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BUILDING PARTNERSHIPS TO DELIVER
POSITIVE CHANGE ACROSS THE CAPITAL

The Mayor’s Transport Strategy is an ambitious plan to change the way that Londoners travel. It sets a target for 80% of all trips to be made by walking, cycling and public transport by 2041. It aims to reduce reliance on motor vehicles and make London a more attractive place to live, work and visit.

Active and sustainable modes of transport support good health and wellbeing by reducing inactivity, improving air quality and reducing road danger. They provide the most efficient use of street space and help to create more attractive local environments for residents, visitors and businesses. The Healthy Streets Approach provides a framework that puts human health and experience at the heart of planning the capital.

London’s boroughs are TfL’s most important partners in helping to achieve the Mayor’s vision. They manage the majority of London’s streets where people live and spend time, and have a strong record of delivering innovation and transformational projects across the capital. The Mini-Holland Programme is a great example of boroughs and TfL together delivering innovative projects that have helped to create a network of cycle routes and supporting infrastructure, and have also provided improvements to streets and public spaces along the routes.

Building on the success of Mini-Hollands, and other innovative projects that have been delivered across London in recent years, the Liveable Neighbourhoods Programme will use the Healthy Streets Approach to deliver attractive, healthy, accessible and safe neighbourhoods. A key aspect of the Liveable Neighbourhoods Programme is early and ongoing local community engagement in the development of proposals to help ensure projects deliver the improvements that local people want to see, supported by behaviour change and other non-infrastructure measures.

In 2018 the London Boroughs of Hackney, Waltham Forest, Havering, Lewisham, Haringey, Ealing and Greenwich made the first successful bids to receive Liveable Neighbourhoods funding (see pages 40-43). These projects cover a range of locations including town centres such as Greenwich and Crouch End, high streets such as Ealing Broadway and residential areas such as Coppermill Lane in Walthamstow. In March TfL awarded funding to a further 11 councils – Bromley, Camden, Croydon, Enfield, Hounslow, Lambeth, Newham, Redbridge, Southwark, Tower Hamlets and the City of London – to develop their Liveable Neighbourhood projects (see pages 44-47).

As you will see on the following pages, the Liveable Neighbourhoods Programme is an exciting opportunity for all of us to deliver positive changes to London with distinctive local approaches tailored to the needs of local communities.
‘LET’S TAKE BACK OWNERSHIP OF OUR STREETS’

Waltham Forest’s Clyde Loakes talks to Deniz Huseyin about this mission to eradicate short car journeys, make town centres vibrant hubs and create the right infrastructure to enable people to choose active travel

The Mini-Holland programme was the turning point for Waltham Forest, giving the council the means to challenge the dominance of the car, believes Clyde Loakes. The £29.6m grant from TfL changed everything. Up until then, the council had tried to encourage active travel through a range of small-scale measures, says Loakes, the council’s Deputy Leader and Cabinet Member for Transport and the Environment.

“Yes, we had the traditional traffic calming engineering solutions, but it was clear that these were largely not delivering modal shift,” he explains. “These schemes didn’t seem to be making any difference whatsoever to residents’ lives. We were going through a huge amount of consultation and the benefits were negligible.”

The Mini-Holland programme enabled the sort of far-reaching infrastructure changes that would make streets truly friendly for pedestrians and people cycling. “If you want to secure significant and measurable behaviour change you have to do something big, and do it fast!”

For Loakes one of the central aims of Mini-Holland was to take short car journeys off the road. “It is clear that if we have fewer of these journeys in Waltham Forest it starts to free up road capacity for those who are reliant on their cars such as disabled people, some of our older citizens and maybe people who are reliant on their cars for work.”

Traffic evaporation

“We are starting to see traffic evaporation,” says Loakes. “If people can’t make those short journeys by car they start to switch to cycling and walking. But you need to make the necessary infrastructure changes – you have to take out rat-running.”

Loakes sees Mini-Holland as fundamental to reducing single occupancy journeys and encouraging more car sharing and membership of car clubs. Car ownership in Waltham Forest is falling, he points out, estimating that by the next Census in 2021 more than 50% of households will not own a car.

Waltham Forest has been taking steps to crack down on commuter parking. “We are rolling out CPZs [controlled parking zones] to stop commuters driving in from Essex and parking near Walthamstow, Leytonstone, Blackhorse Road Tube stations and some of the Overground stations. We...”
Mini-Holland: Waltham Forest

need to take out all that traffic.”

When Waltham Forest’s Mini-Holland programme began in 2014 there was too much emphasis on the benefits for people on bikes, Loakes concedes. “We learned very quickly that there are also significant benefits to those who don’t ride a bike. There are benefits to young children who want to scooter to school, for instance.”

Some critics of Mini-Holland suggested that cyclists posed a threat to pedestrians, but Loakes thinks this was over-stated. “During the early [Mini-Holland] consultations it was argued that people on push bikes were mowing down thousands of pedestrians every year. We needed to challenge that viewpoint and demonstrate what is good for people for cycling is also good for pedestrians.

The new segregated cycle track on Lea Bridge Road

Measures to prioritise pedestrians and cyclists such as segregated cycle lanes, pocket parks and time road closures, have helped to improve the life expectancy of the borough’s children

“During the early consultations it was argued that people on push bikes were mowing down thousands of pedestrians every year. We needed to challenge that viewpoint and demonstrate what is good for people for cycling is also good for pedestrians.

Behaviour change

This rationale has seen the council’s narrative shift from Mini-Holland to Healthy Streets and now to Liveable Neighbourhoods. “There has been a transition in language and definition, which is about encouraging people to take active transport seriously, and to build walking, cycling and scootering into their daily lives.”

Waltham Forest is starting to see behaviour change, with more women and people from a range
of backgrounds getting in the saddle, according to Loakes. “There have been lots of complementary measures, such as cycling training and community cycling groups targeting residents from certain backgrounds. There has definitely been an increase in the numbers cycling.”

The presence of more people on bikes will change driver behaviour, Loakes believes. “There are those road rage situations where a bloke in a car may have a go at a bloke on a pushbike or vice versa. This is less likely when you’ve got a family riding together. There is a different dynamic which starts to encourage a different way of living.”

Politicians supporting Liveable Neighbourhood schemes should expect resistance from some local people, warns Loakes. “Change doesn’t happen overnight, you may well face a huge myriad of challenges and your integrity will be called into question. But it is the right change for the right reasons.

“You will be improving peoples’ lives and improving their neighbourhoods and setting a decent legacy for future residents who aren’t going to have to deal with harmful emissions.”

A study by air quality consultants last year revealed that more than 51,000 households in the borough are no longer living in areas with dangerously high levels of air pollution compared with a decade ago.

In a separate study by Kings College London, commissioned by the council, it was found that measures to prioritise pedestrians and cyclists such as segregated cycle lanes, pocket parks and time road closures, have helped to improve the life expectancy of the borough’s children. Compared with 2013, changes to road infrastructure will reduce exposure to NO2 by 25% and by 13% for particulate matter by 2020, the study concluded.

The Mini-Hollands programme also represents a proactive response to the obesity crisis, says Loakes. “We need to stress the importance of getting more people to make their journeys through active
All school children in Waltham Forest are offered free cycle training courses

“...We know from London based and international research that businesses are more successful if they are in areas where pedestrians are prioritised.”

Backing local business

Local businesses stand to benefit from Mini-Holland, Loakes says. “Yes, there is this perception among some businesses that they will fail unless there is loads of parking. But we know from London based and international research that businesses are more successful if they are in areas where pedestrians are prioritised. If these are nice places for people to spend time in they are more likely to mooch around, and spend more in shops.”

Local high streets are struggling in the face of online shopping and shopping centres such as Westfield in Stratford. “Businesses need to address these challenges if they are to be successful. The demands of residents in 2009 are different to what residents want in 2019.”

Businesses have flourished on Orford Road in Walthamstow Village and Francis Road in Leyton since through-traffic bans were introduced, says...
Loakes. “Cars can’t drive up Francis Road between 10am and 8pm, so you’re getting kids on bikes, people sitting outside chilling and talking. It’s a different place now, it’s somewhere for socialising and leisure, not just shopping. The level of business occupancy on Orford Road and Francis Road has never been so high, which is all the more impressive against the backdrop of announcements that traditional high streets are failing.”

The silent majority

In 2015 campaign group E17Streets4All took Waltham Forest to High Court objecting to Mini-Holland on six grounds including flawed traffic orders and inadequate consultation. The judge, Mr Justice Holgate, ruled that there was “no merit whatsoever” in any of the points raised and ordered the group to pay £10,000 plus VAT towards legal costs incurred by Waltham Forest.

It appears that anti Mini-Holland campaigns failed to make an impact at last year’s local elections. In fact, the ruling Labour administration won 46 out of the 60 seats available in the borough, two more than at the previous election in 2014.

“There has been no other issue in Waltham Forest that has been as high profile as the Mini-Holland programme over the past five years,” says Loakes. “Last May’s election was an opportunity for people to tell us how they felt about the programme. All of the parties standing against us were against Mini-Holland in one way or another, but people voted for us and we gained even more seats.”

He believes there is a “silent majority” in Waltham Forest that backs the aims of Mini-Holland to address serious issues such as air pollution and obesity.

Loakes dismisses accusations that the infrastructure changes, especially modal filtering, mostly benefit gentrified areas of the borough. “Waltham Forest is a diverse borough and when it comes to having quiet residential streets it isn’t about gentrification. Cutting traffic on residential streets is good for everyone, not just a certain social economic group.

“The pushbike is one of the cheapest ways to get to work. So, why wouldn’t you put in the infrastructure to give cyclists that extra degree of safety and priority? They are not in that classic gentrification social economic group. Saying it is all about gentrification is just a cheap attempt to undermine something that is bringing huge health benefits to our borough.”

Waltham Forest ensured that all Mini-Holland consultations were thorough, Loakes insists. “It’s a six to nine month process [for each scheme] and every one of our schemes has been tweaked and slightly amended as a direct result of the engagement and consultation we have done on all our schemes.”

As the benefits of Mini-Holland become apparent, measures such as modal filters will be introduced across London, Loakes predicts.

“We will continue to change our places for the better, enabling people to walk and ride safely, leading to this snowball effect with more people on bikes. I think we are setting a decent legacy for our future residents, improving our neighbourhoods and peoples’ lives.”

* Economic benefits of walking and cycling, TfL https://bit.ly/2qQhfHR
LAYING THE RIGHT FOUNDATIONS FOR BETTER STREETS

Waltham Forest’s Mini-Holland is based on strong partnerships, as well as good planning, monitoring and governance, says the council’s director of highways and traffic management Vala Valavan.

When Waltham Forest was first preparing its Mini-Holland bid, Vala Valavan admits to harbouring reservations. He was not convinced that the council would have sufficient resources to deliver such an ambitious programme. But all that changed when Waltham Forest was announced as one of the three outer London boroughs to receive Mini-Holland funding in 2014. “I saw that, with the right political leadership and management, there was no reason why we couldn’t make the programme a success. I knew there would be challenges, but once you commit to something I think you have to push ahead,” he says.

Good governance

As Director of Highways and Traffic Management, Valavan has played a pivotal role in overseeing the
programme over the past five years. Good governance was vital if the programme was to achieve its aims of creating people-friendly streets, he states. This required cabinet members to give officers the latitude to “get on with it”.

“With such a massive project it would have held us up if we had to go to the members every week. Instead, the cabinet agreed to a strong governance and project management approach, approving each scheme in principle and giving officers the power to make day-to-day decisions.”

This is one of the key reasons Waltham Forest was able to deliver the schemes to tight deadlines, says Valavan. “We went to the cabinet at the outset and asked for them to delegate the authority to officers. And in cases where there was opposition we went to the cabinet member so they could endorse the officers’ decisions. This framework saved a lot of time.”

Another key factor was being able to bring in people with the right skills and experience. Waltham Forest hired the consultant Project Centre to help shape and develop the schemes. “We also brought in specialists to work as officers on a temporary basis, which helped ensure the success of the programme.”

**Sticking to schedules**

A strong, long-term partnership with maintenance contractor Rineys helped ensure that schemes were completed on schedule. “During the programme I met Rineys every month to ensure they were on schedule, and that helped things go smoothly. It certainly makes a difference if your contractor believes in what you are doing. You need to have a good relationship with your contractor.”

Setting “key milestones” is a good way of keeping on track. “That’s why monitoring is so important. You need to collect data from day one of the programme. There would have been no point waiting until Mini-Holland was finished before we started gathering data.”

Waltham Forest has deployed a network of automatic counters to measure how many people are cycling. “We need this data to evaluate the project.”

One of Waltham Forest’s most ambitious Mini-Holland schemes has been the segregated cycle tracks on a 4km stretch of Lea Bridge Road, which runs east-west across the borough. Much of the track is now completed, as is the scheme at the eastern end of Lea Bridge Road to replace Whipps Cross roundabout with a signalled junction.

**Taking a flexible approach**

The consultation process has led to schemes being refined, Valavan points out. “It’s important that we listen and if people come up with good ideas you have to take that on board. We need to take the people with us, which is not always easy. But you must keep on talking to local residents and businesses, providing more information, and also get those people who support a scheme to talk to them too.”

A case in point was Lea Bridge Mosque, which was initially concerned about the segregated cycle track outside. “We had meetings with them to try to understand their main concerns,” recalls Valavan. “The key issue for them was that there were elderly people who were unable to walk to the mosque.”

A solution was to reduce the controlled parking zone restrictions between 12pm and 2pm. “The controlled parking zone is not usually full of parked cars during this time of day anyway, as some people are at work,” says Valavan. Relaxing the restriction helps local businesses as well as improving access for disabled and older people.

Valavan believes that carrying out trials helps to win local support for schemes before they are fully implemented. “Trials give residents and businesses an opportunity to see how a scheme works and allows us to make changes to the final plan. Doing it this way saves money as you can utilise cheaper material such as artificial turf instead of grass and benches for street furniture. If you built everything
as permanent on day one there could be problems if people didn’t like it."

