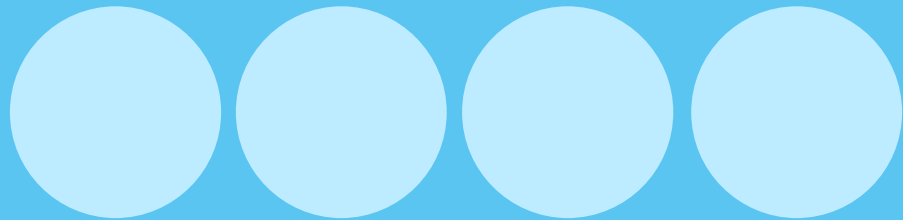
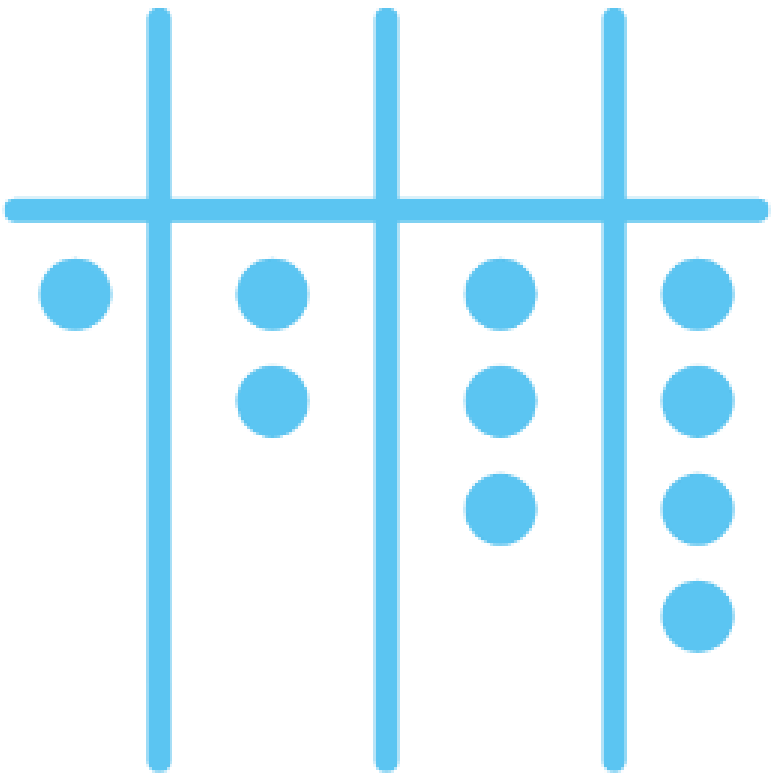


CRP's Connect 4 Series: Session 1



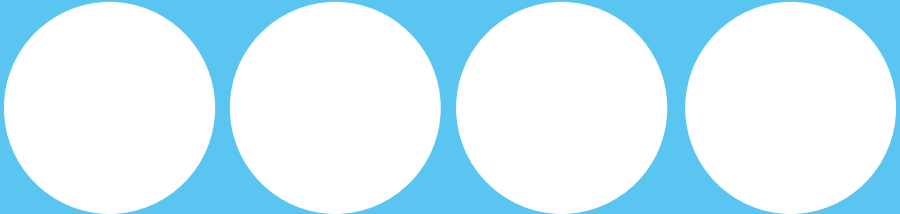
CRP's Connect 4 Series



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Today's Panel / Agenda



Speaker 1

ELEANOR MARSHALL
Cross River Partnership



Speaker 2

JANE WONG
DSDHA



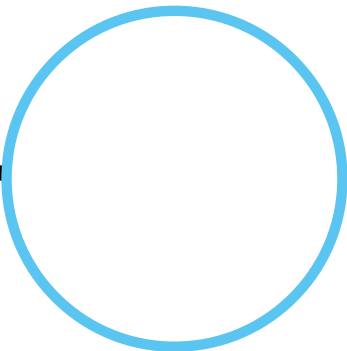
Speaker 3

JAMIE EAGLES
Better Bankside



Speaker 4

NOEL SHAPTON
Delivering London



**Discussion and
questions**



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**Please post your
questions and
thoughts throughout
this session in the
chat box**



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Cross River Partnership is proud to be working collaboratively with all of these public, private and community partners across central London and beyond.

- 1 Angel London
- 2 Better Bankside
- 3 Brixton BID
- 4 Cadogan
- 5 Camden Town Unlimited
- 6 Cheapside Business Alliance
- 7 Eastern City Partnership
- 8 Euston Town BID
- 9 Hammersmith BID
- 10 Hatton Garden BID
- 11 Marble Arch BID
- 12 Central District Alliance

- 13 Paddington Now
 - 14 South Bank BID
 - 15 Team London Bridge
 - 16 The Fitzrovia Partnership
 - 17 The Northbank BID
 - 18 Vauxhall One
 - 19 Victoria BID
-  **CRP Board Boroughs**
-  **Boroughs CRP works with**
-  **CRP Lead Accountable Body:**
Westminster City Council

- CRP Strategic Partners:**
- Greater London Authority
 - Groundwork London
 - London and Partners
 - Network Rail
 - Port of London Authority
 - Transport for London



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Speaker 1

Eleanor Marshall



DSDHA



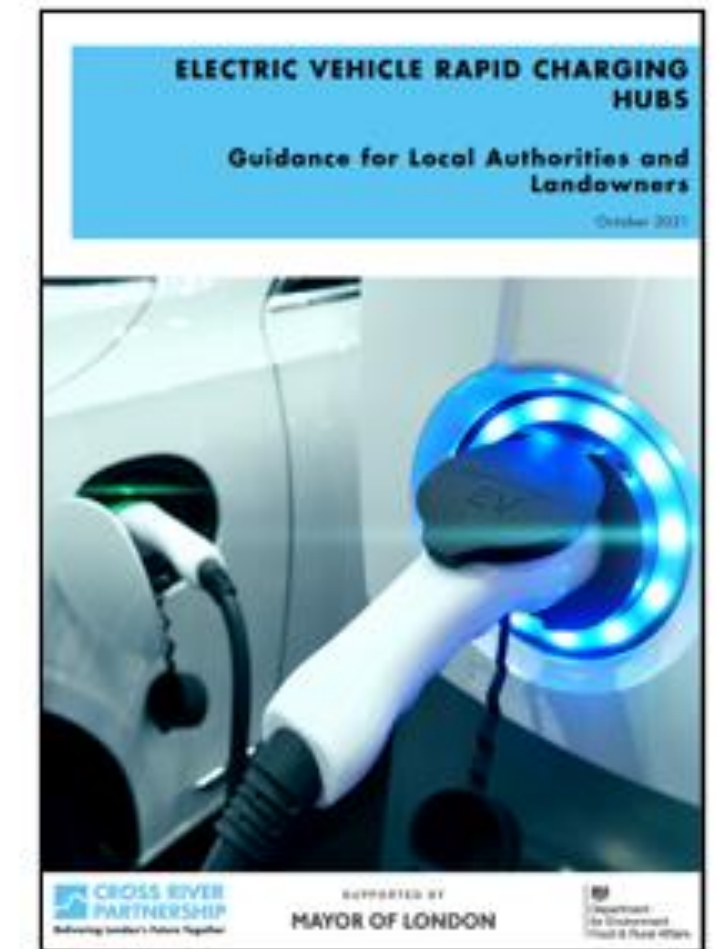
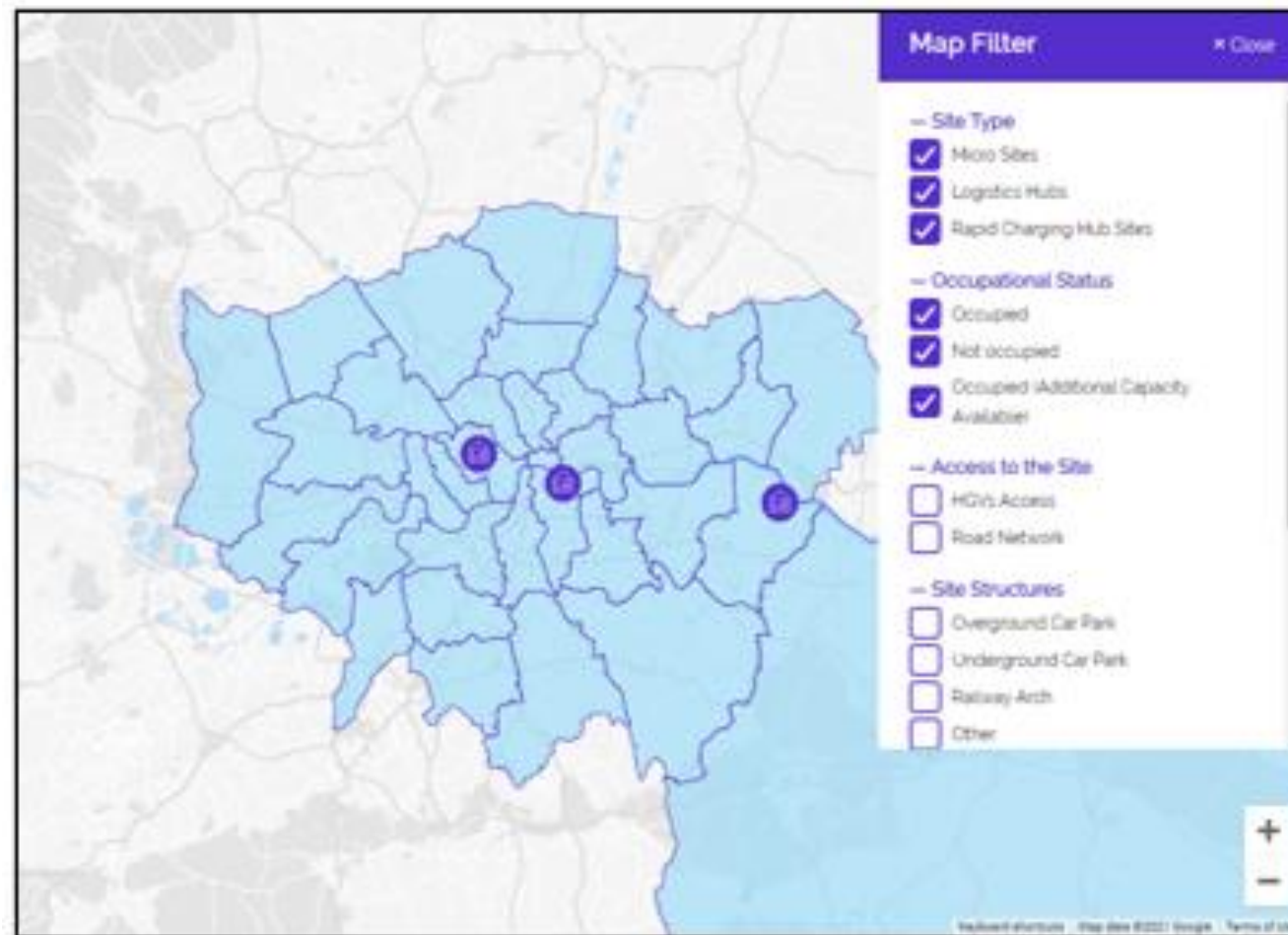
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Central London Sub Regional Transport Partnership 2021/2022



