting impacts, as the pandemic only made pre-existing retail behaviour changes more stark.

The Policy Context of London's Street Space

There are several London policies in place, from the Mayor's London Plan to Local Authority Supplementary Planning Documents that promote many of the topics within this visioning document. More prescient is the volume of guidance documents available that give clear and pragmatic steps to achieving many of the topics discussed.

The London Plan

The London Plan is one of the most crucial documents for London; what it contains shapes how London evolves and develops over the coming years. It is the overall strategic plan for London, setting out an integrated economic, environmental, transport and social framework for the development of London over the next 20–25 years. The document brings together the geographic and locational (although not site specific) aspects of the Mayor's other strategies.

Local Plans of London Boroughs

There are multiple Local Plans that have been prepared by all London boroughs by the local planning authority in consultation with the community that set out multiple visions and frameworks for the future development of particular areas. The list for London is extensive, but before the start of any project, you should first consult relevant existing Local Plans.

TfL Streetscape Guidance

This document sets a high standard for the design of London's streets and spaces by applying best practice design principles. This guidance sets the standard for London's streets and whether a one-off major project or a smaller local adjustment, it defines the aspirations and outlines the criteria for good design, material selection, installation and maintenance.

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British Standard 8300-1:2018 - Design of an accessible and inclusive built environment

This British Standard explains how the external built environment, including streets, parks, landscaped areas, the approach to a building, and the spaces between and around buildings, can be designed, built and managed to achieve an inclusive environment.

Mayor's Transport Strategy

This document details how the Mayor aims to change the transport mix across London, providing viable and attractive alternatives that will allow Londoners to reduce their dependence on cars. The aim is simple but ambitious, and has important implications for our streets, public places and future growth as a city.

Healthy Streets

Healthy Streets is a human-centred framework for embedding public health in transport, public realm and planning. The 10 Healthy Streets Indicators focus on the human experience needed on all streets, everywhere, for everyone. This approach has been integrated into the London Mayor's Transport Strategy.

Walking Action Plan

This document sets out the plan to make London the world's most walkable city. Walking as part of regular travel is the best way to stay healthy. Switching from motorised travel to walking reduces road danger, air pollution and noise. If more people walk and consequently fewer drive, the result is streets and neighbourhoods that are more pleasant and connected communities. Footfall is good for both the local and the city-wide economy, and walking is a great way to explore the city around us.

Planning for Walking Toolkit

This is a handbook providing advice for planners and designers involved in the design or creation of public realm, including streets, off-road footpaths and public spaces across London. It helps in the delivery of the Walking Action Plan.

London Cycling Design Standards (LCDS)

LCDS sets out requirements and advice for cycle network planning and for the design of dedicated cycle infrastructure, cycle-friendly streets and cycle parking. This guidance applies to all streets in London and must be adhered to for relevant funding programmes.

SuDS in London

This guidance shows how Sustainable Drainage Systems (SuDS) can be incorporated into London's streets and wider public areas to help manage surface water run off, reduce flood risk and provide other environmental benefits. Revised and updated in November 2016, the guidance highlights potential opportunities and constraints, aimed at encouraging the relevant authorities across London, including the boroughs, to consider their streetscape and the possibilities of successfully integrating SuDS.

The SuDs Manual

This comprehensive guidance provides best practice guidance on the planning, design, construction, operation and maintenance of SuDS. There is further guidance available from Susdrain and through CIRIA.

London National Park City

The idea behind London being awarded this title is to protect London's green spaces, encourage the growth of green areas, waterways and paths and encourage residents and tourists to access them.

All London Green Grid - 2011

The vision of the All London Green Grid is to create a well designed green infrastructure network of interlinked, multi-purpose open and green spaces with good connections to the places where people live and work, public transport, the Green Belt and the Blue Ribbon Network, especially the Thames.

GLA Developing a Night Time Strategy Guidance - 2020

This guidance sets out the many benefits for councils, communities and businesses, of creating diverse and inclusive night time plans together, with step-by-step guides and case studies from across the globe on how this can be achieved.

GLA Cultural Infrastructure Plan - 2019

This guidance helps local authorities hone their policies and enables planners to give more informed advice. It aims to make it easier for citizens and developers to design the right kind of cultural infrastructure to complement what already exists, meeting genuine demand and to create a more thoughtful public realm.

Public London Charter

The Public London Charter (the Charter) consists of eight principles. The Charter principles are directed at the users, owners and managers of such spaces, with the aim of ensuring that London's public spaces are safe, accessible, inclusive, attractive, well-connected and easy to understand, well maintained and serviced.

Connective Social Infrastructure

As part of the Mayor's Good Growth by Design programme this document, drawn from evidence across London's neighbourhoods, shows how we can plan for, design and manage social infrastructure to deliver improved social integration for Londoners.

E-scooter trials: guidance for local areas and rental operators

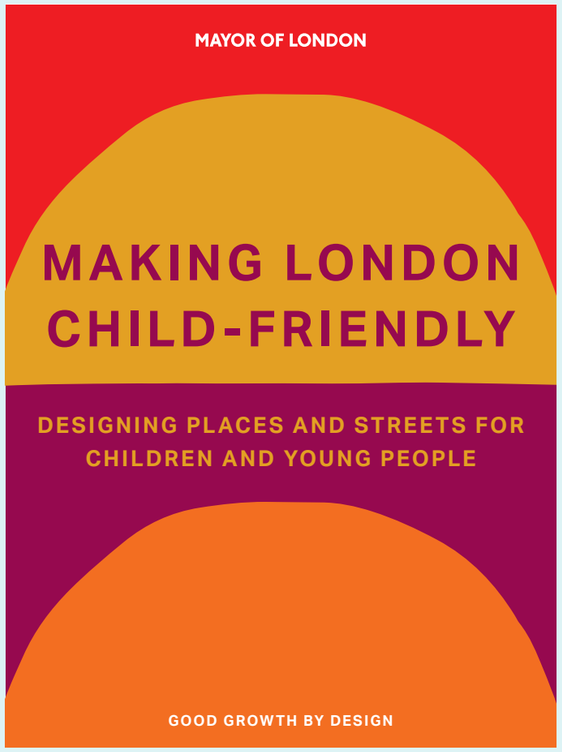
To support a 'green' restart of local travel and help mitigate reduced public transport capacity, the Department for Transport (DfT) is fast tracking and expanding trials of rental e-scooters. E-scooters offer the potential for fast, clean and inexpensive travel that can also help ease the burden on transport. networks and allow for social distancing.

Designing for Circular Economy Primer

The document has been written to help support organisations in the built environment sector to understand how they can embed circular economy principles into their projects and design processes.

Making London child-friendly

This report sets out how we can think differently about the built environment and its effect on how young people develop and behave. It provides a series of indicators, principles, examples of best practice and recommendations to help make London a more child-friendly city.



Expanding London's Public Realm

This design guide provides guidance for the design of internal, semi-internal and elevated public spaces in London in the context of their recognition as part of the city's public realm. Its aim is to ensure that these spaces provide the highest level of quality, inclusivity and accessibility for all Londoners.

TfL Kerbside Loading Guidance

This guide aims to ensure appropriate kerbside loading facilities are included on London's highways and in street design schemes. This information will be useful for those managing and making changes to the road network including land-use planners involved in development control, developers, highway and street scheme design teams, enforcement and highway management teams.

TfL Accessible Bus Stop Design

The intention of this guidance is to help encourage all those involved in the design, construction and operation of London's roads to consider the different accessibility needs of Londoners who use the TfL bus network. The importance of an accessible bus service will increase as the number of older and disabled Londoners is projected to rise significantly.

GLA Community Engagement Team

City Hall's Community Engagement teams' mission is to bridge the gap between City Hall and London's communities. The team works on giving communities a platform to be seen, heard, resourced, and to be more actively engaged in the City's decision making. They also support the Civic Futures programme where up to 30 people from across London's civil society and local government will come together for a collective learning and discovery experience focused on peer connection, exploration and inquiry, systems thinking, and collaboration across London's civil society.

Chapter 2

The Current Demands on London's Street Space

Understanding Demands on London's Street Space

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Macro Trends & Emerging Demands

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Street Typology Case Studies

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Stakeholder Engagement

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The Lived Experience of Our Streets

Understanding the Demands on London's Street Space

Demands on London street space are complex and rapidly evolving, with the interests of users widely differing and in many cases resulting in conflicting requirements. A key challenge is often finding the balance between the three overarching ways people consider the street;

- Place (shop, work, play or live)
- Movement
- Commerce

People spending time in a place want more ownership of the space and for the city to slow down around them to create environments conducive to health, wellbeing and leisure. This contradicts the necessity for London to function as a moving city, in the interest of logistics and efficiency. Moreover, London streets also have to operate as a workspace, with kerbsides and pavements used for operations. Therefore, the challenge for local authorities is prioritising and managing street space throughout the day to meet the needs of all users.

These user demands grow in response to overarching, global trends such as the climate emergency and the need for more sustainable travel, citizen health and wellbeing, and the rise of technology. These macro trends are creating rapid changes to user demands which the current street space struggles to accommodate.

The COVID-19 pandemic has further increased the pace of these changes, and in some cases has totally altered our expectations of London's streets. It has affected how people travel, with the desire to stay socially distant. There is considerable uncertainty surrounding whether and when people will return to their previous habits, and what the long-term implications might be. Good habits have formed such as; walking, cycling for leisure and rediscovering the local community and available facilities.

However, some unsustainable habits have increased such as using cars more frequently instead of public transport. COVID-19 has also affected the face of high streets, with retail space becoming empty or being re-purposed, placing different demands on the street and kerbside.

London's population is predicted to grow from 8.9 million in 2019 to 9.6 million people by 2030. In an already densely populated city, increasing numbers of people will put further strain on an already overloaded street space.

When considering street users it's important to give special consideration to individuals who may have additional needs such as safety concerns, health disorders, mobility issues, neurodivergence, or visual impairment to name but a few, which are directly impacted by our street environments.

A Summary of Street User Needs

See Appendix A for complete study of Street User Needs

When considering the design of street space it's important to remember that the environment should be based around user demands and experience. We have identified a non-exhaustive list of street users to better empathise with how people experience London street space. These demands have been categorised into four overarching themes; safety, health and wellbeing, welfare, and function.

Efficiency

Streets should better functions as spaces of services and transport to ensure greater efficiency and safety.

Safety

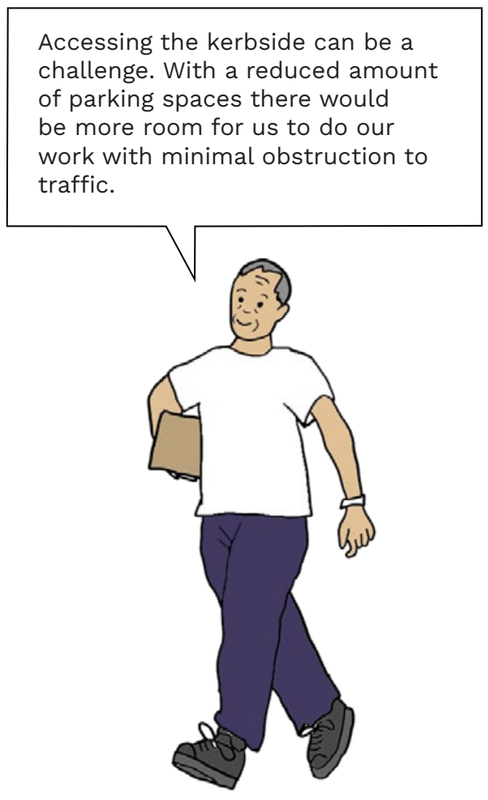
Safety is a key concern for many street users and highlights the inequalities faced by more vulnerable street user groups.

Welfare

For many street users, the street is a place of work. We should ensure the basic welfare need of these users are met by London's street space. Moreover, consideration should be given to the needs of more marginalised and vulnerable street users, such as people who are neurodiverse and people with reduced mobility.

Health & Wellbeing

Street users are exposed to environmental stressors when using street space. Whether they are a HGV driver making a delivery or a child on their way to school, it is important to consider how we reduce unnecessary stressors in the street space. Furthermore, we should seek ways that street space can contribute to the universal wellbeing of its users.



Courier Delivery Worker

Young Adult

Postal Worker

Child

Macro Trends & Emerging Demands:

Macro Trend:

Climate Emergency

The climate crisis is forcing the world to rethink how we want cities to function, shifting London's attention to immediate solutions to clean up our air quality and prepare ourselves for the inevitable rise of extreme weather patterns. Our street infrastructure will need to be able to respond and adapt to these changes, protecting against risks such as flooding and rising air temperatures. The climate emergency is also greatly impacting the way we view transport, leading to greater priority given for active travel and sustainable transport options to get around London.

Active Transport

- Walking, cycling, scooting and other forms of active travel reduce the need for motorised journeys, making more efficient use of the highway.
- Creating safer and more enjoyable street space to walk, cycle, scoot or wheel down is a primary motivation for the Mayor of London.
- Not only will this help improve our air quality but a more active population is healthier.
- Traveling by foot or bicycle has also been shown to increase the quality of interactions that people have within an area, helping to stimulate the local economy.
- Measures to facilitate this shift include the introduction of Low Traffic Neighbourhoods (LTN's), the expansion of London's cycle network, the provision of modal filters (such as School Streets) and the improvement of cycle infrastructure (such as bike storage).

See Appendix C - Precedents: School Streets campaign (pg 195)

Micro-mobility

- The increase in micro-mobility (E-Bike and E-Scooters) has also allowed more people to benefit from more active and sustainable transport.
- Both docked and dockless systems require street space for parking and charging infrastructure placed in suitable locations.
- E-cargo is a sustainable method of last mile logistics creating an incredible opportunity to make London's logistics network more environmentally friendly.
- E-cargo bikes are also a very efficient way of delivering parcels across a busy city like London, as they're better equipped to manoeuvre congestion and navigate narrow roads.
- E-cargo relies on micro logistic hubs as they can service an area of around 3km.
- Public transport will need to quickly adapt so that it better integrates with these micro-mobility options.

See Appendix C - Precedents: KoMoDo Project (pg 193)

Greening & Sustainable Drainage Systems

- Greening is an effective and easily attainable solution to help improve air quality whilst also promoting biodiversity, enhancing user wellbeing and lowering the urban heat island effect. Planting at street level can provide a physical barrier to the hustle and bustle of busy roads, on buildings to soften and enhance places and on rooftops to create urban gardens.
- Sustainable Drainage Systems (SuDS) are being increasingly adopted to ease the effects of extreme rain levels.
- SuDS can be designed to convey surface water, slow down runoff before it enters watercourses, provide areas to clean and store water and also used to allow water to soak into the ground.
- Parklets are small parts of residential and retail high streets reclaimed by the community for people to stop, rest and enjoy. They challenge the idea that kerbside space is only for vehicles and make space for rest, socialising and a point of interest on the street.

See Appendix C - Precedents: White Hart Lane (pg 190)

Macro Trends & Emerging Demands:

Macro Trend:

Health & Wellbeing

There's growing public awareness of the impact streets have on both our mental and physical health. This surpasses just the impact of poor air quality on lifespan and wellbeing, considering also noise pollution, light pollution, heat pollution, feeling safe, ease of crossing roads, levels of deprivation and the effect this has on ourselves. Conversely, streets can provide opportunities for people to meet, exercise, explore and experience places. This awareness has led to an increased focus on creating healthier streets which promote user wellbeing, which is especially important in bustling urban environments like London. This was further emphasised through the COVID-19 pandemic, where local streets became the centre of our experiences outside our homes.

Cleaner Air

- Almost all of Londoners live in an area where pollution exceeds guidelines recommended by the World Health Organization. Road vehicles are the single biggest cause of London's air pollution, studies suggest that over 4,000 Londoners die a year because of the impact of toxic air.
- Vehicle restrictions: the ULEZ zone, Low Traffic Neighbourhoods, pedestrianising street space, School Streets and modal filters redistribute road traffic.
- Pedestrian enhancements: footway widening, active travel provision, greening, mitigations resulting from air quality audits seek to encourage clean transport choices.
- Technology: electric and hydrogen fuelled vehicles produce less harmful emissions, emerging systems to monitor and manage pollution levels with sensors will further help redistribute traffic. Technologies that actively remove airborne pollutants will be instrumental in improving our Cities' air quality.

Vision Zero & Road Safety

- Vision Zero is one of the key objectives of the Mayor's Transport Strategy which seeks to eliminate all deaths and serious injuries from London's roads.
- Safe Streets: Vision Zero places safety at the forefront of street design, making the street safe and forgiving when collisions occur.
- Safe Speeds: alongside the implementation of 20mph limits in boroughs across London, there is a need to ensure traffic travels at appropriate speeds, and enforcement is undertaken. This may require space for additional speed enforcement cameras.
- Safe Behaviours: how people drive can be influenced by street infrastructure, the visibility of people on the street and which users have been given priority. Additionally, carefully located signs and warnings on the street can encourage safer driving but add to the clutter.
- Safe Vehicles: Regulation is the main driver for improving safe vehicles, but there is often a requirement for street alterations to enable safer vehicles.

People First

- The call for streets to better accommodate people instead of providing for vehicles has increased, with priority often being given to pedestrians and cyclists.
- There is also a huge opportunity to make the street more equitable for its diverse range of users, fully considering the requirements of everyone using the street, including those with additional requirements.
- People also want to feel safe within the street, leading to a need for better lighting to reduce the fear of intimidation, more space given to pedestrians, improving natural surveillance and more opportunity to safely cross streets.
- The development of 15-minute cities, where residents can meet most of their needs within a short walk or bicycle ride from their homes, may change the face of high streets and change demand for travel. This would help to ease pressures on London's transport network and potentially create more cohesive local communities.

See Appendix C - Precedents: Bond Street Improvements (pg 189) & Kings Crescent Estate (pg 191)

Macro Trends & Emerging Demands:

Macro Trend:

Tech

The rise of technology is creating new possibilities within our street space, generating attainable solutions to some of our most pressing issues in the city. New trends in tech can appear in a matter of moments and directly impact the street space and how people use it. The pace at which these trends appear often places demands on the street faster than regulation and policy can be considered and updated. The implementation of tech is expected to transform our cities core functioning elements, affecting all aspects of our lives. While many technologies have incredible possibilities for good, there's also questions over ethics of big data especially concerning data privacy.

Electric Vehicles (EV's)

- Moving from Internal Combustion Engine (ICE) to Electric Vehicles is expected to transform our cities.
- Their benefits include pollution reduction within the city, reduced noise generated from transport and, in combination with the greening of the energy grid, lead to more sustainable energy usage.
- However, EV's require comprehensive charging infrastructure city wide to encourage widespread adoption, which if unmanaged could lead to significant visual and mobility impacts.
- Cables connecting waiting EVs with charging units will also need to be considered to avoid both visual and safety impacts.

See Appendix C - Precedents: Westminster EV Charging (pg 197) & Waltham Forest EV Charging (pg 198)

On Demand Deliveries

- The rise of on demand delivery has been exponential, especially with the recent emergence of grocery delivery companies this year.
- This trend has significantly altered the way local streets operate, with many more people choosing to get food and shopping delivered.
- On demand delivery has led to a large increase in mo-ped users, which can place additional pressures on streets close to large concentrations of delivery outlets.
- The need to deliver quickly can lead to issues with pedestrian and motorists safety, as well as an increase in noise levels.
- Street space is often occupied by groups of waiting delivery drivers/ riders and future streets will need to consider these users, as well as their welfare demands (such as toilets and rest space).