In an effort to stick to budgets, Waltham Forest sought to consistently strike the right balance between cost and quality. “We tended to go for higher quality materials in shopping areas and highly pedestrianised areas,” explains Valavan. “But away from those areas you can use slightly cheaper materials to make savings.”

As part of Mini-Holland, the council has installed cycle hubs at Tube and Overground stations in the borough, as well as cycle hangars on residential streets and cycle stands in town centres. “There are a lot of terraced houses and flats where it’s hard for people to take their bikes indoors. We can help with that by providing cycle hubs and hangars.”

Additional funding

Some local people remain opposed to Mini-Holland, particularly modal filters, Valavan says. “However with the road safety and air quality benefits we know that road closures are here to stay. In fact, we are now getting people in other parts of the borough, near Lloyd Park for example, who are approaching the council for support to reduce traffic on their roads. The tables are turning.”

However, despite the boost from Mini-Holland money, more funding will be needed for other schemes. Some LIP funding has been made available as well as Section 106 money from developers. Parking income, which is ring-fenced for traffic related projects, can also be used.

“With lots of housing projects cropping up across the borough, you can expand existing infrastructure projects by using developers’ money,” says Valavan. “There is a strong public health argument to making these changes. You could argue that more should come from the council’s coffers for these schemes, as it could be a way of making people healthier and improving air quality, which could relieve some of the pressure on the NHS.”

He sees Waltham Forest’s streets being transformed within the next 10 years. “You will see even more people cycling in the borough, and people from all backgrounds. And once we have a decent infrastructure we can really start working to achieve behaviour change.”
PROJECTIONS ARE ALL ABOUT PEOPLE

A local community should play a key role in helping to shape a Liveable Neighbourhood, writes Project Centre’s Nichola Mansfield.

Over recent years councils have come to realise that involving the local community in decision making is the best way to ensure that a project is fit for purpose. There is no better way to do this than by simply asking them.

Engagement must be two-way, and consultations are a vital part of the jigsaw when it comes to creating a successful Liveable Neighbourhood. Consultation can no longer be a tick box exercise just before a scheme is implemented. It needs to be much wider and more inclusive, and there needs to be a full engagement strategy that is woven into the process and throughout the whole scheme.

Having designed both Mini-Holland and Liveable Neighbourhood schemes in accordance with the Healthy Streets guidance, we have learnt a lot about what not to do and what you definitely should do. Throughout each project the success comes back to two important factors: early engagement and community led design.

Early engagement

As officers, engineers and politicians, we all have an idea of what changes should be made from a technical and safety point of view. However, the community before any discussions and designs are started. This gives a very powerful message to residents and businesses that they are at the heart of a project. Often communities can feel that they are spoken at and decisions are made for them.

By using this methodology, we guarantee you will be surprised at the level of interaction. The hardest job is persuading local people that you really are starting with a blank canvas and that they do have a say in what will be delivered.

Early engagement serves as a tool to identify the key stakeholders (including residents, businesses, community groups etc) within a community and those that want to be involved. Targeting specific community groups, and meeting them face-to-face goes a long way to helping them understand your objectives and to come up with a solution that is suitable for different parties. Whether they agreed or disagreed with the proposal, the Mini-Holland consultations got neighbours talking. In Waltham Forest, it created new resident neighbourhood groups, and this is all part of the process that will make residents want to improve their street, improve air quality and create quieter and safer roads. By engaging the community early this will make the later consultation easier and allow a more progressive design to be agreed.

Workshops are a fantastic way to really investigate the issues that have been identified as part of the early engagement and look at realistic solutions to address these.

Liveable Neighbourhoods programme isn’t purely about engineering measures, it’s about changing the behaviour of those living and using those streets and spaces. What better way to get that buy-in then by asking: what do you want to see improved and what will make you a more active traveller? These questions should be posed to the
Community led design

Co-design is the next step in the engagement process. Bringing the community together to help design the scheme and understand the issues the engineers face provides them with an insight they do not normally get.

Workshops are a fantastic way to really investigate the issues that have been identified as part of the early engagement and look at realistic solutions to address these. Stakeholders representing the community are invited to attend sessions that look at the initial design ideas for the area and understand how their feedback from the early engagement has contributed towards them. Ideas are tested and explained, and the community has the opportunity to develop these ideas further or look at alternative solutions. The findings and discussions from the workshops are then fed into a final design proposal which is consulted on more formally.

Throughout this process regular communication to the wider community should focus on summarising feedback at the different stages, encouraging involvement and keeping stakeholders up-to-date on project milestones and achievements.

Complementary measures

We have learnt that complementary measures – such as additional trees, artwork, play streets, secure bike storage, cycle training and facilities outside schools – are often identified during the early engagement and co-design workshops. Measures like these can be very emotive for a community and really help to encourage buy-in to a scheme. These are the ‘smaller’ things that make a really big difference to how a
community feels about an area.

Yes, the funding is all about making neighbourhoods more enticing for active travel and there will always be a need for essential improvements such as the removal of parking and modal filters that may be disliked, but designing and implementing these positive measures can make or break the support for a scheme.

Trials

One-way of enabling residents and businesses to see the possibilities of the proposals and to know the outcome of the measures is to undertake trials. Trials of the more contentious measures such as modal filters, one-way systems etc are extremely useful in explaining to the community how the changes would work in practice, how the space could be used and the impact the measure would have on the neighbourhood and traffic flow.

Monitoring and evaluation

Monitoring and evaluation isn’t just important for funders, it’s important for you to understand how your audience is feeling, what they’re thinking and why. Perception surveys should be carried out at various points throughout the engagement, design and construction phases to show the change in opinion and support for a scheme. Perception surveys during the start of the project will provide valuable baseline data that you can measure against as well as understand what the community thinks of an area and the type of improvements they would like to see aiding the design process.

Costs

The cost for regular and in-depth engagement like this will be more expensive than previous schemes you have worked on, but the benefit of having an informed and involved community is worth it. You should allow 10% of your budget for engagement, but it can be cheaper, particularly if driven by technology such as map-based consultation which can provide a greater reach if promoted correctly.

Nichola Mansfield is Head of Marketing and Engagement at Project Centre
LESSONS LEARNT FROM MINI-HOLLAND

Before embarking on your Liveable Neighbourhoods journey, it makes sense to learn about the false starts, setbacks and success stories that shaped the Mini-Hollands programme, writes TfL’s Kate Balderson.

Outer London boroughs typically have less public transport and higher levels of car ownership than central or inner London, and the number of trips being made by active modes like cycling and walking is often quite low. Many journeys currently made by car could easily be cycled or walked so there is huge potential to increase active travel in outer London – if the infrastructure is in place to enable people to make this choice.

Launched in 2013, the Mini-Hollands programme invited outer London boroughs to bid for a share of £100m funding to make their streets cycle friendly. The three winning boroughs, Enfield, Kingston and Waltham Forest, each received around £30m – a revolutionary level of investment intended to completely transform the street environment in these boroughs.

Over 60 individual schemes were funded across the three boroughs, ranging from small changes like adding extra cycle parking, to major infrastructure projects like long segregated cycle routes on main roads. It’s early days but the results look promising, with a major study carried out by Dr Rachel Aldred of the University of Westminster showing that people living in Mini-Holland boroughs are already walking and cycling more than they did previously.

But what can Liveable Neighbourhood boroughs learn from the Mini-Hollands programme?

**Be clear about objectives**

Put time in at the start to work out what you want to achieve, and what it will take to get there.

To build good quality cycling and walking infrastructure you will need to make real changes to the streetscape and how road space is allocated.

Look at the most difficult sections first and think about how to deal with them. This might be a pinchpoint or a town centre area – anywhere were there are a lot of competing demands for road space.

Politicians need to understand what it will take to realise the vision. Most people support cycling and walking in theory but plans often get watered down when difficult decisions have to be made.

Political support was one of the things assessed when MH funding was allocated, and the stalwart commitment of councillors in Enfield, Waltham Forest and Kingston has been essential to the success of MHs.
Be realistic!

We want you to think big and be ambitious, but it’s important to be realistic too. All three Mini-Holland boroughs were over-optimistic in their bid documents about what they could deliver with the budget and how long it would take.

All three boroughs have had to de-scope projects because costs were higher than expected or because the projects just weren’t feasible. The timescales for the Mini-Hollands programme as a whole have extended well beyond what was originally envisaged.

Accurately estimating the cost of individual projects is so important and will help you make the most of your overall budget. You will need to work closely with contractors to use robust methods and aim to refine the estimated final cost at every stage of the project lifecycle. Include a sensible risk allowance for unexpected events and allow for optimism bias. Make value engineering a part of your design process to ensure your schemes are cost effective.

Understand the business case

It’s important to understand the business case for the individual projects or schemes in a programme, as well as for the programme as a whole. You will need to think carefully about the cost of a scheme and the benefits it will deliver. Some of the biggest impact schemes have the lowest cost – for example, restricting motor vehicle access to create quiet streets.

On the other hand, schemes such as junction upgrades can be very costly but may have limited impact unless they are part of a longer route.

Understand how projects work together within a programme and prioritise them, so if you do have to de-scope something you understand what the impact will be on the overall outcome.

Think long term

The Mini-Hollands programme is revolutionary in what it aims to do. Good benefit monitoring is essential to understanding what works, where it works and why it works, and the more we know about this the better we can do things in future.

We are trying to generate a major culture shift in the way people move around, and this won’t happen overnight. Benefit monitoring has to be seen as a long term process. All the Mini-Hollands boroughs are including automatic cycle counters in their major routes so they can track numbers continuously.

A single scheme in one location probably won’t be transformative – there has to be a long term commitment to healthy streets objectives to generate change. All the Mini-Hollands boroughs plan to continue spending on healthy streets projects beyond the end of the Mini-Hollands programme. This isn’t about spending the money and then moving on – it has to be part of the long term vision for an area.

Help us to help you!

At TFL we want to make sure the best possible Healthy Streets schemes get built, and deliver on the Mayor’s objective to make sure 80% of trips in London are made by walking, cycling or public transport by 2041.

Mini-Hollands put the emphasis on cycling but the focus now is on the more holistic Healthy Streets approach. Pedestrians and buses are a vital part of the picture and this has to be reflected in everything we do, from public communications to scheme design. TFL can offer support in a whole range of ways, so if you need support, do get in touch.

The most important thing is that TFL and the boroughs work together closely and with mutual trust. The Mini-Hollands programme has benefited hugely from the really positive and collaborative relationship between TFL and borough officers and politicians.

Meeting regularly helps us stay up to date with progress and identify and deal with issues early. If there is a problem, tell us – we want to help!

Kate Balderson is the Principal Scheme Sponsor for the Mini-Hollands programme at TFL.
After inauspicious beginnings, Enfield’s Mini-Holland is starting to deliver healthier and safer streets, the council’s former deputy leader Daniel Anderson tells Deniz Huseyin

Right from the moment Enfield became one of TfL’s Mini-Holland boroughs back in 2014, the rumbles of dissent began. Cllr Daniel Anderson, who until recently was the council’s Deputy Leader, recalls being verbally abused at public meetings: “It’s fair to say we faced considerable opposition. People referred to me - and still do - as the idiot who built the cycle lanes. But I can live with that. If I didn’t believe that it was the right thing to do I wouldn’t have done it.

“Very personal complaints were made against me from people trying to stop us on the most spurious of grounds. Many thought that if they could break me they could stop the scheme, but they were wrong.”

Nearly five years on from the winning bid, Anderson believes that attitudes towards Mini-Holland are changing. “Things have moved on. There are still those who are vehemently against such schemes and always will be, believing that all cyclists jump red lights and think cycle lanes are a complete waste of money. But those attitudes are diminishing.”

Anderson concedes that mistakes were made during the early days of the programme. He thinks the original schedule to implement the whole
programme in 17 months was wildly optimistic. “The first major scheme alone [the A105] has taken 18 months to complete, but the reality is no one had done anything like this before. It was only when it came down to the detailed planning of major construction works on a live network that it became obvious that the timeframe was completely unrealistic.”

Anderson took over the responsibility for the programme in 2015 when he became a cabinet member for environment, a year after Enfield won its Mini-Holland bid.

Minimising traffic disruption

With the wisdom of hindsight, Anderson urges any authority considering pedestrian and cyclist-friendly routes to ensure their vision is realistic. “You need to be clear from the outset when involving the community that they understand they have a voice, but not a veto, something experience has taught us. Indeed, I don’t think we particularly helped ourselves during the initial consultation period by asking questions such as ‘do you agree or disagree?’, which sort of implied that the scheme wouldn’t happen if sufficient numbers objected, which just wasn’t the case. As it was, even with the objectors, there were nonetheless many others very much in favour of the scheme.

“It is also essential to have detailed plans in place well before you start construction.” With the A105 project, the council took the decision not to roll out the changes sequentially one section after the next. “We wanted to reduce disruption to traffic as much as possible. So we avoided doing work on the busiest junctions at the busiest times of years. We avoided Christmas periods and did as much as possible during the quieter summer holidays. However, this led to other knock-on effects, such as segments being completed disjointedly, and so it was quite some time before reasonable stretches were completed and thereby usable.”

Nonetheless, some disruption to businesses is inevitable during major construction works, though mitigation measures were put in place to seek to limit the pain as much as was possible, Anderson says. “During the entirety of the works our contractors have ensured that a public liaison officer is in place to engage with businesses on a daily basis to help support them where and when it matters most, such as enabling and facilitating deliveries. We have also supported and encouraged businesses to apply to the Valuation Office Agency for possible business rate relief.”

Not surprisingly, taking steps to alleviate disruption slowed down implementation. Besides which, unforeseen problems can arise, particularly when involving utility works. “Believe it or not, we have no powers over utility companies and are very much at their mercy, and when it comes to working underground, utility workers can find things they didn’t know about such as low level electric wiring or gas pipes.”

Anderson was clear from the outset that the Cycle Enfield project was more than just about cycle lanes, and therefore set about building an interdisciplinary team. “I believed it was essential to involve our public health and business development teams to engage with the health sector and the business community. A number of businesses that were initially cynical later went on to support the programme. However, many have been keen to keep this low key given they have faced huge intimidation from objectors.”