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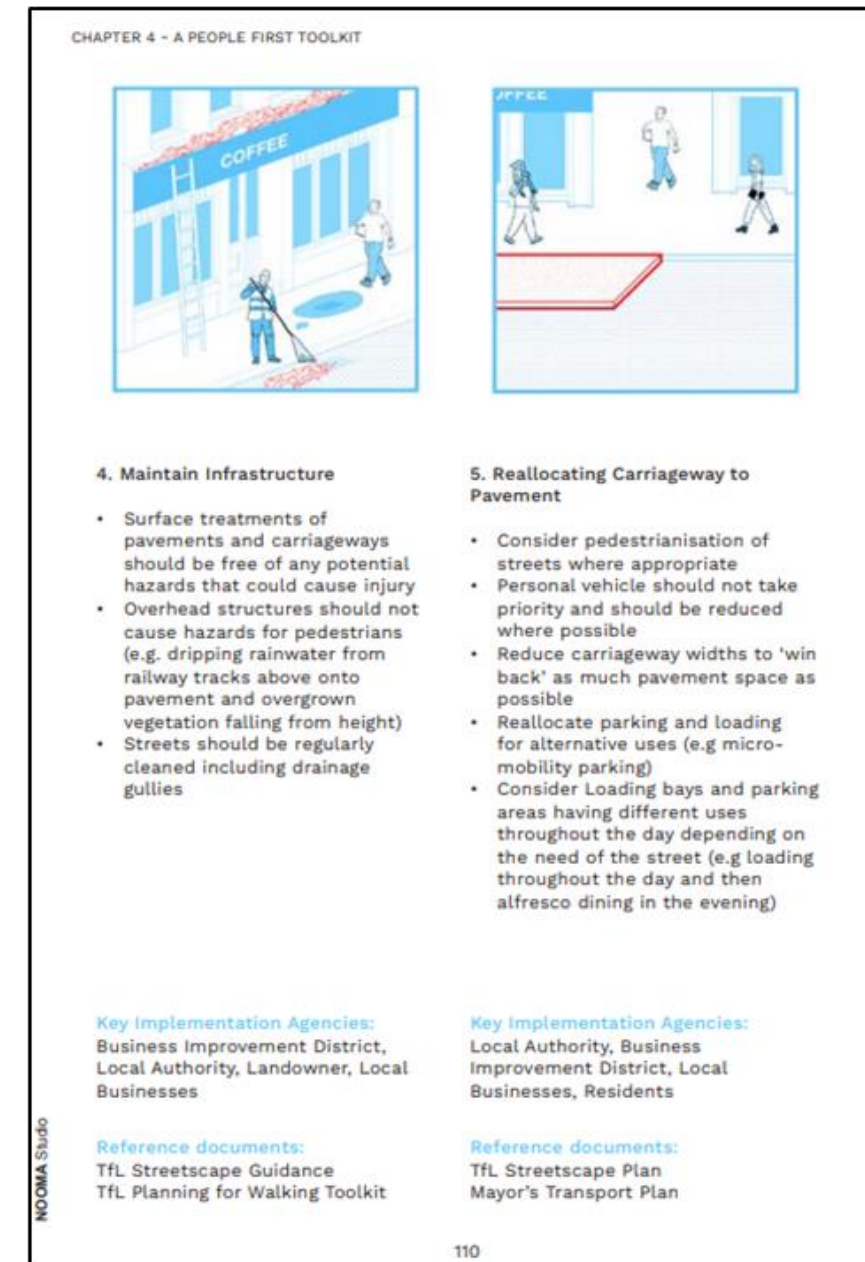
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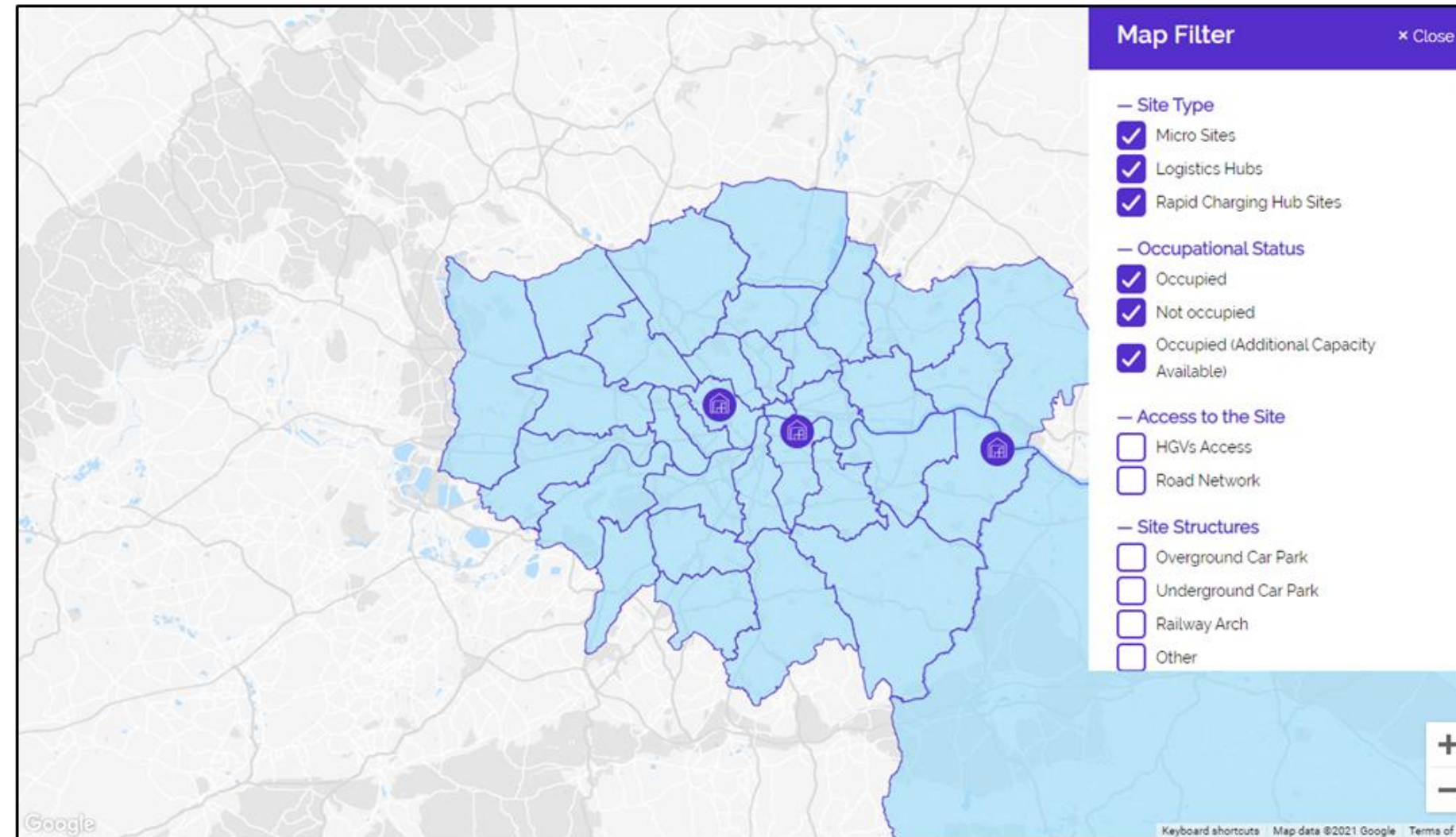
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Speaker 2

Jane Wong

DSDHA



DSDHA

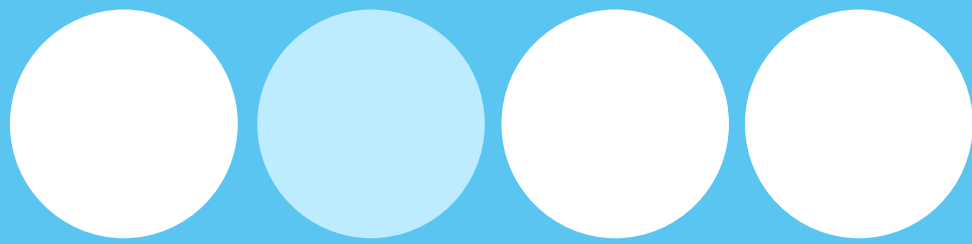


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Highways and Footways Accessibility Guidelines

DSDHA and David Bonnett Associates

DSDHA



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Document Launch

- Provide recommendations to make fully accessible streets that do not just adhere to minimum standards
- Built upon workshops and discussions with CRP, TfL and Senior Transport Officers from 10 central London Local Authorities
- Two-month commission for guidance development, between November to December 2021



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Authors

- DSDHA & David Bonnett Associates
- DSDHA is an architectural and urban design practice with extensive transdisciplinary experience in citymaking.
- David Bonnett Associates is an architectural inclusive design and access consultancy.



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Emerging Issues



1 Modal Conflict
Tensions between different modes of transport and use on highways and footways. These conflicts usually arise with new modal trends.

2 24-Hour Strategy
'24-Hour strategy' focuses on readdressing the disparity between the day and night time experiences of public space.

3 Female Safety
Risks and issues of safety and accessibility faced by female users of all ages in public spaces, intersectional to LGBTQ+ safety.

4 Child Friendly Spaces
Spaces and routes that provide a safe setting for children to dwell, play and engage in independent active travel.

5 Designing for Neurodiversity
Consideration of neurodiversity in highways and footways design, to include the neurotypical, neurodivergent & neurodegenerative.

6 Alternative Crossings
Surface level crossings that are not explicitly described within the types outlined in Department of Transport's 'Manual for Streets'

7 Shared Use
Shared use refers to spaces & routes with segregated or unsegregated zones for pedestrians and cyclists.

8 Inclusive Cycle Infrastructure
The planning and designing of safe and inclusive cycle networks, provisions and facilities for all kinds of cycles and users.

9 Pavement Clutter
Objects that obstruct pedestrian desire lines and negatively affect pedestrian comfort levels and safety.

10 Kerbside Activity
Activities such as pick-up and drop-off, parking and loading and emerging conditions such as parklets, e-scooter parking and EV charging.