Connected Autonomous Vehicles

- Pilots and trials for Connected Autonomous Vehicles (CAVs) continue and the first steps to allow self driving vehicles on UK roads are being taken.
- Once CAVs become mainstream, they may well begin to have a significant impact on the transport system, public transport provision, and logistics services.
- The technology to automate our vehicles may also be used within our existing fleet and appear in new non-autonomous vehicles: improving safety (automatic braking to prevent hitting pedestrians in the road), efficiency (driving with less stop-starts through a network) and network capacity (making better use of lanes and bunching vehicles through junctions).
- A fleet of fully autonomous vehicles may also lead to a shift in vehicle ownership, with more people opting for shared mobility.

Street Typology Case Studies

Summary of Street Typologies

See Appendix B for complete Street Typology Case Studies

Building upon CRP's previous study, Town Centre Futures: Evidence and Ideas for Recovery, we identified four key street typologies for our study. These typologies depict a mix of users and demands facing significant challenges in the near future. Each of these typologies represents an important asset to the city, its residents and economy.

These typological descriptions are supported by case study investigations. The studies served to inform our understanding of the street typologies, presenting differences of demands and street space functions. They also helped inform the engagement activities that followed. The case studies can be found in Appendix B.

1. Local High Streets

Local High Streets are typically found along the main arterial road of an urban village within the city. They are typically smaller in scale and with a higher proportion of independent businesses compared to regional high streets. The businesses and community spaces are reflective of local demographics serving specific needs and cultural specificity.
They serve as a key place of social interaction for a diverse range of local residents with particular importance to those who are less mobile or who find travel is a challenge.

Examples:

Upper Street, Islington
Camberwell Road, Walworth
Bethnal Green Road, Bethnal Green

2. Destination Streets

Destination streets are popular streets that attract a mix of local, national and international visitors. Typically these streets hold a form of cultural appeal, historic significance or build beauty that acts as a drawing factor. A larger proportion of businesses on the street typically serve tourist trade and have a greater dependence on revenues from non-local residents. Destination streets may also operate as a local high street but are differentiated by a typically higher footfall and a larger percentage of tourist visitors.

Examples:

Brick Lane, Shoreditch
Cranbourn Street, Soho
Exhibition Road, South Kensington

3. Transport Hub Streets

These streets are characterised by their high and continuous footfall and vehicular traffic. Centred around a large transport hub, such as a train station, tube station or bus interchange office and transport streets see large numbers of commuters and tourists passing through them. Frequently these streets link to major business and office districts, or other destinations. Retail units tend to feature a greater number of chains as rental values are typically higher. There tends to be a high proportion of food and beverage establishments to serve the more transient on the go population.

Examples:

Old Street, Shoreditch
Bishopsgate, City of London
York Road, Waterloo

4. New Development Streets

These streets form part of new developments within the city, often a mix of residential, retail and office space, and make a significant alteration to the neighbourhood they form part of. They may regenerate existing streets but often create new ones with interlinking public space. Many of these developments feature Privately Owned Public Spaces (POPS) and therefore managed very differently to public streets.
Examples:

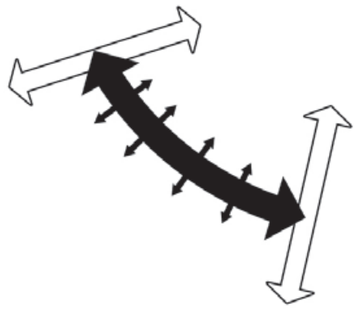
Elephant Park, Elephant & Castle
East Village, Stratford
Heart of Hale, Tottenham Hale

Summary of Case Study Streets

See Appendix B for complete Street Typology Case Studies

Local High Street

Atlantic Road

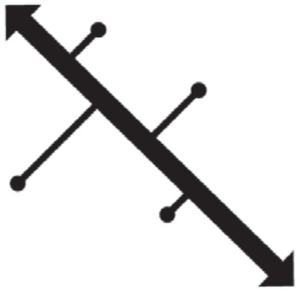


A Spine Street

Bustling, congested and brimming with life, Atlantic Road is the spine at the centre of Brixton connecting the rich commercial and cultural weave of the area. Running parallel to the rail viaduct, this curved artery holds great historic and cultural significance to local residents and the wider community, connecting the two halves of Brixton centre. Many shops, restaurants, market traders and businesses rely on this vital connection to serve the area. Atlantic Road forms the intermediary between Electric Avenue and Popes Road and links through the bustling markets of Brixton Village and Market Row.

Destination Street

Camden High Street

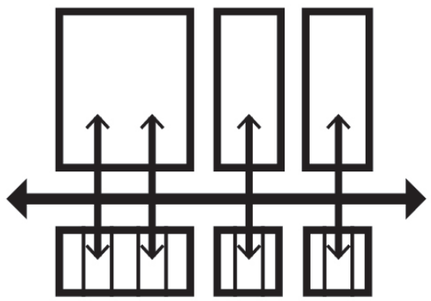


An Attraction Street

With its rebellious and bizarre shop fronts, Camden High Street has long been a popular destination for retail, entertainment and nightlife. Focusing on the northern portion of Camden High Street from Camden Town Station to Chalk Farm Road, this famous destination draws tourists from across the world all hoping to explore the winding alleys of Camden Lock Market and experience the fabled Camden flavour.

Transport Hub Streets

Praed Street

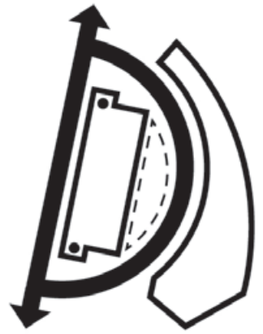


A Street of Two Halves

Praed Street is a gateway to London, with some 44 million people exiting Paddington Station to its busy pavement. Commuters from across London heading to the office, tourists from around the world arriving from Heathrow and Londoners crossing to explore Paddington Basin all contribute to the throng of movement.

New Development Streets

Circus Road West



A Lobby Street

Rich planting, smooth surfaces and new shop fronts provide a welcoming space to walk through. Circus Road West forms part of the Battersea Power Station redevelopment and is one of the first sections to be completed.

Stakeholder Engagement

Key Stakeholder Engagement:

With a range of bodies responsible for and impacted by the way our street space functions, it has been important for us to identify and engage with a broad and inclusive range of stakeholders. Within our key stakeholder engagement activities our aim was to develop a consensus on who is responsible for different elements of the street, who is benefiting or impeded by the current landscape and what challenges key stakeholders face in their work.

We conducted a number of engagement sessions and direct conversation with key stakeholders over the course of the study. Amongst these stakeholders are decision makers, policy makers, change makers and those who drive forward the city's vision for street space.

Stakeholders engaged with include:

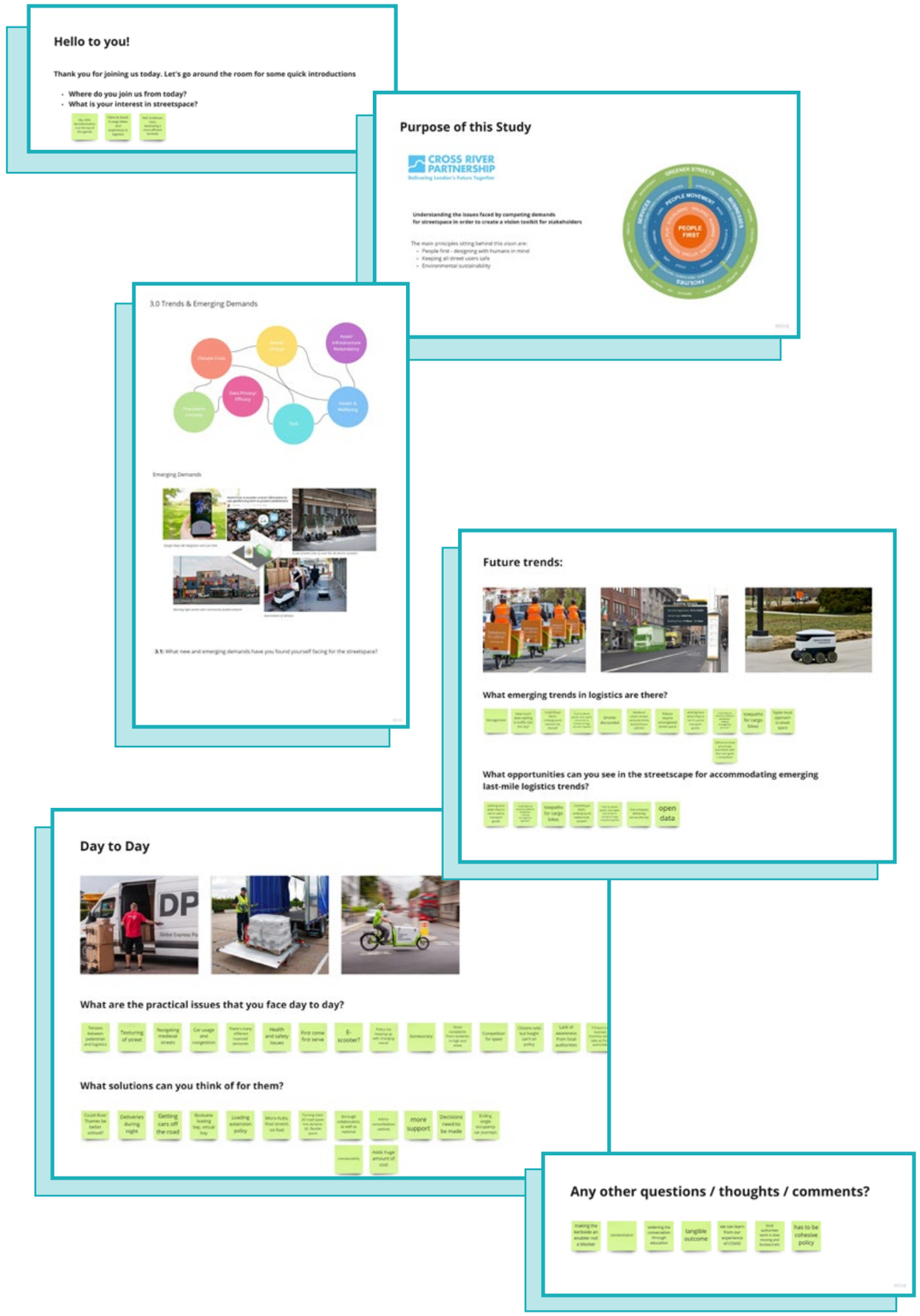
- Greater London Authority
- Transport for London
- London Borough of Islington
- Kensington and Chelsea London Borough Council
- Lambeth London Borough Council
- London Borough of Lewisham
- City of London Corporation
- Southwark London Borough Council
- Wandsworth London Borough Council
- Westminster City Council
- Brixton Business Improvement District
- Cadogan Estates
- Camden Town Unlimited
- London Living Streets Campaign
- Pluvo

Brewery Logistics Group
DPD Group
E-Cargobikes
Ecofleet
Grid Smarter Cities
Logistics UK

Through our series of engagement workshops with key public authorities, business bodies and campaigners, we have identified a number of challenges faced by each group which are laid our in the following section. These discussions have been invaluable in informing our approach to addressing Vision for London's Street Space.

The following pages represent the key themes and comments collected through the stakeholder engagement exercises. The responses are organised by stakeholder group:

1. Public Authority
2. Business & Landowners
3. Logistics & Tech



Public Authorities:

Keeping the city and its people moving is essential. Public authorities, such as councils, TfL and the GLA, balance the increasing demands on our streets while working to ensure equitable access and supporting economic growth.

Movement:

London is a busy city and with its population expected to hit nearly 10 million people by 2030 there is no sign of this slowing down. An ever growing number of people needing to move about will put an unprecedented strain on our already busy streets. Working within the constraints of our limited street space, public authorities understand there is the need to support people-first movement, addressing the unequal spatial dominance of cars and creating clutter free pavement space. The priority for public authorities must be facilitating the safe movement of people and promoting healthier and greener modes of transport.

"There is a lot more space in the streets but not if we keep driving. How do we accommodate reducing bulky transport?"

"With the number of demands on the street increasing, the street can't be everything for everyone."

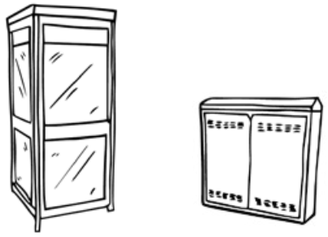
"Peoples perceptions of what the street should be might be very different to what we're thinking, were all signed up to the idea of the street is for people but you talk to some of our residents and they have a very different view."

"Our streets are still too traffic dominated, and we need to create more pavement space and space for cycling ... Only after that point should we be asking, 'okay why are cyclists still on the pavement?' We simply need to create more space, more space for cycling."

How we could respond:

- Ensure existing pavement space is as clutter free as possible and meeting the highest standards within Street scape Guidance policy wherever possible.
- Reduce car dominance of our street scape and expand the space provision for walking, cycling and personal micro-mobility.
- Actively discourage the use of personal vehicles through policy, continued improvements to public transport and reappropriation for excessive car infrastructure.

Empower Management:



Management of the street scape is a complex issue with multiple stakeholders handling the right to adapt and alter it. Public authorities hold the responsibility to ensure that our streets are accessible for everyone, support the movement of people and business activities but they lack the legal power to enforce these priorities on all stakeholders.

It is clear that Local authorities feel they lack the powers necessary to make meaningful changes to the street without incurring excessive expense or objection from other stakeholders. Simple adaptations, such as moving street cabinets placed in prohibitive locations or removing redundant phone boxes, are prohibitively expensive and time-consuming activities in most instances.

"I wish government would give more power for councils to free up space and remove clutter. Management has to be part of the solution."

"regulations need to change to offer councils more power to remove clutter, like phone boxes, and empower us to easily place things like street lights on buildings. This could really help make the streets better"

How we could respond:

- Lobby for changes to legislation that empowers local authorities to make changes to the street and dictate infrastructure location.
- Encourage future proof and people-first movement design in new developments and regulations.

Smarter Management:

The increasing number of demands on our streets and the changing habits of residents are presenting public authorities with an ever more complicated balancing act for space. Local authorities expressed their desire for modern tools that support their work managing London's streets.

"increasing numbers of competitors want to come in and adopt street space for services, bikes, scooters, car clubs. All of these are potentially useful but accommodating them is becoming an ever laborious task"

"The old problems aren't really gone, now it's just more problems that we have to manage."

How we could respond:

- Legislate the removal of redundant street clutter such as phone boxes
- Adoption of smart kerb management solution to allow for data informed decisions and controls.
- Adopt the use of technologies such as geo-fencing when implementing new transport modes.

Being bold:

Engagement with local authorities highlighted their desire to help implement radical changes that move towards a people first street space and address the numerous challenges presented by the climate crisis. Additional powers granted in response to the covid pandemic have allowed for councils to more rapidly implement long standing policies that support healthier living and greener travel. Also highlighted was the frustration experienced by authorities when trying to implement new ideas.

"What covid has shown that our pavements aren't good enough. Pavements need to be more adaptable and not so fixed."

"There is a lot to be said too about having a licence to experiment. We need to be able to try things and sometimes fail. But have the gumption to stick with things and find out."

"it is a challenge to remove dining space but there are also residents that live on these streets who also have to deal with the noise"

"We need more of this bold reimagining and reclaiming of space. Ambitious conversion of motor spaces to pedestrian spaces."

"It's a frustration that we can easily convert parking to dining but really struggle to convert it to bike parking or scooter parking. I hope that the rapid changes we were able to make in response to covid can lead to more openminded thinking about getting rid of parking for other uses."

"there is a definite need for the city to recover [following covid] and with that see an opportunity to promote greener movement, more cycling and walking"

How we could respond:

- Harness the energy for change brought on by covid to meaningfully transition from car dominated street space.
- Embracing the opportunity for public private partnerships.
- Greater involvement and collaboration with BIDs to animate street space through considered plans.

Business & Landowners

Business & Landowners have an important role in defining our street space. From direct management of them to their occupation, both parties are invested in the quality of our street. Businesses are dependant on the kerbside for loading, deliveries and footfall for patrons. Equally businesses are an essential element in creating the vibrant, dynamic and attractive high streets and community spaces that service the broad diversity of London residents.

Recovery:

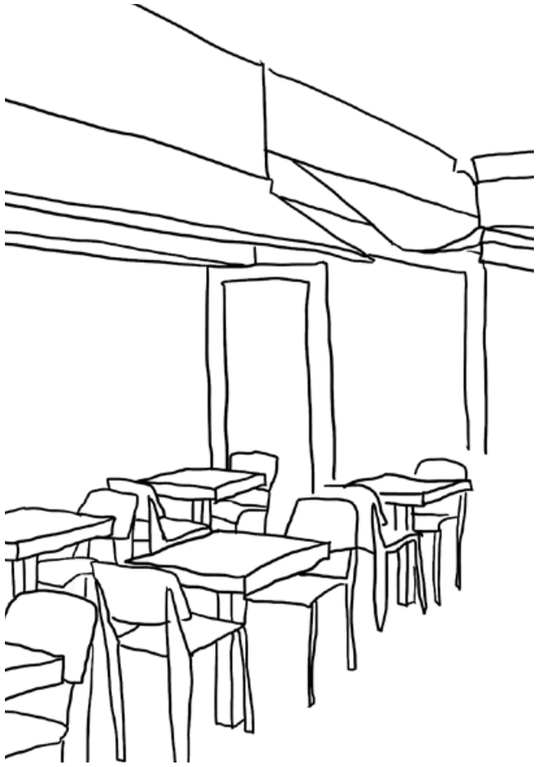
A pressing issue for businesses is the need to recover following the initial covid lockdowns. Current measures in place, such as accelerated approval for pavement licences and the reallocation of road space for kerbside uses, have widely been received positively by businesses. However there is clear anxiety that these supportive measures will be retracted prematurely.

"we want to support business and make the [street] space better for everyone – but when we ask business to change behaviours we need to present solutions we can't just say you need to make change"

"business rates are already very high and continue to rise. The ability of business to make money on the high street is already really hard."

How we could respond:

- Continue to work with businesses & BIDs to ensure that long term changes to the street space support business activity where appropriate.
- Continue ongoing work to help high streets remain resilient in the face of changing street scape demands.
- Reappropriate redundant space and infrastructure to better support high streets and business owners.



Active & Attractive:

Through this activity, it was evident that private sector stakeholders were keen to support the creation of vibrant and attractive streets. The ultimate goal of this desire is to improve sales of the businesses on the street. However local businesses showed a genuine will to support the creation of distinctive and unique spaces that reflect the identities of their communities. Business & Landowners also placed the highest value on the importance of creating safety through the design of streets and making sure users felt comfortable in their spaces.

"The rise of alfresco dining has been very pleasant. Sitting out make the street more civilised and active."

"The importance of street safety from a design perspective is high and it should be incorporated from the beginning."

"local business is really important but there is also the need to support elements of none official dwelling and also elements of art and leisure in public space. These are important demands on street space and use that keep the street active."

How we could respond:

- Continue to work with businesses & BIDs to ensure that long term changes to the street space are supported by business and can promote activity where appropriate.
- Continue the support of local high street identity through local engagement and public art commissioning.
- Promote the use of considered lighting and space planning to create safe street scape at all times of day.

Logistics and Tech:

Logistics is one of the many invisible backbones that support the comforts of our modern lives. From ensuring our supermarkets are stocked plentifully, making sure our hospitals have the medicines they need, to delivering online orders the next day, each of us is dependant on the work of logistics providers to get goods to the places we need in the city. For logistics providers, the street is a place of work and supporting their operations is essential to ensuring our city can operate efficiently.

Collaboration:

London is a mosaic of authorities governing long interconnected streets. For logistics providers, this results in a complex mesh of varying enforcement and conditions. Providers explained this lack of consistency presents an increasing challenge when they come to planning for deliveries.

> "Everyone, including TfL, are doing their own thing. There needs to be more linked up thinking across the city. Drivers don't know which borough they are in all the time or when they change borough and the different rules can be frustrating"

> "We need joined up thinking between everyone involved, especially councils. It's also important to try to widen the conversation and educate the end users on the impact of logistics and how it works"

> "Everyone needs to work together, or it won't happen. Different boroughs can't have different solutions – we can't have different systems for different councils and different rules in each. Interoperability is key."

