



City of Westminster

City
for
All

Westminster Walking Strategy 2017-2027

December 2017

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Foreword

I am delighted to introduce Westminster's Walking Strategy 2017 - 2027. Westminster has a strong tradition of providing for pedestrians, as can be seen from this completely revised Walking Strategy and the examples, case studies and Action Plan it contains.

Walking is the universal mode of transport because whilst some people travel in Westminster using other modes everyone completes the last leg of their journey on foot. Whether it is walking from a tube or train station, bus stop, river bus pier or parking space to their destination.

More walking will help to create better neighbourhoods for residents, businesses and visitors, that enhances people's health and fitness, and could help to reduce traffic congestion and so air and noise pollution. More walking is better for businesses with happier and healthier staff, and a better retail, hospitality and leisure environment. With higher quality pedestrian environments helping people to enjoy all that Westminster has to offer.

Westminster therefore aims to make walking the mode of choice to enable the city to grow and deliver the many benefits it brings. Thus, Westminster has set a new target to achieve the highest amount of walking in any London borough with 92% of trips by residents being made on foot for journeys that can be walked.

Now is the right time to update our Walking Strategy because Westminster is undergoing a period of strong growth and change, that is magnified by the completion of major transport projects, such as the Elizabeth Line opening in late 2018, increased capacity on the Underground network throughout the 2020s and potentially Crossrail 2. This growth is supported by revisions to Westminster's emerging City Plan, the Mayor's London Plan, Transport and Environment strategies. All these changes have encouraged the Council to fully update its vision, strategy and Action Plan to enhance walking and public spaces in Westminster.

This fully revised Strategy comprises six objectives that were identified by residents, businesses and landowners. These objectives aim to improve conditions for people who already walk, and encourage more people to choose to walk for more journeys in Westminster.

I want to end by thanking all those stakeholders and my fellow Councillors on the Sustainable Transport Task Group who have contributed and helped to develop Westminster's Walking Strategy. Westminster looks forward to continue working with them to make walking a safer, more comfortable and enjoyable and popular way of getting around our city.

Councillor Danny Chalkley
Cabinet Member for City Highways



Executive Summary

For many years Westminster City Council has supported walking through its policies, strategies and investments. The Council's first Walking Strategy in 2004 sought to encourage walking by co-ordinating various initiatives and measures. This second, more ambitious strategy covers 2017 - 2027 and will be revised after five years.

The reasons for producing a second strategy is due to London's growth and changing policy context as the city is experiencing fundamental growth in the number of residents, homes, jobs and visitors, and hence pedestrians. This is helped by the strong growth in rail and London Underground passengers due to the opening of the Elizabeth Line (Crossrail 1) in late 2018, tube improvements in the 2020s, and potentially Crossrail 2 in the early 2030's. This growth is causing policies to change, including: the London Plan, the Mayor's Transport Strategy (MTS), and Westminster's emerging City Plan.

The Walking Strategy also provides an opportunity to enhance Westminster's excellent quality of life and its historic environment. All environmental improvements should make walking easier and more attractive, which can improve air quality and thus the health and lives of residents, workers and visitors and the local economy.

Westminster's City Plan policies prioritise walking and active travel to help accommodate the growing number of people living, working and visiting Westminster. The Mayor of London also recognises that walking has a fundamental role in enabling London to grow economically and sustainably, and can create a healthier and more liveable city. Through his draft MTS he is increasing the priority given to walking and active travel, which will translate into funding through the Local Implementation Plan (LIP) process.

The Council commissioned the consultants, Steer Davis Gleave (SDG), to help develop a draft Walking Strategy. SDG facilitated meetings with officers, residents' societies, landowners, businesses and specialist interest groups that informed the draft strategy and structured it around six objectives, each with corresponding measures and actions.

This process also helped to define: "Westminster's vision for" a world-class walking environment to transform the walking experience for all users, and to enhance the quality of life and wellbeing of our residents, workers and visitors."

The target for the Walking Strategy (2017-2027) is to increase the number of walking trips by residents from 84% to 92% of all potentially walkable trips. This is very ambitious, as Westminster's residents would have the highest level of walking in London.



