

Inclusive Streetspace Engagement

Information pack

We are delighted to welcome you to our engagement programme, working together and with your valuable input, aiming to improve Streetspace making it inclusive and accessible to all.

Growing the network of high-quality cycling infrastructure is at the heart of the Mayor's Transport Strategy and the Cycling Action Plan. However, the development and construction of innovative infrastructure has created unintended concerns between pedestrians and cyclists and, in some cases between pedestrians and motor vehicles.

In many cases, these issues are most acutely felt by older and disabled people.

As we continue to manage the impacts of, and future recovery from the pandemic, the strategic significance of this infrastructure is even more critical to ensure London does not have a car-led recovery, which would be detrimental to the health and lives of Londoners.

To tackle this, the Mayor's Streetspace programme, one of the most ambitious programmes asked of a capital city, seeks to transform London's streets into safe and pleasant spaces for cyclists and pedestrians. Encouraging and enabling people to walk and cycle more safely frees up space on public transport and on the roads for people who need it most, including those with protected characteristics.

The infrastructure and designs adopted by the London Streetspace Programme (LSP) therefore must be inclusive of all Londoners.

We have been advised that we are creating 'no-go areas' for some people who fear for their safety when boarding and alighting buses, unknowingly crossing a road on a continuous footway or interact with 'shared space'. These concerns have intensified as a result of the volume and pace with which LSP infrastructure is being delivered.

This engagement programme will seek to address these challenges, the upcoming review of the London Cycling Design Standards (LCDS) and the development of our Accessibility and Inclusion Action Plan providing an opportunity to further develop consistent best practice design standards.

Objectives

Policy objective: seek design considerations to inform temporary and permanent street projects delivered by TfL and London's boroughs which allow for new types of infrastructure to be built, while ensuring all users of the street can travel safely and with confidence.

Communications and engagement objective: we want to provide you with the opportunity to shape and inform policy decisions that affect the groups you represent. Securing agreement and advocacy for new design considerations and guidance.

The Inclusive Streetspace engagement will:

1. Inform the best possible design solutions for new cycling and pedestrian infrastructure
2. Shape the communications and behaviour change initiatives needed to support the new infrastructure and understand their varied perspectives and the challenges
3. Secure advocacy ahead of publication of design guidance for boroughs and the Action on Inclusion strategy
4. Improve sentiment and attitudes towards the Mayor's London Streetspace Programme and future permanent Healthy Streets schemes

We will achieve these objectives by holding a series of workshops which will look in detail at the designs and implementation of Streetspace and Healthy Streets schemes where you have highlighted concerns.

The sessions have been informed by the user perspectives and research you have given us and will include technical discussion of design interventions and explore trade-offs and non-intervention design mitigations (e.g. communications, behaviour and technology).

Workshops will focus on:

1. Understanding the challenge of improving cyclist safety through segregated infrastructure, without impacting on perceptions of safety for older and disabled pedestrians
2. Developing solutions and mitigations for perceived impacts on streets of current cycling infrastructure designs
3. Reaching agreement for monitoring of adopted designs and further work to diversify walking and cycling as infrastructure is implemented
4. Discussion of mitigations outside of design that will improve the confidence of all Londoners to travel and enjoy London's streets

Structure

- Pre-reading and agenda provided in advance
- Additional meetings and/or working groups may be established to take forward opportunities identified
- Each workshop will include campaigns/projects from various stakeholders

- All workshops will be chaired by members of our Independent Disability Advisory Group (IDAG)
- Attendees to split off into subgroups to share views and solutions on Accessibility, Cycling, Engineering, Design, Active Travel and Technology. Each group will have a TfL facilitator to guide the conversation and provide discussion points.

Reporting

- TfL to capture minutes and actions
- TfL to email minutes and actions to members
- Recording of the meeting to be shared (with members permission and for TfL internal purposes only)
- Outputs to be shared with Streetspace Advisory Group

Workshops topics – these will develop overtime and further sessions may be scheduled as the engagement programme progresses so this is not a comprehensive list and could change over time.