One of the key concerns for businesses was the loss of parking spaces. The borough tried as much as possible to retain parking bays outside shops and

Enfield Council received £30m from the Mayor of London’s Mini-Hollands programme in 2014, together with a further £12m primarily from Transport for London via their Local Implementation Plan (LIP), private developers under Section 106 of the Town & Country Planning Act. Re-branded as Cycle Enfield, Enfield Council has embarked on a range of measures to improve cycling and walking conditions.

The first major project was the A105, with separate cycle lanes using a combination of full and semi-segregation measures along much of the route from Palmers Green to Enfield Town. Safe crossing points have been installed for pedestrians and cyclists.

Work on a further route along the A1010 from Edmonton to Ponders End is due for completion in July 2019.

Phase two of the A1010 project will see infrastructure changes to the northern section of the A1010 from Ponders End to Freezywater close to the border with Hertfordshire. The council is planning to install separate cycle tracks, again using semi-segregation measures, along most of the route, with safe crossing facilities at the major junctions. The scheme is due to be completed toward the end of Summer 2020.

The Cycle Enfield programme has seen the conversion of the Edmonton Green roundabout into a Dutch style roundabout, with separate lanes for cycles and improved pedestrian crossings.

Cycle Hubs have been installed at Enfield Town and Edmonton Green stations along with a number of Bikehangars on residential streets.

Complementary measures include free bike training, guided rides and second-hand markets offering affordable bikes.

Enfield council hopes these changes will help cycling in the borough rise from the current 0.7% to 5% of modal share over the next decade.

The local authority has now received a Liveable Neighbourhoods grant from TfL to improve junctions and parks in Enfield town centre (see page 45).
People referred to me as the idiot who built the cycle lanes. But I can live with that. If I didn’t believe that it was the right thing to do I wouldn’t have done it.

Anderson says there are three principles at the heart of Enfield’s Mini-Holland programme: to create safe cycling lanes; promote more active travel; and transform high streets and town centres.

As part of the Cycle Enfield programme, the council has planted more greenery along the new cycle routes. It has incorporated rain gardens, designed to take water off the highway and into soft landscaped areas so that water filters through the ground and is soaked up by the plants and shrubs. “Rain gardens are an effective way of dealing with surface water run-off.”

A joined-up network

The programme’s detractors argued that all cycle routes should be on Quietways or along riverbanks. “The bid was very clear; to create a network of cycle lanes across the major areas so they were easily accessible. If you confine cycle lanes to back routes then that’s not going to encourage lots of people to use them.

“Yes, the council is looking at incorporating Quietways as part of the solution. As for using river banks, they are not all under the council’s ownership and there were also safety concerns about cycling along them at night.”

In May 2017 a group called Save Our Green Lanes took the council to the High Court arguing that the Mini-Holland programme diverted private cars from Enfield’s high street while cycle lanes installed in Palmers Green and Enfield Town would worsen air pollution and have little or a negative effect on business.

However, the High Court dismissed the case – as they did on two further occasions – and ordered the group to pay the council’s costs.

Lessons were learned during the A105 project,
which has resulted in the A1010 works progressing more quickly, says Anderson. “Given our experience with the delivery of the A105, our quantity surveyors and engineers are now far better equipped to deliver the next major stretch of this extensive project more swiftly and efficiently.”

Anderson believes support for Mini-Holland will grow once a joined-up cycling network is in operation across the borough. “Once the north and south sections of the A1010 are completed and we get linking connections over the next four or five years, I think the borough will be a very different place.”

However, to encourage more residents to cycle, Anderson is clear that supportive infrastructure is essential, such as a reliable bike hire scheme, along with bike hubs and hangars. The council went live with a dockless hire scheme in March 2018, but just at the point of expansion a change in management and company direction saw Urbo withdraw from Enfield, Waltham Forest and Redbridge, stating that deployment across London no longer suited their business model.

Since then, Enfield has been trying to source an alternative scheme and is now working with London-based dockless bike hire firm Beryl, initially offering a trial pool of bikes to council staff, but with plans to roll out the bikes across the borough later this year.

Anderson is convinced that dockless bike hire will take off. “People have told me it makes sense for them to use hire bikes, particularly those that live in flats where it’s hard to store a bike. Hire bikes offer them a quick and convenient way of getting around.”

The council is also working with contractor Cyclehoop to provide secure Bikehangars – each of which can hold six bikes – as well as large Cycle Hubs at Edmonton Green and Enfield Town rail stations, which can store up to 50 bikes.

Anderson believes that the new infrastructure, along with training, will open up active travel to more people. “Most journeys in the borough are two miles or less. Those are journeys that could easily be made by bike or on foot. It is these short car journeys that are clogging up the roads.

“Given our growing population, if we don’t do anything our roads will get even more congested and air pollution will worsen. Our schemes are deliverable and we are already starting to see people of all ages and from different backgrounds getting on bikes. The only way we are going to reach out to people not used to riding a bike is to give them safe cycle lanes, otherwise they’re not going to do it.”
FROM CONCEPT TO COMPLETION

Enfield’s Richard Eason explains how the borough’s Mini-Holland team refined their approach after learning from early experience.

A network of continuous cycle routes is being laid down across the London borough of Enfield as a range of Mini-Holland projects start to come to fruition.

Richard Eason, the council’s Programme Director, says that good progress is now being made after a slow start. The early consultations were perhaps too drawn out, he says. “I think we spent longer on the consultation than we needed to, but I think we could have delivered it in a more engaging way. It was a closed rather than an interactive consultation, so we had angry people writing in and supportive people writing in – but they didn’t get to see each other’s perspectives.

“I don’t think we allocated sufficient resources to this phase. The announcement that we’d won the bid was made in late 2013. But it’s only once the council knew it would receive funding that it could start to put plans in place to start the delivery. This process took some time, including the necessary time to identify a suitable contractor. Looking back, there was a communication void during that time, when the community knew we had won the bid, but didn’t know what we were going to do.”

A clear sequence

When the Cycle Enfield programme was launched, the only point of reference was the bid document,
Most importantly, these quieter routes will be continuous: “We are going to do this properly – there will be no gaps. We’ve created a map for 2021 that shows our initial network and have ideas of how to develop a much denser network beyond that.”

Enfield is also benefitting from Liveable Neighbourhoods funding and through TfL’s Local Implementation Plan (LIP) and Section 106 money from developers.

The council plans to draw attention to these quiet routes by installing clear, easy to understand wayfinding. “There are loads of little cycling and walking cut-throughs that people don’t know about. Good signage will change that.”

Enfield is committed to meeting TfL’s London Cycling Design Standards. This sets out six core design outcomes: safety, directness, comfort, coherence, attractiveness and adaptability.

“We have incorporated some local palette decisions and we aim to be consistent. That means cycle tracks are a certain colour and there’s a uniformity to other features, such as the rain gardens planted along the corridor.”

Alongside good design, the council has sought to make the infrastructure as robust as possible to reduce future maintenance costs. “We have ensured we have used good quality materials. If you cut corners now, in a couple of years the council would have to pick up the bill. You need to take a longer-term view. Ensure the things you do are done well, because you will be judged on them.”

Usage of Enfield’s new cycle lanes is being monitored with automatic counters. “We are now getting 24/7 data of cycle usage, which gives us data that we can compare against data we collected before we delivered our interventions.”

Usage data for Palmers Green shows a 56%
increase in cycle journeys between the summer of 2016 and the summer of 2018. However, it is acknowledged that this is from a low base, with only 0.7% of journeys in Enfield made by bike before the programme started.

Besides gathering usage data, the council has also been conducting perception surveys. “This is about asking residents how they feel about their area, and their thoughts on traffic speeds and volume. The idea is you get some data before an intervention and then ask the same questions afterwards. If we get things right, we should start to see a shift in attitudes.”

There has been a clear generational split between those in favour and those against Mini-Holland. Data from some of the earlier consultations shows that the majority of local people aged over 65 were opposed to the scheme, while the majority of under-25s expressed support. It has emerged that there are many more older people than younger people participating in the consultations. “This suggests we were reaching an older audience who were perhaps more fearful of change, rather than the demographic who are more likely to become future users. Our method of engaging with communities must ensure we’re reaching a balanced audience,” says Eason.

Although Mini-Holland has provoked noisy protests, Eason thinks that there are many local people who are largely ambivalent about the programme. “Early on, a lot of people probably didn’t necessarily get what we were trying to do, but I don’t hear so many negative comments any more. People can now start to see the regeneration of town centres, more greenery being planted and can see that the road network still functions.”

With the new network taking shape, Enfield is attempting to encourage more local people to get in the saddle, especially in the more deprived areas. The council is offering free cycle training, Sunday bike rides, maintenance courses and Dr Bike repair sessions. “In the east of the borough we have more people who are on lower incomes, so once we put in a new route and create some new public realm we have hosted second-hand bike markets, enabling people to access affordable bikes.”

Eason concludes with some choice words of advice for authorities about to embark on walking and cycling infrastructure projects: “Build a really clear case for change that you can succinctly communicate to your community. Once you are moving into the phase of development, have a clear process of how you are going to engage with people in a meaningful way. And when you first deliver something, make sure it is a really positive exemplar of what you are trying to achieve.”
The use of a digital engagement tool enabled Waltham Forest council to connect with large numbers of local people and build consensus for better public space, writes Mike Saunders at Commonplace

One London borough has bucked the trend of worsening air quality and has reduced the number of residents exposed to dangerous Nitrous Oxides (NO2) by 85% in a decade.

Waltham Forest has made remarkable headway in changing local travel habits. A fundamental aspect of its policy was the widespread, continuous and comprehensive public engagement that underpinned political leadership.

Waltham Forest is host to key movement corridors such as Lea Bridge Road, which at times was getting up to 30,000 vehicles and 4,000 cycling movements a day. NO2 emissions in the area were reaching an all-time high, with the potential for road incidents increasing daily. In 2007, 58,000 residents (25% of the borough’s population of 235,655 at the time) were exposed to excessively high NO2 levels. To bring this figure down to roughly 6,300 in 2017 required concerted, borough-wide action that disrupted established norms of travel and access.

The borough faced interwoven challenges: to plan, instigate and fund the changes needed and, no less important, to persuade local residents to allow the radical changes to take place and get on board with them.

“Commonplace enabled the council’s leaders to understand the extent of support and objection to different elements of the schemes, beyond headline-grabbing actions and petitions.”

Political will and the civic shift

From the outset Waltham Forest knew that community and stakeholder engagement would be pivotal to the success of Mini-Holland. A key part of the council’s engagement strategy was to develop more in-depth conversations with residents and businesses, involving them in as much of the project as possible. With limited resources and time, online engagement using the Commonplace platform was fundamental to achieving comprehensive, continuous engagement at scale.

Commonplace was utilised to reach residents, businesses and visitors across 10 different locations in the borough, and enabled participation of more than 15,000 individuals, including a large proportion of people aged under 40 years. The digital functionality allowed for real-time assessment of feedback, supporting an informed decision-making process. Using the tool in this way also provided a level of consistency, which in turn fortified the reliability of the data gained.

With the high proportion of short car journeys indicating a strong reliance on this form of transport in the borough, the council knew that some of the proposed infrastructure changes would meet significant resistance.

The engagement strategy was diverse, comprising design workshops with residents and businesses, on-street surveys, drop-in sessions and door-knocking,
The Commonplace online system gives stakeholders the opportunity to state their priorities and main concerns

all supported by Commonplace. The variety of channels ensured a large cross-section of the community was reached.

But given the limited resources of the council team, it was clear that the only way to deliver the strategy was using a reliable and engaging digital platform.

The Commonplace structure

For each area-based engagement, a Commonplace site was launched with the following components:

- A landing page housing project information, linking to all other relevant pages.

- Design feedback tiles and a community heatmap. This feature allows contributors to make informed comments on proposed plans, whilst providing their views on the current state of the area.

- A dashboard. Accessed only by the Waltham Forest team, providing analysis on the contributor demographic, what they’re saying and why they’re saying it.

- Communications. Allowing communication and relevant project updates to be sent to subscribed contributors.

These features enabled the Waltham Forest team to communicate effectively with residents, so that everyone could see what was planned and help to shape it. The engagements were conducted at scale by collecting large volumes of information about the needs of the community using Community Heatmap and using this information to inform the design of each local development scheme.

The Design Feedback module allowed the council to present and consult on initial plans borough-wide, while the communication function allowed it to notify locals of drop-in sessions.

The collection of local Commonplace websites created a strong feedback loop between residents and the council and was crucial in overcoming resource limitations and enabling early participation and heightened awareness of the project.

Transparency

One of the benefits of the Commonplace platform is that it provides open access to all the engagement responses. Adopting this transparent approach increases trust in the project and the process, which in turn has a positive effect on participation, creating
more useful insights. The feedback is represented on the Commonplace heatmap using colours that represent the sentiment of each comment. Concerns are represented by red icons and positive feedback is represented by green icons.

Commonplace enabled the council’s leaders to understand the extent of support and objection to different elements of the schemes, beyond headline-grabbing actions and petitions. This made it possible to fine-tune plans to meet specific local objections and observations, rather than getting swept into a war of attrition with vocal protest.

**Digital Scalability**

Proposed plans for traffic calming, blocking rat runs, improving conditions for walking and cycling all required large-scale consensus building. For each area Commonplace collected a clear evidence base to support change and provided comparative data to inform strategy. The data represented in the graph illustrates which issues are most important to the community.

A range of engagement tools were employed by Waltham Forest Council to gauge public opinion (above left) instantly shows large scale consensus for the need to improve public space, road safety, and reduce traffic throughout the borough. As a result, the area has seen the introduction of 104 improved pedestrian crossings, 15 new pocket parks and the planting of more than 660 new trees; speed limits have since been reduced to 20mph on most residential roads and some main routes.

For such far-reaching change to take place Waltham Forest Council needed quantifiable data, and they were able to get this through using Commonplace.

**Community involvement**

By engaging stakeholders within the community at an earlier stage, Waltham Forest Council allowed their suggestions to shape the final proposals, and thus gained a better level of engagement.