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Methodology

Existing Guidance

Overview of Guidance

As part of this study, a review of the availability of existing literature and guidance for the identified key issues was conducted. The sources are classified by their strategic level:

- National guidance
- UK Parliamentary Committee reports
 - Department of Transport (DoT)
 - British Standards Institute (BSI)
 - Highways England

- Regional guidance
- Greater London Authority & Mayor of London
 - Cross River Partnership (CRP)
 - Centre for London (CfL)

- Local guidance
- Strategic and technical guidance from the ten local authorities that form part of the CRP.

National, regional and local bodies lack guidance for some of the emerging issues, such as female safety, shared use and designing for neurodiversity. This study has gathered and reviewed relevant resources from specialist, expert and local groups that have produced analysis and recommendations to address these key issues.

Gap Analysis

A gap analysis has been produced to allow users of this document to cross reference existing guidance across different strategic levels and local authorities. Each number is referenced to a directory at the end of this document for further reading.

The literature highlighted under specialist, expert and local groups can be referred to for addressing and developing new guidance for emerging issues beyond minimum requirements. Many of these groups have collaborated with local authorities in the past and some have contributed to design and delivery of highways and footways schemes across London.

Key:

- National
- Regional
- Local Authority
- Other Relevant Groups

	Modal Conflict	24-Hour Strategy	Female Safety	Child Friendly Spaces	Neuro-diversity Design	Alternative Crossings	Shared Use	Inclusive Cycle Infra.	Pavement Clutter	Kerbside Activity
Gov			1.1.1				1.1.2			
DoT		1.2.1			1.2.2		1.2.3	1.2.4		
BSI		1.3.1			1.3.2					
Highways England								1.4.1		
GLA		2.1.1	2.1.2	2.1.3		2.1.4		2.1.5	2.1.6	2.1.7
CRP	2.2.1									
CfL		2.3.1								2.3.2
Camden		3.1.1							3.1.2	
City of London		3.2.1				3.2.2		3.2.3	3.2.4	3.2.5
Hackney				3.3.1				3.3.2		
Islington		3.4.1					3.4.2	3.4.3		3.4.4
Lambeth				3.5.1				3.5.2		3.5.3
Lewisham		3.6.1						3.6.2		3.6.3
RBKC				3.7.1			3.7.2			3.7.3
Southwark		3.8.1				3.8.2				3.8.3
Wandsworth										3.9.1
Westminster		3.10.1				3.10.2			3.10.3	3.10.4
Living Streets									4.1.1	4.1.2
Transport for All						4.2.1	4.2.2	4.2.3	4.2.4	
Wheels for Wellbeing							4.3.1	4.3.2		
RNIB						4.4.1	4.4.2		4.4.3	
GDBA				4.5.1			4.5.2		4.5.3	4.5.4
Secure by Design		4.6.1	4.6.2					4.6.3		
UCL			4.7.1							
BECG					4.8.1					
MSFG			4.9.1							
SusTrans	4.10.1									

Gap analysis survey of existing and emerging accessibility guidance. Conducted in December 2021.

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Methodology

Streetscape Typologies

The key and emerging issues identified in this study manifest in different kinds of streetscapes with different volumes and speeds of movement and traffic. TIL has defined a set of streetscape typologies relative to 'movement' and 'place', with 'movement' corresponding to flow and traffic across different users and modes, and 'place' corresponding to functions that are specific to and happen in particular places.

The specific relationships between highways and footways in each of these typologies give rise to recurring conflicts and issues highlighted in this study. Most of these issues are found in the low to medium 'movement' typologies, where pedestrian, cyclist and vehicular conflicts are most apparent. With the increasing uptake of active travel, some typologies with higher movement will also experience those previously identified for the slower pace and lower traffic typologies.

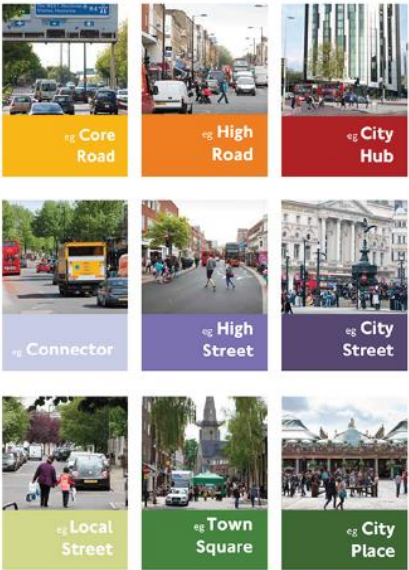
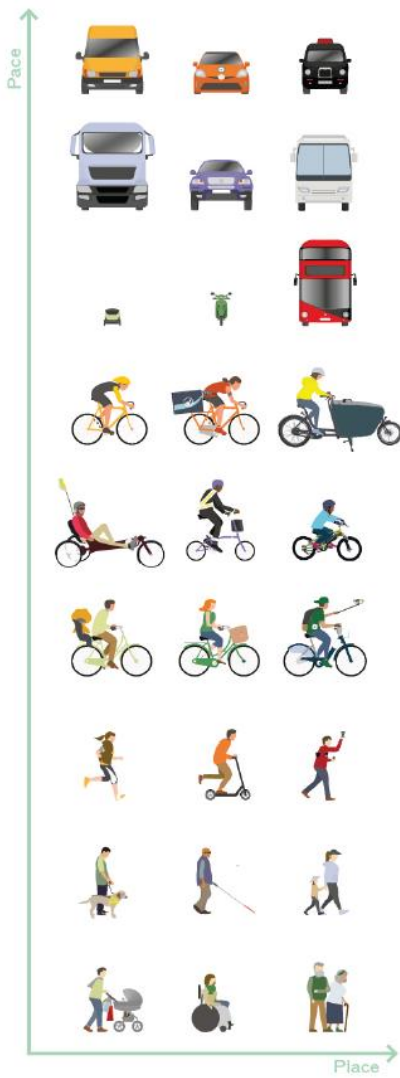


Fig 6. TIL's Streetscape Typologies.

Streetscape User Groups



It is essential to understand the full range of users of highways and footways, with consideration to their pace of movement, their mode of transport, where they travel, how they travel and their purpose of travel. Each existing condition and scheme has a set of behaviours and conflicts that is highly specific to an individual streetscape. Care and attention should be given to accessibility issues and concerns of people with disabilities and protected characteristics to address any physical, cultural and attitudinal barriers to equal access.

Building on DSDHA's research 'Sharing The Beautiful Everyday Journey' (commissioned by The Royal Commission for the Exhibition of 1851), and findings from the 'Spatial Intelligence Group' during COVID-19 pandemic, a wide range of users have been identified to encompass the variety of people using vehicles, cycles (including adapted cycles) and mobility aids, in different activities such as commuting, delivery and fitness. This study also builds on CRP's report on 'Mobility Justice & Transport Inclusivity' which captures important lived experiences and lessons for strategic planning and design.

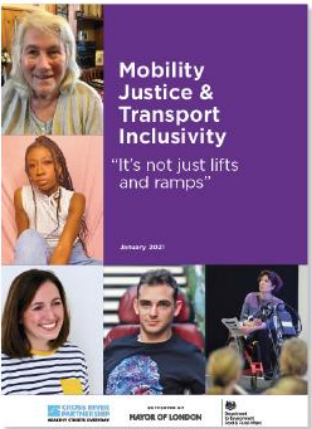


Fig 7. 'Sharing the beautiful Everyday', 1851 Comission by DSDHA

Fig 8. CRP Mobility Justice & Transport Inclusivity Report.

Key Issues: Example

Issue 6: Alternative Crossings

What are Alternative Crossings?

'Alternative crossings' refer to surface level crossings that are not explicitly described within the types outlined in Department of Transport's 'Manual for Streets' and 'Guidance on the use of tactile paving surfaces'. The three types referred to in the study – colourful crossings, Copenhagen crossings and buff-top synchronised crossings – fall under the categories of 'uncontrolled crossings', 'informal crossings' and 'signalised crossings' within the manual. Our recommendations should be used to develop alternative crossing types, and not exclusively for those mentioned in this study.

Why is this important?

This study specifically looks at three types of alternative crossings:

Colourful crossings: In recent years crossings featuring colour and patterns have become popular in central London. These crossings have caused confusion and safety risks to users with sight loss, dementia, learning disabilities, neurological conditions and horses. It is now ill-advised to implement such crossings.

Buff-top synchronised crossings: Buff coloured surfacing are used increasingly in major locations with high footfall (e.g. St Paul's Cathedral, Oxford Circus, Portman Square) to visually reinforce synchronised crossings and for aesthetic reasons. Attention should be given to maintenance regimes as they are more vulnerable to staining.

Copenhagen crossings: Copenhagen crossings have been introduced in some boroughs at side road junctions to reinforce pedestrian priority as set out by the Highway Code. They normally consist of a raised table in same or similar surfacing as the footway. Consultation, safety audits and evaluations should be conducted when implementing this relatively new typology.

Current and emerging guidance

'Inclusive Mobility: A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure', Department for Transport, 2021.

'Creating better streets: inclusive and accessible' places. CIHT 2018.



Fig 24. Street typologies where the issue is of concern and user groups that are particularly affected by the issue.

How to make positive change?

1. Consult with national, regional or local user groups when developing alternative crossings.
2. Conduct independent road safety audits and thorough equality impact assessments in the design process to ensure that alternative crossings are safe and accessible to all user groups.
3. Introduce signage to make road users aware of road changes ahead in new pilot schemes.
4. Ensure travel training is built into the programme for local blind and partially sighted people where possible.
5. Monitor user behaviour after implementation and make adjustments where necessary.
6. Share technical and design details, empirical findings and lessons learnt for alternative crossings with other local authorities to improve consistency across London to reduce confusion for users especially people with disabilities.

Case Study: Portman Square, Westminster



Location Westminster
Typology Crossing
User Group Pedestrian/ Cyclist/ Vehicle
Status Permanent

Safety: Visually enhanced crossing and dropped kerbs enhance safety and accessibility of crossings.

Inclusivity: Step-free access at crossing points. Synchronised crossings enhance clarity of when to cross.

Comfort: Buff-top crossing is tonally consistent with streetscape and does not add to visual confusion.

Legibility: Legible crossings with traffic signalling and road markings on buff-top surface.

Attractiveness: Buff-top enhances perception of crossing and encourages more cautious behaviour from drivers.

Directness: Synchronised crossing promotes movement along major desire lines.

Case Study: Clapham Old Town, Lambeth

Safety: Material treatment of crossover and raised table encourages vehicles and cyclists to respect pedestrian movement.

Inclusivity: The crossing prioritises movement of all footway users, especially those who move at a slower pace.

Comfort: High quality surface materials and level crossing enhances accessibility and quality of pedestrian journeys.