> "The lack of consistency across the boroughs makes planning future visions hard. It's not too hard for us to adopt new tech like digital loading bays, it just needs to be integrated with our existing systems."

> "There is an ongoing issue of the boroughs working in such isolation from each other. In such an integrated city like London, we can't afford from one street to the next having completely different regulations."

How we could respond:

- Create cohesive policies for freight and logistics across the London boroughs.
- Ensure the infrastructure is there to allow for safe delivers that minimise obstructions and make operations more harmonious in the street.
- Support a wider understanding of the importance of accommodating logistics as part of the street space.

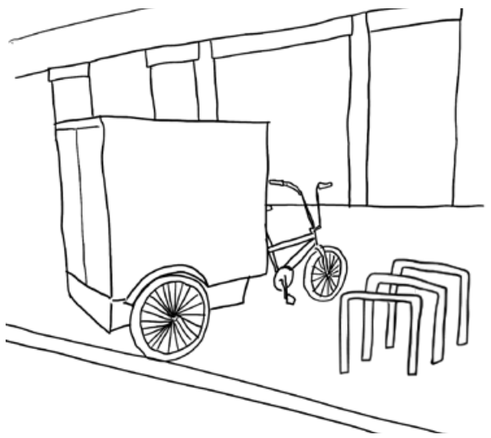
Support:

Front end deliveries will always cause some form of temporary obstructions to the flow of movement, but considered integration will allow for this impact to be minimised and efficiently moved on.

"We have an issue where dedicated loading bays are repurposed for other uses. This can make deliveries completely impractical and can lead to our members refusing to deliver to units where they can't obtain safe kerbside."

"Ultimately everything lands on the kerb somehow. If it isn't flexible then it can't last as a space."

"What we are reaching now is freight used to be the forgotten cousin in the street, forgotten by councils and the public. But now we are looking at how the kerb becomes an enabler of more cohesive relationships between all these partners."



"There has been massive growth in the number of cargo delivery services, but there is little to no response from councils to help support this and implement the infrastructure needed."

"There needs to be an honest discussion with Londoners on how they want the city to look. They expect so much delivered every day, but do they understand how things get to the shops they want? How do they accept it being accommodated?"

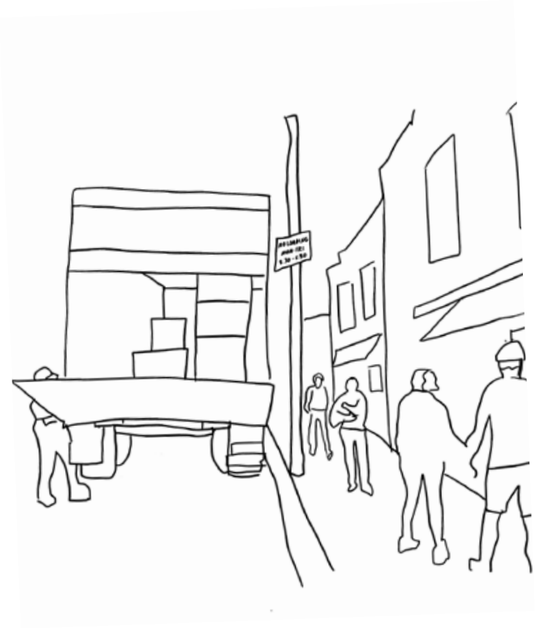
How we could respond:

- Greater support needs to be provided to support greener logistics.
- Ensure the infrastructure is there to allow for safe deliveries that minimise obstructions and make operations more harmonious in the street.
- Support a wider understanding of the importance of accommodating logistics as part of the street space.
- A public debate on the demands placed on freight and logistics and its impact on the street.
- Greater adoption of kerbside management technologies.
- Additional provision for freight delivery space incorporated into street design.
- Support to facilitate greater adoption of micro consolidation hubs.

Health & Safety:

The street is a place of work for delivery drivers. Logistics providers work to ensure the safety of their employees on the job as best they can but it was evident from our engagement that the current state of the street can make this challenging.

While infrastructure holds greater support for traditional vehicular deliveries, there is little to no perceived support for e-cargo deliveries. Engagement highlighted the exposure of e-cargo riders to dangerous road conditions, lack of accommodation for performing deliveries and hostile urban environments.



"A major issue we face in our work is navigating the health and safety implications of delivering our heavy loads ... This isn't always possible and increasingly so with new developments. Each delivery has to be individually safety assessed."

"Road safety needs improving greatly. There feels like there is a lot of animosity to e-cargo bikes from road users. Black cab drivers have been really aggressive towards cargo riders."

"There is a lot to be said too for kerb standardisation. It is really hard to manage such diversity in deliveries while also navigating wildly different kerbside"

How we could respond:

- Continue the expansions and support of safer cycling movement in the city, taking into consideration the larger size of e-cargo bikes and trailers.
- Provision of dedicated e-cargo parking bays within the street scape to minimise the impact on movement and provide secure parking for equipment.
- Ensure the location and style of loading bays is appropriate for the surrounding land use.
- Ensure that loading routes are clutter free and level as much as possible.

Lived Experience Interviews

Following is a series of personal interviews with real Londoners who represent the lived experience of a diverse range of street users.

These interviews explore the daily experiences and challenges they face while navigating our city. While each person's experience of the street is unique, we hope to highlight the importance and value that can be gained from direct engagement with street users.

Their voices each offer a unique perspective outside the professional forum and serve to ground the visioning and toolkit in matters that universally impact the experience of London street users.

Abira Hussein

The experience of Camden High Street as a local resident

Abira Hussein is a Camden resident and mother whose long experience in Camden High Street and the surrounding areas has allowed her to observe changes not just in her usage of the public realm but in its management and construction. She wants to see greater efforts made to make Camden feel like an inclusive, participatory space for Muslim and non-Muslim locals. Here's what she had to say about the reality of using the high street.

"I've lived in Camden for about 10 or 11 years, but I've been in the area since I was about 11 years old. I attended a local school in Camden so I was very aware of Camden High Street. It was very much my stomping ground as a teenager. This road always feels like a struggle. It's almost part of the experience of walking through.

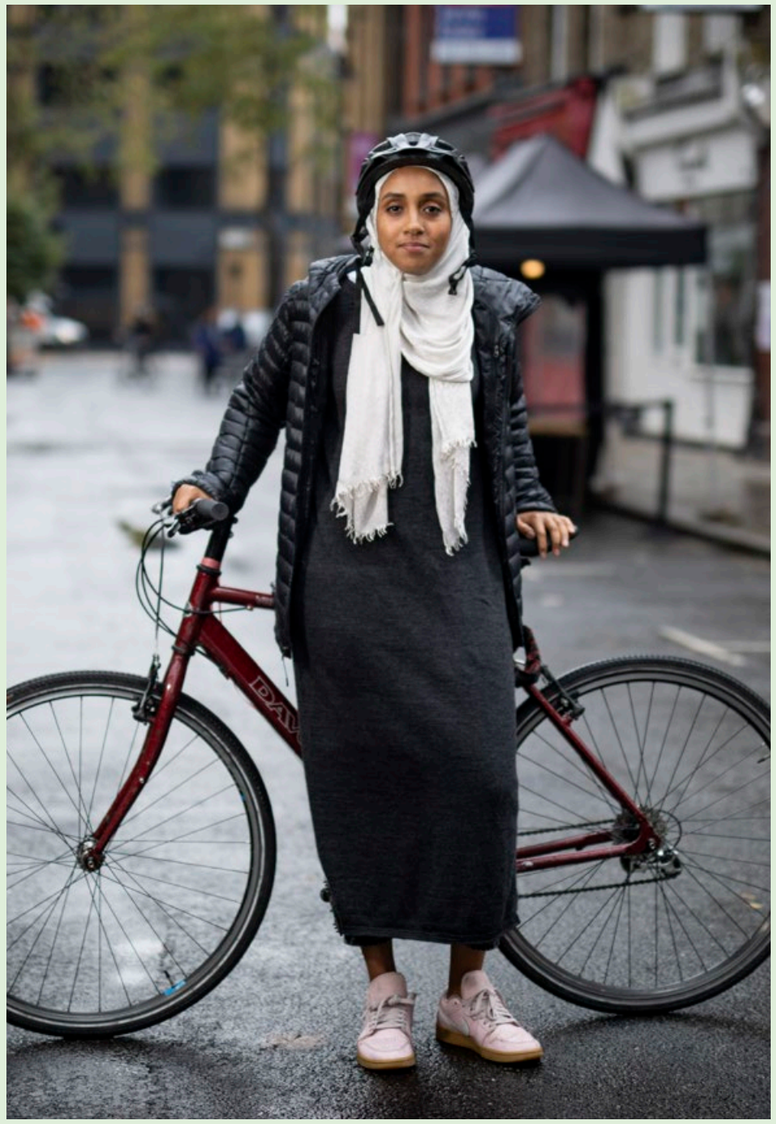
"You're either shoved or moved or barged into, and you look back and think "Should I confront that person or not?" Or whether you just accept it, like you're this thing that's just not quite there."

There are two different [types of] people navigating that road. Either locals who aren't using it for everyday food shopping, or visitors. So you'll notice different things and your needs are different, and therefore your experience around it will be different.

In Camden High Street, it feels like it's entirely a tourist space. So that's the priority, with things spilling out from the shop maybe even one or two metres into the road. So you're navigating that as well as navigating all the tourists and cars as well. So you sometimes have to spill onto the road, too."

Being a Muslim woman, Abira feels discouraged from engaging in certain spaces, as she doesn't "see them being for me. I'm not sure they're necessarily designed for me either. The music venues or any other places where there's alcohol being served, I just wouldn't enter. A lot of the reason why I wouldn't participate in that space was because it was either that without alcohol taking place, or drugs being consumed, then I wouldn't be in that space. So it's almost like you don't realise what's going on if it's not your world. When I became a parent, I suddenly discovered there were children's centres and things like that. But when you're not, you're not from that world, if you're not engaging in that it almost doesn't exist. So I didn't participate."

This affects how she interacts with her environment, because "usually you're invisible because you feel like people can't actually see you, so you're always conscious of who's around you. I have my friend who



"It's not that I can't enjoy the space, but that the space isn't mine. So even though I participate in it, I'm not an invited person, the person that's been catered for."

I often go with who's afraid when she sees white men, because she's had experiences where she's been shoved. I've had that as well, you're either shoved or moved or barged into, and you look back and think "Should I confront that person or not?" Or whether you just accept it, like you're this thing that's just not quite there. And so I think it's just being aware of who's around you, and when you're walking down the street, knowing that you're the person that has to move. It's not mutual, it's never been mutual.

It's not that I can't enjoy the space, but that the space isn't mine. So even though I participate in it, I'm not an invited person, the person that's been catered for. So it almost becomes second nature, I think, almost a kind of tenseness as you're navigating a space.

If she could change one thing about Camden High Street, it would be "the rents that they're charging and the huge business rates, which make it almost impossible for an independent business to survive. It happens everywhere. I'd like to see more cooperative spaces where people are working together. I don't know how many local residents actually participate in the Lock [market]."

Being a mother, Abira often finds it challenging to navigate street clutter, whether commercial goods, council property, or simple rubbish, including:

"Shops spilling out, tables and chairs outside, because you have people having to move into the space because they're being blocked off by something else. Also, it's not that I don't want trees, but overgrowth can narrow the street. I would consider the pavement to be the biggest street clutter, because it's never smooth. It's always quite uneven. [After COVID], I found it easier to walk through [Camden High Street] because it wasn't the same crush of tourists. I felt more mobile, and it felt local again. I started cycling more frequently during COVID. But I feel like that clutter is coming back again and it's becoming a bit more challenging.

Abira doubts that technology can change modes of usage in Camden, as she feels that "it doesn't feel like it has the infrastructure to even have a digital part of it. I mean, that would be just another layer on top. The only thing I use digitally is Google Maps, and that's to check when something is open. So that kind of information to know perhaps whether something's crowded, or whether something is open, or to get data on what's happening would be helpful, like whether a bike rack is available there. So when you're [deciding] whether to go to a venue, that kind of information would be helpful."

For the future, Abira sees the biggest improvements as being the expansion of public and green space and greater measures taken to guarantee residents' wellbeing.

"Place and wellbeing is something that I think is a big part of my work and my practice, and I often feel like spaces don't accommodate that. Whether it's green space, whether it's a space for women. So I would say that when you're thinking about building spaces, to think about, where can certain groups of people feel comfortable? Can they relax?

Ben Knight

The experience of London streets as a student and a wheelchair user

Ben, a student and a wheelchair user, has a unique perspective on the built environment in Camden High Street. As a user of the streetscape with demands and needs which may not occur to most Londoners, he's ideally positioned to notice many of the deficiencies in design and modes of usage on pavements, in transport locations, and surrounding shops which use and rely on public access. Here are his thoughts on the challenges of navigating London's built environment.

"I would say the most common [obstacle] is people just deciding to leave their bike on a pole. Because I don't think people realise how disruptive and what an obstacle it can be to someone in a wheelchair"

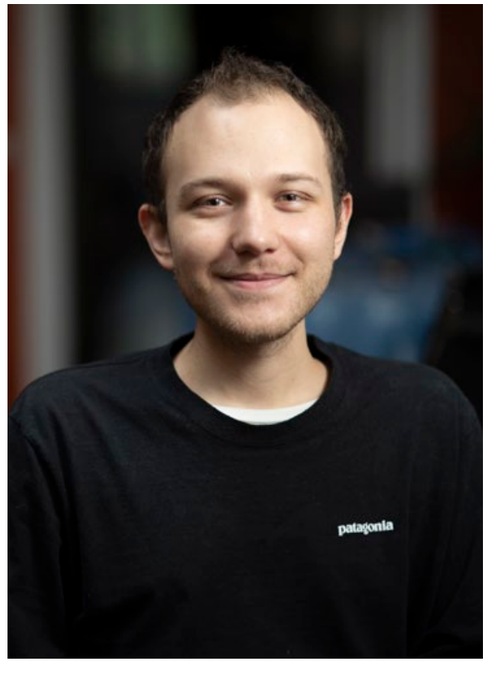
I would say the most common [obstacle] is people just deciding to leave their bike on a pole. Because I don't think people realise how disruptive and what an obstacle it can be to someone in a wheelchair because if the wheel turns in or something whilst it's parked then it blocks off about half the practical space I have to work with. I would say that's the most common one. Another thing is where there are stools and racks coming out of shops. That can be annoying because when there's loads of people around and you're just sitting there and you're just like "Do I really sit here and wait two minutes for someone to move stuff out of the way for me?"

I would say [COVID has] probably led to a more pleasant experience. More space, less likelihood of having to constantly make sure there's two feet in front of me so I don't accidentally bump into people's legs. That just happens less when there are less people around and when people are being conscious of keeping their distance and all that. A lot of how I plan my route is effectively just where buses can go, because the underground in London is just so depressingly terrible that I just never use it.

Ben's experiences have brought into sharp relief the inadequacy of street features and infrastructure which few, if any, other Londoners are likely to notice. Adapting these features to be more accessible to all, he thinks, would open up the public realm to people of all abilities.

"I would say that technology ... has made planning trips for people in wheelchairs a lot better. There are also forums which tell you, "Oh, you can go here easily, and you can't go here." I typically don't use that for London, because I've got my lived experience.

All buttons being at an absolutely reachable level is [a change I'd like to see], because especially after I've been pushing myself, my arms can be quite tired. I think that something



to let crossings know people in wheelchairs are there would be great for a lot of people as it takes a bit longer. I'm often the last person crossing the road.

Big pavements are great, [but] if there's another person in a chair, then we've blocked the entire area and we can't even get past each other. I love pedestrian zones, because it just feels like you have so much more space to work with. And I don't know, it just feels like you don't need to [worry] if there's a slope on the pavement, you don't need to constantly be pushing more on one side than the other, which can be a real pain.

There are certain areas of London I just haven't been to, because the public transport to get there is just terrible. Or I go into the centre, much less than all my friends. And as a result, I can't really judge the streets there, because the best way to get there is undoubtedly the Underground, whereas for me, it takes a two-hour bus to get there. So my engagement with the streets feels very linked to my ability to go on them."

Ben also experiences other difficulties with the weather and natural infrastructure. Although he understands that there are limitations to what environmental engineering can offer, he points out several improvements which could increase streets' usability for him.

"The rain is definitely the worst. I need grip-gloves for when it's raining, because if it's really rainy, and I'm barehanded, I sometimes can't even grip my wheels properly, which can be a real issue. If it's really hot, it just often just accentuates what I'm feeling like tiredness, particularly if I'm going uphill, makes me more tired, makes me more sweaty, makes me more irritable. If it's flooding, I can't go somewhere. Actually outside my house, when we had terrible rain about a month back, it was fairly flooded. And so I couldn't really get in or out of my house for a little bit."

As for how he manages to work around the limitations of the streetscape, "the main thing I would do is use fences or walls as stuff to push off from, particularly if the pavement is sloped. Also, I don't know if this happens generally with people in wheelchairs, but the repeated motion of pushing sometimes means that I want to change what muscles I'm using, so pushing off something can sometimes help. I'm not sure if that counts as a hack, but it's just something I do.

Ben's adaptability is a reflection of the argument that it is the environment that disables you, not an innate inability. While he's amassed a large collection of useful observations on London's shortcomings, it's not all bad, he says:

[My] praise would be that if my wheel does break, Londoners are often given a bad rap for being unfriendly, but I think in my 23 years on Earth maybe only a couple times, because someone's been in a genuine hurry, has someone not just said, "Oh, yeah, sure, I can push you up that hill." So the city isn't always perfectly planned for me, but actually, the inhabitants are often very good at helping me navigate it."

"So the city isn't always perfectly planned for me, but actually, the inhabitants are often very good at helping me navigate it."

Jimmy Dineen

The experience of London streets as a cab driver

Jimmy Dineen, a taxi driver, has a front-row view of London’s streets across multiple boroughs. As an operator of a key transport sector in the city, he’s built up a deep well of observations and thoughts on London’s traffic and congestion management measures and how they affect drivers and pedestrians alike.

"No-one drives around London for pleasure now, it's just vans and business and buses. I just don't believe the restrictions have done anything for the pollution."

In the past five years, he's noted in particular changes in "the side roads. They've been closed off. Less turns. They call them LTN's, traffic calming measures, which often means no traffic. We can also look at Park Lane, used to be 3 lanes at 40mph and it's now 1 lane and it's back-to-back traffic. Same with Euston Road, just restricting the roads around it has just made congestion where there was no congestion before. No-one drives around London for pleasure now, it's just vans and business and buses. I just don't believe the restrictions have done anything for the pollution."

In Jimmy's line of work, free parking areas where he and his fellow drivers can take a break are invaluable: My favourite places, and I'm not being sponsored by them I say would be the Tesco garages, so there's one in Camden, one in Maida Vale, two branches in Chelsea for them. They're the ideal spots, because if you do want a [soft] drink or anything there's a car park there.

You can go in the shop and get a drink or whatever you like. So they are absolute prime spots because they're the best of both. You can stop there for half an hour, there's enough room. Plus, you're not being ripped off. So, again, it's not as fun so I'm not being sponsored by Tesco when they are ideal locations for a lot of cabbies. They just got the perfect setup, everything is spot on for me."

Having experience driving along all of London's main streets and roads, Jimmy describes Camden High Street simply as "one-way," while Praed Street is "not user friendly. The station end of Praed Street is a nightmare, because you've got the hospital on the other side of it and the station passageways, it's all over the place. Tourists all over the place looking the wrong way.