The voice of community members, if not expressed in an open and transparent forum, could lead to a distorted representation of pressing community concerns, as well as the misjudgement of aspects of the community stakeholders love.

Within the range of engagement tools employed by Waltham Forest Council, the digital component allowed a dramatically wide reach and real-time appraisal of support for quite granular features of the programme. The rate of response to the online engagement also highlighted a significant shift in preferred means of participation; people want to have visibility of feedback from their fellow community members, but also appreciate the ability to do so from their homes.

Locals now have improved walkability and bikeability within the area, and NO2 levels have reduced significantly. With proposed changes as ambitious as they were, success in this case is largely attributed to the emphasis placed on community involvement and large-scale consensus, placing the people’s future in their own hands.

**Mike Saunders** is Chief Executive of Commonplace
HOW ‘GO CYCLE’ GOT ON THE RIGHT TRACK

A change of political control in Kingston upon Thames may have slowed down the roll-out of Mini-Holland, but Cllr Hilary Gander says she now plans to ‘pull out all the stops’ to deliver the programme

Hilary Gander has witnessed a few political twists and turns since the Royal Borough of Kingston upon Thames secured Mini-Holland funding five years ago. The LibDem council won the £32.7m grant in 2014, but the following year control of the council switched to the Conservatives.

Then, at last year’s local elections, the Lib Dems returned to power. Which means that Gander, as Portfolio Holder for Environment & Sustainable Transport, has been handed the exciting opportunity of shaping the remaining Mini-Holland schemes.

Cross-party support

Despite the changes in cabinet control, Mini-Holland has continued thanks to cross-party support, Gander says. “I am a keen advocate for cycling and, while in opposition, I was part of the cross-party working group. And, clearly, cross-party support helps as you don’t want to be fighting among yourselves.”

The shift from a LibDem to a Tory administration immediately after the funding was won undeniably slowed down Mini-Holland, says Gander. “Being generous, I’d say it’s only natural that when your administration begins there is a lot you have to deal with. So, yes, we did lose some time at the beginning of the programme but it did pick up pace later.

“At one time I was frustrated and worried we would run out of time. But TfL has given us more time to finish the programme, which is a great relief.”

Now she’s at the helm, Gander says she is determined to “accelerate the programme”. She states: “I want to pull out all the stops and deliver as many schemes as we can over the next few years.”

Kingston’s Go Cycle programme seeks to create a network of schemes running into the town centre from key locations across the borough. “In our case it was about having protected space on main roads, with a cycle track separate from motorised traffic.”

Knowledge is strength

Gander advises politicians to forge close working relationships with their officers. “As the responsible portfolio holder, you need to get as close as possible to the project without treading on officers’ toes. Officers are the experts but it makes sense to pay attention to detail. You should know enough so that, if you come up against a resident or opposition councillor who is against a scheme, you have all the answers.”

Knowledge is strength, says Gander. “By having the right information at your disposal you can challenge rumours. It is important to develop good
It is important to develop good lines of communication with the public. It would be a tragedy to win funding and then see it go to waste because of misinformation and unfounded fears.

Lines of communication with the public. It would be a tragedy to win funding and then see it go to waste because of misinformation and unfounded fears. So, you need to be as transparent as possible, not only with the public but with everyone within the council on all sides.”

A key strategy for challenging a scheme’s opponents is to highlight the adverse impact of motorised traffic on air quality, says Gander. “We need to make clear the harm emissions are doing to our children. It is a crazy situation to have parents sitting in cars outside a school with their engines running while children are walking past.”

Gander says that Kingston is keen to introduce ‘School Streets’ to limit motor vehicles at times when children are arriving and leaving and is planning trial schemes.

Later in the year, the administration is committed to running an Air Quality Citizens’ Assembly to get a cross-section of Kingston residents involved in making decisions about what actions to take to reduce and mitigate air pollution.

Inclusive schemes

Gander says that Kingston must acknowledge genuine concerns about the programme. For example, the council has actively engaged with...
people with visual impairments who have raised issues about bus stop boarders and bypasses in Kingston town centre.

“We have worked out some adaptations to improve safety for those who are visually impaired. We’re investigating raised bumps in the ground so that visually impaired people with white sticks can find their way across Kingston station forecourt.”

Engaging with stakeholders ensures that changes can be made to a scheme even after it is installed, says Gander. One example involved providing cyclists with an additional dropped kerb in Kingston town centre. “You need to be able to take into account the feedback you get and make tweaks where necessary.”

**Cycle parking**

Keeping up with requests for more cycle parking has been a challenge, Gander admits. “There aren’t enough cycle racks. We can’t keep up with demand. As soon as we put in more cycle racks they get filled. I’m not complaining; it’s brilliant. But we need to find space and work out where to install more racks.”

She adds: “Building close links with local cycling advocates, in our case Kingston Cycling Campaign who are part of the London Cycling Campaign network, is a good way to get the gaps identified. What we’ve found is we’ve been able to place a handful of racks on district shopping parades to transform how welcoming they are for cyclists and benefit local businesses.”

The take-up in cycling has been most notable in Kingston where segregated cycle routes have been installed. Monitoring by the council has revealed big rises in the numbers cycling on Portsmouth Road (see panel right).

“We are encouraging people to take up cycling by offering free training and free Dr Bike sessions so they can have bikes maintained and fixed,” says Gander. “We are also offering people the chance to try out a bike or a cargo bike free of charge.”

The council has also undertaken consultation to roll out a 20mph limit in the borough.

**Safety first**

The provision of safe, segregated cycle tracks is encouraging parents to cycle with their children, Gander observes. “Cycle lanes in Kingston used to be disjointed. You’d have a little bit of paint here and there on the road. But now on Portsmouth Road, for example, there is a mile and half of segregated track. It’s alongside the Thames, so there are just a couple of crossing points.”

Gander describes herself as a “passionate cyclist”. “I have cycled since I was six, typically it has been for fun – at weekends and during holidays. But in recent years I have been cycling around Kingston because it makes sense. It is quite a compact borough; you can ride along routes with beautiful views. It’s a good way to get around.”

Ideally, the roads would be welcoming and safe for all users, says Gander. “That would be my ultimate preference. I’d like to think we could share the roads and be courteous to one another. But, sadly, that is pie in the sky because of the number of cars of the road and peoples’ impatience caused by congestion.

“I’m a confident cyclist but if I am going to get other people to share my enjoyment then we are going to need more segregated cycle lanes.”

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The Royal Borough of Kingston upon Thames was allocated £32.7m from the Mayor of London’s Mini-Hollands programme in 2014. The council has so far completed three projects: Portsmouth Road, Kingston High Street and Surbiton to Kingston.

Portsmouth Road, the first project to be completed, features a 1.5km fully segregated two-way cycle lane.

Changes have also been made to Queens Promenade, which runs along the Thames, with landscaping, new planted trees, seating and natural stone paving.

The number of cycle trips on Portsmouth Road is rising, according to the council’s monitoring data. The numbers cycling in the weekday morning peak hour have increased by up to 107% since the scheme was completed.

The Kingston High Street scheme, completed in August 2018, extends the Portsmouth Road segregated cycle lane north along High Street towards Kingston town centre. Features include a raised zebra crossing, an additional footway and the removal of a right turn pocket.

The Surbiton to Kingston scheme included various interventions in a number of streets, including filtered permeability, Quietways and fully segregated cycle lanes.

A further five projects are currently under construction: Wheatfield Way, which will be finished by summer 2019; as will a new 1.2km traffic-free walking and cycling path between New Malden and Raynes Park; Pennlyn Road, due to be ready in early 2020; Kingston Station; and Kingston to Kingston Vale, which are due to be completed by summer 2020.

The Kingston Station scheme has created a new public plaza with an extended pedestrian area, and will provide a new ‘green link’ towards the River Thames and a new cycle hub. The council approved a ninth scheme – on Ewell Road between Surbiton and Tolworth – in November 2018, and construction work could begin before the end of 2019.

Many of the schemes include fully segregated cycle tracks, and any shared used areas incorporated into the schemes are being developed in collaboration with disability and cycling groups.

More cycle racks are being provided in town centres to meet growing demand and, so far, over 50 Bikehangars have been installed on housing estates across the borough.
Tony Antoniou, Kingston’s Mini-Holland consultant Programme Director, on why it makes sense to start with a relatively straightforward and eye-catching scheme that wins public support.

For some boroughs, securing Liveable Neighbourhood funding will be the first step towards developing a network of routes that are safe for pedestrians and cyclists. For this reason it’s helpful to “start with a winner”, says Tony Antoniou, consultant Programme Director on behalf of the Royal Borough of Kingston upon Thames.

“If the first project goes wrong, perhaps because it was too difficult, too contentious or too big, it will set the tone for the rest of the programme you are planning to deliver,” he explains. “Conversely, if you start with a project that is simpler, it will attract support from champions who can better see and understand the benefits and advocate for the programme.”

By starting in this way, an authority can refine and evolve its procedures as it moves on to more...
challenging schemes, says Antoniou. “That first scheme becomes a showcase for what is to follow.”

Good engagement pays off

This was the approach taken in Kingston, which began with the Portsmouth Road scheme. “It was a good choice, as it is a residential area with no businesses, with homes on one side of the route and the Thames on the other. So, there weren’t lots of junctions or substantial levels of traffic or parking to contend with.”

Kingston’s Mini-Holland comprises a range of schemes including linear ‘network’ routes, and other ‘landmark’ schemes with more public realm and regeneration components.

The schemes most likely to face opposition are often those where drivers experience changes to their usual routes, Antoniou points out. “If you are installing a segregated track next to a road, which still allows people to drive from A to B they might have misgivings but, on the whole, they can live with it. But as soon as you tell drivers they can no longer go down a particular street they tend to get upset.”

So far, the council has approved nine Mini-Holland schemes for construction, and in each case amendments have been made after feedback from residents and businesses, says Antoniou.

“I think this is testament to the level of engagement. It is good to keep an open mind so you can amend the design once you receive feedback from the consultation. This has happened with every scheme, and sometimes we have made significant adjustments such as moving a proposed cycle path to another road. The council can make these changes if the feedback justifies it.”

However, councils should be careful not to give the impression that it is holding a referendum, says Antoniou. “Rather than asking, ‘do you support or oppose the proposed scheme’, it is better to seek views and feedback on how to improve the proposals and then make the changes based on local opinion.”

Temporary traffic lights

It is also vital to work closely with interested parties, Antoniou points out. “We have developed strong relationships with other organisations including Thames Water, Network Rail and adjacent boroughs. This is critical to project delivery.”

If he could start the Mini-Holland project again, Antoniou says he would allow more time for extended engagement with politicians, residents and businesses on a couple of the more contentious schemes. He would also factor in more time to deal with disruption during construction works. The use of temporary traffic lights during construction did not always go to plan, he says.

“The temporary traffic lights sometimes failed and when that happens you can have enormous congestion. So, take extra care when deploying temporary traffic lights. They are less reliable than”
permanent traffic lights, so minimise their use and be prepared for them to fail.

An important consideration with any scheme is ensuring the right balance between cost and quality. When submitting its bid for Mini-Holland funding, Kingston made a distinction between showcase landmark projects and network projects designed to connect two places, says Antoniou.

“Landmark schemes typically include a higher specification of materials to increase the regenerative impact of the project. But budgets are limited so you have to make design and materials decisions with care. For example, the use of granite or the inclusion of continuous footway crossings will be more expensive and therefore not always affordable.

Making space for semi-segregation

Initially, Kingston had planned to install light segregation features for its network projects. “However, after Kingston was awarded Mini-Holland status and began undertaking feasibility designs on the various schemes it was found that semi-segregation is sometimes not feasible or suitable,” says Antoniou.

The main reason for this was to do with ensuring minimum widths for carriageways and footways. “Sufficient space and width for both carriageway and footway must be maintained whenever new cycle lanes are incorporated within an existing highway. * However, in Kingston it is often the case that there is insufficient width across the existing carriageway to incorporate new cycle lanes whilst retaining the minimum required carriageway width. This makes it necessary to reduce the width of the footway in order to make space for the new cycle lane.”

In these cases, the council considered two options:

- Extend and widen the existing footway into the carriageway, and then segregate and designate some of the newly widened footway as a cycle lane, or
- Extend and widen the carriageway into the footway, and then designate some of the newly widened carriageway as a cycle lane using low-cost semi-segregation features.

“Both of these options involve more potential impacts with sub-surface utilities than merely affixing semi-segregation features into an existing carriageway. This means both options are generally more expensive to deliver,” says Antoniou.

“However, option one results in an increased level of segregation for cyclists from motorised vehicles, and the cost of widening footways is normally less expensive than widening carriageways.”

This meant that more full segregation has been implemented than originally planned. “Fully segregated cycle lanes are better for cyclists, but it costs more than semi-segregation so something has to give elsewhere in the programme. Any council preparing a bid for cycle lanes should consider the extent to which their highways are able to incorporate light and full segregation.”

* All new cycle routes in London must now satisfy six quality criteria in order to receive funding from Transport for London. The criteria will be included in an update of the 2015 London Cycle Design Standards. Find out more at: https://tinyurl.com/yxavseqs
CARVING OUT NEW ROUTES WITH ORCAS & WANDS

Semi-segregation measures are a practical and effective way of rolling out protected cycle lanes, writes Urban Movement’s Brian Deegan

The Liveable Neighbourhoods programme has helped many innovations become mainstream transport solutions. Ideas such as parklets, play streets or pocket parks were trialled and tested as part of this programme.

One of the biggest and potentially most far-reaching innovations has been the use of light segregation or protected bike lanes. The best example of this approach in the UK is on the A105 in the London borough of Enfield. This 6km route was used as a case study by the International Transport forum in their paper *Light Protection of Cycle lanes* and so the design decisions made by Enfield are having a global influence.