Legibility: Clearly defined route for pedestrians. Vehicles and cyclists are clearly signaled to give way to pedestrians.

Attractiveness: Street promotes pedestrian-priority journeys, slower traffic movements and longer dwell times.

Directness: Pedestrian movement prioritised along main desire line.



Location Lambeth
Typology Crossing
User Group Pedestrian/ Cyclist/ Pedestrian
Status Permanent

Intersectional Issues & Shared Takeaways

Intersectional Issues & Shared Takeaways



Data Harnessing and Analysis

Building upon traditional site analysis, additional data sources should be used to inform a more comprehensive and nuanced understanding of user behaviour, safety and accessibility issues, perceived risk, and cultural or attitudinal barriers in highways and footways design. Some of these data sources are new (e.g. Night Time Data Observatory) and emerging (e.g. accessibility tools designed by local authorities) and will become more familiar to planners and designers in due course. Crowd-sourced data, such as Safe and the City can capture information from more transient users that may evade consultation processes. Datasets, tools and methodologies that have been raised during this report are below:

- Night Time Data Observatory
- Safe and the City
- Emerging accessibility tools, e.g. City of London's Street Accessibility Tool (COLSAT), and Southwark's Accessibility Tool for cycle lanes.
- Comprehensive site surveys
- Met Police Safer Neighbourhood Teams and Police Community Support officers
- Parks Officers

Consultation Tools

In the surveying of emerging issues, especially those that involve situation and typologies that are less familiar for users, consultation is key to identifying any potential or undetected safety and accessibility issues, and conducive to finding site-specific design solutions that can benefit all street users.

Besides consultation with accessibility group and other relevant national, regional or local user groups, the following tools can be utilised to specifically engage with women and young people to draw out specific concerns, risk attitudes and needs:

- Safetipin
- Voice Opportunity Power
- Risk/benefit assessments
- Commonplace

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Rule of thumb

Although technical guidance is often unavailable for the emerging issues identified in this study, there are simple principles that can be followed at planning and design stages to address immediate accessibility issues regarding delineation and clearances. These include:

- Use of 'cycle design vehicle' (Highways England) for typical cycle dimensions
- Maintain tactile and/or visual delineation at highways and footways interfaces
- Maintain minimum pavement widths
- Consider retrofitting strategies to minimise pavement clutter
- Phase out and remove staggered barriers and other obstructions to people with mobility aid and pushchairs
- Retrofit informal crossings with dropped kerbs or raised tables, where possible
- RNIB/GDBA recommends 60mm kerb edge as a minimum and the same application of tactile paving for pedestrian crossings
- Flush kerbs still require a raised kerb section for retractable ramps for black taxis and bus stops

Recommended Pledges

Commitment to pledges can raise public awareness and promote active learning within local authorities in recognising and addressing accessibility issues. Many local authorities have already signed up to pledges set out by the government and other accessibility groups, which sets out useful principles that can inform more inclusive design and management (e.g. cleaning, licensing) strategies. Below are relevant pledges that planners and designers can refer to enhance accessibility beyond minimum standards:

- Women's Night Safety Charter
- Equal Pavements Pledge
- Cut the Clutter Campaign

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Understanding Accessibility in Context

Place-Pace Analysis Tool

1. Contextualising site in the wider city network
2. Understanding temporal activity
3. Identifying user behaviour and experience



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Key Considerations & Recommendations

Key Considerations

Every site is different.

Conditions of highways and footways change over the course of the day and year.

New road typologies and pilot schemes can be confusing and challenging for some.

Safety and accessibility issues are sometimes not obvious in desktop site analysis and design development.

Key Recommendations

- ▶ Strategic and design approaches must be site specific.
- ▶ Site analysis needs to be more comprehensive to cover different conditions (e.g. 6pm-6am)
- ▶ Consultation and safety audits with accessibility groups, young people, women and other under-represented groups ensure inclusive design.
- ▶ Thorough EIAs or retrospective equalities analysis should be conducted for every scheme.



Archway Gyratory,
Islington



City of London Street Accessibility Tool

Street Accessibility Tool,
City of London



Crowd-sourced and participatory tools, such as
Safe and the City & Safetipin

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Key Considerations & Recommendations

Key Considerations

Local knowledge of context is fundamental to the success and longevity of schemes.

Flexibility should be embedded in every scheme to cater for needs and demands over time of different users.

Physical infrastructure needs maintenance, management and monitoring.

Guidance is not readily available for emerging issues.

Key Recommendations

Cross-departmental knowledge sharing and collaboration contributes to site-specific design solutions.

Hybrid solutions, timed strategies and phased project delivery can respond to local needs and behavioural transitions.

Management plans, monitoring and partnerships with stakeholders should be considered.

Knowledge sharing across local authorities is vital.



School Street for Gayhurst Community School, Hackney



Tottenham Court Road, Camden



Regent Street Delivery Consolidation Scheme, Westminster



PAS 6463:2021, British Standard Institute

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Key Considerations & Recommendations

Key Recommendations

Strategic Planning & Analysis

- Every site is different. Each scheme must develop a site-specific approach to understand local issues, user behaviour and needs. Whilst each site generally prioritises a primary mode of transport or use, these should be carefully balanced with secondary modes, without compromising safety and accessibility of all users.
- Site analysis needs to be more comprehensive in order to cover different conditions highways and footways are subject to throughout the day and year (e.g. 6pm-6am, special events).
- Rebalance highway and footway space to provide wider pavements and crossings where possible to align with the principles of the 'road user hierarchy' introduced recently to the Highway Code in prioritising pedestrians, especially vulnerable and disabled people.

Consultation

- Consultation with national, regional and local groups representing young people, women, people with disabilities and protected characteristics is key, especially when implementing in pilot schemes and new road typologies.
- Thorough EIAs should be conducted for every highways and footways scheme to ensure that they are safe and accessible to all user groups. Retrospective equalities analysis should be conducted for experimental schemes if consultation has previously not been undertaken.
- Safety audits can become a powerful consultation tool in addressing female & LGBTQ+ safety and accessibility for people with disabilities, neurodiverse and other vulnerable groups.

Design and Delivery

- Cross-departmental collaboration (e.g. parks, licensing, lighting teams) and knowledge sharing with PCSOs are key to identifying local sensitivities and design solutions.
- Hybrid solutions – physical infrastructure & management plans – are key to the success and longevity of schemes.
- Timed strategies and phased project delivery can be considered to maintain flexibility and manage behavioural transitions.
- Partnerships with stakeholders in both public and private sectors for knowledge sharing, funding and collaboration should be considered especially where a management strategy is needed to support physical infrastructure.

Monitoring & Knowledge Sharing

- Monitoring user behaviour and emerging trends in existing schemes and experimental trials is key to informing adjustments and improvements.
- Knowledge sharing of technical and design details, empirical findings and lessons learnt for emerging issues with other local authorities to improve consistency across London to reduce confusion for users especially people with disabilities.

Highways & Footways Accessibility Guidelines

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ASSOCIATES

Issue 1: Modal Conflict

What is Modal Conflict?

'Modal conflict' refers to the tensions between different modes of transport and use on highways and footways. These conflicts usually arise with new trends (e.g. e-scooter use, active driving, delivery cycles, mobile phone use) or at the beginning of a scheme's implementation when new patterns of movement and dwell time emerge. The most prevalent of these modal conflicts are those between driving and active travel modes. They are in conflict as one is deemed by the other. While each also generally prioritises a primary mode (e.g. busy travel mode), these should be carefully balanced with secondary modes (e.g. cycle route) without compromising safety and accessibility of all users.

Why is this issue of concern?

Local authorities across London have been proactive in trialling experimental schemes on highways and footways over the course of the COVID-19 pandemic to accommodate changes and demands, ranging from requirements for social distancing, increased uptake of active travel to the introduction of active driving. As these schemes are being reviewed and considered for formalisation, thorough consultation and safety audits are needed to address issues previously unaccounted for.

Transport for All's study on Low Traffic Neighbourhoods and its impact on people with disabilities (Plan the Way, 2020) assesses modal conflicts between pedestrian and vehicular use, specifically where vehicles are relied upon for mobility, for example cars or taxis. The recommendations from this study can be applied to other modal conflicts (such as those present in floating bus stops) and has been referenced in the following sections.

Current and emerging guidance

Meaningful Meeting: Providing the path to positive change, Cross River Partnership, 2020.

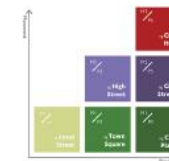


Fig 8. Street footprints where the issue is of concern and user groups that are particularly affected by the issue.

How to make positive change?

1. Monitor trials and experimental schemes, and conduct retrospective evaluation analysis in consultation with local access and disability groups.
2. Involve specific local, regional or national groups in the consultation process to identify the needs and voices of people with disabilities.
3. Conduct independent road safety audits and thorough equality impact assessments during the design process to ensure safety and accessibility for all user groups.
4. Consider timed strategies to accommodate different user needs.
5. Consider phased project delivery, gradual implementation, and travel training with TfL/GOVIA to ease behavioural transitions.
6. Where traffic restrictions are introduced, consider dispersion strategies for Blue badge holders, people with disabilities and carers where appropriate.



Streeteries Consultation, Camden

Experimental trials of all-traffic driving over the course of the COVID-19 pandemic have been met with public and governmental support but monitoring and consultation is needed to address issues of nuisance, pavement clutter and under-managed kerbside activity. Retrospective evaluation analysis can also be conducted to identify any expected issue or need of people with disabilities.



Low Traffic Neighbourhoods Dispensations, Hackney

Low Traffic Neighbourhoods promote both sustainability and active travel but traffic in-routes can disadvantage those who rely on vehicles for mobility. Hackney and several other local authorities have created dispensation strategies for Blue Badge holders to address their access needs. Such strategies can be considered with specificity to different schemes, or a case-by-case basis.

Understanding Accessibility in Context

Place and Pace

The key accessibility issues affecting highways and footways today are often intersectional and cannot be addressed in isolation. Accessibility for all should not only stop at the navigability of space, but the full spatial and synaesthetic experience. A human-centred understanding of the context, beyond technical analysis (e.g. traffic modelling), is key for designers, highway engineers and planners in developing shared visions that respond to pace and occupation and that identifies and mitigates accessibility issues.

The Place-Pace tool can be used to appraise existing conditions, plan new schemes and also, assess them after implementation. A comprehensive approach is both critical for consultation to identify gaps in knowledge and for making and communicating design decisions.

This tool is designed to have a direct correlation with TfL's existing Healthy Streets model and offers a basis to help achieve designs which meet the 10 Healthy Streets indicators. While Healthy Streets indicators is a more traditional quantifiable assessment tool, the Place-Pace tool is designed to serve a broader purpose in analysis and design development.