On the other hand, Brixton's Atlantic Road is "vibrant, there's an element of the old London with Atlantic Road. You still got that vibe of the market, and the people are real mixed. All the old fruit and veg, the markets, that style of London, which has disappeared from a lot of spots, but I would say Atlantic road has

"The station end of Praed Street is a nightmare, because you've got the hospital on the other side of it and the station passageways, it's all over the place. Tourists all over the place looking the wrong way."

"If you look at the number of parcels that are being delivered today compared to ten years ago, it must be a huge change. So, if you've created another section of transport needs but then restricted the road space where they can work"

got that sort of authentic vibrancy of what London used to be like." Whereas Battersea's Circus Road West is "sterile at the moment. It's not had time to bed in. So it's not had time to create any character yet.""

Jimmy also feels that newer street layouts make little provision for cabs and delivery drivers. "Vans and lorry drivers must be [planning authorities'] number one enemy. In the last few years you've had this explosion of online shopping, which has created the need for deliveries. If you look at the number of parcels that are being delivered today compared to ten years ago, it must be a huge change. So, if you've created another section of transport needs but then restricted the road space where they can work, and they get £20 for the delivery but a £60 fine, what's the point of that?"

Similarly, Jimmy worries about the impact of climate change on street space, particularly in light of increasing rainfall levels."When it comes to how we design the infrastructure in place for flooding, we seem particularly bad, because we apparently don't have enough drainage. A lot of countries that have a propensity to flood will dredge their rivers and make sure their sewage systems are cleaned through. There's certain areas that are particularly bad for flooding. Pimlico sometimes can be quite bad as it's quite low. Grosvenor Road, opposite [Battersea Power Station], it's very low when the tide is high, close to the edge."

In terms of streets' ability to foster and nurture community, he thinks that "Design is everything. It also has a lot to do with the people that you are around. For example, in conversation I say to people "would you rather spend a week in a penthouse on Park Lane, with a jacuzzi and all that but you had to spend it with dangerous criminals, or you'd rather spend a week in a prison with no one in it?" So design's important, but so much of your experience is down to the people you're around."

Ultimately, "I think again it goes back to the question; whoever is in charge, needs to think about what they want the future to be. Do they want to please a very small percentage of people that are travelling from, cycling into the city to go to work? Lots of people are inconvenienced by a very small group of people who get in their way. If you want a thriving city, a truly vibrant spot, the alienation of groups is not the way forward. Help people to do their job, as opposed to being penalised for going to work, or make it a stress to go to work, when that stress wasn't there ten years ago. Everything's become a lot more difficult to do if you want to do anything in London, there's much more of a faff. But, ultimately, is London a working person's city or a rich man's playground, and that's the decision they have to make."

Daniel Graydon

The experience of London streets as a e-cargo freight rider

Daniel, 31, lives in Brentford and works as a cargo bike courier. As a road user and courier for over a decade, he feels that he has “a pretty good understanding of London roads, both as a professional user and as a commuter.” Here’s what he had to say about his interactions with London’s streets and their impact on him.

"Once you get into the more central areas, say zone three onwards, It's a very aggressive atmosphere. I think every road user is looking out for themselves"

In describing the mood in London's streets, he thinks that "Once you get into the more central areas, say zone three onwards, It's a very aggressive atmosphere. I think every road user is looking out for themselves. That's because probably there's a lot more professional people but then once you get outside, there's less of a rush to be anywhere. For example, my parents live in Orpington, which is zone six south east London, and you do tend to find that people wait for you where in central London that would never happen.

I think it's fair to say we're in a bit of a transitional period where a lot of side streets and busy roads are becoming pedestrianised or they're putting in cycle highways. If I'm working in Soho, for example, the Highway Code is more of a guideline to go by. At the moment it's very pedestrianised and people don't realise that it's also a cycle lane. There's not a lot of communication going on. I think it does require revision because it's about breaking habits.

As for cycling infrastructure, Daniel feels largely positive, but has reservations about certain design features. "I think {Nine Elms] is a good example of well-designed cycle lanes. I have a pet peeve [because] they seem to put cycle lanes now behind bus stops, which forces pedestrians to involve themselves in the cycle lane, which is a design choice that's been implemented all over London. But overall I think Nine Elms is going to be very useful, like CS3 going from Canary Wharf into Westminster. It's not affecting the road use, it's not affecting the pedestrian use, but it's given enough room and enough space for both urgent cyclists and casual cyclists.

Daniel wears a mask when working, since "on hot summer days, I'd come home and I would cough a lot and when blowing my nose it would mostly be black. So it's evidence of just one day cycling that you do take in a lot of fumes when you're on the road. Nowadays I wouldn't cycle without [one], and I highly advise that you do, especially in built up areas.

He also encounters difficulties with street clutter, namely "shops throwing their garbage bags into

"On hot summer days, I'd come home and I would cough a lot and when blowing my nose it would mostly be black. So it's evidence of just one day cycling that you do take in a lot of fumes when you're on the road."

cycle paths as if that's where they're supposed to go. Glass and rubbish is hard to avoid, especially in central London as you've got people on a night out every night. Another thing is delivery vans that seem to think that they can just use the cycle lanes to do their deliveries.

As for the impact of technology on street use, "From a smartphone point of view, I'd say that most people rely on Google Maps, but that just shows the quickest way to point A to point B without thinking about safety. I think that [could deter] cyclists in future because they've had a bad experience. Another thing; you see on the news every day which Underground lines are running, so maybe notifications for pollution levels would help? I think that kind of thing would be very useful, because on a day that I'm working I wake up and check the conditions and plan for what I've got to be aware of, what have I got to prepare for, is it going to be hot, cold?

Daniel also has concerns about road maintenance and usage habits, such as those of "casual cyclists. They're not always too confident on the road and they do have as much right as a car, but they won't think about anyone else but themselves. Another [problem is] a lack of respect for stop light junctions. Nine times out of ten now, vans are in that area, cars are in the area, and you can't get the quick start you need. The bikes we ride at Eco Fleet have big heavy boxes, and they take up enough space as it is. So if I am stuck in a small space because vehicles are leaving the space needed I'm stuck awkwardly in traffic and just make things worse for the people behind me anyway.

I'd [also] say there's a lack of care and maintenance for the roads. Not even just rubbish being put out, but smashed glass or dead animals. It just emphasises a lack of care and a lack of attention paid to these roads overall. I'm not expecting road sweepers to work overtime or anything but it's in those little things that you notice what's going on. If there was a big pile of glass in the middle of the road it would be cleaned up instantly. Because it's in the middle of a cycle lane, it's just kind of left and probably not even reported. It's up to the council to come along and see it really.

Daniel also notices the positive aspects of London's street infrastructure: "I'd say I get real joy if I know that my route is a long cycle highway. I think the cycle highways are a really good step forward for cyclists. To be fair I definitely do notice that there's an effort to make these roads better. I notice that a lot of people are trying to implement the infrastructure or adjust the infrastructure to make it a better place. I really appreciate it and I think the majority of the steps taken are positive.

"Another [problem is] a lack of respect for stop light junctions. Nine times out of ten now, vans are in that area, cars are in the area, and you can't get the quick start you need."

Mo Bouchoucha

The experience of London street space as a small business owner

Mo, a coffee shop owner who moved from Paris to Southgate and relocated his business to Brixton Village, has a prime vantage point when observing the conditions, benefits, and shortcomings of commerce in one of London's most active markets. Here are his thoughts on the current state of his adopted home and what might be done to make it better still.

"I remember in 2008 when I first moved to London, I didn't have a smartphone and people would help me more, they walked with me sometimes to help me get in the right direction if I was lost."

"I don't think it's explained to people how to be out on the streets. When I go to Holland, everyone is cycling, but everyone is communicating and it's obvious where there is walking and where there are cycling areas. It's explained and communicated a lot. In London it feels it's more designed for the car or the bus.

The big thing for me is the dirt. I live in Elephant & Castle, and some places, they're so dirty. I find that around the stations, the streets are better, but when you're on smaller streets it's much worse. What is good in London is how multicultural it is. You can find different people from around the world on nearly every street, you hear languages and people from all across the world. It makes it feel like there is more opportunity in London.

I like it here in Brixton because there are so many people. I just think [we should work] to make it better for walking. More guidance in the streets, think[ing] about how people like to walk for long periods of time."

Mo enjoys walking London's streets, seeing "the shops and everything mixing together". Still, he says, there are visible problems in every borough. "There's a lot of rubbish or when the street is dirty. It makes me feel a little bit, not uncomfortable, but I don't like it, you know?

Given the choice, Mo would prefer to walk rather than take the bus or the Underground, choosing to rely on his sense of direction to make his way. "I don't like Citymapper or something like this, unless I'm lost. I don't like to check my route before I leave. I like to walk and experience the streets."

Still, "You have to move with the times for technology. You have to make sure the younger people are included. I think the biggest impact is that when you're walking around and maybe you get lost, now you look at your phone instead of asking someone. I think that's a shame. It's nice to talk to people briefly, you make a friend for a minute, sometimes you help people, and that makes you feel good. But now more and more when you ask people, they just say [to check your phone]. Maybe they don't know the area well and don't want to give bad advice, but I think it's sad. I remember in 2008 when I first moved to London, I didn't have a smartphone and people would help me more, they walked with me sometimes to help me get in the right direction if I was lost."

Binki Taylor

The experience of Atlantic Road as a resident

Binki, a resident of Brixton and key figure in the Brixton Project who closely follows development and management of Atlantic Road and the commercial and public hubs within it, sees a great deal of potential for enhancing local culture through shared experiences and more agile public agencies. She's been active in combining Brixton's unique visual culture with practical, inviting solutions for pedestrians and other street users. In doing so, she's gained several insights and experiences which could inform how Atlantic Road may be re-centred around the people who inhabit it every day.

"This is the thing that I find quite distressing: you take a little kid to a park, and they'll just run about anywhere, it doesn't matter. They don't need to be going in a direction, they're just running about, it's that experience of freedom. That's important. Where does that go when you're 11?"

Binki thinks this can benefit side streets by making them more identifiable and drawing pedestrians away from busier intersections. "Our high street, the A23, is just wall-to-wall traffic, with no way to create a healthy environment where people want to dwell, where business will thrive. Essentially, you get off the bus, you go to the tube, you go to the railway line, you've got H&M, Iceland, Marks and Spencer. Apart from that, you're not hanging around there, because it's not a nice place to be.

If you're local, you know how to cut across town, but there are very few official [pedestrian routes]. There are loads of ways through, but there's no clear way through. And there's not a street that you walk down, where you can go, "Oh, let's go and sit in that bar over there." They're busy and bustling.

Regarding Brixton's younger residents, Binki describes several limitations in infrastructure and commerce which may discourage younger visitors and residents from participating fully in life along Atlantic Road:

"I don't see Brixton's young people as prevalent users of Brixton, because there is a lot of estate-based activity and they are basically not coming en masse into central Brixton. There are liminal boundaries within which we operate in a nonverbal way. For young people, there are several uncrossable boundaries around Brixton. The centre of town is also quite an expensive place for them. Where do our young people go? They often go to Croydon, where they can go and hang out, and that partially-covered, pedestrianised shopping centre.
In Brixton residents' access to open spaces, particularly during the strictures of COVID-19 public health measures, Binki sees a contradiction between the physical freedom to enter public areas and the more limited, perceived freedom which pervades many minds:

"This is the thing that I find quite distressing: you take a little kid to a park, and they'll just run about anywhere, it doesn't matter. They don't need to be going in a direction, they're just running about, it's that experience of freedom. That's important. Where does that go when you're 11? It's difficult for you just to stroll about, and I think after that you don't know how to be free, how to just go to a park and hang out if there's no purpose.

If young black people are just hanging about and strolling around with a sense of freedom, all sorts of people will be interested in what they're doing. You know, that's a real feeling, that you can't just be hanging out with nothing particular to do. You can see the constraint in the way young people are, and you can see the way they open up when you have a conversation."

"Brixton is all front end, it has no back end, so it is halfway. It has no goods yard, it has no service area, so we actually spent some time trying to persuade Hondo [Enterprises] that the best thing to do is be Brixton's back end."

The lack of storage space for traders is "a perennial issue. On the street there are multiple small traders, with small spaces, and then you add to that Brixton Village Market, which is another 70-100-odd traders in tiny units. You can barely put a kettle away. I had a shop and a bar, and on the right-hand side in Brixton Village, you had to get ice delivered every day, in a bag, or you're going to Iceland. You're getting your drinks delivered on a more frequent basis, because you've got nowhere to store them.

Brixton is all front end, it has no back end, so it is halfway. It has no goods yard, it has no service area, so we actually spent some time trying to persuade Hondo [Enterprises] that the best thing to do is be Brixton's back end."

Unfortunately, Binki sees little progress made and much still to do in making Brixton's streets more equal:

"There are different journeys for different people. You still find a lot of traditional local people in the market streets, like Electric Avenue, because that's where they go to shop. And then you find the influx of new people clustering around the leisure and entertainment areas, so it's comfortable, but everybody has a different journey through town."

Finally, for Binki the phrase "street clutter" brings to mind: "Everything. Part of it is generated by the market and not dealt with well. I think there's an awful lot of dumping of waste, which isn't dealt with particularly well. And the density of graffiti and tagging, all of that makes the whole environment feel really cluttered."

Chapter 3

Visioning

The vision and toolkit chapter lays out our vision for people-first streets. The overarching vision is accompanied by a toolkit of possible solutions, that together aim to support key decision makers in delivering the recommendations of these visions in a wide range of streets and scales.

The following visions have been developed to showcase how the people-first toolkit may be applied to generalised street typologies. These visions are reflective of the typology generally, but detailed analysis of each individual street is important to effectively apply the toolkit strategies in the real world (see Appendix A).

A People First Vision for London’s Street Space

London’s streets are a vast, complex and constantly evolving network that forms the backbone of our everyday life. They sit at the heart of how we experience the city, making up the spaces in which we work, socialise, exercise, move through and express ourselves in. It’s the people that give life to the street space we share.

Our vision for the future of London’s streets is for a people-first reclamation of the street that places human scale movement and interaction at its core. Too much of our city has been designed to accommodate the car and everything else has had to fit around this. An ever more populous city means that our limited street space must respond to and serve the demands of an increasing population.

The future of the street must be viewed through the lens of lived experience to place people successfully at the centre of their design. Striving for more equitable environments that balance function with the needs of people in varying contexts will deliver greater harmony between users, secure proper accessibility, and street space that is conducive to people’s health and wellbeing.

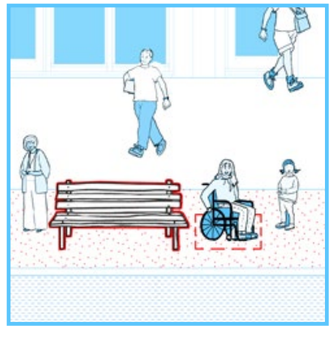
By adopting a people first approach to street making we can deliver a fairer, happier and healthier future for London’s streets.

A vision for **Local High Streets...**

... that are community led, highly adaptable spaces that can accommodate the demands of high street users as well as those who service these essential assets. Local high streets serve an important function to community cohesion, they should be spaces that accommodate local residents and visitors. Local business activities on the kerbside allow for cultural diversity offering communities the ability to adapt high street spaces to suit their needs.

A strategy for Local High Streets

Community Focus



Humanising Street

Prioritise pedestrian movement by widening narrow pavements and decluttering redundant infrastructure. Provide greening and social space in place of car parking spaces.

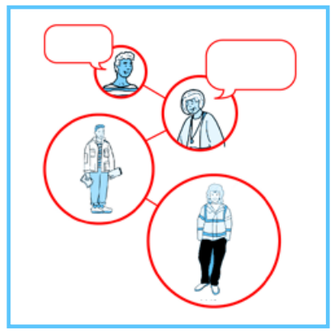
Appropriation

Appropriate disused retail space into trader operated micro consolidation hubs from which high streets can be serviced and local home and office deliveries can be made via e-cargo bikes.

Create Spectacle

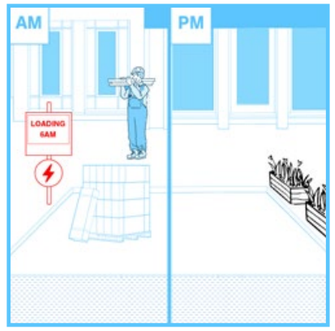
Use the street space as a platform to engage younger members of the community in cultural and arts based activities.

Adaptable & Resilient:



Interoperability

Consider opportunities for collaboration between community groups, local businesses and local authorities to ensure effective management and layered uses to address competing demands on the street space throughout the day.



Flexible Street Space

Where possible restrict polluting vehicle access to high streets to out of hours in order that the high streets can accommodate greater pedestrian movement and opportunity for traders and businesses to benefit from activities such as outdoor dining.

Kerb Management

Adopt the use of digital kerb management technologies that allow for smarter control of the kerbside. Offering bookable spaces on the kerb can allow for different users to more harmoniously using space.

A vision for **Destination Streets...**

...that are both physically and psychologically safe whilst ensuring equitable and inclusive access.

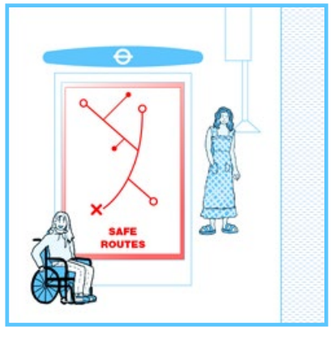
The use of well considered lighting design actively contributes to street safety whilst also providing effective wayfinding. As part of destination streets these lighting schemes can also enhance exciting attractions and act as its own draw, offering a potential further boost to the night time economy.

Prioritise accessibility to ensure the provision of level crossing points at frequent intervals, dropped kerbs and clear movement space to promote equitable access.

Placing people first by reducing car dominance and designing around pedestrian movement with the provision of unobtrusive breakout and rest space ensures that these streets are capable of accommodating the increased number of pavement users.

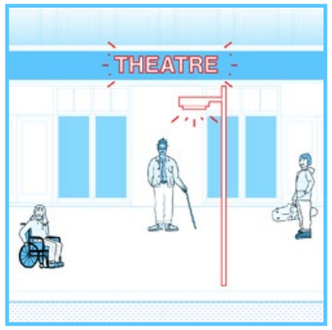
A strategy for Destination Streets

Safe Streets



Safety At Night

Improved safety for street users during the evening by providing interactive ‘safe route’ maps on infrastructure such as bus stops. Routes should be clear with good visibility all around.



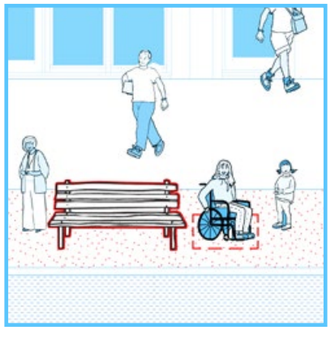
Lighting

Improve night-time lighting to make shift workers and night revellers feel safe on after-dark commutes. This can encourage walking or taking public transport, and can encourage socialising outdoors at night, contributing to the night-time economy.

Maintain Infrastructure

Maintain infrastructure and ensure that surface treatment of pavements and carriageways are free of clutter and any potential hazards. Streets should be regularly cleaned and maintained to avoid localised flooding.

Inclusive & Accessible Streets

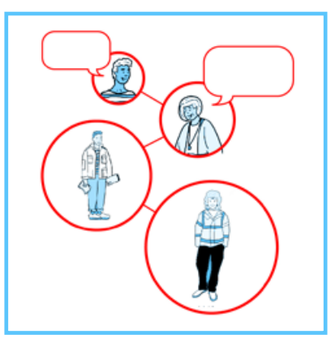


Humanising Street

Humanise street space by providing amenities for a diverse range of users such as water fountains, shelter through placement of trees, dropped kerbs for wheelchair mobility and benches for rest and socialising.

Create Spectacle

Create spectacle and identity for destination streets through public art by engaging local community groups to foster a greater sense of ownership and inclusion in the street space.