Walking Strategy Objectives

1	Provide capacity to support current walking demand and accommodate future growth
Current Situation	<ul style="list-style-type: none"> The number of people in Westminster is increasing. Westminster's population is about 247,000 in 2017, and is estimated to be about 264,000 by 2027. Westminster currently receives about 753,000 workers each day, which is predicted to increase to about 792,000 workers in 2027. Tourists and visitors are estimated at about 260,000 daily. This results in Westminster having a day time population of about 1.1 million.
Challenges	<ul style="list-style-type: none"> Growth: An additional 17,000 residents and 39,000 workers by 2027. A potential 30% rise in tourists and visitors and possible 50% increase in spending in London between 2016 and 2025. Existing and future constraints on pedestrian space around key transport hubs and destinations in Westminster (eg the West End). Growth is stimulating a significant rate and scale of development within Westminster creating opportunities for developers to enhance the public realm.
Opportunities	<ul style="list-style-type: none"> The construction of the Elizabeth Line, tube improvements, Crossrail 2, and other major transport investments. Council mechanisms for securing third party funding such as the Section 106, Section 278, Community Infrastructure Levy and other landowner contributions.
Measures	<ul style="list-style-type: none"> Design, consult and implement the City Council's capital programme and TfL's Local Implementation Plan (LIP) funded schemes to improve streets and spaces. Guide new developments to improve the public realm for pedestrians. Work with partners to create new routes and public spaces, and enhance existing streets. Allocate highway to increase space for pedestrians according to use and need, whilst balancing the needs of other road users. Encourage the use of parallel walking routes. Construct new and enhance existing formal crossings and informal crossings, especially at signalised junctions.

2	Improve the quality of the walking environment and the public realm to make walking more comfortable
Current Situation	<ul style="list-style-type: none"> Westminster and its partners, including TfL, business improvement districts (BIDs) and developers, have undertaken significant public realm improvements to encourage walking. These range from the Oxford Circus diagonal crossings to transforming local streets.
Challenges	<ul style="list-style-type: none"> Making best use of street capacity without inhibiting economic activity. Improving poor air quality by encouraging walking instead of using motor vehicles.
Opportunities	<ul style="list-style-type: none"> Growth is stimulating a significant rate and scale of development within Westminster creating opportunities for developers to support and deliver high quality public realm improvements. Joint working / funding opportunities and initiatives with TfL and other partners on schemes, such as the Marylebone Low Emission Neighbourhood (LEN) to improve walking and air quality.
Measures	<ul style="list-style-type: none"> Explore further opportunities to de-clutter streets of unnecessary street furniture, including working with TfL and the government. Create resting places in the public realm. Continue to support greening of the streets. Introduce pocket parks and parklets. Support residents who want to introduce play streets. Explore with partners opportunities to manage pedicabs.

3	Make walking more intuitive by increasing legibility and permeability of walking routes
Current Situation	<ul style="list-style-type: none"> Residents are walking 84% of trips that can be walked in Westminster. Westminster is well provided with Legible London signs, which are used up to 300 times an hour.
Challenges	<ul style="list-style-type: none"> Many people are unfamiliar with walking routes in Westminster. Main roads tend to be the most direct routes, but have poor air quality.
Opportunities	<ul style="list-style-type: none"> Increase awareness and understanding of routes and distances. 'Open up new routes and streets' around and / or parallel to key transport interchanges and junctions, especially in the West End, and encourage their use.
Measures	<ul style="list-style-type: none"> Improve parallel routes. Support improvements to Legible London. Improve alternative walking routes around temporary utility work sites and major scheme works.