1. Cycling and Bus stop design – Wednesday 2 December

- Review future design options
- Share examples of training and education to help resolve contentions
- Demonstrate what monitoring has already taken place
- Agree next steps

2. Pedestrian Infrastructure – January TBC

- Discuss examples of shared space and understand the impact on older and disabled people's confidence and perception
- Understand impacts of LTNs
- Discuss examples of current schemes
- Consider inclusive design solutions and mitigations
- Agree future monitoring and consultation standards
- Review current signage and how it can be improved

3. Customer Experiences & Mitigations – February TBC

- Understand experiences and challenges navigating new Streetspace layouts
- Review current engagement processes and seek new ideas
- Explore technology solutions to support use and experience of temporary and permanent Streetspace schemes

List of Appendices

1. Attendees
2. Types of Infrastructure
3. Streetspace Stakeholder feedback summary
4. Travel Mentoring Service
5. Useful links

Appendix I – Attendees

Age UK	[REDACTED]	[REDACTED]
NAS	[REDACTED]	[REDACTED]
TfA	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
RNIB	[REDACTED]	[REDACTED]
Guide Dogs	[REDACTED]	[REDACTED]
London Vision	[REDACTED]	[REDACTED]
Wheels for Wellbeing	[REDACTED]	[REDACTED]
Valuing People Network	[REDACTED] [REDACTED]	
Alzheimer's Society	[REDACTED]	[REDACTED]
IDAG	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	

	[REDACTED]	[REDACTED]
London Cycling Campaign	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
London Living Streets	[REDACTED]	[REDACTED]
Sustrans	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
University of Westminster	[REDACTED]	[REDACTED]
London Travel Watch	[REDACTED]	[REDACTED]
TfL Attendees		
IDP	Stephanie Groot	Portfolio Sponsor
	Helena Moretti	Principal Sponsor
	Nina Patel	Principal Sponsor

City Planning	Gordon Webster	Principal Technical Specialist
	Alexandra Goodship	Strategy & Planning Manager
	Jack Maizels	Principal City Planner
	Flora Ogilvie	Public Health Specialist
	Alexander Baldwin-Smith	City Planner
	Nishma Mistry	SHE Business Partner, Road Risk
Engineering	David Field	Highways and Traffic Engineer
	Mark Artis	Senior Highways & Traffic Engineer
Local Community & Partnerships	Kerry Meehan	Community Partnerships Specialist
	Peter Fletcher	Community Partnerships Specialist
	Gary Nolan	Strategic Engagement Lead
Diversity & Inclusion	Simone West	Inclusive Design Advisor
	Karen Venn	Diversity & Inclusion Specialist
	Frances McAndrew	Diversity & Inclusion Lead
Bus Operations	George Marcar	Driver Policy and Communications Manager

	Marco Taylor	Customer Experience Implementation Manager
	Jonathon Hanes	Lead Bus Client
	Tom Cunningham	Head of Buses Business Development
	Jonathan Green	Lead Bus Client
	Jane Lupson	Senior Bus Safety Development Manager
	Rachel Birrell	Bus Safety Development Manager
Travel Mentoring	Corey Green	Travel Advice & Membership Manager
	Brian Gordon	Travel Mentoring Team Leader
Customer Experience	Leon Thorne	Customer Experience Lead
	Sarah Cummings	Customer Experience Manager
Stakeholder Advocacy & Engagement	Georgia Heathman	Engagement Manager
	Stephanie Bortoli	Stakeholder Advocacy & Engagement Lead
	James Grant	Engagement Manager
	Catharine Mcewan	Engagement Officer
	Amy Edgar	Engagement Officer

Appendix 2 – Infrastructure types

Continuous footways

Continuous footways are designed to provide priority to pedestrians when crossing a carriageway, particularly where a side road joins a main road. The crossing point is raised above the level of the carriageway, to that of the footway, and usually marked in contrasting colour to the road. As a result of the designation of pedestrian priority there is usually no tactile paving. There is not a consistent approach to continuous footways across London. Designs therefore differ within and between boroughs.