**A visible reminder**

Enfield used a combination of wands, orcas and mini orcas. The wands were used at the start of a protected run, after side roads and on bends. This was to provide maximum visibility to traffic merging from side roads to keep the space for cycling clear. Likewise, on bends motor traffic can sometimes ‘cut the corner’ and encroach in cycle lanes so the wands help make it clear that the protection is still in place. This also serves as a visible reminder to motorcyclists who are most at risk from objects placed in the carriageway. The wands are flexible and so will not damage or be damaged when struck by motor vehicles. They serve to encourage lane discipline and have been shown to be hugely effective at this. Orcas were the main type of protection used along the A105. These are profiled to be forgiving should a cycle wheel hit one as they are chamfered on one side. On the side facing general traffic there is a full step to deter encroachment.

“Wands provide maximum visibility to traffic merging from side roads to keep the space for cycling clear”

Mini orcas were only used in combination with the orcas as crossovers. These lower units of protection maintained the effect of the larger units but meant that car wheels could easily pass over them when moving slowly to access driveways. Without these units there would have been long sections without protection due to the number of driveways and the effect of the protection in discouraging encroachment would have been lost.

**Optical illusions**

Low-level orcas and mini orcas have been associated with trip hazards for pedestrians in some street contexts and so perhaps the WandOrca, first developed for Greenwich, is the most applicable of the protective products so far. It combines the vertical and highly visible aspects of a wand with the linear protective qualities of an orca. If the protection is long and low level then it creates the optical illusion of being longer than it actually is due to the way people’s perception works.

A vertical wand appears only to protect the specific space where it is placed whereas longer objects appear to define a clear space for a longer distance. Low-level separators, therefore, can have quite large
gaps between them, meaning that people can cross the road between them and service vehicles can pull into the kerb to clean gullies or fix street lighting.

The effect is purely on passing traffic, which perceives the protection as continuous or near enough as to discourage encroachment. Wands used in isolation need to be placed closer together to have the same effect. The combination of these horizontal and vertical visual effects can offer the optimum amount of protection combined with passive safety.

The future of protected bike lanes is hard to say as the market has provided dozens of different separator devices.

There is, however, one area where most of the separators do fall flat and that is in terms of aesthetic appearance. It is difficult to find an object that reflects the character of an area whilst still maintaining maximum visibility. Perhaps the use of green infrastructure will become more prevalent with planters or sustainable drainage adding the protection. There currently exists no cheap way of offering this solution but designers around the world are waking up the benefits of protected bike lanes and so the future looks bright.

Brian Deegan is Design Engineer at Urban Movement.
The Mini-Hollands programme enabled TfL to test the network planning process shown in Chapter Two of the 2014 London Cycling Design Standards (LCDS). Mesh Density, Porosity and Filtered Permeability were existing terms used to describe cycle network features, but, before Mini-Holland, they had not been used together to achieve modal shift.

Both Enfield and Waltham Forest had infrastructure bids with segregated main roads and filtered neighbourhoods and the LCDS theory was that if these things were done in combination then modal shift would take place.

**Mesh density**

The evidence to support this claim appeared in my paper *Cycle Infrastructure in London* for the Institute of Civil Engineering. The paper looked at ten years of cycle network delivery across all 33 local authorities in the capital from 2001 to 2011 and concluded that boroughs combining these approaches saw a greater increase in cycling than those that focussed on other methods.

The evidence from Mini Holland backs up this conclusion and suggests that, if transferred into the Liveable Neighbourhoods programme, the combined approach should promote modal shift. Mesh Density refers to the number of cycle network routes within an area and the extent to which they interact.

**Figure 1** above shows existing cycle routes of Enfield in dark blue. They do not connect to form any mesh as they are spread out and unconnected. The thinner grey lines show the planned cycle routes and, when delivered, 70% of Enfield will have a reasonable network coverage, with routes available every km in any direction. The area colours are a key to how wide the mesh density is. Green means a tight mesh density of 800m or lower and red means beyond 1.4km. The Dutch have a standard mesh

*Ideally, areas bound by busier roads would act as Liveable Neighbourhoods if through-traffic was restricted. Waltham Forest’s village approach is the most successful example of this filtering approach."

**BREAKING DOWN THE BARRIERS TO LIVEABLE NEIGHBOURHOODS**

Developing a reasonably dense network of interconnected cycle routes and eradicating through-traffic in the areas between them will help deliver modal shift. writes Brian Deegan at Urban Movement
Porosity refers to the areas bound by busy roads that require skills in excess of Level 2 Bikeability. These busy roads become barriers to cycling and can cause neighbourhood severance. If a crossing is in place, then this acts as a Gateway across the barrier allowing cyclists to access the quieter streets on the other side. Figure 2 shows the porosity of Enfield before the Mini-Holland project and Figure 3 shows the porosity once the project is completed. Areas shown in green have Gateway crossings into and out of the bound areas. Areas shown in orange have only one Gateway and areas shown in red are inaccessible to those with Level 2 Bikeability. The new crossing points or Gateways planned in Enfield take porosity from 12% fully opened to 74% fully opened.

Restricting through traffic

Ideally, areas bound by busier roads would act as Liveable Neighbourhoods if through-traffic was restricted. Waltham Forest’s village approach is the most successful example of this filtering approach, showing the benefits of the unified network planning approach in terms of public health and air quality.

TFL published the Strategic Cycling Analysis in June 2017, which highlights corridors where the demand for cycling facilities is at its highest. Most of these corridors are currently acting as barriers to cycling that need to be passed but each, in turn, can be converted to enable cycling rather than restrict it. This will increase the network mesh density and expand the fully opened porous areas of London so that more people can benefit from cycling.

Proposal 3 in the Mayor’s Transport Strategy aims to deliver a London-wide strategic cycle network, with new, high quality, safe routes and improved infrastructure to tackle barriers to cycling for both shorter and longer trips. By 2041, 70% of Londoners will live within 400 metres of the London-wide strategic cycle network, the proposal states.

Area-led filtering

It is the combination of both area and route treatments that yields the best results. The planning can happen strategically, but the decisions must come locally. Area-led filtering must be in place to support corridor schemes. A parklet or a play street helps spread the message locally, showing there is a cleaner, more efficient means of travel available.

Every person in London should have access to a high-quality cycle network should they choose to travel by this mode. We all benefit from every person who makes this switch. Thanks to these projects we know the solutions and have the evidence that they work so now it is time to deliver Liveable Neighbourhoods en masse.

Brian Deegan is Design Engineer at Urban Movement.
MAKE SURE YOU ARE COLLECTING THE RIGHT DATA

An effective measurement plan is vital if councils are to build evidence that shows a project is achieving its aims, writes Timothy Hopkins.

In planning public projects, it’s important to work out how to measure success, both to show the public what we have achieved and to improve our understanding of what kinds of interventions work best. Good benefits management means being clear about what will change as a result of a project, estimating how much change we expect to see, and then measuring the change we deliver.

No single project, or group of projects, will achieve a borough’s or TfL’s strategic goals – the first thing to do is to be absolutely clear about which strategic aims we intend a scheme to contribute to, and how that contribution will be made.

Once we know what change we expect, the next step is to think how best to measure that change. Sometimes that will be direct and obvious; if a scheme is intended to increase cycling in an area, then we can measure that by counting cyclists. At other times, the relationship may be slightly less direct. For example, if we are trying to improve local air quality by reducing freight traffic it may be quicker, easier and more accurate to measure freight traffic levels rather than measure pollution.

Although our overall focus is on borough-wide and city-wide improvements to air quality, mode share or public health, often it makes sense to use clearer, more localised measures. The point, always, is to use measures that show that the project has achieved what it set out to do.

Where possible, we should use data we already collect, rather than unnecessarily spending the project’s money on new data collection – where we need to measure key benefits, however, we must be prepared to spend the necessary money. It makes sense to get feedback on results as quickly as possible after implementation.

All that thinking needs to be done at the very early project stages – ahead of beginning to implement the scheme – so that the relevant baselines can be measured and the information stored.

The approaches outlined above are not rules, or even guidelines, because there is no one-size-fits-all measurement plan. TfL will work with boroughs through the development of the project to ensure it has a measurement plan we are all happy with, with clear responsibilities, timescales and budgets where necessary.

Timothy Hopkins is Principal Delivery Planner (Benefits Management) at TfL.
GOOD DATA CAN DELIVER SUSTAINABLE TRANSPORT SOLUTIONS

The City Planner tool identifies the best places for investment as well as informing behaviour change measures and shaping design solutions, writes Hassan Mohamad and Rachel Birrell

TfL’s Liveable Neighbourhoods programme is the continuation of a Healthy Streets design revolution that builds on the work initiated under the Mini-Hollands programme.

People are inherently different in their behaviour. This applies directly to the way people travel and move around dense and urban areas. As such, it is only right that we re-design our streets and urban environment and make them more fit for purpose and people-focused to encourage more sustainable travel behaviours.

In developing and creating the Liveable Neighbourhoods programmes, TfL has built on the Mini-Holland projects, with a focus on delivering change across a wide area but with an emphasis on delivering outcomes for all sustainable modes. This includes looking at changes to: increase walking, cycling and public transport use; reduce car use and the dominance of motor vehicles; reduce sources of road danger; and the creation of safer, more attractive neighbourhoods for people. A Liveable Neighbourhood can include a range of locations and design interventions; the focus is on delivering the right solution in the right location.

To support this approach, TfL’s City Planner has been used to help inform the potential opportunities, needs and priorities for locations. City Planner is a GIS based tool that brings together a range of transport and other spatial datasets to provide insight and inform the priorities and opportunities for delivering the Mayor’s Transport Strategy objectives spatially. The datasets include walking and cycling potential, reported crime risks and car/van ownership per household. The City Planner tool is particularly useful in the early development of schemes, both to identify areas for investment and in outcome definition.

The City Planner provides legible, simple, accessible analysis across a range of spatial datasets that can inform the development of schemes and behaviour change measures. For example, origin and destination data is available to help understand where people are travelling and trip lengths. Other data, such as cycling potential or car-only walking pedestrian density, can help inform the opportunities and priority locations for encouraging more active and sustainable travel.

Like Mini-Holland, Liveable Neighbourhoods projects are generational impact projects. They seek to improve the quality of people’s lives by providing better choices and options for moving around communities and urban environments and, in doing so, improving people’s health. The fundamental target of Liveable Neighbourhoods is to establish a better realisation of walking and cycling modes by replacing unnecessary local car trips.

Travel habits are dependent on ‘influences’ that have affected the particular environment in which the person or building is within. As such, it differs from place to place and so requires unique solutions depending on location. A special focus on creating environments that are inclusive and accessible for all becomes necessary. By designing for the most vulnerable, we can deliver more sustainable travel options to a greater number of people.

It is vital that non-infrastructure measures are in place so that new generations of people understand the significant benefits and value that active travel choices bring. This is done by clearly creating positive influences on their lives - personalising benefits to different social groups and catering for different needs.

Solutions must take account of needs relating to people’s perceptions and physical abilities in order to create accessible, inclusive and safe transport infrastructure. Therefore, by using data to help inform design solutions, Liveable Neighbourhoods projects can deliver transport solutions fit for complex, dense and busy cities like London.

Hassan Mohamad is Portfolio Sponsor - Liveable Neighbourhoods and Rachel Birrell is City Planner at TfL.
The Liveable Neighbourhoods programme is awarding £139m over the next five years to improve local environments across the capital by making it easier to travel on foot and bike and to use public transport. The first round of funding was in 2017/18, with £89m awarded so far.

The scheme was set up to deliver Mayor of London Sadiq Khan’s Healthy Streets Approach. In his draft Transport Strategy, the mayor said he wants to increase the proportion of trips made on foot, by cycle or public transport from the current 64% to 80% by 2041.

Last year the first round of funding was allocated to seven London boroughs: Ealing, Greenwich, Hackney, Haringey, Havering, Lewisham and Waltham Forest.

**West Ealing, Ealing**

Ealing Council has drawn up plans to make West Ealing more ‘vibrant’ by reducing car dependency in the area and making it easier to get around on foot or by bike. Residents and community groups are being consulted on how best to use the £8.7m Liveable Neighbourhoods grant.*

A major element of the project will be the reconfiguration of Uxbridge Road to provide more space for those walking and cycling.

Ealing Council says the project will “revolutionise” perceptions of major roads throughout London. The authority is currently working with TfL to test different models.

As part of the project, street art has been commissioned, with the Open Ealing arts group painting utility boxes in the area. The graphics were designed to reflect the diversity of West Ealing.

‘Colourful crossings’ are also being installed across the borough to encourage residents to use passageways that connect to the Uxbridge Road. The crossings are designed to create a more attractive and safer environment to encourage people to walk, cycle or use public transport. The council is also installing ‘parklets’ where parking bays are turned into spaces where people can sit down and relax.

*All figures in this section refer to the estimated final cost of projects (total TfL and borough funding).
This scheme aims to transform Greenwich Town Centre by removing the gyratory system and allocating more space to pedestrians, in particular the approach to the World Heritage Site. The chief aims of the scheme, which will receive £5.4m from TfL, are to reduce congestion in the town centre and make it more efficient for business deliveries and safer for people walking and cycling.

The council is consulting the local community and says it will use feedback to develop the detail of the project. The gyratory, which comprises two or three traffic lanes running clockwise through Greenwich town centre, was introduced in the 1970s when visitor numbers and traffic levels were much lower than they are now, says the council.

“The number of people walking, cycling, using public transport and private motor vehicles has greatly increased since the one-way system was introduced. The pavements are very narrow and there are almost no facilities for people travelling by bike.” The one-way arrangement was designed for traffic at the expense of people. The scheme will address this.

Routes for general traffic and buses would run through the town centre rather than circling around it while wide, direct pedestrian crossings would be provided on all crossings with a segregated two-way cycle track introduced to connect to Cycle Superhighway 4 west towards central London and east towards Woolwich.

Hackney Council is to get £11.4m from TfL to reduce traffic in the area and redesign three junctions - Pembury Circus, Mare Street/Graham Road, and Mare Street/Well Street - to make them safer for walking and cycling, and public transport users.

The council is asking local people and businesses in Hackney Central what they think about transport and public spaces in the area so this can feed into proposals. Once the council has feedback from this engagement work, it will be consulting on detailed plans for the Liveable Neighbourhood in the autumn. This information will be used to put together detailed proposals for Hackney Central. Work is due to start in early 2020, and be completed in 2023/24.