<h1>4</h1>	<h2>Ensure walking is a safe option for everyone</h2>
<p>Current Situation</p>	<ul style="list-style-type: none"> • In 2015 there were 1,808 casualties on Westminster's roads with 471 (26%) involving pedestrians.
<p>Challenges</p>	<ul style="list-style-type: none"> • Potential walking trips not made due to real and perceived safety risk, especially to children and the elderly. • Tourists and people who are unfamiliar with London are likely to be especially at risk of being injured by motor traffic.
<p>Opportunities</p>	<ul style="list-style-type: none"> • Make walking safer by reducing the rate of traffic collisions. • Make walking safer by improving pedestrian crossings. • Improve safety among tourists and visitors and the perception of safety in London.
<p>Measures</p>	<ul style="list-style-type: none"> • Continue to review data to identify streets with the highest collision rates that need to be redesigned to reduce the number of casualties to achieve the Mayor's road safety target(s). • Learn from Westminster's 20mph limits trial starting in 2017, and other borough's measures, to help improve the design of the city's streets. • Design and deliver safer highway's schemes with greater benefits for pedestrians and other vulnerable road users. • Reduce the number of delivery and servicing vehicles on Westminster's streets by 10% by 2026 (in line with the draft MTS) by encouraging Delivery and Servicing Plans and freight and waste consolidation. Support TfL's introduction of Direct Vision Vehicle safety standards, which provide better visibility of pedestrians to help reduce collisions. • Develop road safety campaigns with neighbouring boroughs and vulnerable groups like visitors. • Improve the personal safety and comfort of spaces for pedestrians.

5	Make the pedestrian environment more accessible for everyone
Current Situation	<ul style="list-style-type: none"> Westminster's population is getting older and more people have long term illnesses and conditions. Many streets require improvement to the latest accessibility standards so that Westminster's residents and visitors can live more independently.
Challenges	<ul style="list-style-type: none"> The impacts of the public realm on people with sensory / mobility impairments. Design footways and public spaces that are better for all users, ie are inclusive for everyone. Crowded streets and junctions which require improvements outside transport interchanges and parallel routes around key junctions.
Opportunities	<ul style="list-style-type: none"> Growth is stimulating a significant rate and scale of development within Westminster creating opportunities for developers to deliver high quality public realm improvements. Develop and improve designs by the Council, TfL and BIDs to enhance footways and the public realm. The opening of the Elizabeth Line, tube improvements, Crossrail 2, and other major transport improvements.
Measures	<ul style="list-style-type: none"> Seek better powers to de-clutter streets and rationalise street furniture. Seek stronger powers for the enforcement of new types of motorised vehicles that use the highway and footway, such as scooters, hoverboards, etc. Seek to increase pedestrian space and crossing points, extend any proposed accessibility measures wherever possible, ensure the highest quality designs, and review all Traffic Management Orders. Involve recognised mobility impaired and older people's groups in any amendments to public realm design standards.

6	Encourage behaviour change to realise the potential of walking
Current Situation	<ul style="list-style-type: none"> Achieved 100% coverage of School Travel Plans in December 2016. Residents are already walking for 84% of trips that can be walked in Westminster. TfL has suggested that there is greater potential for walking in Westminster.
Challenges	<ul style="list-style-type: none"> High levels of residential car parking in some areas can make driving attractive. Parts of the population are inactive and have high levels of obesity.
Opportunities	<ul style="list-style-type: none"> Launch behaviour change messages in association with other measures to maximise their effect. Support schools, parents / guardians and pupils with a range of behaviour change messages, activities and training to encourage walking and good road safety in young people. Support community initiatives and residents to walk, report maintenance issues, and health and sports events. Support travel demand management measures by developers and businesses. Including area-wide travel planning, providing fewer off- and on-street parking spaces by reviewing parking policies in the City Plan and planning application process, and by promoting walking. Carry out more travel planning work with large employers and BIDs.
Measures	<ul style="list-style-type: none"> Seek joint opportunities for behaviour change campaigns closely linked to the delivery of pedestrian schemes. Continue to support the school crossing patrol service, pedestrian safety training and School Travel Plans. Continue to explore new ways to deliver pedestrian safety training, education and publicity for residents and visitors. Help to establish 'Physical Activity, Leisure and Sports (PALS) Champions' with the Council's Public Health and Sports and Leisure teams.

Introduction

Westminster's Context

The City of Westminster is a truly unique borough at the heart of a world class city. It is home to London's most prestigious and famous landmarks and institutions, from the United Kingdom's Crown and Parliament, to the West End, Theatreland, national museums and galleries, broadcasters, retailers, the hospitality sector and multinational corporate headquarters.