Research conducted by TfL demonstrates that many drivers do not understand the rules and behaviours of continuous footways and do not give way to pedestrians. Stakeholder groups representing people with vision impairment have criticised the use of this infrastructure because without tactiles or dropped curbs, people with visual impairments are unaware that they are entering a carriageway.

We have received further feedback from the Independent Disability Advisory Group (IDAG), those with learning difficulties, dementia and autism. Parent groups have also raised concerns about this infrastructure as it removes the obvious cues for children and makes road safety lessons harder to deliver.

Bus stop bypasses

Image description: the image below shows a footpath alongside a cycle lane which has a level crossing and tactiles which leads to the footpath towards the bus stop.



Bus stop bypasses allow a cycle lane to pass behind a bus shelter. They do this by creating a bus stop island, meaning that pedestrians must cross the cycle way to board a bus and when alighting a bus.

We began introducing bus stop bypasses in 2013, and made a commitment to keep their design under review. Feedback from older and disabled people's organisations highlighted concerns about crossing a cycle lane to get to a bus stop.

At the time we decided to investigate zebra crossings as an option for addressing these. Following considerable engagement bus stop bypasses are now being installed with zebra crossings, following the work we did with the bus stop bypasses working group.

We made a commitment to keep them under review and this is the first opportunity we have had to formally seek stakeholder views since the initial engagement was conducted.

Shared use bus stop boarders

Image description: The image below shows a footpath where the bus stop sits, alongside a cycle lane, there is a strip of tactile between the path and cycle lane, following the cycle lane is the main carriageway where the bus stops.



Shared use bus stop boarders feature predominantly on borough roads and they are becoming increasingly common following mini-Holland schemes. The use of this infrastructure increases the risk of a conflict between cyclists and pedestrians when boarding and alighting a bus. The risk is particularly acute for those with visual and mobility impairments.

We have had feedback from visually impaired, mobility impaired and older people's stakeholder groups that they are dissatisfied with the design as it stands. This includes, visually impaired groups, mobility impaired users, older people's groups, local people, walking organisations. **See Appendix 2**

Research is currently underway to review interactions between cyclists and pedestrians at bus stop boarders and take pedestrians on guided visits of sites.

Backless bus stop bypass

Image description: the image below shows a footpath alongside a cycle track (with raised kerbs) which cuts through the footpath providing a crossing (with dropped kerbs and tactiles) towards the bus stop ahead.



Backless bus stops are a less common form of infrastructure on London's streets although they have been used elsewhere in the UK, particularly in Manchester. These bus stops provide an island, similar to bus stop bypasses, however all pedestrians must use the island to continue their journey.

We have sought feedback from colleagues in Manchester on the impact these have had and will update the group once we receive the feedback.

Designing for cycling on-carriageway around bus stops

Image description: the image below shows a carriageway with a marked cycle lane alongside the footpath where there is a bus stop. The cycle lane markings stop and starts at



Designing for cyclists on-carriageway around bus stops Where cyclists are on-carriageway, it is important that they are clearly visible to bus drivers, particularly around bus stops. Ideally, cyclists should be able to pass a stopped bus without having to move across into the adjacent lane.

In a wide general traffic lane, cycle symbols may be placed on the carriageway around the bus cage. This helps to encourage cyclists to pass the stationary bus on the offside, rather than stay by the kerb, and to alert other users that cyclists could be overtaking in this way at the bus stop. In a with-flow bus lane, cycle symbols may not be used without site-specific authorisation from the Department for Transport.