Interoperability

Provide affordable work and trader spaces aimed at supporting local enterprise and community groups in order to better root route these destinations into the surrounding neighbourhood.

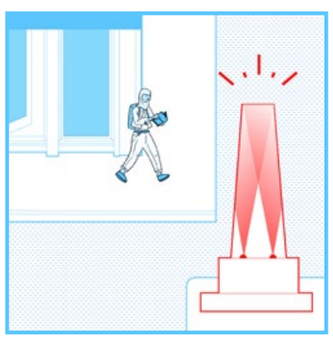
A vision for **Transport Hubs...**

...that can accommodate the high volume of daily users whilst ensuring the wellbeing of the people who service them. Users include commuters, tourists, key workers, service staff and local residents. It is therefore important that these places not only provide a hospitable welcome to those passing through, but also ensure the wellbeing of the people who keep our stations and hospitals working.

Improved wayfinding allows users to navigate the area with ease, ensuring that landing points outside stations are legible and clear is also important to this. Removing redundant and excessive street clutter, presents an easily readable landscape for people to make quick navigational decisions and maximise precious pedestrian space. The wellbeing of key users can be supported via a green axis along the kerb to buffer against busy roads and provide pleasant and calming spaces to get away.

A strategy for Transport Hub Streets

A Hospitable Welcome



Wayfinding

Provide clear and universal way finding strategies between transport modes and high traffic destinations such as hospitals, hotels and office space.

Maintain Infrastructure

Create inviting and pleasant first impression by improving high street appearance, this can be achieved through targeted funding and planning constraints.

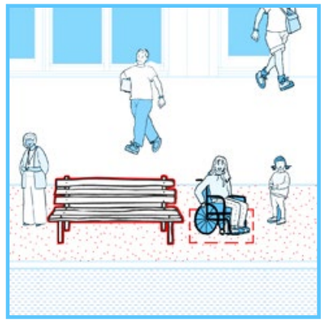
Space Designation & Future Proofing

Provide clearly defined footway, carriageway, loading bays and parking bays. Consider movement flows when locating new street furniture. Infrastructure for vehicles, should be placed in carriageway space, not on pavements.

A Street That Ensures Wellbeing

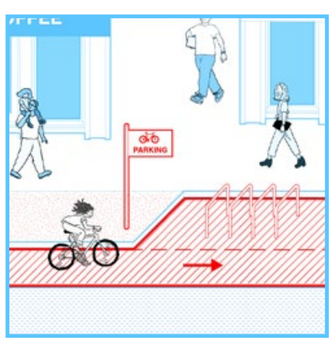
Environmental Management

The wellbeing of service personnel should be prioritised through environmental improvement strategies such as urban greening in order to mitigate air and noise pollutants from busy roads and provide shelter from the elements.



Humanising Street

Humanise busy transport hubs for the people that service these places as well as vulnerable users such as hospital patients. Provisions may include water fountains, dropped kerbs for wheelchair mobility and benches for rest.



Provide for Active Travel

Encourage all modes of micro-mobility (personal and rented bicycles, e-scooters, e-cargo bikes etc) through the provision of appropriate road infrastructure and by providing well designed parking either on or off street.

A vision for
New Developments Streets...

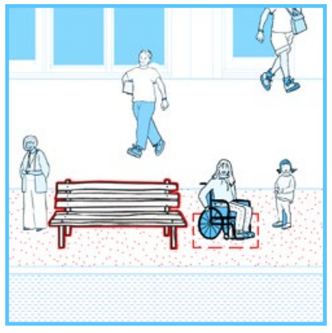
...that place people at the heart by providing engaging, joyful and lively spaces for communities to thrive. These streets should become more inclusive by supporting intergenerational activities that benefit people of all ages. Whether it's space for exercising, community gardening programmes or placing a greater emphasis on making London child-friendly by incorporating play.

A strategy for New Development Streets

Multi-generational Streets

Make London Child Friendly

Activate new development streets through play for both young and old alike. Incorporate both structured (i.e. climbing frames) and unstructured play (i.e. accessible water features).



Humanising Streets

Encourage a broader user group, by creating family friendly attractions and public facilities such as WCs, changing facilities, seating to allow space for rest and performance and social space.

People First Movement

Provide ‘break-out’ spaces along pavements away from the main flow of traffic for people to stop and allow others to pass. Support the provision of indoor calm spaces that respond to the needs of vulnerable groups, such as autistic people, with trained staff to offer support.

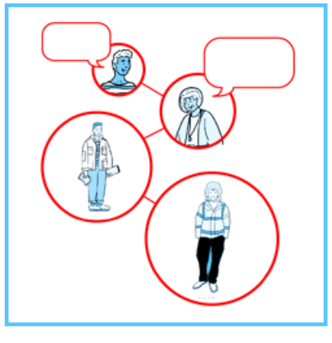
Active Participation

Appropriation

Active participation should start at the inception of a new development street through beneficial meanwhile initiatives that may incubate local enterprise, with the potential to grow into a business within the future development.

Create Spectacle

Integrate existing communities by providing participatory initiatives such as community gardens and art projects.



Interoperability

Consider opportunities for collaboration between private landowners and community groups to improve inclusion and accessibility to new development streets.

Chapter 4

A People First Toolkit

The study's research collated through the stakeholder engagement workshops and typology case study site observations (see Appendix A) has informed a toolkit that provides a practical set of strategies that can be applied to help deliver successful people-first streets. Each point aims to address challenges raised through our research and addresses areas of concern voiced by stakeholders. A simple methodology is provided to help guide decision makers in the process of evaluating individual streets to apply toolkit elements. Each element of this toolkit helps contribute to creating a more equitable and healthy street for people.

Methodology

The following process has been set out to help decision makers assess each street and its opportunities for change and to identify what intervention is best suited to the street. This process places the well being of its users health and experience at the heart of decision making.

1 - BASELINE INFORMATION	OUTCOMES
• Research the History of the street • Define the Street Typology • Identify all user groups • Identifying the types of activities that are likely to be taking place • Consult Local Plans • Gather LSOA demographic data • Gather Environmental data (e.g Urban Health Index data) • Road usage data and pedestrian counts • Define Key Stakeholders (Organisations, businesses and Community members	• Ensuring all users are considered • Mitigating risk of unforeseen externalities • Clear environmental health breakdown to assess risks of change • Key stakeholder groups identified to support project delivery
2 - STREET ANALYSIS	
• Visit the street to identify and photograph street conditions including hazards and weaknesses • Document uses including vacant units and development sites • Consider side streets and connections to the wider area including walking, cycling and public transport	• Place Survey • Identifying constraints • Identifying quick wins to include into larger projects • Identifying the social infrastructure in place to support interventions
3 - LIVED EXPERIENCE	
• Arrange interviews and engage with local community workers and activists to gain deep local insight and experience • Engage Local Organisations to realise opportunities for co-design • Engage with mobility impaired to identify what routes can be taken	• Understanding about experience of daily users • Co-designing solutions with citizen experts

Toolkit

The following techniques can be used to improve street design.

These have been formulated from the stakeholder engagement, interviews, site visits and related research.

Some techniques may not be appropriate for certain streets and there may be alternative solutions that would be preferable. However, we believe the ideas collated here represent solutions to some of the most pressing issues faced by London Streets.

1. Designation and Future Proofing

- Consider future trends when planning any improvements
- Provide clearly defined footway, carriageway, loading bays and parking bays
- Consolidate necessary street furniture where possible (e.g. incorporate EV charging into lamp columns)
- Maintain an unobstructed pavement width at all times free of A-boards, Alfresco dining, utility boxes and street furniture
- Consider movement flows when locating new street furniture and relocate poorly placed street furniture to more appropriate locations
- Infrastructure for vehicles (e.g. standalone EV charging points) should be placed in carriageway space not on pavements

Key Implementation Agencies:
Local Authority, Business Improvement District, Local Businesses

Reference documents:
TfL Streetscape Guidance
TfL Planning for Walking Toolkit
BS 8300-1:2018

2. Environmental Management

- Incorporate Sustainable Drainage Systems (SuDS) as a priority to deal with extreme weather conditions that creates both localised flash flooding and flooding in the wider area
- Opportunities for urban greening should be maximised through the reallocation of carriageways and underutilised spaces
- Link with community groups to extend the benefits of greening

Key Implementation Agencies:
Local Authority, Business Improvement District

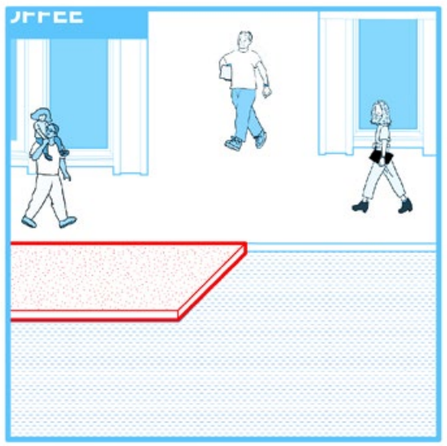
Reference documents:
The SuDS Manual
All London Green Grid
London National Park City

3. People First Movement

- Declutter the street by removing all obsolete and non-essential street furniture
- Provide ‘break-out’ spaces along pavements away from the main flow of traffic for people to stop and allow others to pass
- Provide formal and informal crossing points where needed, these should have dropped kerbs or raised carriageways
- Junctions should prioritise people movement, with pedestrian crossings called more often and more quickly
- Support the provision of indoor calm spaces that respond to the needs of vulnerable groups, such as autistic people, with trained staff to offer support

Key Implementation Agencies:
Local Authority, Business Improvement District, Residents

Reference documents:
TfL Streetscape Guidance
TfL Planning for Walking Toolkit



4. Maintain Infrastructure

- Surface treatments of pavements and carriageways should be free of any potential hazards that could cause injury
- Overhead structures should not cause hazards for pedestrians (e.g. dripping rainwater from railway tracks above onto pavement and overgrown vegetation falling from height)
- Streets should be regularly cleaned including drainage gullies

5. Reallocating Carriageway to Pavement

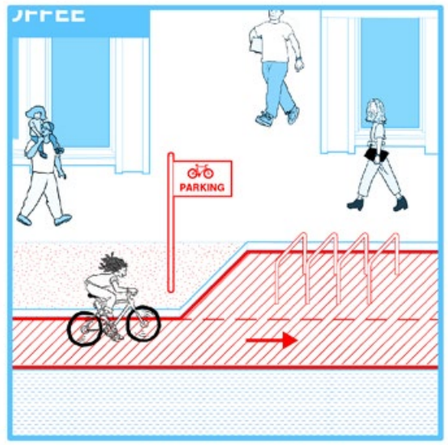
- Consider pedestrianisation of streets where appropriate
- Personal vehicle should not take priority and should be reduced where possible
- Reduce carriageway widths to ‘win back’ as much pavement space as possible
- Reallocate parking and loading for alternative uses (e.g micro-mobility parking)
- Consider Loading bays and parking areas having different uses throughout the day depending on the need of the street (e.g loading throughout the day and then alfresco dining in the evening)

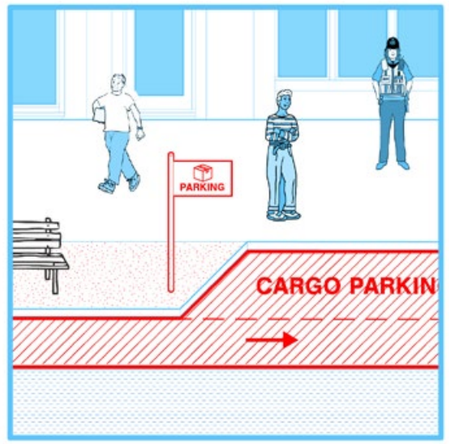
Key Implementation Agencies:
Business Improvement District, Local Authority, Landowner, Local Businesses

Reference documents:
TfL Streetscape Guidance
TfL Planning for Walking Toolkit

Key Implementation Agencies:
Local Authority, Business Improvement District, Local Businesses, Residents

Reference documents:
TfL Streetscape Plan
Mayor’s Transport Plan





6. Provide for Active Travel

- Provide for all micro-mobility users (personal and rented bicycles, e-scooters, e-cargo bikes etc) through the provision of appropriate road infrastructure (e.g segregated cycle lanes and road junctions) and by providing parking either on or off street
- Install traffic filters where possible to increase footway and reduce the dominance of motorised vehicles
- Introduce lower traffic speeds where appropriate to help balance the needs for all users

7. Make specific provisions for e-cargo and on-demand delivery

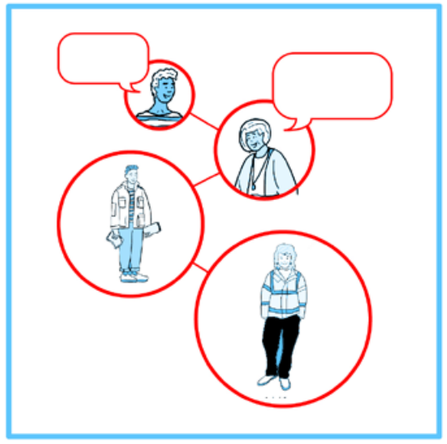
- Provide adequate parking dependent on need (e.g outside highly used restaurants)
- Provide amenity for riders including seating
- Promote and cater for the consolidation of deliveries and sustainable ‘last mile’ logistics

Key Implementation Agencies:
Local Authority, Business Improvement District

Reference documents:
London Cycling Design Standards

Key Implementation Agencies:
Local Authority, Business Improvement District, Landowner, Local Businesses, Residents

Reference documents:
London Cycling Design Standards

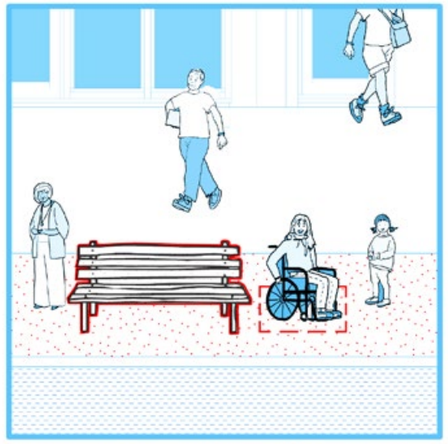


8. Interoperability

- Always consider opportunities for collaboration between local authorities and other bodies to benefit street design (e.g. Lighting Design between streets maintained by different authorities, restrictions on loading).
- Encourage greater interoperability and cross pollination between local authorities.

Key Implementation Agencies:
Local Authority, Business Improvement District, Landowner, Local Businesses, Residents

Reference documents:
The London Plan
GLA Community Engagement Team

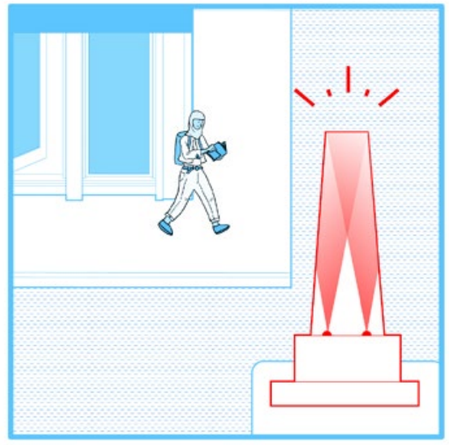


9. Humanising Street

- Provide hard-wearing and low maintenance seating every 50m along well used streets as per ‘BS 8300-1:2018 - Design of an accessible and inclusive built environment’ and consider the use of timber as a preferred material over stone or metal
- Provide Drinking Water (either public or clearly available from shops/businesses)
- Provide shelter through the placement of trees, colonnades or other structures (e.g. bus stops) to help protect from extreme weather
- Provide internal shelter (e.g. air conditioned office lobbies) for public use in extreme heat

Key Implementation Agencies:
Local Authority, Business Improvement District, Landowner, Local Businesses

Reference documents:
BS 8300-1:2018
TfL Streetscape Guidance



10. Passive Wayfinding

- Incorporate intuitive wayfinding through the positioning and design of any new buildings, landmarks and infrastructure, and considering proposed uses (e.g. Pubs on street corners)
- Provide clear signage showing key destinations
- Consider how tech products such as Google Maps and Wayz are suggesting routes and destinations
- Consider the townscape view when locating street furniture (e.g making sure that a traffic sign or a new tree doesn’t block a key view)

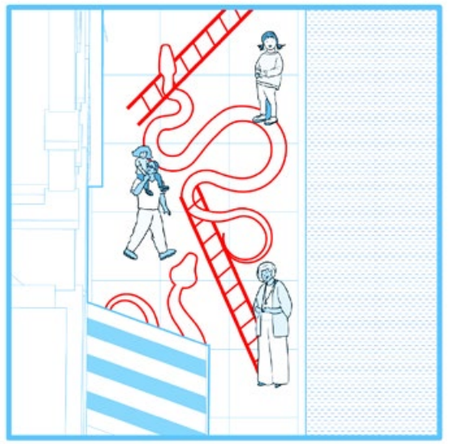
Key Implementation Agencies:
Local Authority, Business Improvement District, Landowner, Local Businesses, Residents

Reference documents:
GLA Developing a Night Time Strategy Guidance
GLA Cultural Infrastructure Plan

11. Appropriation

- Where possible appropriate and transform existing street infrastructure, providing a new function to a disused element.
- Prior to adding new infrastructure, consider if there is any opportunity in re-purposing redundant elements.

Key Implementation Agencies:
Local Authority, Residents, Business Improvement District



12. Make London Child-Friendly

- Promote independent mobility for young people
- Facilitate children and young people to initiate their own ideas
- Test ideas through meanwhile use and gain early-stage feedback
- Provide playable spaces where possible
- Consider a child's experience of the street

Key Implementation Agencies:
Local Authority, Landowner, Residents

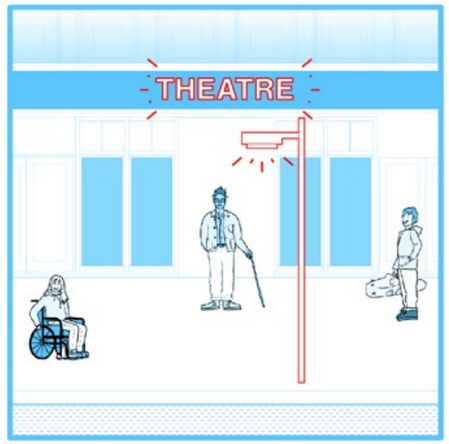
Reference documents:
Making London child-friendly

13. Create spectacle

- Incorporate Public Art and specialist Lighting schemes into Street spaces
- Consider street parties, festivals or markets where appropriate

Key Implementation Agencies:
Local Authority, Business Improvement District, Landowner

Reference documents:
GLA Cultural Infrastructure Plan
GLA Developing a Night Time Strategy Guidance

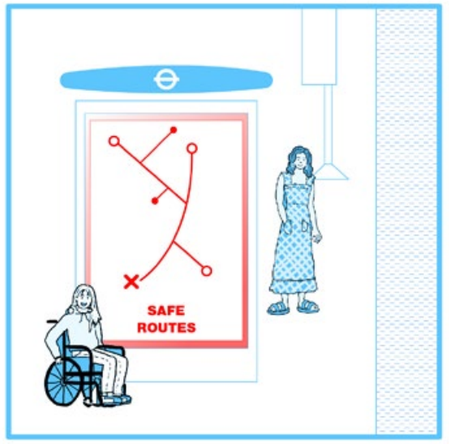


14. Lighting

- Lighting should be appropriate to the function of the street, ensuring the safety and comfort of all users
- Lighting can be used to support passive wayfinding at night by highlighting crossings, major routes and landmark buildings
- Consider using warmer lighting to provide higher comfort levels where people will congregate
- Use Smart Lighting controls to dim or turn off lights depending on the time of day to conserve power and benefit wildlife

Key Implementation Agencies:
Local Authority, Business Improvement District, Landowner

Reference documents:
GLA Developing a Night Time Strategy Guidance

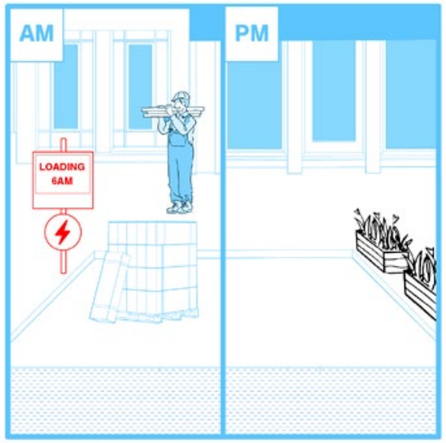


15. Safety at Night

- Consider how the street is used throughout the whole day including throughout the night-time
- Make provisions for night-time workers
- Make provisions for the night time economy (e.g Night time map)

Key Implementation Agencies:
Local Authority, Business Improvement District, Local Businesses

Reference documents:
GLA Developing a Night Time Strategy Guidance



16. Flexible street space

- Offering layered street uses can help maximise productivity on streets with high demands.
- A street can function as a loading in the morning, be pedestrianised throughout the day and then accommodate al fresco dining in the evening depending on the need.
- However streets are being used, accessible footways must always be maintained.