The Place-Pace Analysis tool interrogates three themes (read clockwise from 12 o'clock mark):

1. **City Network Theme**
This family of criteria seeks to spatially map the context over of study. This includes understanding the role of a place in the wider network, the modal sharing of space and desire lines through the space.
2. **Activity Theme**
This family of criteria documents the temporal qualities of the space in terms of how the activity within and around the space changes over the course of a day, week or year.
3. **Behaviour Theme**
This family of criteria seeks to document how different users experience the public realm.

Using the Place-Pace Analysis Tool

1. **Contextualising site in the wider city network**
 - What is the currently understood map of this area?
 - What are the roles of the road?
 - What are the routes people choose to take?
2. **Understanding temporal activity**
 - How active are the surroundings?
 - Are there any disruptions and at what time?
 - What is the rhythm of movement through space?
3. **Identifying user behaviour and experience**
 - What is the quality of my journey?
 - What is the path of least resistance?
 - As I move, how do I navigate?

Fig 46. The Place-Pace Tool was developed by DSDHA as part of the 2019 'How' Commission Research Fellowship. Drawing on 'Research Exercise Journal', previously published in the 'JAL' and shared with local authorities across London.

Tool #1 Place-Pace Analysis & Design



The Place-Pace Tool is to be read clockwise from the 12 o'clock mark, covering these themes - city network, activity and behaviour.

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Speaker 3

Jamie Eagles



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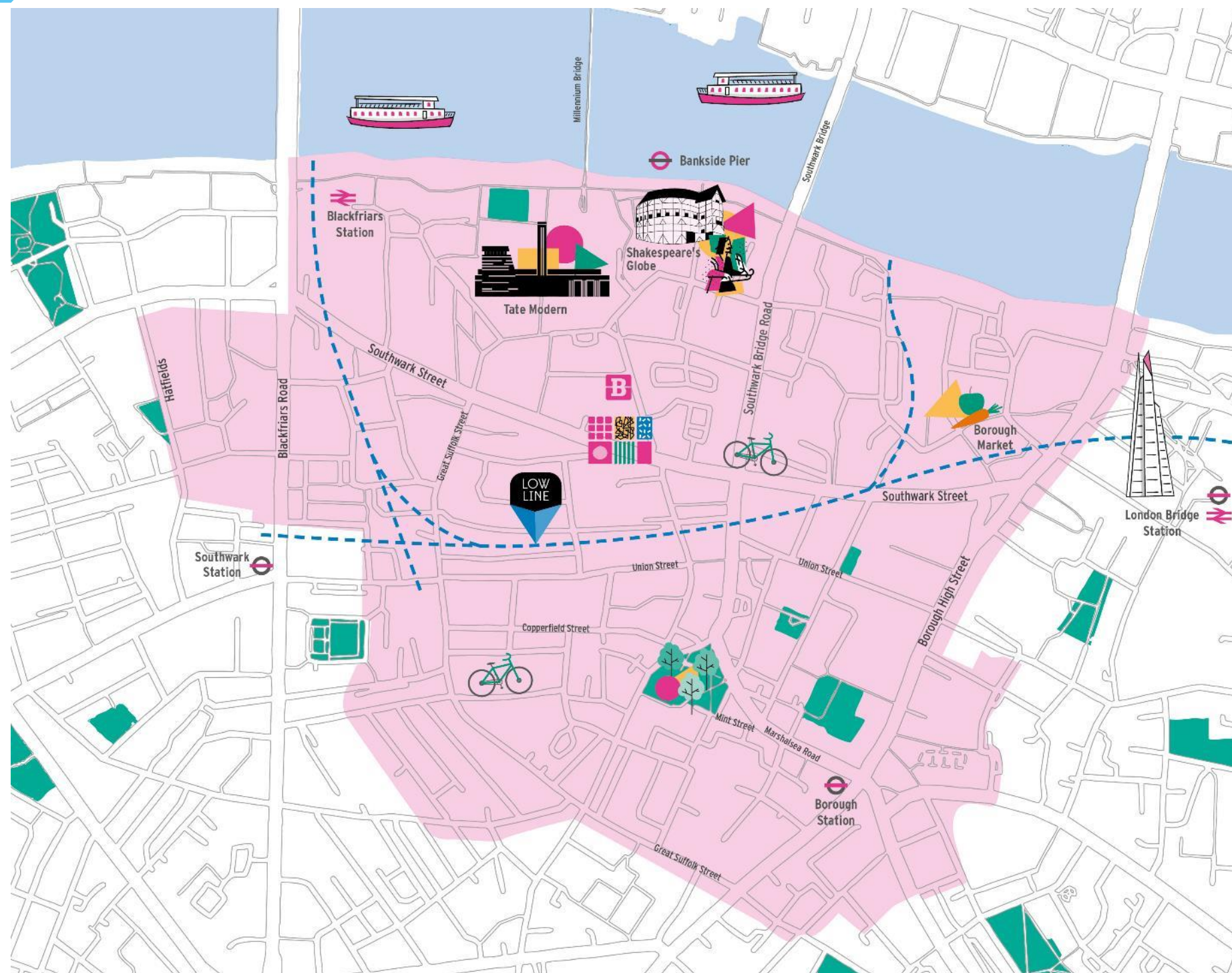
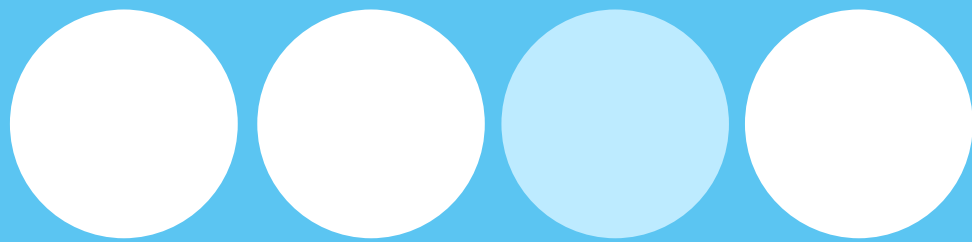


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Air Quality Objectives

Monitoring carried out by Kings College London show that levels of the Nitrogen Dioxide (NO₂) and Particulate Matter (PM), on major roads and junctions fail the limits set by the EU and WHO.

We have a long-term ambition to deliver projects that improve local air quality and reduce congestion, it is supported by the majority of our members, in 2019 survey 85% of businesses prioritised this local issue.

Objective: Reduce emissions from local delivery vehicles



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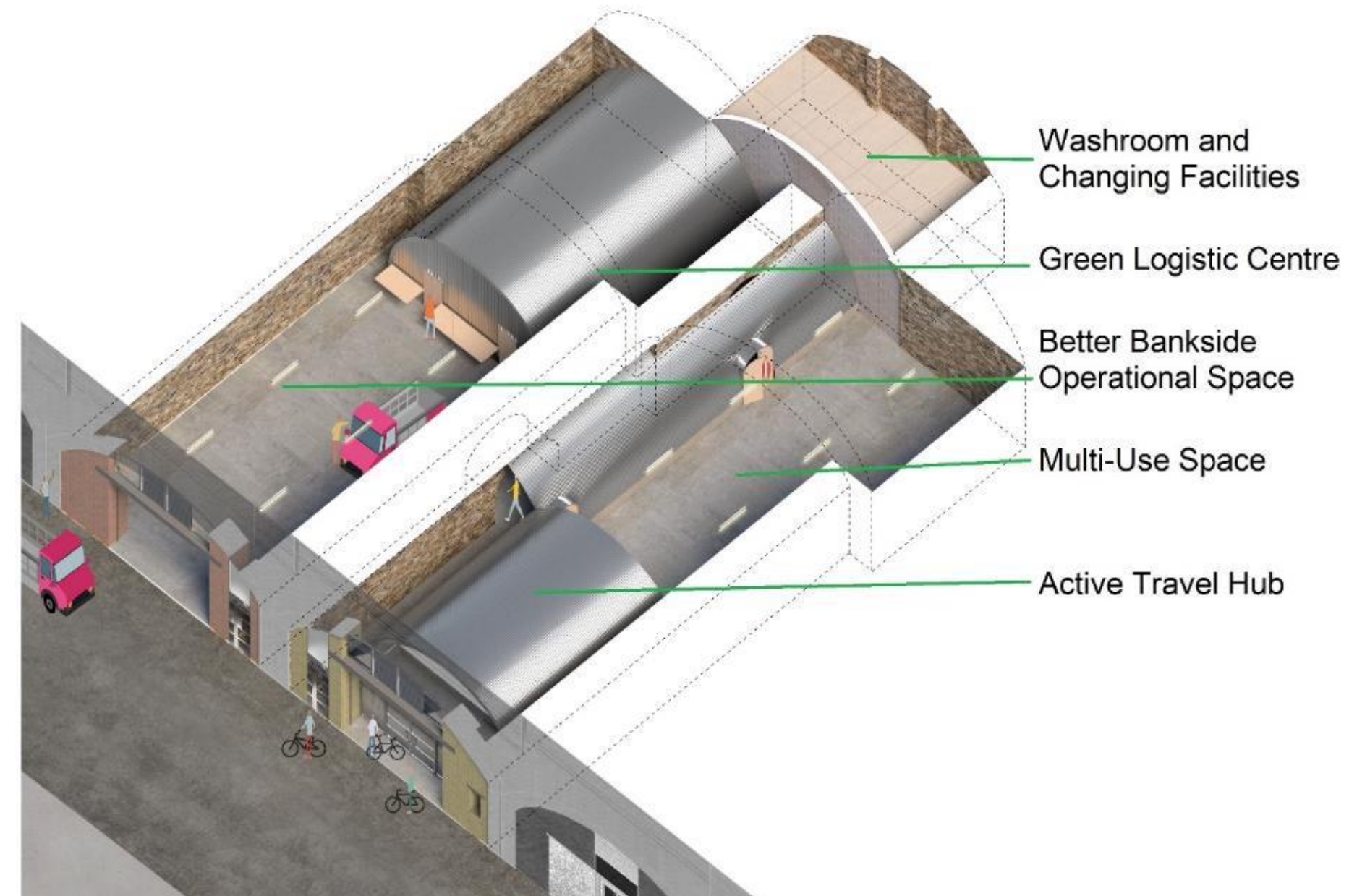
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Low Line: Sustainability Hub, Ewer St.