Where a cycle lane is present, it will generally need to terminate before a bus stop cage and recommence after it. The continuity of cycling provision can be maintained by marking cycle symbols around the bus stop cage. On low traffic volume locations with bus routes, centre line removal is recommended in order to promote lower speeds and flexible use of carriageway space around the bus stop.

Appendix 3 – Streetspace Stakeholder feedback summary

Transport for All [Pave the Way](#)

TfA want us to share clear and accessible information about changes, to consult and co-produce designs and initiatives, to educate the public about the needs of disabled passengers and to develop innovative solutions to problems such as navigation through new street layouts.

Key concerns:

Cluttered pavements: Pavements cluttered by obstacles (including bins, signs, car charging points, dockless bikes) are very difficult to navigate for those with mobility impairments and can pose a hazard to those with visual impairment. They are also confusing and overwhelming for those who are neurodiverse. Current social distancing measures add to this issue with many businesses putting chairs and tables outside.

Pavements that are uneven and bumpy are difficult to traverse in a wheelchair and can pose trip-hazards.

Widened pavements: A welcome change to combat clutter and crowding, but only when accessible: access ramps and dropped curbs to the widened area, not blocking crossings, bus stops, or taxi pick-up areas.

Lack of dropped kerbs render entire sections of pavement/walkways no-go zones for wheelchair users.

Hazards, such as cycle lanes that are integrated with the pavement, or a widening gap between road and pavement, are often not marked with a high contrasting colour, or tactile paving and can be easily missed leading to injury.

Confusing layout of streetscapes, with one-way systems, poor signage, shared space, excess bollards, can be distressing and anxiety inducing.

Road crossings: must have appropriate tactile paving, dropped curbs, be clear of obstruction from signs or clutter, and be at regular junctions to avoid overcrowding.

Changes to layout/crossings can be disorientating for disabled people who have spent a lot of time learning and creating a 'mental map' of the most accessible route.

Dockless bikes and e-scooters left in the middle of the pavement or strewn across crossings pose a hazard. An inclusive impact-reducing plan is needed.

Poor/inaccessible cycling infrastructure: Cycling is an accessible mode of transport for many disabled people, so cycle lanes must be implemented with inclusive design principles (wide enough for trikes, step-free access, clear delineation via tactile signage)

Social distancing measures such as floor markings, one-way systems, or information signs are not accessible to visually impaired people.

Queues outside businesses on streets/pavements can be very overwhelming to navigate past.

A lack of alcoves, benches or rest spaces, mean that people are unable to stop and rest.

Car-free zones and low traffic neighbourhoods become inaccessible to those for whom car travel is the only accessible mode of transport.

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Wheels for Wellbeing [Disabled People's Mobility Needs and Post-Lockdown Recovery](#)

Asks of Local Authorities:

1. Involve local Disability organisations in the access-auditing of temporary schemes & in co-production of all permanent schemes.
2. Prioritise safety and accessibility of all temporary walking and cycling footway widening & temporary Cycling schemes. We recommend the use of TfL's [Temporary Traffic Management Handbook](#).
3. Carry out Equality Impact Assessments for all temporary schemes and apply inclusive design principles, referring to our [Guide to Inclusive Cycling](#).
4. Retain essential car access for pick up, drop-off and Blue Badge parking, including on otherwise car-free streets and systematically audit and upgrade footway accessibility throughout all Low Traffic Neighbourhood schemes.
5. Provide for accessible cycle parking for longer/wider cycles in town centres and on residential streets/estates/developments.
6. A public education campaign will help citizens recognise that:
7. We all have equal rights to travel for work, health and leisure
8. Some Disabled people depend on motorised vehicles for their journeys. Other are unable to drive; some find it easier to cycle than to walk;
9. We are all responsible for each other's safety; not all Disabilities are visible.
10. Some Disabled people cannot wear masks.
11. We are prepared to give extra space to others on pavements and cycle paths and to leave the car at home whenever possible so road space and car parking is prioritised for people with no choice but to drive.