Haringey council has secured £5.8m from TfL to deliver improvements to Crouch End. The project aims to achieve a significant modal shift away from car usage and to encourage more people to walk and cycle, tackling congestion and improving air quality and residents’ wellbeing.

The proposals look to create a new square...
incorporating the clock tower, which is currently surrounded by traffic on all sides. Segregated cycle routes will feed the town centre, pedestrian crossings will be improved and traffic will be reduced on residential streets with new modal filters, says the council.

There are also proposals to reallocate road space and close some parts of roads to vehicular traffic. Pre-engagement of the scheme took place from November 2018 to January 2019. This included an online survey and three drop-in sessions in Crouch End. The council found there was an “overwhelming desire for improvements in the area to make it better and safer for walking and cycling” as well as improved public transport, especially from Crouch End to Highgate.

Based on the pre-engagement responses, the council agreed that the objectives of the scheme should focus on: improved, safer infrastructure; better pavements in pedestrian areas with more places to stop and rest; measures to improve air quality; measures to reduce traffic volume and speed.

Romford Town Centre, Havering

This scheme seeks to provide well-connected and safe pedestrian and cycle routes to Romford centre, improving road safety and providing reliable and efficient access for buses.

This will involve a range of improvements including: new pedestrian crossings to replace subways on key desire lines; pedestrian priority on side roads; improved cycle links and crossings to permeate the ring road; traffic calming measures; bus priority measures including a proposed bus lane.

The council will receive £7.1m in Liveable Neighbourhoods funding from TfL.

So far, traffic data has been collected for the entire ring road, which will help inform the design.

The Liveable Neighbourhoods scheme is a part of Havering’s wider ambitions for Romford, says the council. “Regeneration is taking place on Waterloo estate, part of Havering Council’s 12 Estates joint venture with Waters Residential, and Bridge Close, a joint venture with Savills/First Base, together with the public consultation that is currently underway on the Masterplan for Romford. We are working hard to make sure Romford becomes an even better place that people want to live, visit and spend time.”

Deptford Parks, Lewisham

Lewisham Council is to receive £2m from TfL to introduce new restrictions in North Deptford to reduce traffic. The Deptford Parks project is focused on the area surround Folkestone Gardens, Deptford Park and Fordham Park.

The council worked with park user group Deptford Folk, walking and cycling charity Sustrans and other local groups on a community street design project for Rolt Street and Folkestone Gardens. This led to a set of proposals that reimagines the area, which will be incorporated into the Liveable Neighbourhoods project.

Walking and cycling will be transformed by a new north-south traffic-free route along the former Grand Surrey Canal, new ‘Copenhagen Crossings’ to prioritise pedestrians at side roads. New cycle routes through the park will link to the proposed new Bakerloo line station at New Cross Gate. Other features of the scheme will be new cycle parking, seating, trees and street lighting for the area.

Deptford suffers from deprivation, communities cut off by dangerous roads and railway lines, poor air quality and childhood obesity. The council aims to tackle these issues by creating safe places to walk and cycle, reducing the amount of cars on the roads as well as creating attractive places to sit and relax.

The project is due to be implemented by 2022.
Waltham Forest Council is to receive £2.3m in Liveable Neighbourhoods funding to develop the Coppermill area. The location was chosen to extend the improvements of the previous Mini-Holland village schemes, to the borough’s boundary with Hackney, improving links to the Walthamstow Wetlands, a 211-hectare Thames Water reservoir site, and Walthamstow market.

The scheme would also support the expected population growth from planned new developments, including the 2,500 homes beside Blackhorse Road Tube station and a further 300 by Lea Bridge station, the council reports.

This area has uniquely different challenges to the former village and town centre schemes, in that the main business sector within the scheme is industrial and there is no central retail hub.

The area also houses the borough’s recycling and refuse centre, which generates large volumes of traffic along residential roads.

The bid included plans for a Cycle Street along Coppermill Lane, a key route from Walthamstow into Hackney, passing the Walthamstow Wetlands as well as plans to reduce local rat-running, while also improving road safety through improved crossings, junctions and enhancing the public realm.

Perception survey

Last year the council’s bid was approved by TfL, which saw the team begin Stage 1 of the scheme, which has included a first round of resident engagement, starting with a perception survey using the Commonplace website in summer 2018, some drop in sessions at key points identified from the survey, community feedback signs and a ‘walk and cycle’ around the area with residents.

Stage 1 also included a comprehensive Monitoring Plan to undertake a range of surveys and record baseline data; and also the formation of a Behaviour Change Plan to initiate the development of several local programmes to encourage residents to take up more walking and cycling through the area.

Following analysis of the initial data from resident feedback and monitoring, the design team has begun exploring a range of measures that could be introduced, building on their previous experiences as well as exploring ways to encourage more activity on local streets such as Play Streets.

In February the council took their initial plans to TfL’s Stage Gate 2, and was given the green light to continue with further concept design, including physical infrastructure trials and a public consultation on the proposals this summer.

It is anticipated that the scheme’s construction could start this autumn, but there are also plans to begin some early phase one construction work, extending improvements under a Network Rail bridge, which has helped to alleviate anti-social behaviour.
Eleven London local authorities have been awarded grants by TfL in the second phase of the Liveable Neighbourhoods programme, which attracted 22 bids.

The winning bids, announced in March, comprise a range of projects designed to cut rat-running, make junctions safer, implement new walking and cycling infrastructure, create ‘pocket parks’ and revamp public spaces.

The projects are:
- Shortlands, Bromley Council
- Holborn, Camden Council
- Croydon Old Town, Croydon Council
- Enfield Town, Enfield Council
- South Chiswick, Hounslow Council
- Brixton, Lambeth Council
- Custom House, Newham Council
- South Bermondsey, Southwark Council
- Bow, Tower Hamlets Council
- Ilford, Redbridge Council
- City Cluster, City of London Corporation

### Shortlands, Bromley

This project will improve travel connections for people walking and cycling to Shortlands station and beyond from the surrounding area with new protected cycle lanes on Bromley Road and Valley Road and new pedestrian crossings across the busy A222.

New public spaces will be created around the Shortlands war memorial and Shortlands village centre along with pocket parks and improvements for walking throughout the scheme area, improving the sense of place.

Station Road will be improved for pedestrians crossing with the introduction of a new pocket park and a new cycle hub at Shortlands station. School Streets will make it easier for pupils to get to school without cars and three low-traffic neighbourhoods will be created.

**Funding: £5m**

### Holborn, Camden

The Holborn area is dominated by a highly traffic-congested and polluted gyratory and main road network, and suffers from high numbers of collisions, inadequate footway space and poor cycling facilities.

This project will seek to remove the gyratory, reduce severance, significantly improve the public realm and introduce protected cycle lanes along High Holborn and Theobalds Road.

Sections of New Oxford Street and Great Russell Street would be closed to motor vehicles, with a section of Bloomsbury Way proposed for buses and cycles only. There are also plans to pedestrianise Great Russell Street to improve the setting for the British Museum, and an enhanced pedestrian environment around Holborn station.

A freight reduction scheme will be delivered in partnership with the local Business Improvement District, BeeMidtown.

**Funding: £12.6m**
Croydon Old Town, Croydon

Neighbourhoods in Croydon’s Old Town area, including Wandle Park and Minster Green, will see significant growth in the coming years but are divided by the traffic-dominated Croydon Flyover and Ring Road.

This project will reduce speeds on the flyover, transform subways at Old Town roundabout, reallocate road space to cycling and turn an unhealthy major road into a Healthy Boulevard with new green infrastructure, improving connectivity between Croydon’s communities.

Funding: £17.3m

Enfield Town, Enfield

Investment in Enfield Town Centre will focus on Church Street, reducing traffic dominance by narrowing the carriageway, connecting Market Square and the shopping centre and making it safer to walk to the train station.

Junctions will be redesigned to be safer for pedestrians and cyclists and segregated cycle tracks built on Cecil Road, connecting with existing routes built as part of Enfield’s Mini-Holland programme.

Little Park Gardens and Town Park will be revitalised and new 20mph speed limits will reduce danger while sustainable drainage on roads will help reduce flood risk in the area.

Funding: £8.9m

South Chiswick, Hounslow

Investment in South Chiswick will provide a new pedestrian bridge under Barnes railway bridge to fill a missing link in to the Thames Path at Dukes Meadow.

New cycle connections will be made between the Thames Path and the upcoming Cycleway 9.

Grove Park piazza will be redesigned, school streets introduced and low-traffic neighbourhoods developed in the residential areas south of the A4.

Funding: £3.3m
**Brixton, Lambeth**

This project is focused around Atlantic Road, which will transformed for people walking, cycling and using the bus.

Local freight access will be maintained, with technology utilised to better manage loading and servicing.

Investment will overhaul public spaces, widen footways and add new pedestrian crossings.

The project will build high-quality infrastructure on three key strategic cycle routes: Brixton to Clapham Common; Brixton to Camberwell; and Brixton to Herne Hill.

Low-traffic neighbourhoods will be created in the Ferndale and Railton neighbourhoods and a new, fully segregated cycle route will link to the Loughborough neighbourhood.

**Funding: £9.9m**

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**Freemasons Road, Newham**

This project will transform the Custom House Area of Newham for walking and cycling, building on the Elizabeth line investment in the area.

A high-quality cycling link will be built between Custom House Interchange and Cycleway 3 on Newham Way and a network of local routes developed to enable sustainable travel across the wider station catchment area.

A new town square and arrival point from the Elizabeth line stations staircase will be created by reclaiming carriageway space from Freemasons Road.

General traffic will be removed from the New Barn Street underpass, restricting it to buses and bikes only.

**Funding: £4.9m**

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**South Bermondsey, Southwark**

Investment at the Bramcote Park estate will reduce car use by making walking and cycling easier for local residents and connect the area with the future Cycleway 4 and Old Kent Road.

Roads will be closed to through-traffic, junctions re-designed and streets made easier to cross on foot. Links will also be improved to the Deptford Parks Liveable Neighbourhood, for which Lewisham Council was awarded funding last year.

**Funding: £4.4m**
**Bow, Tower Hamlets**

The town centre on the historic Roman Road will be transformed to make it a more pleasant place to live and visit. Roman Road will become one-way for motor traffic, dramatically reducing traffic. Bus improvements will also be made to better service the town centre.

Proposals for St Stephen’s Road include provision of continuous footways and the removal of the car park to create a new outdoor space.

Proposals for Old Ford Road include better traffic management and the introduction of cycle facilities. Modal filters will reduce traffic on residential streets throughout the area, including the road underneath Coborn Street rail bridge.

**Funding: £5.1m**

**Ilford, Redbridge**

The project will transform access to Ilford Town Centre by breaking down the severance of the A406 North Circular Road and the river Roding.

New segregated cycle lanes will enable people to cycle around the area safely.

New bridges will be built over the River Roding and Alders Brook, enabling more people to walk and cycle to neighbourhoods north of Ilford town centre.

The project will enable the thousands of new residents of the future Ilford Housing Zone to access open space along the river Roding valley and cycle links to Wanstead, Stratford, Barking and Essex.

A new walking and cycling route will be provided to the Tunneling and Underground Construction Academy (TUCA).

**Funding: £5.3m**

**City Cluster, City of London**

This project aims to reduce traffic passing through the City Cluster, in the east of the City of London, an area with the highest density of business activity in the Square Mile.

A zero-emission zone will also be created, with innovative technology developed to implement and manage the zone. Reductions in traffic will enable streets to be transformed in line with the Mayor’s Healthy Streets Approach to create a quality environment for people walking, spending time and moving through the area.

This will be coupled with a programme of activity to open streets as public spaces, initially with lunchtime closures extending to permanent traffic restrictions in the busiest streets.

**Funding: £15.6m**
**Mini-Holland & Liveable Neighbourhoods Boroughs**

**Mini-Holland**

- **Enfield**
  - **Mini-Holland**
    - Segregated cycle track on the A105 from Palmers Green to Enfield Town and the A1010 project from Edmonton to Freezywater.
    - TfL funding: £32.7m
  - **LN Phase Two**
    - Segregated cycle tracks: improved links for pedestrians and revitalised parks in Enfield Town Centre.
    - TfL funding: £8.9m

- **Waltham Forest**
  - **Mini-Holland**
    - Schemes at Walthamstow Village, Blackhorse Road Village, Hoe Street Village and Wood Street.
    - Segregated cycle track on Lea Bridge Rd and new junction at former Whips Cross roundabout.
    - TfL funding: £29.6m
  - **LN Phase One**
    - Improved routes for walking and cycling in the Coppermill area.
    - TfL funding: £2.3m

**Liveable Neighbourhoods**

- **West Ealing, Ealing**
  - Funding: £8.7m

- **Greenwich Town Centre, Greenwich**
  - Funding: £5.4m

- **Hackney Central, Hackney**
  - Funding: £11.4m

- **Crouch End, Haringey**
  - Funding: £7.1m

- **Deptford Parks, Lewisham**
  - Funding: £2m

**Phase Two**

- **Shortlands, Bromley**
  - Funding: £5m

- **Holborn, Camden**
  - Funding: £12.6m

- **Croydon Old Town, Croydon**
  - Funding: £17.3m

- **South Chiswick, Hounslow**
  - Funding: £17.7m

- **Brixton, Lambeth**
  - Funding: £12.6m

- **Freemasons Road, Newham**
  - Funding: £9.9m

- **South Bermondsey, Southwark**
  - Funding: £4.9m

- **Bow, Tower Hamlets**
  - Funding: £5.1m

- **Ilford, Redbridge**
  - Funding: £5.3m

- **City Cluster, City of London**
  - Funding: £15.6m

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**Mini-Holland (MH) Borough**

**Liveable Neighbourhoods (LN) Borough**

**MH & LN Borough**

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**Kingston upon Thames**

Nine projects across the borough including Portsmouth Rd, Kingston High Street and cycle lanes from Surbiton to Kingston and from New Malden to Raynes Park.