Refurbished railway arch containing:

- secure cycle parking
- Cleansing Team
- Multifunctional Space
- Green logistics hub



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Green Logistics Centre

Objective: reduce PM2 and No2 emissions

Method: reduce business freight deliveries, switching to last mile by bike, Reduce frequency: weekly to monthly

How:

- moving away from JIT Model
- Receive and store bulk palletised goods
- Businesses draw down monthly scheduled deliveries from bulk purchased items
- E-cargo bikes used for last mile delivery to premises



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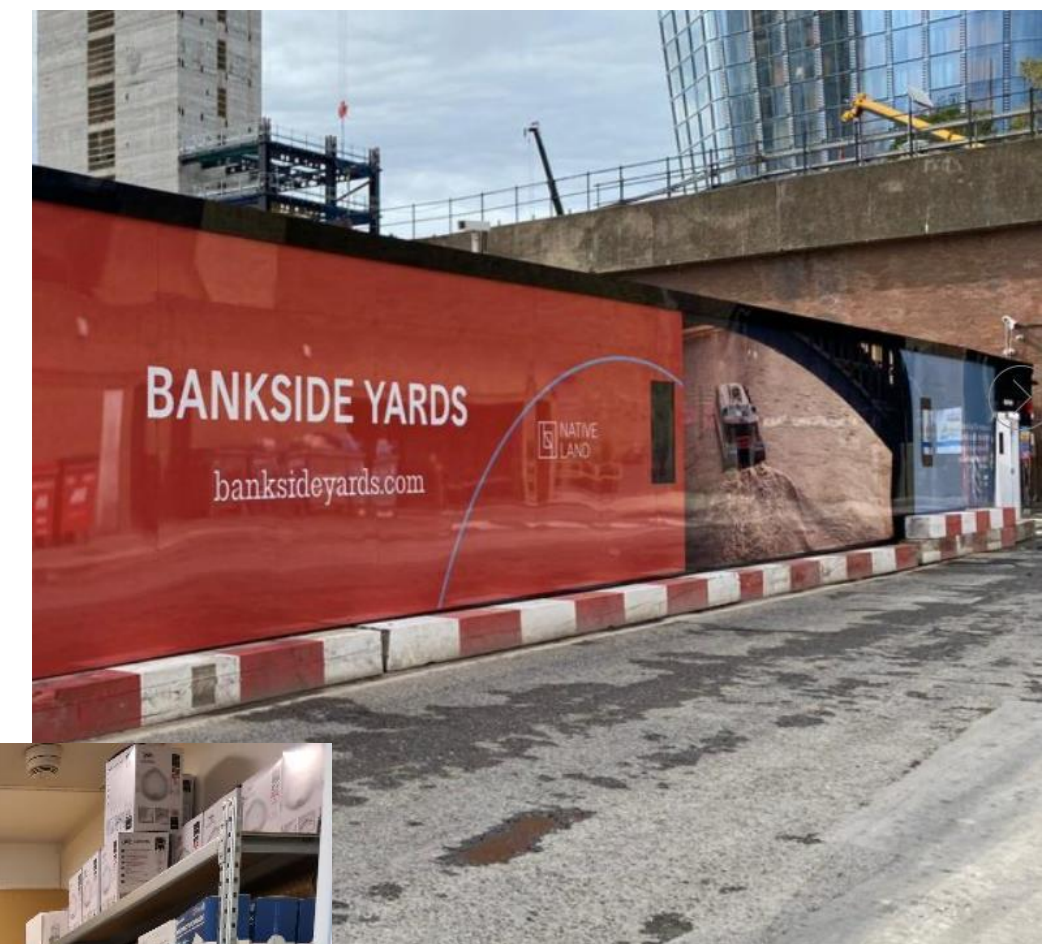
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Pilot Activity

The initial 6 month pilot includes

- 4 local businesses including Better Banksides Office, An Engineering firm, a Public House, a Market Stall at Borough Market.
- Pilot for circular economy pilot of recycled stationary made from reprocessed waste.
- A Construction Company developing a large local site, working with their tertiary contractors during fit out.



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Timeline:

- Launch April 4th 2022
- Interim evaluation June 2022
- Final Evaluation & Forward Strategy September 2022

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Speaker 4

Noel Shapton



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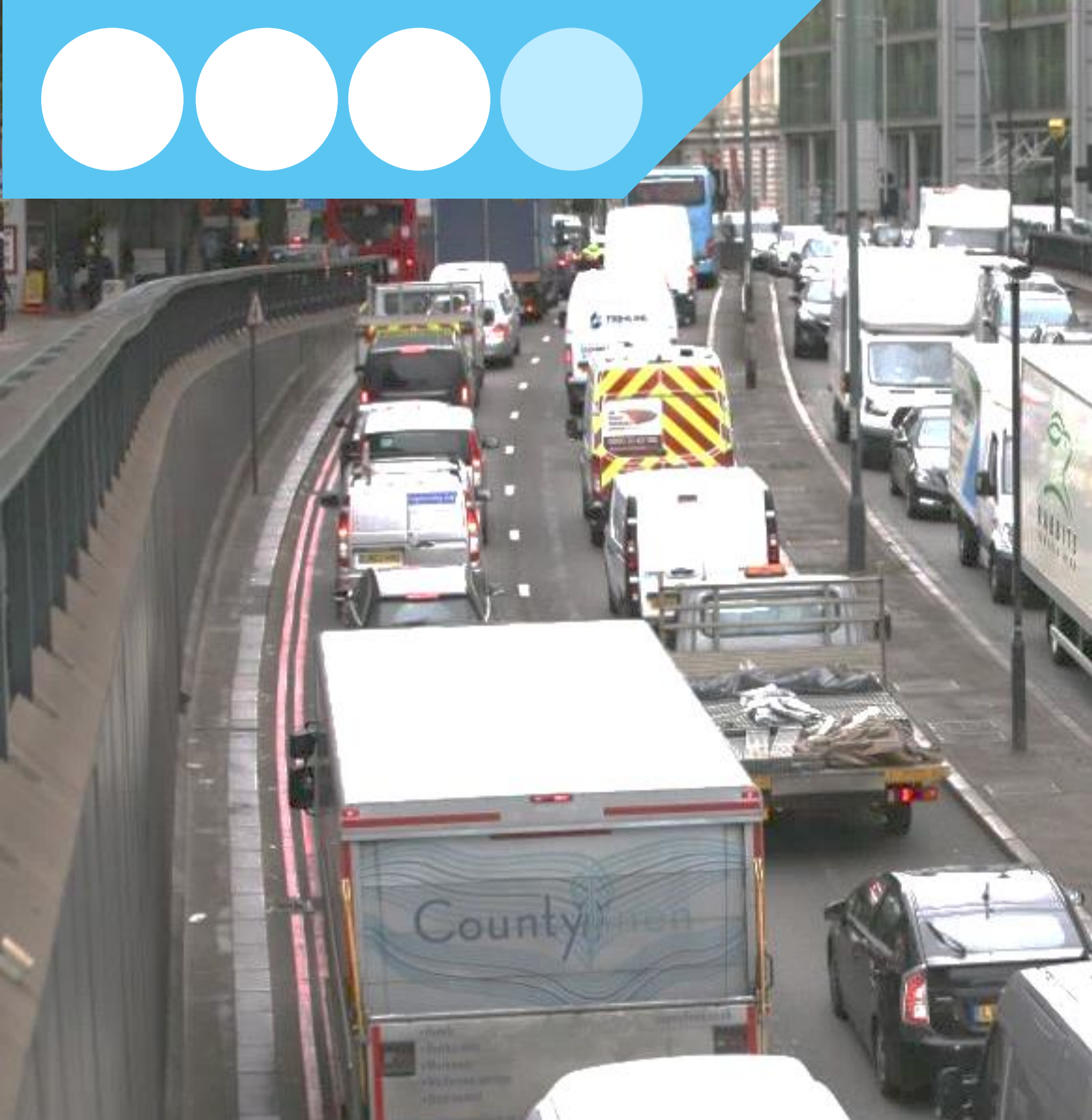


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Community-based parcel delivery network

Jan 2022



The green choice for parcel delivery and returns

Context | Pressure is growing for a green recovery globally, nationally and locally

UN Sustainable Development Goals (SDGs)



UK Transport Decarbonisation Strategy



Decarbonising how we get our goods



Place-based solutions



Accelerating modal shift to public and active transport

London Authorities Strategic Initiatives

Mayor's Transport Strategy

- 5: Reducing overall traffic levels by 10-15%
- 15: Reduce lorries and vans by 10% in morning peak
- 81: Facilitating off-peak delivery using quiet tech and click & collect
- 17: Improve efficiency of last-mile deliveries and servicing through consolidation



London Councils - LEDNET

- 3: Halve petrol and diesel road journeys (2020 – 2030)



London Recovery Programme



A Green New Deal



Building Strong Communities



High Streets for All

Delivering London is strategically aligned to these objectives

2

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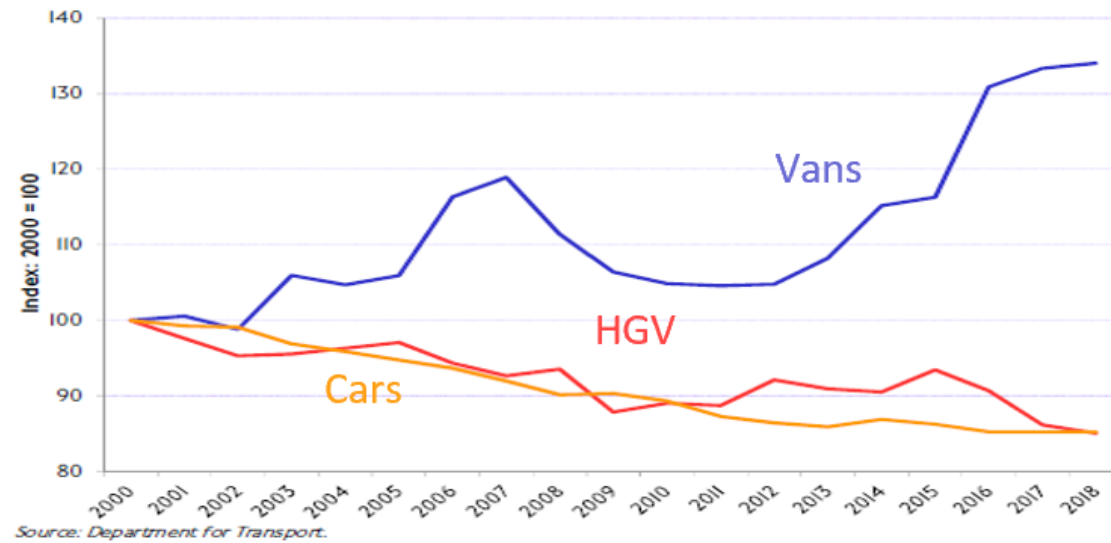
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Problem | UK parcel volumes set to double to 6.4 billion by 2030

London motor vehicle km, by type, 2000 - 2018



More parcels ➡ more congestion ➡ more pollution

The UK must act. In London alone, the ecommerce shift will cause parcel volumes to double from 500m today to 1bn by 2030.