Like other central London boroughs, Westminster comprises very affluent areas alongside deprived neighbourhoods. Westminster contains many heritage buildings of national importance as well as 56 different conservation areas, all with their own character, which strongly contributes to the attractiveness of the borough. Westminster also has a close mix of residents and businesses and large green spaces and Royal Parks.

Westminster benefits from a very dense public transport network that comprises:

- Quick access to four international airports and the Eurostar train service,
- Four mainline railway termini (Charing Cross, Marylebone, Paddington and Victoria) and in close proximity to six other major train stations;
- Thirty one London Underground stations, with access to all but one tube line;
- Local, national and international bus and coach routes;
- River Bus services; and
- One hundred and seventy London Cycle Hire docking stations.

Westminster also provides:

- About 450 Legible London wayfinding signs.

Walking in Westminster in numbers

At present, Westminster's residents make the following walking journeys:

- 47% of all journeys are walked, including 21% of journeys to work (Census data 2010). This is helped by more than 50% of resident's working in Westminster.
- Westminster's residents walk for 84% of all trips that can be walked.[^]

[^] TfL, 2017, Analysis of Walking Potential, Table 4.1, p 32



Figure 1: Absolute population growth (GLA).

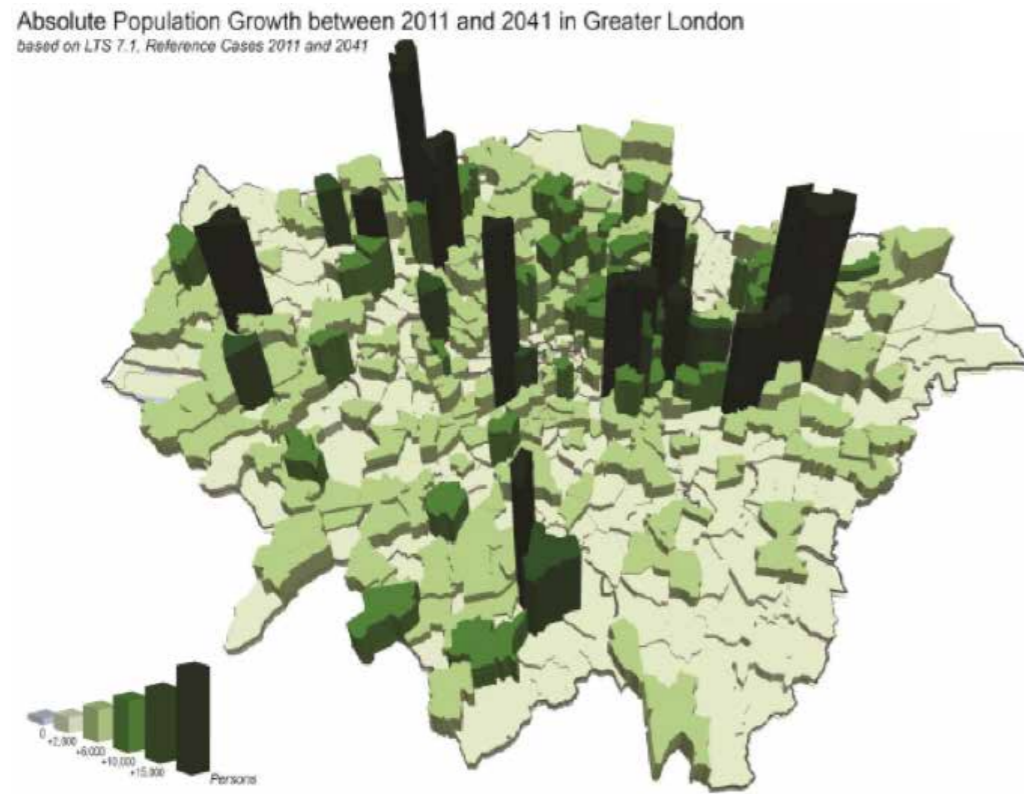
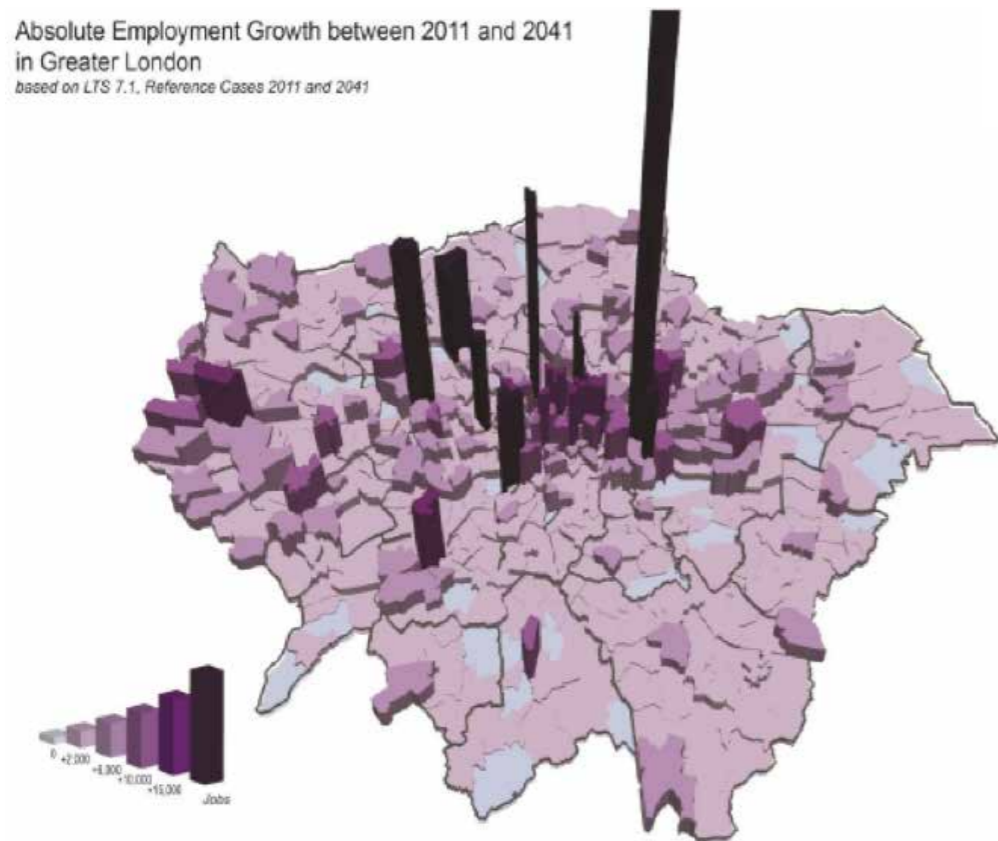