Key Implementation Agencies:
Local Authority, Business Improvement District, Landowner, Local Businesses, Residents

17. Kerb Management

- Adopt the use of digital kerb management technologies that allow for smarter control of the kerbside. Offering bookable spaces on the kerb can allow for different users to more harmoniously use space.

Key Implementation Agencies:
Local Authority, Business Improvement District, Local Businesses

Appendices

Appendix A
Snapshot of Street User Demands

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Appendix B
Street Space Study of Four London Street Typologies

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Appendix C
Precedents

Appendix A

Snapshot of Street User Demands

The Needs of Street Users

When considering the design of street space it's important to remember that the environment should be based around user demands and experience. We have identified a non-exhaustive list of street users to better empathise with how people experience London street space. To understand the nuances of differing needs between users, we have explored four overarching experiential demands on the street space; safety, health and wellbeing, welfare, and function.

Street User Needs: Safety

Safety is a key concern for many street users and highlights the inequalities faced by more vulnerable street user groups.

My job means I'm on the pavement all day interacting with people, sometimes on the go. So well maintained surfaces and clear road designations can help improve my health and safety.

Safe crossings and wide pavements help to keep my kids and I safe on busy roads.

Off-loading heavy deliveries from the kerbside onto the pavement can create a significant risk to pedestrians' and my own health and safety. Well designated loading bays are needed to help minimise risk.

Guidance paving helps me to navigate the street space. Pedestrianisation or surface levelling can reduce my ability to know where I am in the street.

Cyclist

Street Fundraiser

Construction Worker

Family

Freight Driver

Young Adult

Parent

Tourist

Cycling in London can feel very dangerous. Adequate and well signed cycle routes help to make me feel safer on the road as well as encourage people to cycle more often.

Creating safe space for pedestrians around construction is imperative, a decluttered pavements helps to better achieve this.

As a young woman I feel vulnerable on the streets at night. Better lighting is needed to create safer night time environments.

Visiting London can be quite overwhelming. Good wayfinding means I'm less likely to find myself lost in unfamiliar surroundings.

Street User Needs: Health & Wellbeing

Street users are exposed to environmental stressors when using street space. Whether they are a HGV driver making a delivery or a child on their way to school, it is important to consider how we reduce unnecessary stressors in the street space. Furthermore, we should seek ways that street space can contribute to the universal wellbeing of its users.

Commuter

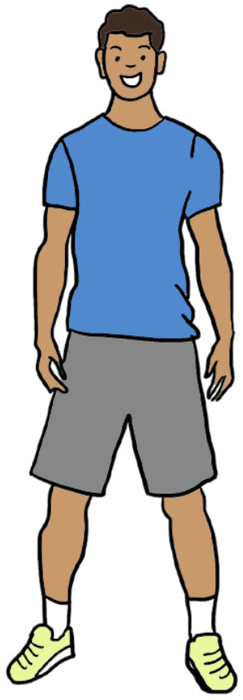
It's nice to have space to relax on my lunch breaks, somewhere nice to rest, socialise and enjoy time spent outside.

Child

Streets should better accommodate children. Incorporating play improves not just kids' experience of the street space, but older users and those with neurological differences.

Postal Worker

Spending many hours on the street each day my health is significantly impacted by environmental stressors. I'd like to see a reduction in the amount of personal vehicles on the road.



Exercise

Greenery in the street space encourages me to be more active.

Student

The street is a place for socialising, it's great to have provisions that encourage people to meet and relax. This can help to foster a community atmosphere in the street space.

Shopper

Being on the autism spectrum means that I get more fatigued than others from busy, polluted, and incoherent streets. I often need more places of rest as I'm out and about.

Street Cleaner

Greenery on the street helps to make my working environment more enjoyable to be in whilst also helping the environment I'm maintaining.

Street User Needs: Welfare

For many street users, the street is a place of work. We should ensure the basic welfare need of these users are met by London's street space. Moreover, consideration should be given to the needs of more marginalised and vulnerable street users, such as people who are neurodiverse and people with reduced mobility.

Street User Needs: Efficiency

Streets should better functions as spaces of services and transport to ensure greater efficiency and safety.

Having more regularly located EV charging points would help to keep my taxi running smoothly across the working week. This would also help to encourage a larger adoption of EV's across the public.

I don't want to be a hazard to pedestrians whilst I work on utility maintenance. A wide enough pavement can help maintain the flow of people on the street.

Congested roads can hugely impact my working day. Single person car journeys need to be reduced to allow efficient functioning of London's logistics services.

Taxi Driver

Waste Collection Worker

Commuter

Utility Maintenance Worker

Business Owner

Courier Delivery Worker

Teen

Accessing the kerbside can be a challenge. With a reduced amount of parking spaces there would be more room for us to do our work with minimal obstruction to traffic.

My commute to work is made easier through a decluttered street space which allows me to quickly get to and from the station.

An attractive street environment helps to encourage people to the local high street businesses. Making methods such as greening and street maintenance key to achieving this.

I struggle to move through the street space when there's extra clutter on the pavement, such as bikes being chained to lamp posts or outdoor dining on narrow pavements. Consideration needs to be made to ensure the street space is equitable for all levels of mobility.

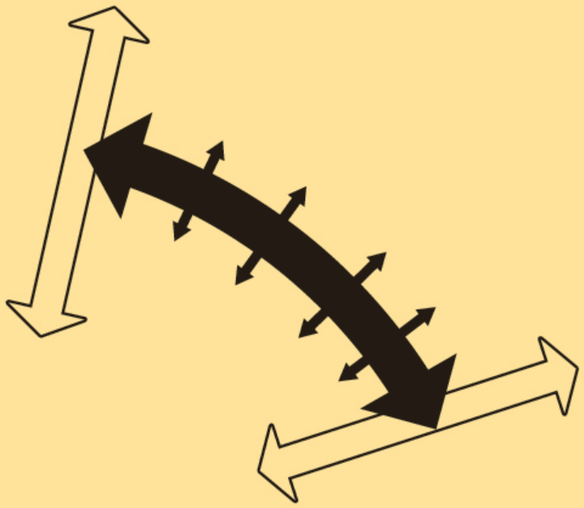
Appendix B

Street Typology Case Studies

Four case study typologies were agreed with the Cross River Partnership to help focus the study. Following is a set of studies exploring the characteristics, challenges and successes of a chosen street for each typology. These studies served to inform our understanding of the current London streetscape and helped inform the engagement activities that followed.

Local High Street

Atlantic Road, Brixton



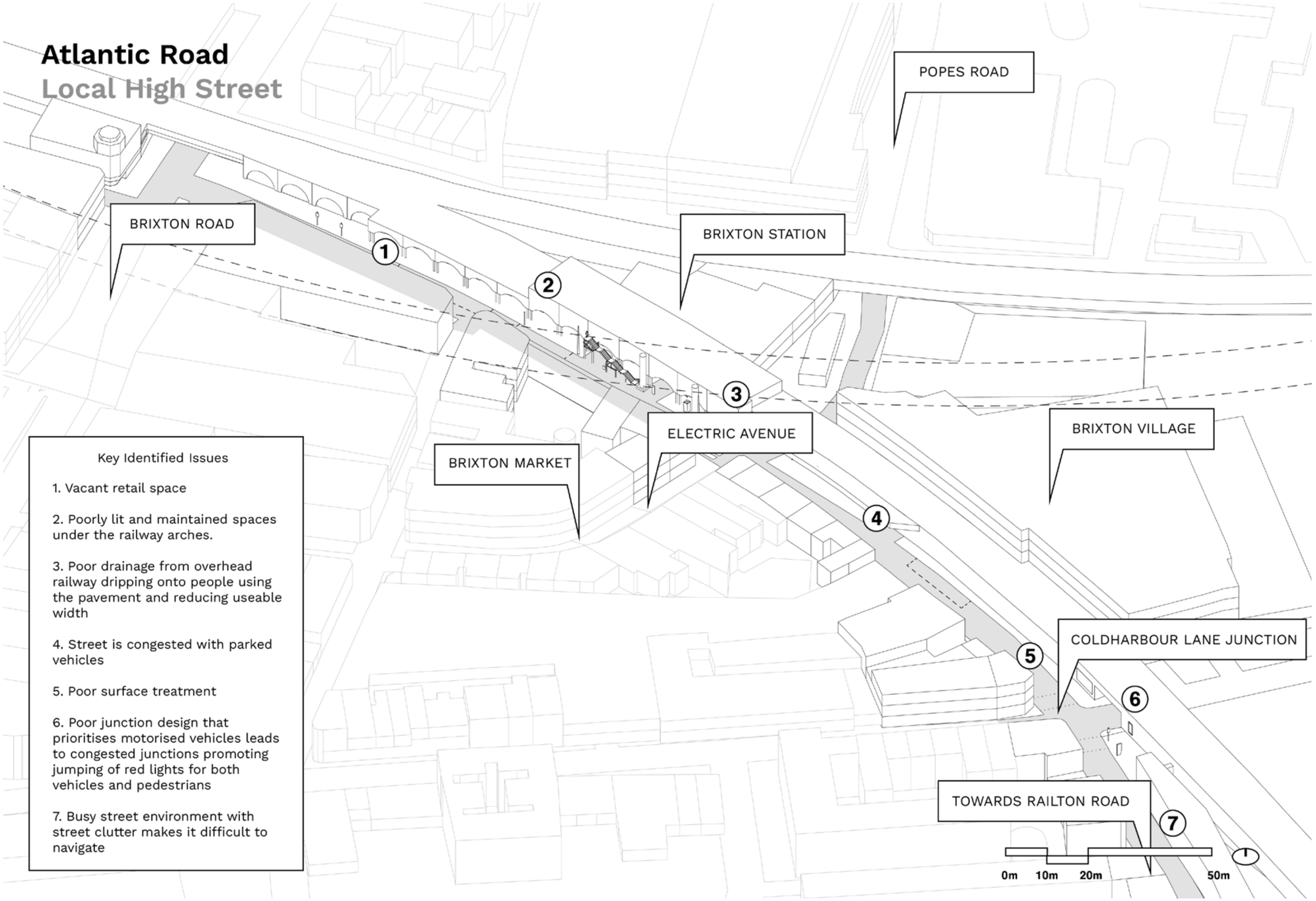
A Spine Street

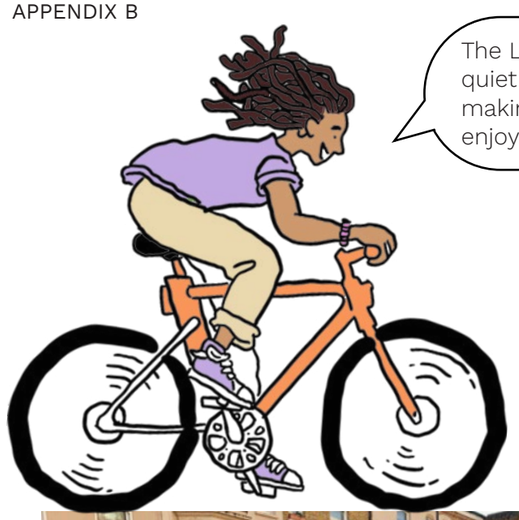
Atlantic Road, Brixton

London Borough of Lambeth

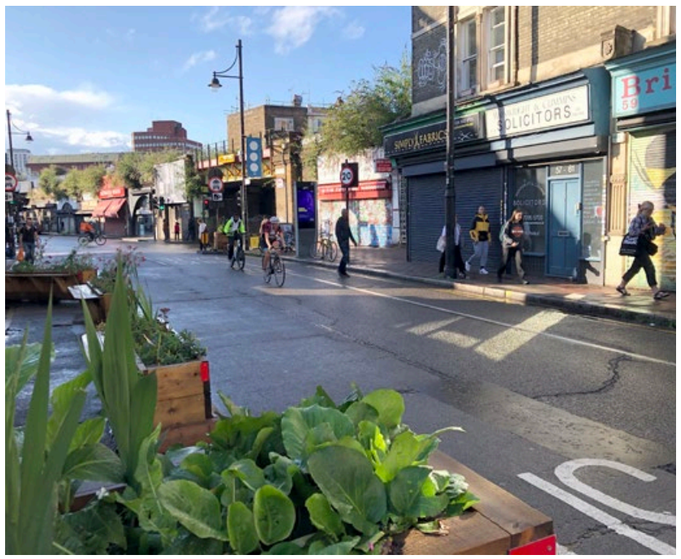
Bustling, congested and brimming with life, Atlantic Road is the spine at the centre of Brixton connecting the rich commercial and cultural weave of the area. Running parallel to the rail viaduct, this curved artery holds great historic and cultural significance to local residents and the wider community, connecting the two halves of Brixton centre. Many shops, restaurants, market traders and businesses rely on this vital connection to serve the area. Atlantic Road forms the intermediary between Electric Avenue and Popes Road and links through the bustling markets of Brixton Village and Market Row.

Onsite Observations Affecting User Experience




The LTN creates a calm and quiet cycle route to my house, making my commute more enjoyable

The pavement remains narrow and the parklets aren't used in the rain, so maybe this space could be better used in a more flexible way?



BANSUSHI
020 7738 7006
the wine parlo
I can run up the pavement with my sister and feel safer when there's no cars

Pedestrians grow impatient for the green man so step out infront of my car, with bikes also cutting across into the LTN this makes the junction chaotic to navigate
The majority of street clutter here is targeted at vehicle users, but reduces accessibility for pedestrians

This area isn't very well maintained, the greenery from the platform above is unintended and overgrown. It also falls down into the pavement

Its frustrating we can't find space to wait to collect our orders or between jobs
FABRIC LTD
BRIXTON VILLAGE
Inviting streets would help encourage more people into my shop

It would be great if there was better space designation for deliveries to help service the local shops

I don't feel very safe here at night, there's not enough lighting under the platform and no life in the empty retail spaces

Is there a more efficient way to move people from the platform to the street?

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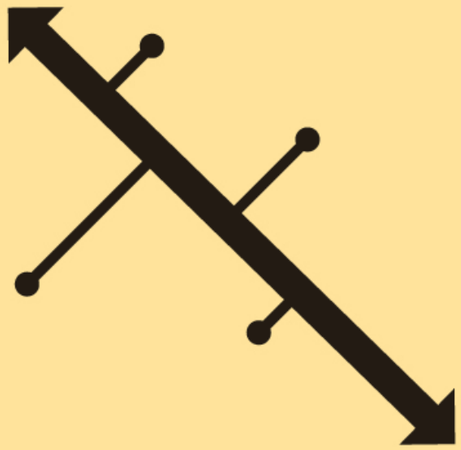
Destination

Camden High Street



An Attraction Street

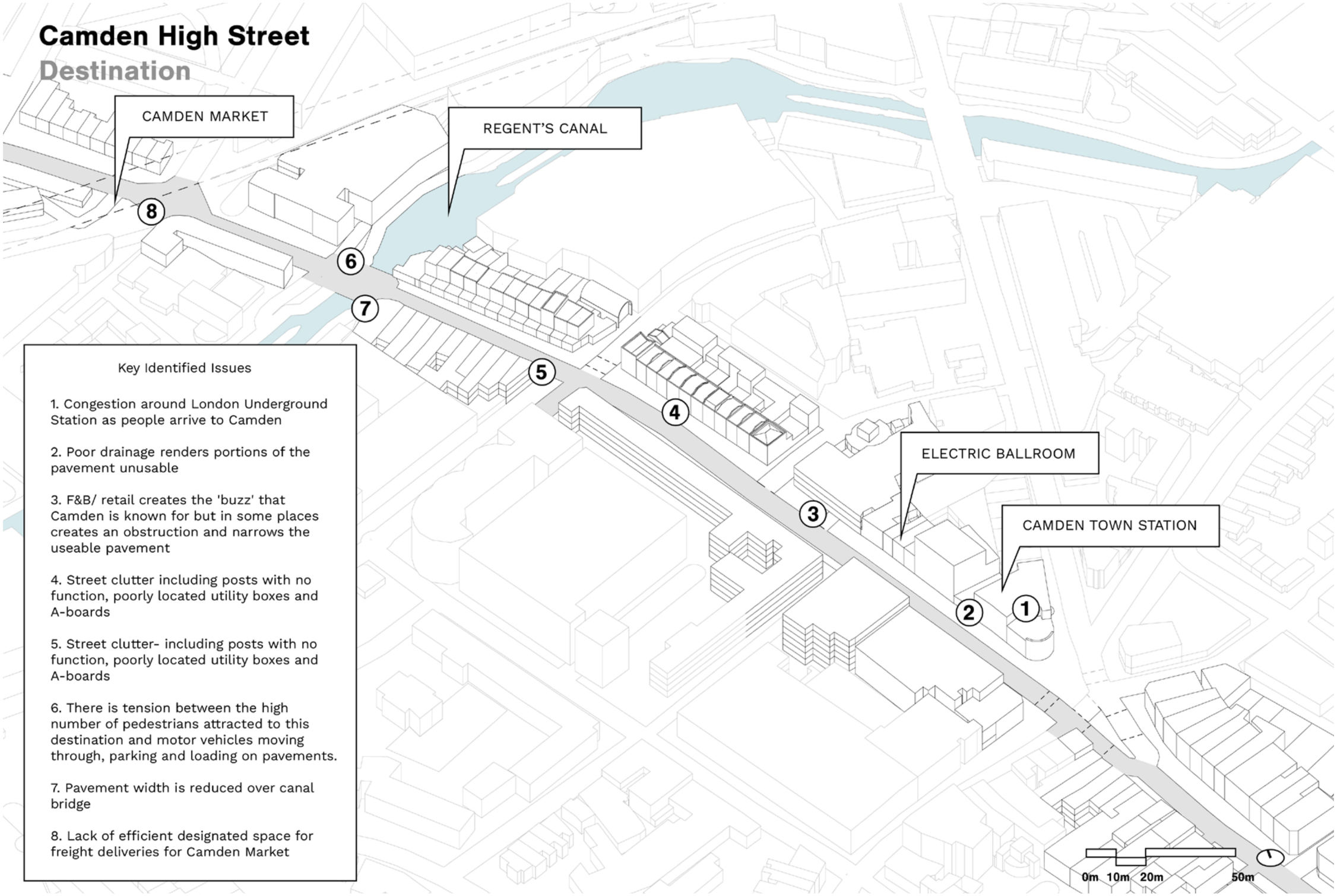
CROSS RIVER PARTNERSHIP

Camden High Street

London Borough of Camden

With its rebellious and bizarre shop fronts, Camden High Street has long been a popular destination for retail, entertainment and nightlife. Focusing on the northern portion of Camden High Street from Camden Town Station to Chalk Farm Road, this famous destination draws tourists from across the world all hoping to explore the winding alleys of Camden Lock Market and experience the fabled Camden flavour.