- TfL funding: £32.7m
SOLUTIONS THAT CREATE SAFE SPACE FOR CYCLISTS

There is a quick, effective and affordable way of creating full and semi-segregated cycle lanes, suggests Clare Riley of Rosehill Polymers

Encouraging greater cycle use through innovative products and schemes can transform and revitalise a neighbourhood beyond recognition, reducing motor vehicle use and inspiring residents to adopt healthier modes of travel. Cycle lane segregation is paramount to ensuring that those on bikes, of all abilities, feel safe and protected from motor vehicles, allowing them to maintain a good level of continuous and confident riding.

Surface mounted solutions, such as Rosehill Highways’ Cycle Lane Defenders and Lane Separators, can be used to quickly and effectively implement both full and semi-segregated cycle lanes. Semi-segregated schemes have become increasingly popular with councils and transport authorities seeking to deliver more cycle lanes while providing physical segregation from traffic and ensuring best value for taxpayers.

Fast and robust

Complying with Sustrans and Cycling England guidelines, the narrow design of the Cycle Lane Defender (235mm) makes it ideal for semi-segregated schemes, particularly where the width of the carriageway is limited.

These robust engineered rubber units absorb vehicle impacts and can incorporate a variety of retroreflective options including glass eyes and strips to improve visibility day and night.

To further enhance the visibility of cycle lanes to motor vehicle users, and provide a further boost to the confidence of cyclists, the Cycle Lane Defender is designed to accommodate a wide variety of industry standard reflective bollards.

With each unit requiring four bolts into the road surface, installation is quick and easy, taking less than 10 minutes per unit. Special fixings allow the units to be quickly removed and relocated as required. Although the Cycle Lane Defender is designed and manufactured primarily as a permanent segregation measure, the ease of handling and its installation-removal-refit qualities provide the flexibility that makes it ideal for use in semi-permanent and temporary applications, such as concept trials.

Clare Riley is Sales Manager at Rosehill Highways

All new cycle routes in London must now satisfy six quality criteria in order to receive funding from Transport for London. Find out more at: https://tinyurl.com/yxavseqs
DIGITAL TOOLS GIVE A VOICE TO THE SILENT MAJORITY

Open, online consultation is an effective way of building community trust over an extended period, writes Mike Saunders of Commonplace

All too often, public consultation in the built environment can amount to little more than a box-ticking exercise. But the Liveable Neighbourhoods programme is offering clear examples of how an open approach to public engagement can deliver better outcomes more quickly – by co-opting the public as partners to change rather than barriers to it. This is being achieved through open digital engagement, which involves using a digital platform to host an engagement process where views can be shared openly among the community.

The challenges

There is often a perception that open, online consultation creates unmanageable political or operational risk. However, the opposite is now true: choosing not to use open online consultation creates an unmanageable risk of:

- Being accused of being deliberately opaque.
- Losing control of a conversation happening elsewhere on social media in an alternative open but much more caustic environment, eg. Twitter.
- Being challenged on effective consultation or engagement.

There is also the perception that open, online consultation is expensive even though evidence suggests the opposite. Digital engagement is often
seen as a nice to have but not essential. But think about any other type of communication you experience – a newsletter, a product advertising campaign, even an education programme. Would any of these consider not using digital as part of its campaign? Of course not! Why? Because they know that getting the reach they need will only happen if they incorporate digital into their strategy.

The benefits

The adage that trust is hard to win and easy to lose is never more important than during a public consultation. Adopting an open approach to engagement is the only way to build and maintain the trust of a community. And the only way to do that effectively over an extended period of time is to use a digital platform. The benefits that can accrue are nicely summed up by Ali Lamb of Newcastle City Council: “Commonplace is trusted by the public, officers and elected members to provide insight, on which designs and decisions can be based.”

With trust comes the opportunity to work more collaboratively with the community, and from that flows a whole range of other benefits: reduced costs, quicker timeframes, and greater certainty about outcomes.

The second major area of benefit is information. Digital platforms offer real-time data and analysis to ensure that gaps in response can be identified and rectified; potential problems can be spotted and resolved, and reports can be produced.

Digital engagement can generate many more comments and views. Openness and transparency encourages participation as people can see ‘social proof’ of other people’s views. Through controlled use of social media, the silent majority is reached.

Digital tools help build a picture of the sorts of streets people really want

People who do not have the time to go to the town hall do have the time to use their internet enabled devices. There are three essential ingredients to make this approach work: smart use of technology to enable constructive dialogue; an open discussion that builds trust over time; and starting the engagement as early as possible.

The results

An open approach to engagement using digital tools not only delivers the practical results (eg quicker decisions, lower costs and less friction), but, more importantly, helps create places that are more liveable.

By way of illustration, here are three examples from London, Leeds and Bristol:

In Lewisham, the council has conducted an open engagement to inform its plans for Catford town centre. The Commonplace Community Heatmap has been used to collect over 12,000 contributions from the community, and the platform also provides a facility to regularly update everyone who has signed up. The data shows community priorities for improvements across the neighbourhood, and these insights are being used as an underlying evidence base for future proposed changes.

In Leeds, a city-wide engagement has been used to create a broad understanding of community needs for public transport and public spaces.

In Bristol, an engagement asked the public to rank problem areas for cyclists and walkers so that investment could go where it was needed most. They identified locations by the severity of the problem they perceived from “Urgent” to “Nice to have”, and indicated action required as “Add”, “Remove” or “Fix”.

This simple, intuitive and highly informative approach illustrated to councils that their assumption of a few major changes was incorrect; there were many smaller changes which could deliver greater benefit to the community.

Digital engagement is not a magic solution to every problem. But sensible use of proven tools as part of a broad and enlightened engagement programme is no longer an innovative trial. It is essential to every engagement project, and Liveable Neighbourhoods are evidently leading the way.

Mike Saunders is Chief Executive of Commonplace
There are many factors to consider when deciding whether to build bus boarders or floating bus stops on cycle lanes, explains Urban Movement’s John Dales.

We know that if we want to get more people cycling then we need to do one of two things: reduce traffic volume and speed to very low levels; or protect people on cycles from heavier and faster traffic.

If we need to choose the latter option on a street with bus stops, then there’s simply no getting away from it: we have a real design challenge on our hands. We can address this in one of three ways.

The first is to terminate the protected cycle lane on approach to the bus stop, allowing buses to come in to the kerbside and people on cycles to move out into the traffic and overtake stopped buses. (The bus/cycle handover would repeat downstream of the bus stops.) However, this is plainly a non-solution, because there’s simply no point in building protected cycling infrastructure if people on cycles still have to mix with traffic every few hundred metres.

The other two approaches are: (a) to have the cycle track pass in front of the bus shelter/waiting area, with passengers boarding and alighting from the track (pictures 1-2), and (b) to have the cycle track pass behind the shelter/waiting area, between it and the footway (pictures 3-4). These approaches are most often referred to as (a) bus boarder arrangements and (b) floating bus stops or bus stop bypasses.

Both introduce potential conflicts between people on foot (principally bus passengers) and people on cycles that must be managed by design. Determining which is the most appropriate for any given location requires consideration both of the individual site context and of the general desirability of having consistent layouts along whole streets/corridors/routes.

Bus boarder arrangements are typically more suitable in situations where street space (width) is at a particular premium, where bus stops aren’t intensively used, and where flows of cyclists are also...
comparatively low. Plainly, it saves space if the cycle track and boarding/alighting area is one and the same space.

As for ‘floating’ bus stops, while these remove the need for people on foot and on cycle to mix in the boarding/alighting zone, this is achieved by locating the cycle track where people on foot have to cross it to get between the footway and the bus stop area. This is a more space-hungry arrangement, and there’s always the temptation to take the space from the footway, rather than the main carriageway.

The principal concerns with both arrangements relate to the nature of interactions between people on foot and on cycles, and this is exacerbated for visually impaired people. With both arrangements, the obvious issue is that people on cycles may fail to stop, slow down or otherwise modify their behaviour to account for people boarding or alighting from the track (boarders) or crossing the track (bypasses). (Note that TfL standard practice at bypasses is now to provide a simplified zebra crossing.)

Both in casual observations in numerous European cities and in video surveys that we have been commissioned to undertake, I’ve almost always seen people on cycles act responsibly in the presence of people on foot. And although I’ve read one or two newspaper reports about conflicts, I’m not aware of any studies pointing to objective safety issues with either arrangement.

However, that doesn’t mean there are no issues to address. UK cycling advocacy has been very successful in establishing the importance of subjective safety considerations in people’s decision-making. So, if people on foot say that these new bus stop arrangements make them feel unsafe, then we are obliged to be thoughtful in responding; even if we consider the objective risk to be minimal.

While it’ll be up to you to work out what arrangement might be best suited to the circumstances you’re thinking of, there are two generic pieces of advice I’ll offer. The first is more an instruction: you have to engage meaningfully with user groups that have concerns and be able to show that what you’re proposing is, in the terms of the Equality Act 2010, a proportionate means of achieving a legitimate aim (e.g. of meeting mode shift targets).

The second is that, while these arrangements are still unfamiliar in the UK, we’d be wise to use both belt and braces in terms of deploying measures (like crossing facilities) that assert priority to people on foot over those on cycles. Walking and cycling are our two healthiest modes of travel, and we need them to get along like the best of friends.

John Dales is Director at Urban Movement
PAVING THE WAY TO SAFER WALKING ROUTES

Thoughtfully designed continuous footways mean increased priority for walking with no adverse impact on road safety or traffic flow, says John Dales at Urban Movement.

Introducing measures to increase pedestrian priority at side streets isn’t new. But the clear message of most conventional layouts is that, while people walking across are being given some assistance, the priority is very much to vehicles on the carriageway. Kerblines, tactile paving, a change of materials, shallow ramps, and the continuation of yellow/red lines round the corners all tell this story (picture 4).

Learning from arrangements that are commonplace in Europe, some UK councils have begun introducing layouts that give much more obvious priority to those on foot. These have sometimes been called ‘Copenhagen Crossings’, while ‘blended footway’ is a term that’s also been used.

I much prefer the does-what-it-says-on-the-tin phrase ‘continuous footway crossings’, because the design intent is essentially to keep the footway going, unbroken, across the side street. This makes an unequivocal visual statement of priority to walking. It being clear to drivers that they’re crossing over a footway, just as they do to access private driveways and the like.

Highway Code Rule 170 tells drivers to “watch out for pedestrians crossing a road into which you are turning. If they have started to cross, they have priority, so give way”. Rule 206 adds that drivers should “give way to pedestrians and cyclists on the pavement”. However, with Rule 170, there’s the obvious potential for confusion about if/when a pedestrian has started to cross; and with Rule 206 there are questions about...
what is/isn’t ‘pavement’. Plus, these ‘rules’ aren’t laws.
Concerns over relative priorities were also voiced when the now-conventional raised crossings were new, but I’m not aware of any generic problems in practice. Therefore, I consider it best to try and enact the clear and simple ‘Give Way’ message of Rule 206 by making continuous footway crossings as uncompromisingly ‘pavement-y’ as possible.

This is what Urban Movement did when treating five side street junctions as part of larger scheme in Clapham Old Town, Lambeth, completed in 2014. No kerblines; no tactile paving; no lines; no shallow ramps; and no visible change in materials from the existing footway. No concessions at all to any sense of the crossing being ‘carriageway’: just a footway/pavement that drivers must cross to get from one side to the other (picture 1).

The key question to ask is obviously “will/do drivers actually give way?” This is precisely what Clapham residents asked before the scheme opened, and it’s what many visually impaired people are also understandably asking. Being confident that you don’t need an edge to stop at because drivers will do the stopping instead is a real challenge to many years of (possibly bitter) experience.

Well, almost five years since they were introduced, no collisions have been reported at the crossings in Clapham and I’m unaware of any negative informal/anecdotal reports. In the meantime, TfL (picture 2) and Waltham Forest Council, among others, have introduced continuous footway crossings; while there are also much older examples in existence, such as in Sheffield (picture 3).

Several London authorities have undertaken post-implementation research and, although not all of this work has been published yet, the evidence suggests that, where thoughtfully designed in context, continuous footways achieve increased priority for walking while having no disbenefits in terms of road safety or traffic flow. Therefore, given the pressing need to promote walking, our focus really should now be on how, not if.

The key problem for practitioners is the old one: although this arrangement may be commonplace in other countries, it’s still relatively untried in the UK, and there’s no national guidance based on research. So, anyone who is, or who has a working environment that is, risk averse may baulk at the prospect of trying something innovative. To keep risks as low as possible, my advice is along these lines:

- Start small, at sites where side street traffic flows are low (<1 vehicle/minute in the peaks) and where walking flows are higher than traffic flows.
- Start with one-way side streets with less complex turning manoeuvres (picture 1).
- Resist pressures to compromise the pavement-ness of the crossing (i.e. to imply an edge to a vehicle path over, however subtle).

But, above all, start.

**John Dales** is Director at Urban Movement.
COMMUNITY COLLABORATION PAYS OFF

Chris Harrison of Project centre explains why it is worth making the effort to forge close ties with stakeholders when embarking on a neighbourhood scheme

Liveable Neighbourhoods are not just about the geographical neighbourhood but a neighbourhood for those acting within, or on behalf of, that area. This may include council departments, design consultants and community facilities such as hospitals, schools, places of worship and businesses. It is important that a strong and open partnership is built with all these stakeholders to make the neighbourhood and the project work. Once this is achieved, influencing and changing travel behaviour becomes easier and targets easier to achieve.

Governance structure

From the very start, you need to ensure that all partners are built into the programme. It can seem like a headache to get everyone together and onside with the project and, be warned, not everyone will agree with your decisions and suggestions for improvements. This is why it’s important to develop a good governance structure that allows input at the right time from all partners and there is a clear and defined design process. Even if stakeholders and partners disagree, they will appreciate being part of the process and having their opinion considered and kept in the loop for information.

The governance structure is the most important element to establish at the start of the programme so that partners and stakeholders know their role. It’s important to show where they fit in and, ultimately, where the final decisions lie. You need to know who you want involved and when. Who will be making the decision? How often will you keep people updated and the frequency of meetings? The chart (right) is an example of a governance structure similar to the one developed for the Crouch End Liveable Neighbourhoods project in Haringey. This can easily be adapted and built into the terms of reference for each group, which will help to make processes run smoothly once you’re further into the process.