Figure 2: Absolute employment growth (GLA).



Growth in Westminster: Residents

Westminster is growing
Population forecasts by the Greater London Authority (GLA) and its Central Trend Based projection in 2015 calculated that Westminster will be home to about 247,000 people in 2017, and around 264,000 by 2027, or an additional 17,000 residents in ten year's time (see Figure 1).

Growth in Westminster: Employment

Each workday in 2017 the number of people in Westminster increased from a quarter of a million to over one million due to an influx of about 753,000 workers and 260,000 visitors and/or tourists. By 2027 the GLA predicts that Westminster's workforce may have risen to 792,000, or an additional 39,000 workers.[†] (see Figure 2)

Growth in Westminster: Visitors

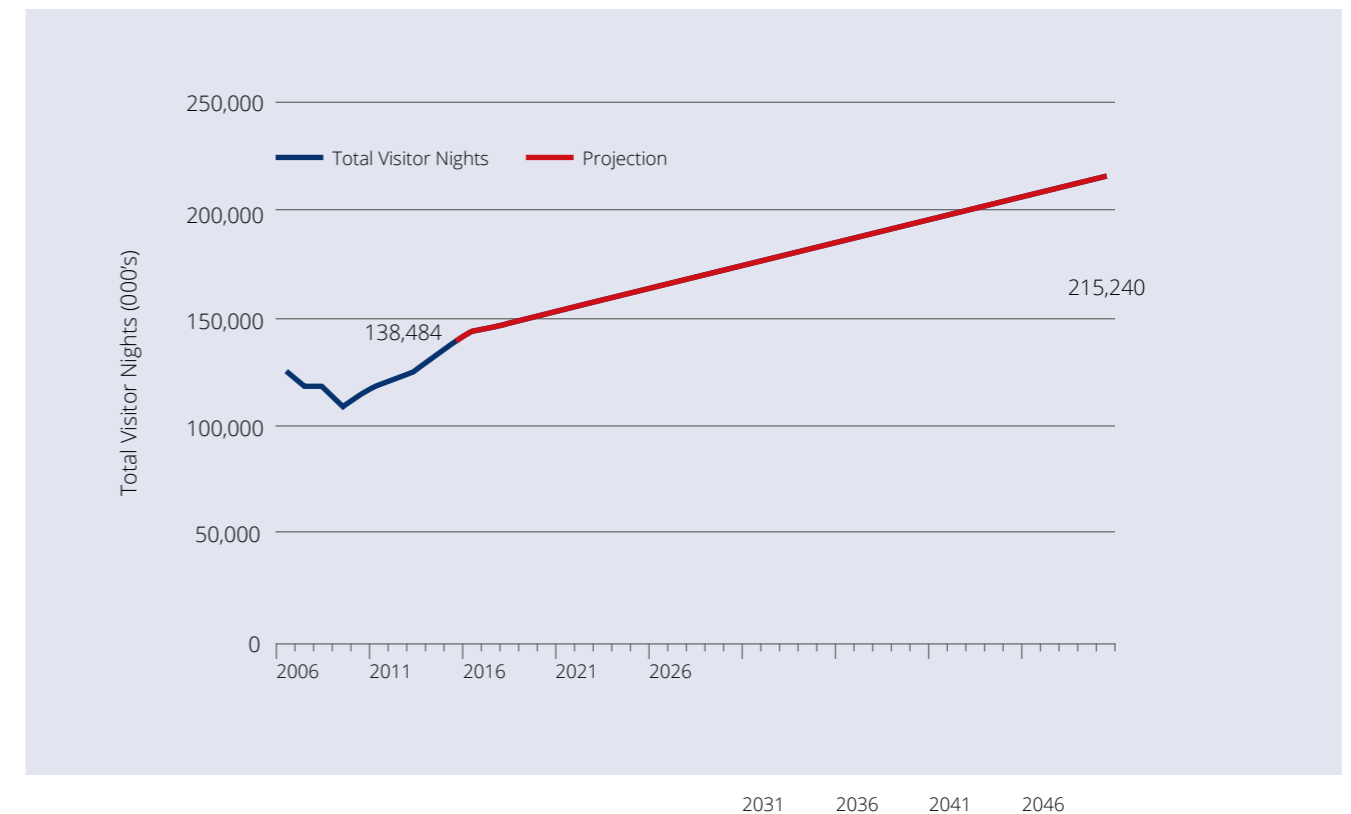
For many UK and international visitors, a trip to London will almost certainly involve spending time in Westminster for business or pleasure. It is projected that the number of visitors and tourists in London are likely to increase from 32 million to 40 million people annually between 2016 and 2025, which is a rise of 30% and includes almost 50% higher spending, up to £22bn a year.^{**}

This visitor growth is reflected in the GLA's projected increases in the total number of nights in London (in Figure 3 below).

Growth total in Westminster

Therefore the estimated total growth in residents, employees and visitors in Westminster from 2017 to 2027 is about 60,000 people a day.

Figure 3: The projected number of total visitor nights ('000s), London (GLA)



(GLA Economics, Projections of demand and supply for visitor accommodation in London to 2050, Working Paper 88, 2017, April).

[†] <https://data.london.gov.uk/dataset/long-term-labour-market-projections>

^{**} <http://www.telegraph.co.uk/travel/destinations/europe/united-kingdom/england/london/articles/the-things-londoners-love-about-london/>