Authorities are taking action

London illustrates the scale of the challenge

1 bn parcels by 2030, ↑ 100%



20,000 + parcel delivery vans in London
360m vehicle km p.a.

90% + deliveries to 3.5m home addresses



Fragmented out of home (OOH)

- 7 closed PUDO networks
- <1000 lockers, lightly used
- 21% people < 250m of OOH location
- 50% postcodes no OOH location



Cost and constraints on home delivery



- Access (ULEZ, pedestrianisation)
- Online sales tax



2m + people in London living with illegal level of emissions
79k tCO₂e from delivery vans p.a.

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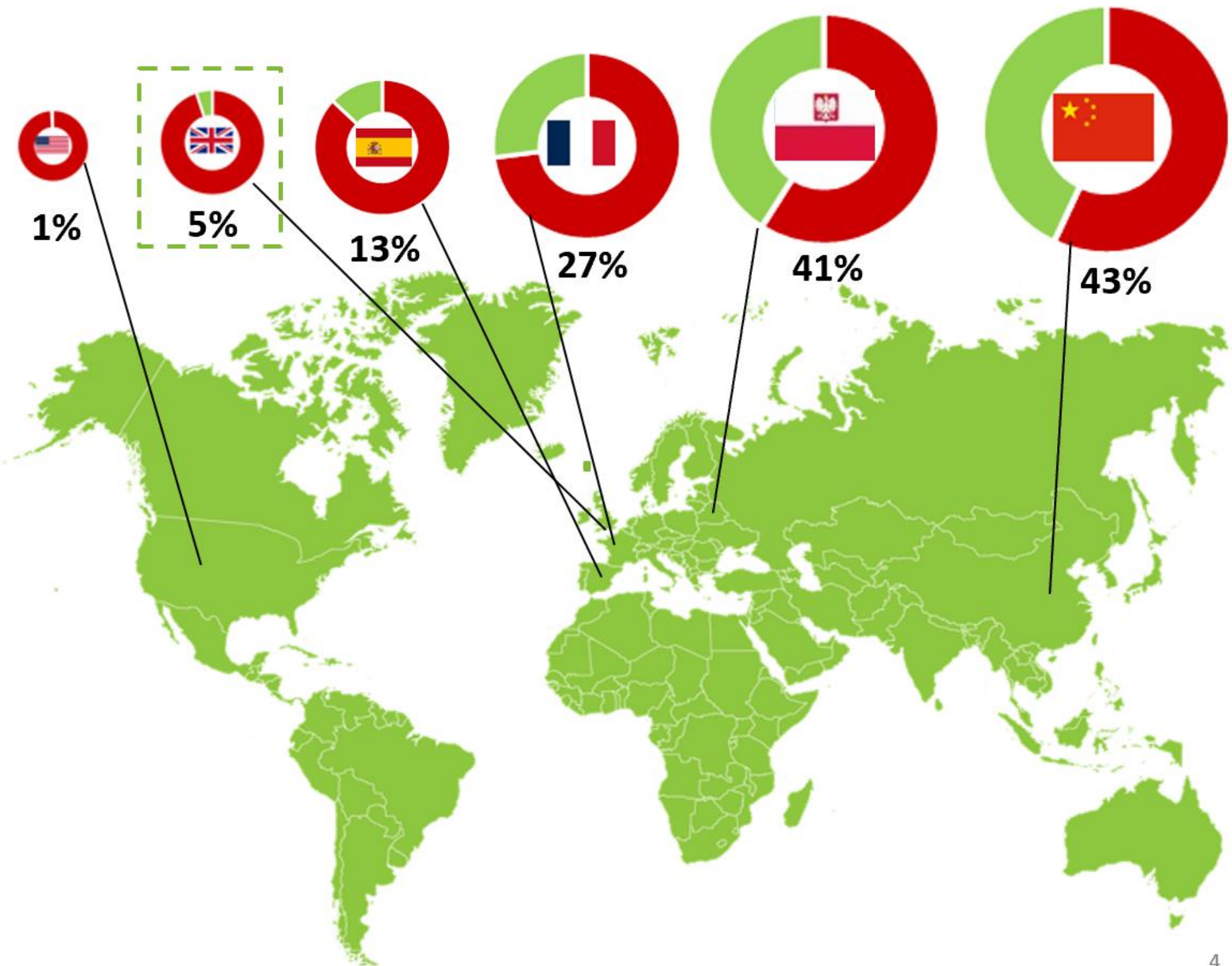
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Out of home delivery | is a proven successful model in many countries

- UK Locker and parcel shop network is fragmented, closed and underdeveloped
- Poland: 1 location per £250k of internet spend, UK: 1 location per £4m of spend
- Amazon increased lockers by 30% in UK
- In Europe out of home locations have grown 40% in the past 18 months, 44% globally
- Denmark are building a national infrastructure of 10k lockers
- China has installed 80% of all lockers globally



4

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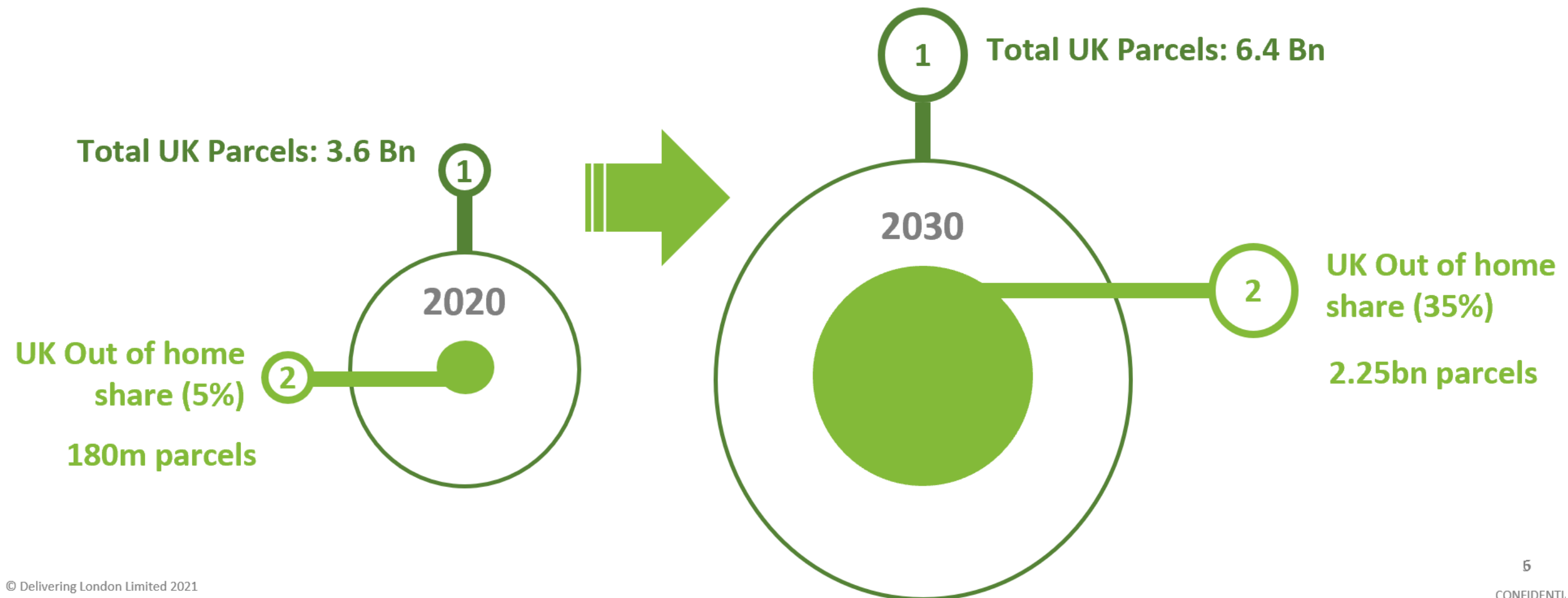
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Scale | Last-mile delivery is a large and growing market in the UK

The UK last-mile delivery market	Market value	Out of home share	
2021 baseline	£11 bn	5%	£0.5 bn
2031 forecast	£21 bn	35%	£7.5 bn



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5
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Consumer feedback | researched positively with customers and industry

Research conducted across London consumers and study partners; testing proposals developed with leading industry players

Study partners



Consumer research

BCG/YouGov research conducted with >1400 London consumers testing proposals developed with leading industry players

YouGov

BCG

Contributors



- **Green certificate**
educates consumers about delivery options
- **Smart Systems - the pain point of returns** for most consumers
- **Hyper-local network** of community locations (@250m)

This idea is appealing

This will change my behaviour

		This idea is appealing	This will change my behaviour
1	Green Certificate	71%	63%
2	Smart systems	67%	59%
3	Hyper Local Agnostic Network	73%	68%

Q. Overall, how appealing, if at all, do you find this idea?
- Very appealing + Fairly appealing

Q. If you were to use this online delivery service, how do you think it would affect your current usage of existing online delivery services?

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Solution | Create the UK's only Agnostic out of home delivery network

GREEN CERTIFICATE



Customers can choose the green option

- > 70% retailers offer locker / parcel shop delivery
- Simple, seamless returns channel



SMART SYSTEMS



Open system, common standards

- Open, simple integration for all
- Network-wide Capacity management



HIGH-DENSITY INFRASTRUCTURE



25k+ shared, open and agnostic locations

- Open parcel shop network, high street anchors
- Open locker network, hyper-local proximity
- ~90% population within easy reach

Right choice, right locations, right density



1. Retail parks



2. Local high streets



3. Community Spaces



4. Transport Hubs



5. Residential areas

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Lockers | How they look



Free standing – Easily Moveable – Battery Powered – Bluetooth Technology – Open to ALL carriers / consumers



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Environmental benefit | Only a dense, open network will deliver the benefits



Less CO₂



16,700 tonnes

- Fossil fuel parcel carriers would emit 79k tonnes of CO₂ by 2030 with current fleet choices
- Equivalent to 20% of the saving of electrification of the whole fleet
- Equivalent to 9 months' ULEZ emission savings



Lower emissions:

PM2.5 & NOx



83,000 Kg

- The total distance driven by parcel carriers in London is estimated to be 360m kms in 2030
- Electric vehicles still emit PM2.5 via brakes and tyres



Fewer van kms



75,600,000 km

- Fewer van kms lead to fewer vans (or similar vans for higher volume) Up to ~5000 fewer vans to support 2030 volumes
- Largest combined fleet operating in London, growing at pace