Onsite Observations Affecting User Experience



Key Identified Issues

1. Congestion around London Underground Station as people arrive to Camden

2. Poor drainage renders portions of the pavement unusable

3. F&B/ retail creates the 'buzz' that Camden is known for but in some places creates an obstruction and narrows the useable pavement

4. Street clutter including posts with no function, poorly located utility boxes and A-boards

5. Street clutter- including posts with no function, poorly located utility boxes and A-boards

6. There is tension between the high number of pedestrians attracted to this destination and motor vehicles moving through, parking and loading on pavements.

7. Pavement width is reduced over canal bridge

8. Lack of efficient designated space for freight deliveries for Camden Market

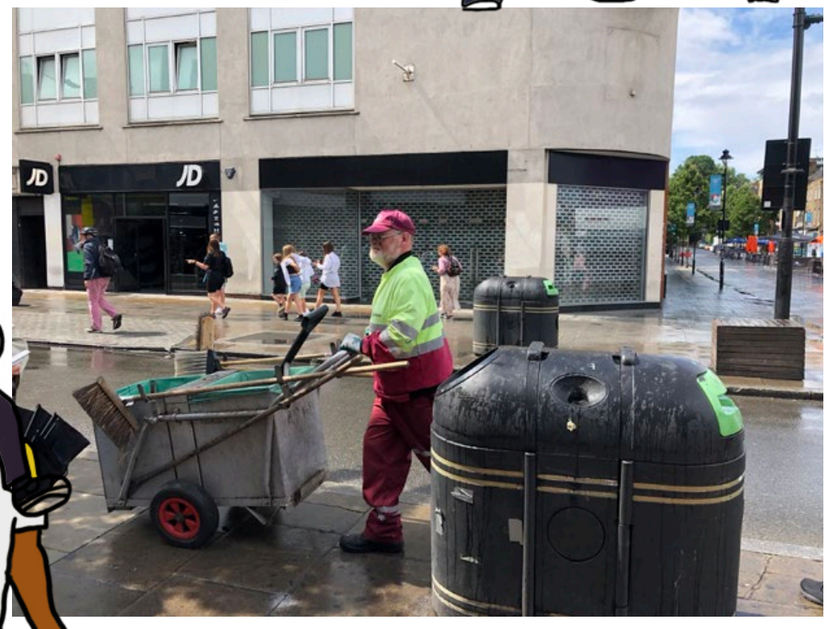
There aren't many dropped kerbs or flushed carriageways up the High Street so crossing the road is difficult

Shops spilling out onto the street create a really big obstacle in the pavement, especially for users with sight impairments this can really hinder navigating the street

As a resident I feel the High Street isn't catered for me, it's made for tourists which makes me feel quite alienated on my own doorstep.

Waffle - Ice Cream - Coffee - Sandwiches - Beverages
TATTOO & PIERCING
Blue Skin
The surface around the crossing is really unmaintained, with paving coming loose and creating trip hazards

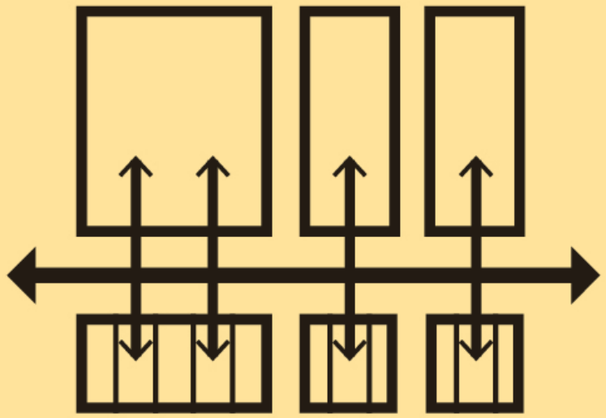
With a lot of clutter and people on the pavement, it's hard to move through with my equipment and do my job


JD
JD

There should be better designated space to offload goods directly into Camden Market. It makes it risky and a hazard to manoeuvre around so many people

Transport Hubs

Praed Street, Paddington



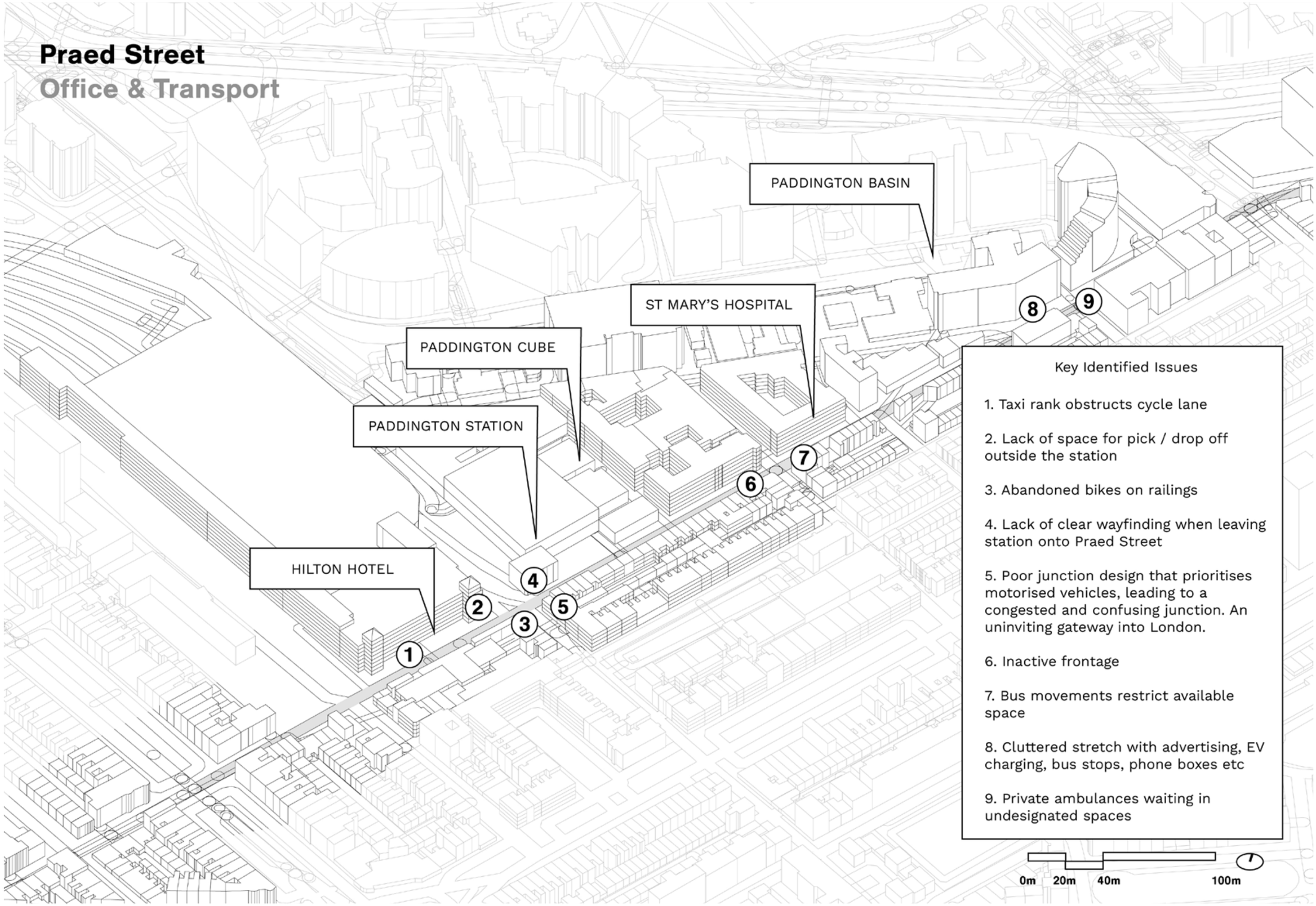
A Street of Two Halves

Praed Street, Paddington

City of Westminster

Praed Street is a gateway to London, with some 44 million people exiting Paddington Station to its busy pavement. Commuters from across London heading to the office, tourists from around the world arriving from Heathrow and Londoners crossing to explore Paddington Basin all contribute to the throng of movement.

Onsite Observations Affecting User Experience



The exit from Paddington Station is a really busy environment, it's quite an intense street space to enter as your first experience of London.

Really busy junction without safe space for cyclists, especially with taxis turning in unpredictably to drop off passengers

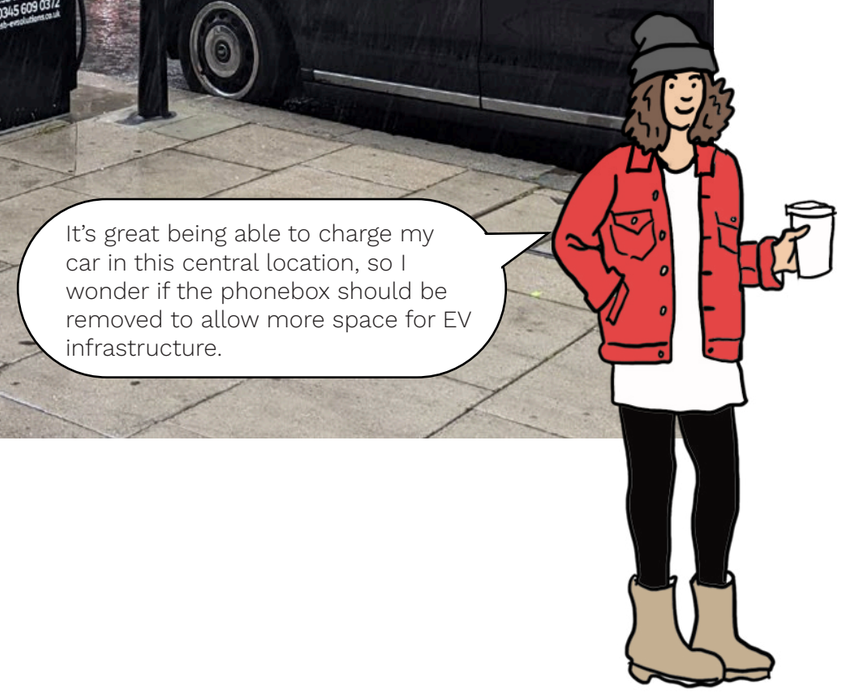
There aren't many provisions for rest along the street, such as benches and space to stop.

Reasonably uncluttered street space which makes commuting easier, especially with the mix of office workers, tourists and hospital attendees

www.parcelforce.com
KN65 00J

Telephone
Coins & Cards
HSBC UK
Ring road (A400, A1)
The City A501
The NORTH
M1
Kilburn A5
Ring road (A4, A3)
West End
RAPID ELECTRIC CHARGING POINT
ESB customer care
0345 609 0372
LL68 WFS

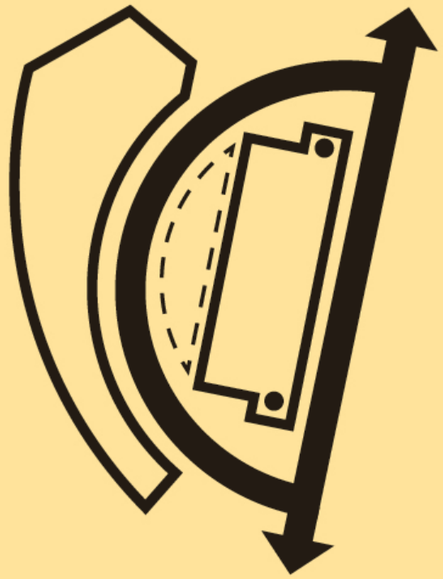
Many vehicles wait on the kerbside leaving little room for me to be able to make deliveries and leave my van somewhere unobstructive


It's great being able to charge my car in this central location, so I wonder if the phonebox should be removed to allow more space for EV infrastructure.

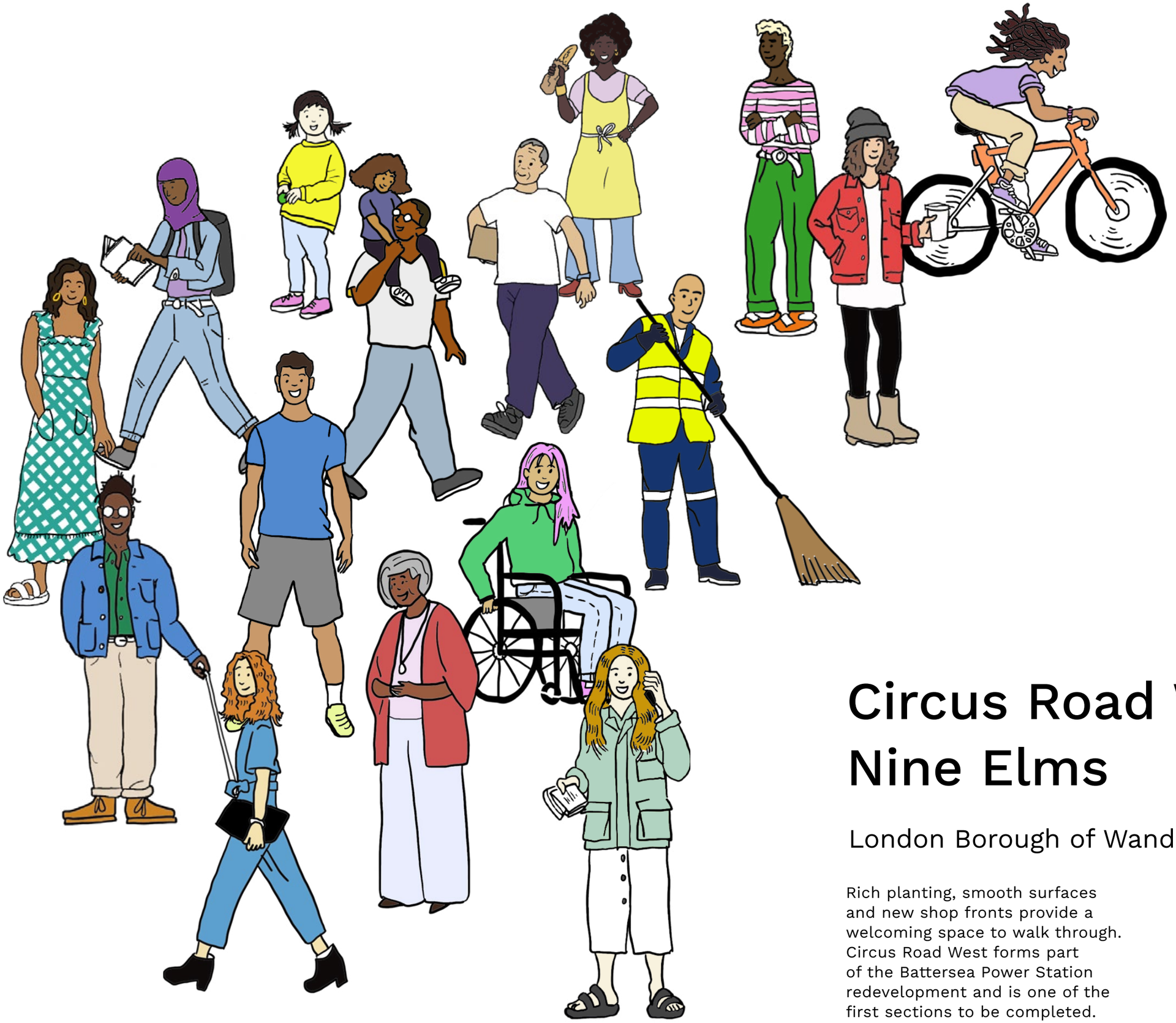
NOOMA Studio

New Development

Circus Road West, Nine Elms



A Lobby Street

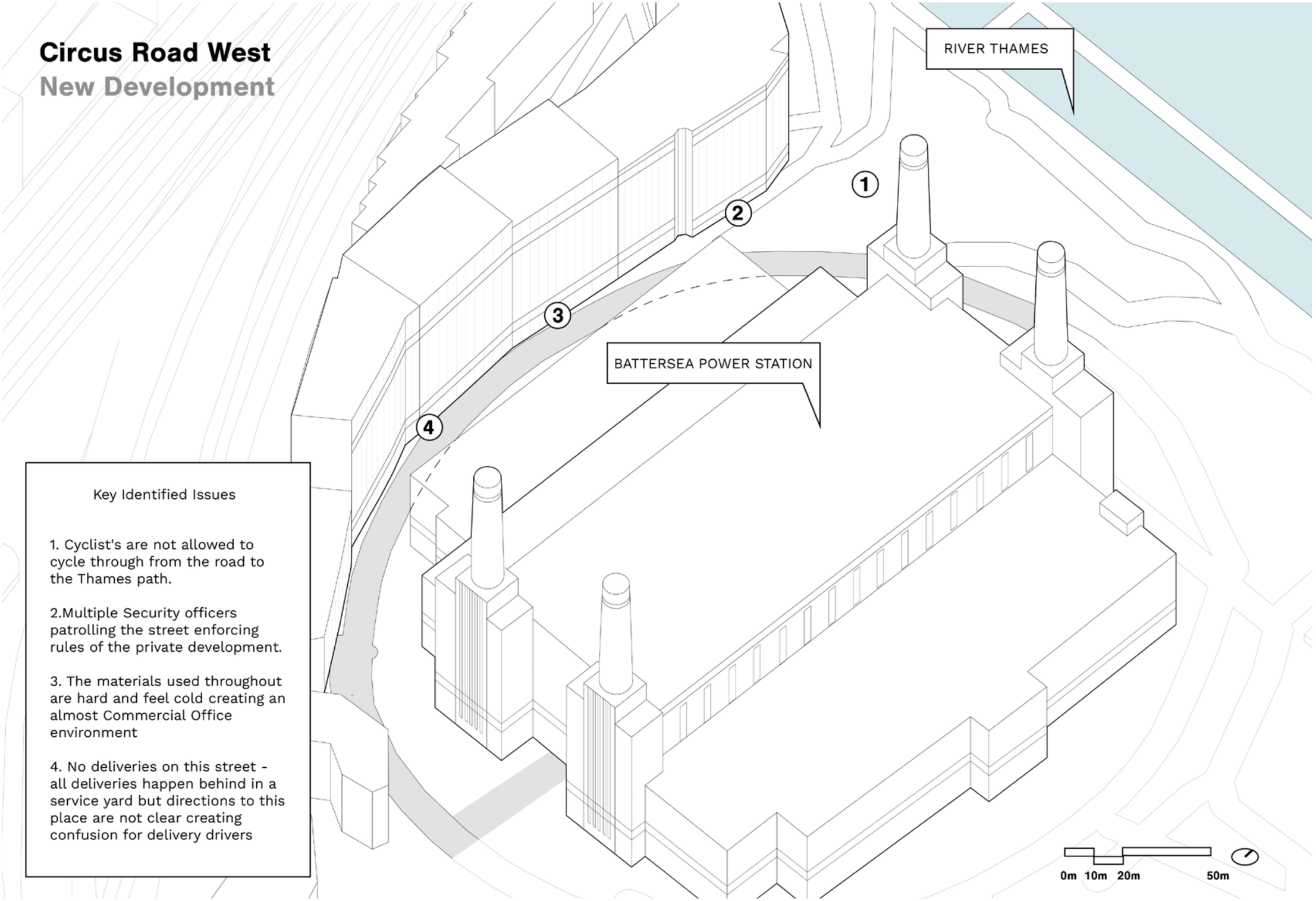


Circus Road West, Nine Elms

London Borough of Wandsworth

Rich planting, smooth surfaces and new shop fronts provide a welcoming space to walk through. Circus Road West forms part of the Battersea Power Station redevelopment and is one of the first sections to be completed.