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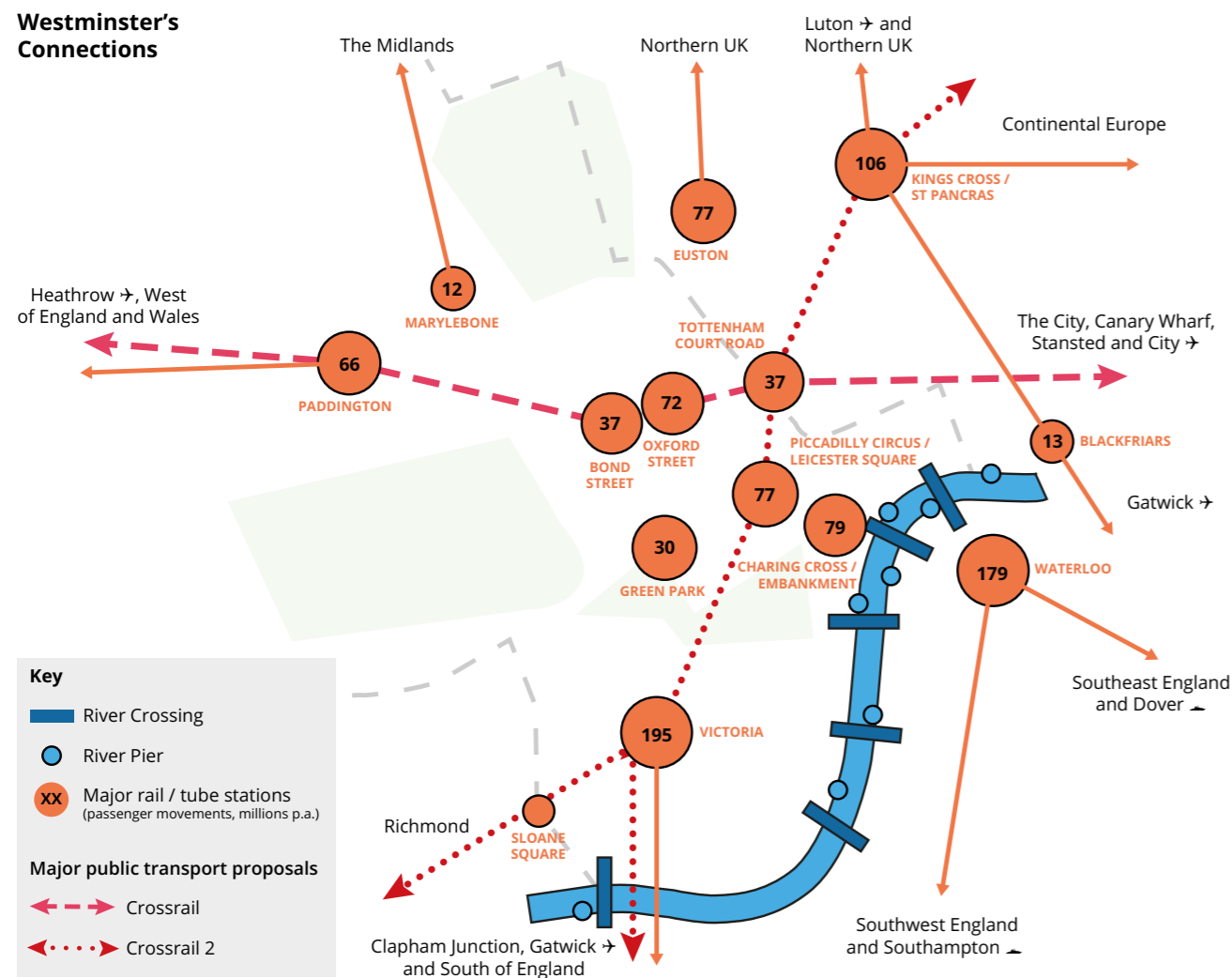
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Figure 4: Westminster's Connections plan showing the millions of passengers per annum using stations after the construction of the Elizabeth Line and Crossrail 2 (Westminster City Plan 2016, Fig 51)



Reasons for producing the Westminster Walking Strategy

The growing number of people and passengers is changing Westminster and London. Westminster is responding by revising its Walking Strategy and its City Plan. The Mayor of London published a new draft Mayor's Transport Strategy (MTS) on 21st June 2017 and a new draft London Plan in December 2017.

The engagement process for the Walking Strategy

This Walking Strategy was produced after extensive engagement with a wide range of stakeholders that included: residents, landowners, Business improvement districts (BIDs), developers, transport stakeholders and interest groups. This engagement helped to identify the vision, chapters, principles and six key objectives, which form the basis of this Walking Strategy:

Westminster's vision

Westminster's vision is for a world-class walking environment to transform the walking experience for all users, and to enhance the quality of life and wellbeing of our residents, workers and visitors.