Green Certificate: partnership in place with certification body

**energy
saving
trust**

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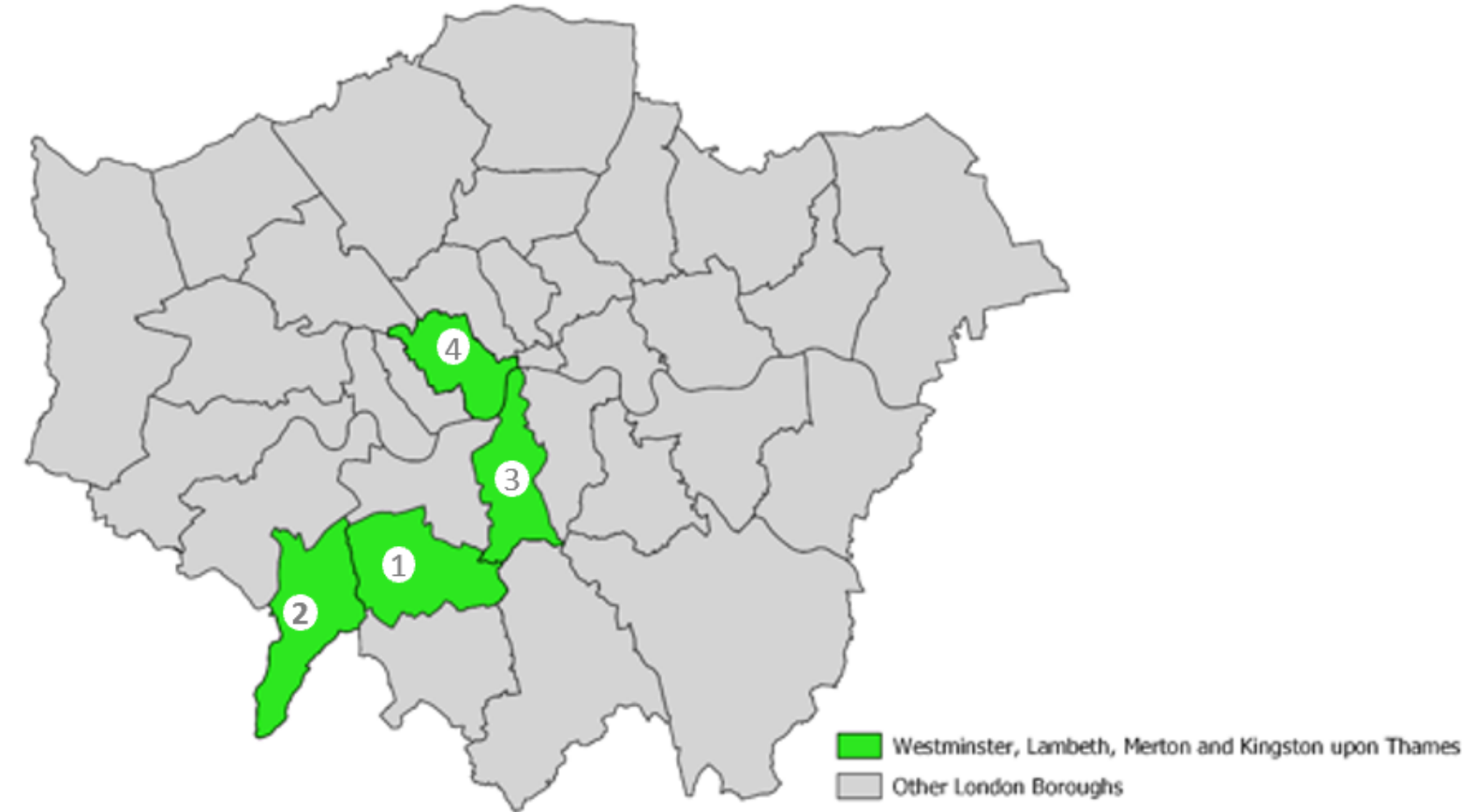
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Locations | London Borough pilot development: confirmed locations

Borough interest and commitment

1. **Merton:** Contract finalised for imminent signature, LOI signed for up to 300 locations
2. **Kingston:** Contract finalised for imminent signature, LOI signed for up to 300 locations
3. **Lambeth:** Contract signed for up to 300 locations
4. **Westminster:** Meetings with WCC. Keen to join in Phase 2
Great Estates engaged
5. Other Boroughs already showing an interest – South London Partnership, West London Partnership
6. London Councils, LEDNET Engaged



Location summary for initial rollout in 3 Boroughs

- 250 locations

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Ambition | launch Boroughs to full London rollout

From 2021...



Coloured dots are illustrative only: multiple, closed networks

Launch the open, out of home network in 3 lead Boroughs

Gauge customer and resident response



... to 2024



A London-wide open, high-density out of home network

Clear customer, environment and business benefits



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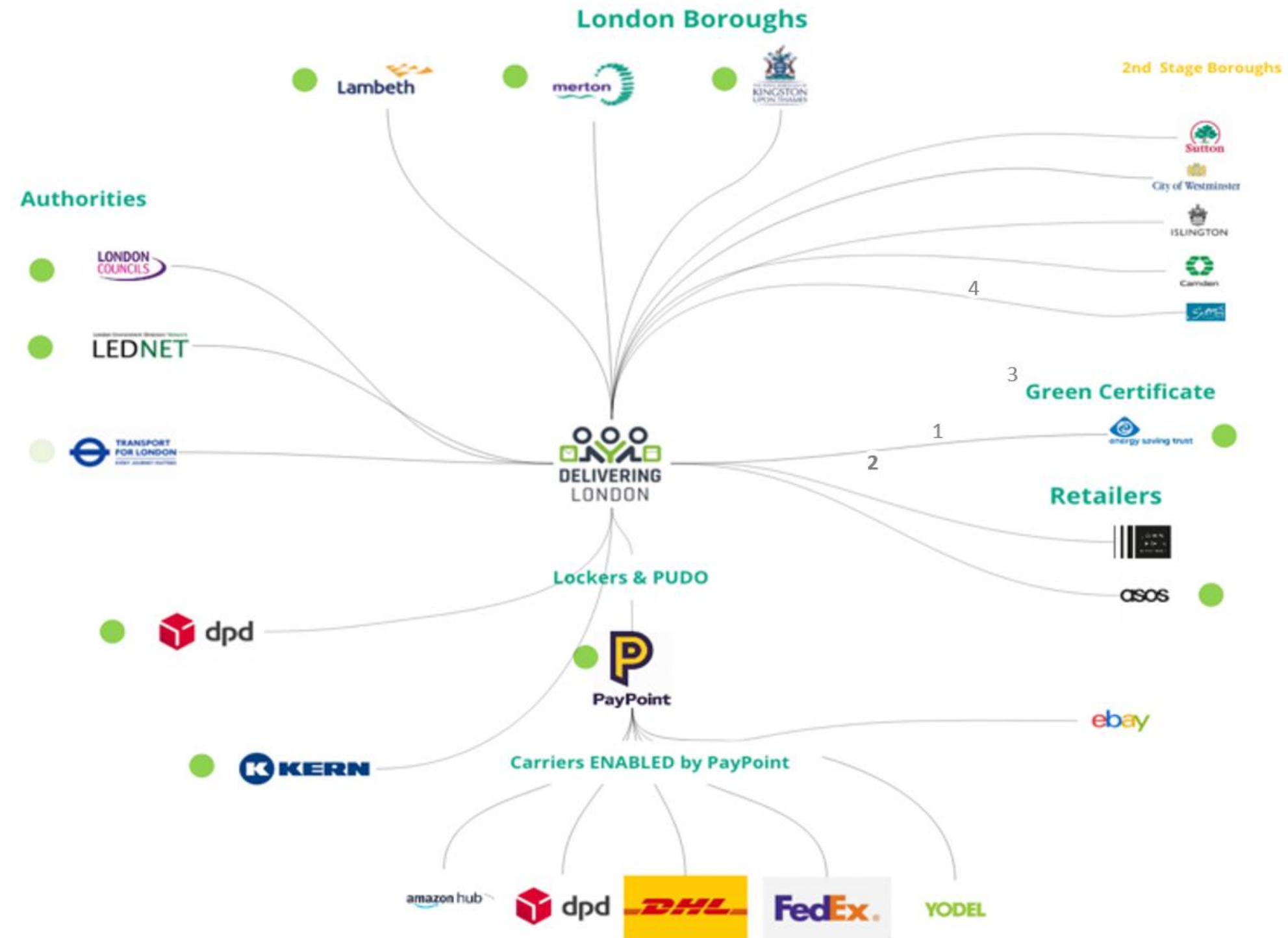
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Locations | Delivering London Ecosystem

Delivering London Ecosystem

Boroughs /
Carriers / Key
Authority and
Retail
Partners



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Questions

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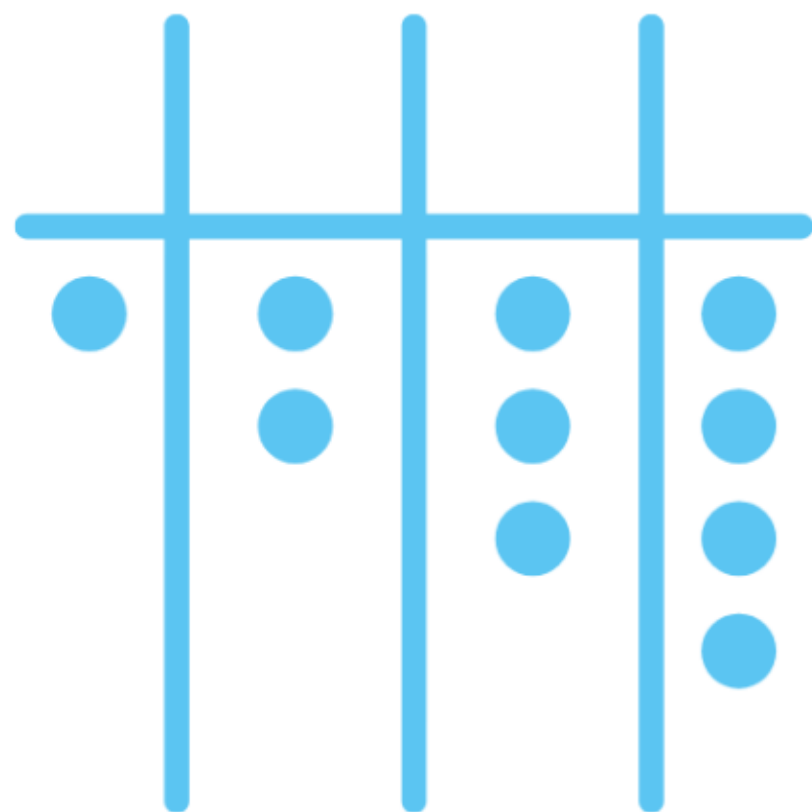


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CRP's Connect 4 Series



CRP'S CONNECT 4 SERIES

SESSION 2:
Thursday 24th February
4pm - 4:45pm

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