In many cases influencing travel behaviour is not just a case of good design but also the activities and events that support the design. The area in question is likely to have existing schemes and projects running, schools with travel plans and events due to take place. Understanding the stakeholders running these and adding a little extra resource and funding can become big influences in the development of the scheme, as well as helping to build relationships. More importantly, not all choices and improvements will be popular and, therefore, explaining this to partners will often help spread the reasoning and importance of the choices made.

It is vital to develop close links across council departments including housing groups, community safety teams and public health. Working closely with the council’s communications team will aid the project immensely, ensuring messages follow the corporate vision and utilising council channels to promote your scheme to encourage bigger response rates and buy-in.

Additional resources

As you go through the process, there will be a fluctuation on requirements for officer time and
resources that will be difficult to meet in-house.

Using a design consultancy that has the experience and ability to provide additional resources will make a big difference. Having been involved in both Mini-Holland in Waltham Forest and Liveable Neighbourhoods projects in Haringey, there is a steep learning curve in this neighbourhood approach.

Any partnership with design consultancies needs to be in the spirit of the area-based model and not just a design arm. There is great value in having the consultancy openly engaging with the community, stakeholders and council so that there are outcomes that are genuinely desired.

Without this, there is a risk that it will feel like people are being ‘told what to do’ by outsiders, resulting in antagonism between the community and local authority, something that might already be present before a project even starts.

My work in the Waltham Forest and Haringey projects has ensured we are part of the process, with attendance and chairing of public consultations, meetings with local neighbourhood groups and key stakeholders. Members of the engineering team have visited schools, businesses and spoken with local residents at local events and Christmas activities. This should not be underestimated in the procurement process and evaluation.

Experimental trials

As well as giving the opportunity to discover the impacts of any proposed improvements, experimental trials can be an excellent way of getting buy-in from businesses and developing a partnership with local groups. Placing modal filters (road closures) outside of businesses can be disruptive but encourages a shift to sustainable modes of transport. Once an area is temporarily closed, it can provide a great opportunity for outdoor seating, events and running stalls. The trials do require a lot of planning. It is not a case of just placing temporary material in a road.

There is a need to tell residents and businesses what’s happening and why, as well as undertake monitoring, being present to take feedback and developing a series of events to show the possibilities these improvements can make. This can be expensive and time consuming and therefore consideration needs to be given to the area that will provide most benefit.

Chris Harrison is Director at Project Centre
WHY WE NEED MORE SECURE CYCLE PARKING

Anthony Lau is founder of Cyclehoop, the firm of designers and architects that specialises in cycle infrastructure. Here he explains how the roll-out of Cyclehoop Bikehangars, Bikelockers and Cycle Hubs is encouraging people to cycle and is helping to create liveable streets.

The lack of an easily accessible place to store a bike is one of the main barriers to everyday cycling, believes Cyclehoop’s Managing Director and Founder Anthony Lau. Many London boroughs are starting to remedy this by installing the Cyclehoop Bikehanger, a secure, lockable storage unit that provides space for six bikes.

Bikehangars

“The space efficiency of the Bikehangar means you can fit two units in one car parking space, which provides space for 12 bikes instead of one car, thus catering for more households,” says Lau. “By replacing car parking spaces with Bikehangars, you ultimately calm the street, reduce car traffic and make it a safer and healthier street for residents to enjoy.

“This is predominantly seen in densely populated areas where space is limited. By installing Bikehangars, you remove a main barrier, thus giving residents the peace of mind that they have a safe and secure space to store their bikes.”

Bikehangers are an integral part of creating Liveable Neighbourhoods with lower traffic, says Lau. “Their presence alone represents and encourages cycling in the area, as they provide a solution to storage and security.

“Common feedback that we collect from our members include the relief of not having to carry
their bikes up several flights of stairs, as well as the peace of mind that their bikes are protected from thieves and bad weather.”

The Bikehangars are designed with perforated galvanised steel side panels that are difficult to cut through, discouraging thieves. As well as this, another advantage of the design is that it decreases the visibility of the bikes inside the Bikehangar without being a solid panel.

The theft rate from Bikehangers is 0.07% per year, which is less than four bikes, reports Lau.

“Most of these thefts are a result of the bike not being locked efficiently or the door being left open.”

Cyclehoop charge a flat rate across all boroughs, which is £72 including VAT plus a £25 key deposit. Some councils have the budget to subsidise this, meaning the rates vary across the different boroughs.

The Bikehangar first appeared in the London Borough of Lambeth in 2013, with a trial of 13 units. This led to a steady rise in demand, resulting in a further 200 units being installed throughout the borough.

Bikehangars have been installed in the three Mini-Holland boroughs, with 290 in Waltham Forest, 50 in Kingston and 26 in Enfield.

There are now more than 1,500 Bikehangars installed across London, with over 9,000 active members, Lau says. Bikehangars, Bikelockers and Cycle Hubs now provide more than 9,850 cycle parking spaces across the capital, he says.

More than 1,500 Bikehangers have been installed in London, with nearly 300 in Waltham Forest, more than 200 in Lambeth, 50 in Kingston and 26 in Enfield.

CHOOSING THE RIGHT SPACE FOR BIKEHANGARS

- Normally a traffic management order needs to be raised
- Locations are put through a consultation process, normally through a letter drop and signage informing residents and giving them a certain time period to respond
- Is it in a controlled or non-controlled zone?
- Sometimes the Bikehangar can be on part of the double yellow line at the entrance to the road
- Bikehangars can be built into traffic calming build outs of paved areas
- Well lit and highly visible areas are better locations for Bikehangars
- The primary preference is that the Bikehangar is centrally located on a street with allowances for cars to park on either side
Cycle Hubs

Cyclehoop has installed two Cycle Hubs at Enfield Town Station and Edmonton Green Station in the London borough of Enfield. Each Cycle Hub is fitted with two-tier racks, which provide cycle parking for 50 bikes and three accessible cycles.

It’s important to make the hub accessible for all types of bikes such as trikes, cargo bike and other non-standard cycles, says Lau. “To accommodate them, we have installed ground anchors, each with their own marked out space. Cycle Hubs should always be at ground level. If this isn’t possible, it must be step-free with a cycleable ramp, to ensure it is accessible for everyone.”

An access control system allows members to get in and out via an access card 24 hours a day and the hubs are fitted with lighting and CCTV cameras. The hubs also feature a public repair stand and public bike pump.

Well-located cycle hubs will help bring about modal shift, says Lau. “This is why ideal locations for Cycle Hubs are at transport links such as train and bus stations, as it ensures the onward journey and helps people make more sustainable choices.

“Cycle parking should be easier to access than car parking, to reflect the number of short journeys that are made and to encourage people to cycle rather than take the car.”

Anthony Lau is Founder of Cyclehoop
Creating Liveable Neighbourhoods can be challenging. Bringing ideas to life through trials allows residents, councillors and designers to collaborate effectively on scheme design and assess the impact of the proposed changes, both positive and negative.

Surface mounted engineered rubber highways and traffic calming products are ideal for this.

Designed to be quickly and easily fixed directly to the road surface, these innovative products eliminate expensive excavation while minimising disruption to residents and road users.

Once installed, the products can stay in position for the length of the trial. If the scheme needs to be revised, they can be removed and relocated as required. If the trial is a success, the fixings can be changed to permanent ones and the products can remain in place for the long term.

**Design Flexibility**

Whether it’s at the point of entry to a residential area or halfway down a street, modal filters will be key to creating the right conditions for pedestrians and cyclists.

Rosehill Highways’ products can be used to build a variety of modal filters that benefit both pedestrians and cyclists by restricting motor vehicle access.

Robust, single piece units like the DI-2000S can be installed against the kerbs on the opposite sides of a road to create a modal filter in a matter of hours.

While a two-way road can be converted to one-way with contraflow cycle access, using Rosehill Highways’ solid rubber two-piece traffic islands creates a no-entry road closure. Cycle Lane Defenders can then be installed to provide a continuous or light segregated space for cyclists.

All Rosehill Highways’ units are specifically designed to accommodate bollards, signage and other street furniture to further enforce no-entry areas for motor vehicles in favour of people walking and cycling.

Clare Riley is Sales Manager at Rosehill Highways
MAKING GREEN SCHEMES A REALITY

Gareth Morris at what:if projects explains how he worked with Waltham Forest to turn neglected pockets of land into spaces where people can meet and relax

In 2014 architecture and urban planning practice what if: projects began working with Waltham Forest to create Mini-Holland ‘people friendly zones’ – a series of joined-up schemes integrating cycle infrastructure with public realm. The team developed a series of projects throughout the borough addressing forgotten neighbourhood corners, traffic-choked high streets and school runs, major transport corridors and green spaces.

As design consultants, what if: projects worked with a wide-ranging in-house team from highway engineers to arboricultural contractors. Working collectively and sharing skills and expertise within the team was key in helping to drive a place-led approach to the scheme.

For each project, our starting point was about understanding how the local area worked and how it fitted within the wider borough. It began through ‘mapping’ exercises, where we looked at the make-up of the streets: their usage and activities; movement patterns; places of cultural and community importance; forgotten or neglected spaces; local opportunities and issues; and the existing green infrastructure. This knowledge helped to define the project scope and guide design development.

Waltham Forest’s unique setting, located between Lee Valley Park and Epping Forest, served as inspiration for greening proposals. We introduced the natural qualities of these spaces to streets and public spaces, while the landscapes also served as highly desirable destinations for new walking and cycling routes and to direct way-finding information.

The landscapes inspired a variety of new planting schemes including: orchards in Walthamstow Village and Ruckholt Road; wildflower meadows at Lea Bridge Road; planting beds, street trees and ‘woodland’ areas; and a rainwater garden at Pretoria Avenue school.

The series of projects created roughly 2.5 acres of new greener spaces as well as introducing over 300 street trees.

We devised a simple design language for the public realm and one that could be adapted to each street environment.

For street finishes we chose a combination of natural and composite materials creating hard and soft surfaces. Soft, cycle-friendly, loose-bound gravel finishes were introduced in larger public spaces – this helped to improve surface-water filtration locally. For harder finishes we used a brick-sized paving module in a range of tones. It allowed us to employ different paving patterns and colour combinations and achieve distinct environments at each project site.

The bespoke range of tactile street furniture was created in ‘green’ oak. While functioning as traffic barriers and bollards, the furniture also became a device for wayfinding, seating and informal play.

Involving local people in the design and implementation process brought great benefits to the scheme. Organising hands-on public activities such as workshops, walk-abouts and planting projects fostered a sense of ownership and stewardship for many of the project spaces.

Gareth Morris is Director at what if: projects
Commonplace is a specialist online engagement and consultation service for housing and built environment projects. It offers the deepest, most meaningful way to engage people online about the place they live or work.

By harnessing the collaborative power of the internet, Commonplace creates a trusted place for people’s voices to be heard. It breaks down barriers between urban planners and local people, removing project roadblocks and resulting in the design of more people-centred places. In particular, it can help achieve greater reach and depth of engagement, particularly with younger people and other excluded groups.

Commonplace provides real-time analytics, robust evidence and rigorous data protection. It is proven for schemes that are large or small, urban or rural, single projects or multiple programmes. We offer our customers more than just technology – we are your digital engagement partner.

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Cyclehoop specialise in innovative cycle parking solutions and infrastructure. We are committed to making cycling safer, secure and convenient by breaking down the barriers to people cycling.

Our award-winning products are designed by people who cycle, for people who cycle. Cyclehoop design with a view to facilitate cycling by unlocking existing and redundant spaces to create accessible cycle parking. Though this, we highlight greener, healthier modes of transport, re-engage the community with their environment and foster sustainable sensibilities.

Since 2008 we have worked with local authorities, schools, universities and other organisations in the UK and internationally. Our Cycle Parking Rentals Schemes – where we install and manage secure on-street cycle parking – are used by councils throughout the UK. To date we have created 9,850 managed cycle parking spaces across London.

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Project Centre has won five Liveable Neighbourhoods bids for our clients and we are now supporting them in the engagement, design and delivery of those projects.

Project Centre is a leading design and engineering consultancy that is passionate about designing places for the people that use them, from feasibility studies and concept design through to detailed design, procurement support and site supervision.

Drawing on over 25 years of experience, we offer a holistic approach to the planning, design and management of transport infrastructure projects. We offer a range of services including: Highway, Traffic and Structural Engineering; Parking; Transport Planning; DesignWorks; Flood and Water Management; Engagement and Consultation. We work in multidisciplinary teams to provide high quality and integrated services that are well thought-out and sustainable.

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Roshell Highways is a market leading manufacturer of surface mounted engineered rubber highw ays and traffic calming products. Our innovative products are designed to be quickly and easily fixed directly to the road surface, eliminating expensive excavation and enabling you to achieve significant cost savings, while minimising disruption to traffic flow.

We offer the most complete range of products, including speed cushions, speed calmers, raised tables, traffic islands, pedestrian refuge islands, satellite islands and cycle lane delineators, helping you calm roads, low-traffic neighbourhoods, segregated cycle lanes and much more.

Manufactured from 100% recycled tyre rubber our products can be used as part of ongoing maintenance programmes or designed into new schemes.

We are proud to be doing our bit for the environment by turning a significant environmental issue into innovative, high quality products which save time, money and, more importantly, provide safer roads.

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Urban Movement is a group of professionals who believe in the power of better streets and spaces to make towns and cities more successful, healthy, and enjoyable for everyone; and we live and work to make this happen. We’re transport planners, landscape architects, traffic engineers and urban designers who know we need to work collaboratively and inclusively to get the best outcomes. We thrive on the inherent complexity of urban environments, and we’re comfortable with the fact that there’s almost never a single ‘right answer’.

By shaping streets and spaces, we make places that are better for all; and our design portfolio is full of built projects that have had this effect in town and city centres, in high streets, at major stations, in local centres and public spaces, along busy corridors, and in new developments. What’s more, we don’t just develop proposals and hope they’ll be implemented; we’re articulate and effective advocates for change, knowing that even the best ideas need the support of convincing arguments.

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Liveable
NEIGHBOURHOODS
2019