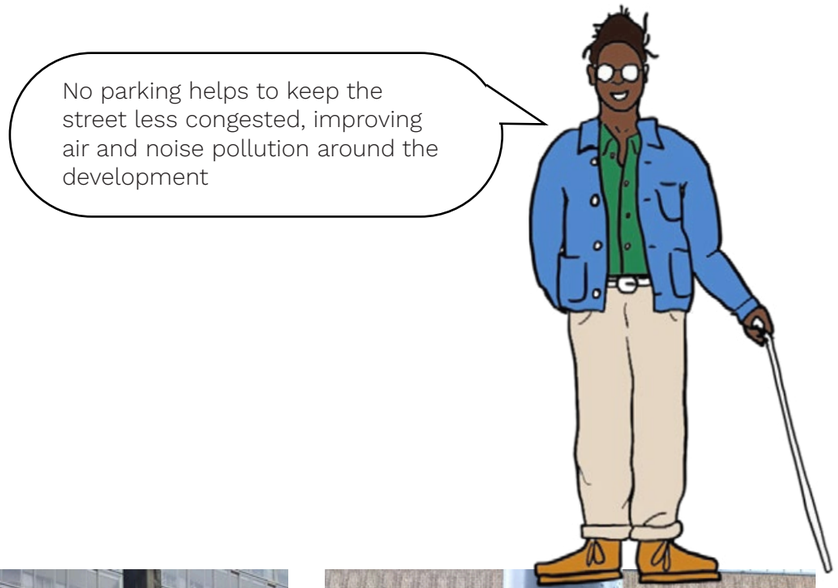
Onsite Observations Affecting User Experience



I'm not allowed to cycle here which is a little frustrating as there's more than enough space for pedestrians and cyclists to enjoy the space

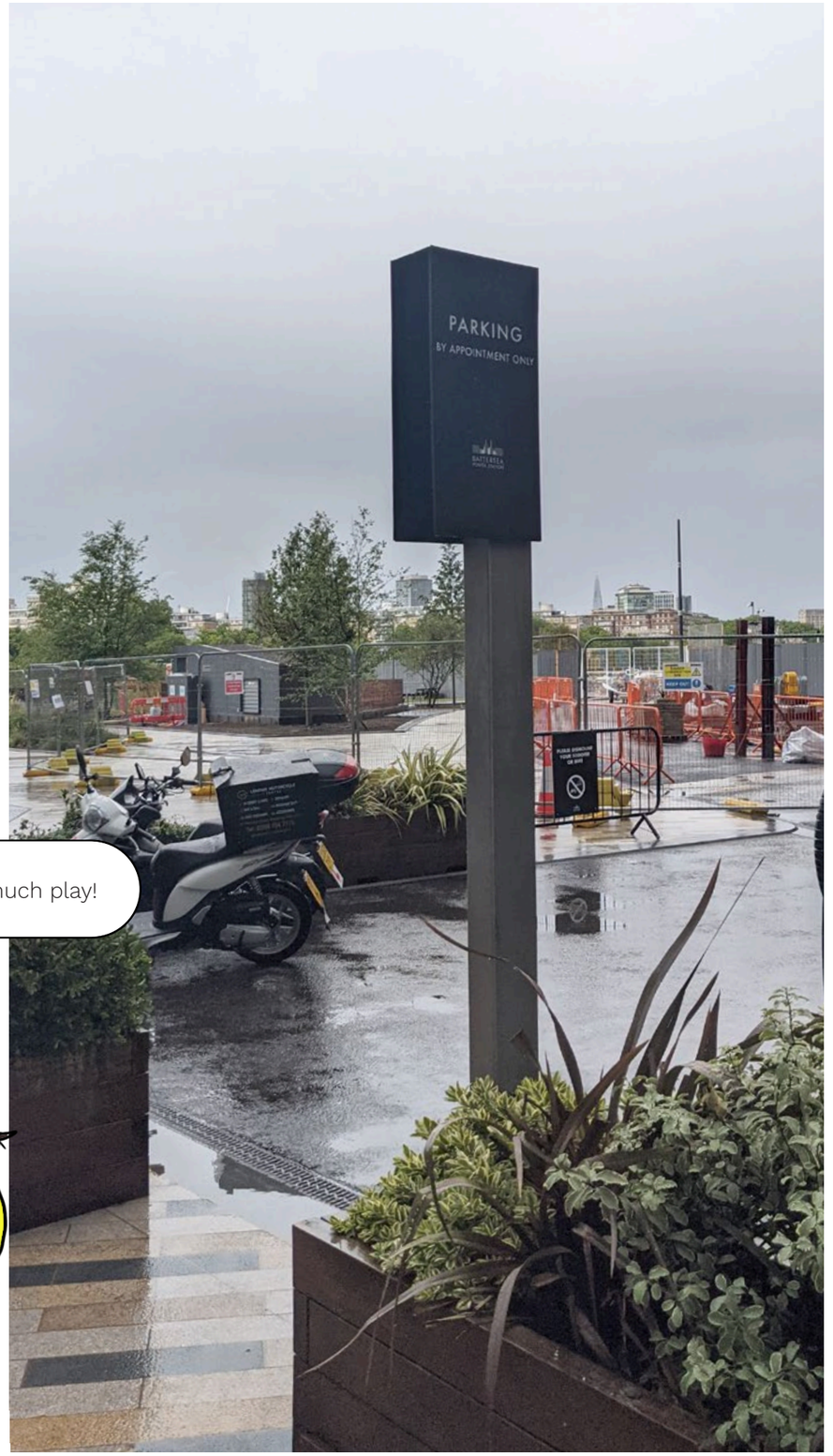
There's not many provisions for relaxation and socialising in the public realm

The planting helps to create a softer environment, and I like how it adds more biodiversity. It helps to create a inviting street space


No parking helps to keep the street less congested, improving air and noise pollution around the development

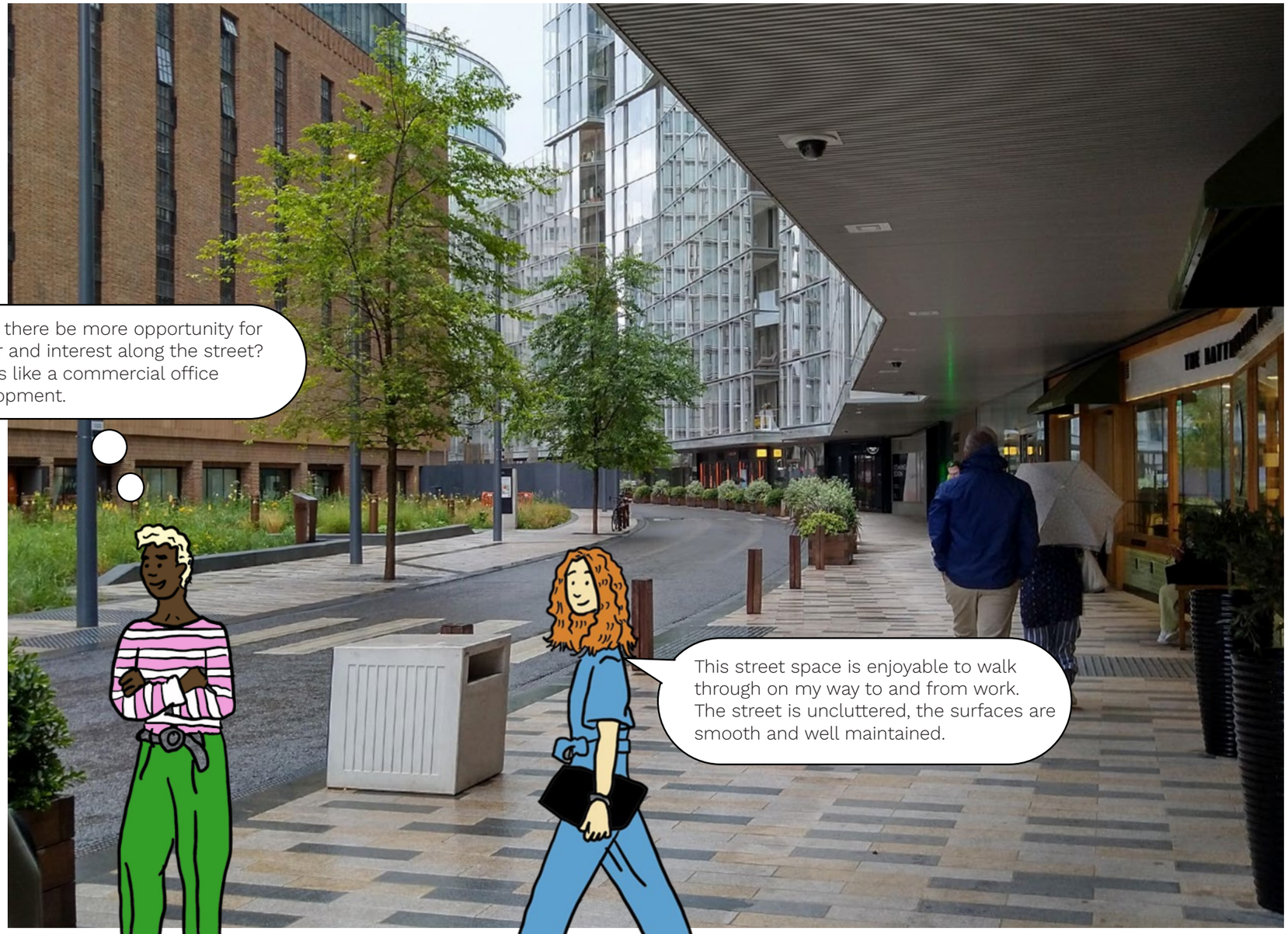
No smoking
DANGER GAS

BATTERSEA POWER STATION
ENFORCEMENT IN OPERATION 24 HOURS
NO PARKING AT ANYTIME
Tel: 03450 737209


PARKING
BY APPOINTMENT ONLY

Lots of rules but not much play!

The street space is efficient to maintain and the planting helps to create a pleasant working environment



Could there be more opportunity for colour and interest along the street? It feels like a commercial office development.

This street space is enjoyable to walk through on my way to and from work. The street is uncluttered, the surfaces are smooth and well maintained.

Appendix C

Precedents

The following precedents are a brief selection of projects and solutions that respond to a number of the demand challenges highlighted in the report. These case studies range in scale and response by serving to highlight projects that are considered to successfully deliver their solutions.

KEY

PUBLIC REALM 01-04

SUSTAINABLE TRANSPORT 05-07

TECH 08-10

CASE STUDY 01

Public Realm

Bond Street Improvement, London

Publica

Year: 2018

Trends:

Pedestrianised streets, destination improvement, street furniture.

Overview:

The project improved the public realm of the iconic Bond Street in London through creating more space for walking and cycling and improved spaces for people to interact and socialise. The project prioritises pedestrians through widened footways, but also considers cyclists through improved signage, route legibility and cycle infrastructure maintenance. The project also aims to help personal wellbeing through improved street furniture and planting.

Key Takeaways:

- Use of changing materials and streamlined signage / road markings creates a more appealing and functional public space.
- The design adapts itself along the street so that the environment can be flexible for the range of users it accommodates, for example pedestrians and cyclists.
- The widened footways improve the experience for users, but also anticipates the increased footfall from the Elizabeth Line opening.
- The inclusion of improved street furniture, greenery and public art have helped turn this street into a destination in its own right.
- It creates a space for pedestrians to enjoy spending time in to relax, socialise or pass through.

CASE STUDY 02

Public Realm

White Hart Lane, Tottenham

MUF Architects

Year: 2019

Trends:

Pedestrianised Streets, SuDS, Wellbeing, Street Furniture.

Overview:

This redesign near White Hart Lane aimed to help ease the impact of car use and pollution. MUF remodelled the road, creating a narrower carriageway to increase the pedestrian pavement. New visual patterning and changing road level helps to keep traffic within 20mph limit. Permeable paving and bioretention rain gardens were installed to direct water away from the road into the river Moselle below. Planting creates space for socialising and encourages a view that this place is a destination, not just to move quickly through.

Key Takeaways:

- SuDS very effective way to manage and control water flow, which is especially important as the threat of climate change and averse weather increases in the near future.
- Addition of greenery helps to create a friendly and enjoyable space.
- Simple changes to the road material can encourage a change of car usage or behaviour.
- Less space can be given to carriageway in order to encourage drivers to be more aware of the road and the pedestrians.
- These are relatively low budget solutions that can create meaningful impact on critical issues.

CASE STUDY 03

Public Realm

Kings Crescent Estate, London

MUF Architects

Year: 2018

Trends:

Pedestrianised Streets, Wellbeing, Street Furniture, Play, Community.

Overview:

Housing development that puts children and young people at the heart of the public realm through playable street. Named Murrian Road after local resident who ran the youth club, combines natural elements such as rocks, logs and water with traditional play equipment and props for imaginative play such as theatre and a large table. It provides space for a child to ride a bike or invent new games with friends. The street is complemented by communal courtyards that allow space for community planting or vegetable growing.

Key Takeaways:

- Putting the local generation of children at the heart of public realm design creates an environment for wellbeing, relaxation and play for all users.
- Use of a range of play objects from structure to unstructured helps to create engaging space that challenges perception of street as utilitarian space.
- Creates a sense that this street belongs to the local people.
- Shows power of creating spaces for multiple purposes.

CASE STUDY 04

Public Realm

High Street Parklets, Croydon
The Decorators

Year: 2017

Trends:

Parklets, Street Furniture, Pedestrianised Streets

Overview:

The Decorators used parklets to activate space previously reserved for cars and traffic, expanding the pedestrians ownership of the road. The benches played the role of bollards to disrupt the street space, whilst creating an inviting environment for people to rest or socialise. The project also brought greenery and planting to the space, again elevating peoples' sense of wellbeing whilst helping to improve air quality.

Key Takeaways:

- Parklets allow the public to take ownership of spaces that were previously reserved for vehicles.
- The spaces are reappropriated for civic use - rest, socialising, play.
- Use of multi-levelled seating designs help to create a sense of informality.
- Wooden material softens the concrete street environment.
- Gives space for more greenery in the environment, helping to improve air quality in the street.

CASE STUDY 05

Sustainable Transport

KoMoDo Project, Berlin
Federal Environment Ministry

Year: 2018

Trends:

E-Cargo Bikes, Last Mile Deliveries, Sustainable Freight,Greener Cities

Overview:

KoMoDo project was set up in Berlin to help create a more sustainable supply change of goods through the creation of micro-depots for last mile logistics using e-cargo bikes. Funded by the German National Government and the City of Berlin, the project used shipping containers in unused carpark, equipped with utilities and shared facilities and 24/7 security. Over the year 160,000 deliveries were made, covering 38,000km with zero emissions, and saving 11 tonnes of CO_2, all with great reaction from the public. The project has been extended and 2 more sites have opened.

Key Takeaways:

- Great example of how to use a disused central car park for eco freight deliveries, especially as we try to move away from car usage in the city.
- Shows the statistical improvement e-cargo can make to emission rates.
- Illustrates how the larger freight companies are willing to work with local and mayoral authorities to create a greener supply chain.

CASE STUDY 06
Sustainable Transport

Bicycle Store, Utrecht Central Station
Ector Hoogstad Architects

Year: 2019

Trends:

Bicycle Infrastructure, Healthy Travel, Air Quality, Congestion

Overview:

As part of the wider redevelopment surrounding Utrecht Central Station, a three storey cycle store was built to accommodate 12,656 bikes that sits beneath the station. The store allows cyclists to ride from street level into the bike store, from which they can quickly access the station. It is hoped that this will encourage locals to commute using bikes and public transport instead of cars. Inside also sits a repair shop and bike hire outlet. It also uses a digital system to guide cyclists to parking spots that provide the quickest access to the platforms.

Key Takeaways:

- Illustrates how large scale investment in mobility hubs built for cyclists and pedestrians have wide ranging benefits for both city and its citizens, reducing emissions, car usage, public health etc.
- Incorporating facilities such as bike repair and bike hire further elevate the functionality of the space.
- Including intuitive technology to direct cyclists to available bays and the fastest route to the platforms again increases the store usability and attraction.
- Allowing cyclist to ride from street to bay is another great way to improve user experience which is usually rather inaccessible.

CASE STUDY 07
Sustainable Transport

School Streets
Haringey Council

Year: 2019

Trends:

Healthy Travel, Air Quality, Road Safety, Traffic Control

Overview:

Over 250,000 car journey are created each day for school pick up and drop off, despite relatively short distances between school and home. The School Street scheme creates temporary road closures at school pick up and drop off times, where only pedestrians and cyclists are allowed to use the road. The aim is to create a safer environment for children, improve air quality, and improve physical activity. Over a 15 month period, traffic volume surrounding Tysson Primary School reduced by 32%, and traffic volumes directly outside the school decreased by 85%.

Key Takeaways:

- This initiative helps to create a safer environment for a vulnerable demographic of the population.
- Whilst also encouraging healthier and greener travel for both kids and their guardians.
- This initiative also helps to battle another key problem of air quality.
- Key part is that it is enforced with fines and a commitment across local authority and schools.
- Helps to encourage a change of mindset over short car journeys.

CASE STUDY 08

Tech

Smart City, Santander

Luis Muno, 2009

Year: 2010

Trends:

Tech, Data Collection, Sensors, Smart City

Overview:

The old port city of Santander has become an inspiration for how a smart city can operate. Santander has 12,000 sensors affixed to street lamps, city buses, bins etc. The sensors measure everything from air pollution to overflowing public bins, to free parking spaces. They have also created an app to democratise the public realm, which allows citizens to tag issues in the street such as potholes or broken street lamps, which is aimed to be solved within a matter of days. The scheme is an attempt to reduce utility bills and improve the cities sustainability. In 2013, they had saved 20% on electricity bills and 25% on garbage.

Key Takeaways:

- Utilising technology to improve the efficiency of a city without creating too many concerns over data issues.
- Allows city to better manage pollution levels through directing traffic across the city with parking space notices, or motor way speed limits.
- Attractive to stakeholders, industry, and citizens as these sensors help improve the maintenance of the public realm, and therefore use experience.

CASE STUDY 09

Tech

EV Charging Lampposts, Westminster

City of Westminster, Siemens & Ubitricity

Year: 2020

Trends:

EV's, EV Charging, Sustainable Travel, Air Quality

Overview:

Sutherland Avenue, now coined Electric Avenue, W9 in West London was the first residential street in the UK to convert fully to lamppost charging. The use of lamppost charging allows the adaption of existing infrastructure, reducing additional street clutter in the street space. This approach also offers very convenient charging for residents, especially when residents don't have a drive way or space to reliably park outside their house. Westminster has continued to expand EV charging lampposts, with over 1000 already in place and another 500 expected by April 2022.

Key Takeaways:

- Incorporating new technologies into existing street infrastructure is a very efficient way to accommodate our adapting needs.
- Reduces the amount of additional clutter but into the street scape from emerging technologies.
- Adoption of convenient and accessible residential EV charging infrastructure is crucial to help boost the uptake of EV's for London's population.
- Looking to Westminster's approach and success with EV charging can sit as a blueprint for other local authorities, helping to decarbonise transport and improve air quality.

CASE STUDY 10

Tech

Image Credit: www.zap-map.com

EV Charging Infrastructure, Waltham Forest

Waltham Forest Council

Year: 2020

Trends:

EV's, EV Charging, Sustainable Travel, Air Quality

Overview:

Waltham Forest have implemented significant EV charging infrastructure into their streets. They've utilised stand alone charging point infrastructure but cleverly built these points into parking spaces in the carriageway instead of the usual approach to place these on the pavement. Using the carriageway eliminates the issue of EV charging points taking up available space for pedestrians. Importantly, this also avoids the infrastructure becoming obstacles or even dangerous to visually impaired users or those who use a wheelchair.

Key Takeaways:

- EV charging should move away from taking up space on the pavement.
- Instead the infrastructure should be placed on the carriageway which also perhaps helps to create more functional use of the kerbside.
- Consideration of the current / surrounding street furniture should be understood to make an informed decision of where EV charging points are best placed.

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