Themes from Inclusive Streetspace Roundtable (July 2020)

Boroughs: concerns about consistency, use of EqIA, meeting TfL standards

Consultation and engagement: a process of robust, collaborative engagement to shape our work. Decision making process around effectiveness before measures are made permanent.

Consultation of vulnerable pedestrians?

TfL: look in-house at structural barriers within planning and implementation processes

Designs:

- Provision of bus stop infra close to where the bus actually stops.
- Provision for door-to-door transport (e.g. taxis) within traffic-free areas.
- Consider access impacts of new al fresco dining areas
- Visual and tactile clues on temporary infrastructure to show where ramps are
- Concern about use of bus stop bypasses (and similar designs)
- Places to rest needed, especially if people are expected to do more active travel
- Comms: funding and promotion of training for older and disabled people wanting to cycle

RNIB

The RNIB have issued policy statements on a multitude of different infrastructure designs that have emerged on London's streets in the past five years. These include:

- Access to bus stop bypasses and boarders
- Accessible public consultations
- Continuous footways
- Cycling and cycleways
- Hybrid and electric vehicles and charging points
- Kerbs (detectable footways, cycleways and roads)
- Pedestrian crossings
- Shared space
- Shared use areas and pathways

Their top asks for the Streetspace Programme are as follows:

1. We ask that signal-controlled crossings are maintained and implemented into street designs
2. All tactile features such as kerbs and tactile paving that gives crucial information to people with sight loss is maintained and built in accordance to national guidance (https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/918353/tactile-paving-surfaces.pdf)
3. We ask that any shared use areas and shared spaces are not the first choice of design as we feel these are not accessible and inclusive. We consider any shared use area where pedestrians and any vehicles that have wheels are required to use the same space – this includes cyclists, micromobility etc.
4. We do not feel bus stop boarders and bus stop bypasses are inclusive to the needs of disabled and older people.
5. Please ensure that streets and pavements are built in a way that minimises and discourages pavement obstructions including pavement parking, overhanging hedges, dustbins, A boards, electric charging points, dockless bikes etc.
6. We do not support any designs that include continuous footways as we do not feel these are inclusive to the needs of people with sight loss. We feel that they take away the decision making ability for people with sight loss to make a decision to cross the road safely. Public authorities are encouraged to go above and beyond the norm to promote inclusivity by the Public Sector Equality Duty

7. We ask that all consultations are accessible so that people with sight loss can participate in decision making that affects their streets so that everybody can be an active member of society.
8. We ask that thorough Equality Impact assessments are carried out to ensure that the needs of disabled people are met and not put at a disadvantage.

Appendix 4 – Travel Mentoring Service

Our free Travel Mentoring service provides guidance and support to help people get around London.

They offer telephone advice to help plan an accessible route and can provide a mentor to accompany you for your first few practice journeys to help learn how to travel the network, gaining confidence to become an independent traveller.

As well as training to use TfL's modes our Travel Mentors can also offer support in navigating a new Streetspace, providing helpful tools to build confidence. They can also pass on feedback from individuals to wider teams within the organisation.

Our travel mentoring service aims to provide:

- independent travel training to all disabled Londoners, including visitors with disability coming to London who need to use any TfL modes of transport
- Provide guidance and accessibility information to people in the disability community
- Provide accessibility advice on all TfL accessibility services
- Promote and support new accessibility innovations from TfL and appropriate partners.
- Mobility Aid Recognition Scheme (MARS)
- Carryout Taxicard and DaR appeals

Appendix 5 - Useful links

[Streetspace for London](#)

[Interim Borough Guidance](#)

[Streetspace Schemes and Monitoring](#)

[Map of Streetspace schemes across London](#)

<https://wheelsforwellbeing.org.uk/london-streetspace/>

[London Cycling Design Standards \(LCDS\)](#)

[Travel Mentoring Service](#)

<http://content.tfl.gov.uk/new-cycle-infrastructure-monitoring-report.pdf>