Westminster's target

To increase the number of walking trips by residents for all potentially walkable trips from 84% to 92% by creating a world-class walking environment in Westminster (2017-2027). This is ambitious as it encourages Westminster's residents to have the highest number of walking trips in London.

Principles of this strategy

The engagement process identified several principles to guide the Walking Strategy, to:

- Invest in walking as a main mode of transport;
- Improve the attractiveness and safety of Westminster's streets;
- Encourage walking in balance with all other users of our public space and roads (including cycling, public transport, freight, disabled blue and white badge parking and emergency services) in Westminster; and
- Make any walking improvements with the support of the community.

Objectives in the Walking Strategy

- 1) To provide the capacity to support current walking demand and to accommodate future growth.
- 2) To improve the quality of the walking environment and the public realm to make walking more comfortable.
- 3) To make walking more intuitive by increasing legibility and permeability.
- 4) To ensure walking is a safe option for everyone.
- 5) To make the pedestrian environment more accessible for everyone.
- 6) To encourage behaviour change to realise the potential of walking.

The consultation process

This engagement process enabled the Westminster to consult on a draft walking strategy for four months during the summer of 2016. Seventy-six responses were received, containing about 450 individual comments, which were assessed and where appropriate used to shape this Walking Strategy and the Action Plan.

Strategic Context

The Policy Context

This chapter sets out the strategic policy context for walking, based on national, London wide and Westminster policies.

National Policies

The National Planning Policy Framework (NPPF)

Requires authorities to support a development pattern that enables the use of sustainable means of transport, like walking. This includes increasing the priority for pedestrians and cyclists, minimising traffic collisions, providing resting places, avoiding street clutter and having access to high quality public transport. This aim to support a sustainable development pattern is encouraged by the retention and enhancement of Westminster's historic built environment, which provides an excellent network of streets and spaces for pedestrians.

Public health

National policies for public health also consider the role of walking (and Active Travel more generally). They mention walking, as part of an active lifestyle, which is seen as part of the solution to public health issues, such as obesity and health issues related to increasingly sedentary lifestyles.

In 2013, public health responsibilities were formally transferred from the National Health Service (NHS) to local government and Public Health England. This significant shift in power has given local councils greater responsibility and control than was previously possible over public health interventions, such as promoting and supporting walking and cycling.

The Draft Cycling Delivery Plan (2014)

The draft CDP was published by the Department for Transport (DfT). This 10 year plan for cycling in England communicates the Government's "vision for cycling and walking and the role everyone – government, the wider public sector, stakeholders, business and individuals – has to play in the vision".

The draft CDP includes actions to achieve the vision of "walking and cycling becoming the natural choice for shorter journeys – or as part of a longer journey – regardless of age, gender, fitness level or income."

The Cycling and Walking Investment Strategy (2017)

The Government published its CWIS for England, which sets out a long-term vision for cycling and walking funding to 2040. At the heart of the CWIS is a desire for cycling and walking to become the norm for short journeys or as part of longer journeys. The CWIS aims to be delivered through a series of shorter, five-year strategies.

The draft revised air quality plan to achieve the EU air quality limit for nitrogen dioxide (NO₂) in the UK (2017)

In July 2017 the UK government published its plan to improve air quality by reducing nitrogen dioxide to within the limits set by the EU. It funds councils to reduce traffic pollution and phase out all petrol and diesel vehicles by 2040.

London

The London Plan (2016)

The London Plan is the strategic plan to guide development across the capital that was published by the GLA. The Mayor of London is about to bring forward a new draft London Plan in December 2017 to identify how and where London should develop up to 2036. The London Plan also guides the Local Plans for all London boroughs, including Westminster's City Plan, which must be in general conformity with its policies.

The Mayor's Transport Strategy (2017)

The Mayor is also consulting on a new draft version of the MTS for publication in 2018. It sets out the Mayor's transport vision for London until 2041. It calls for the provision of 'Healthy Streets' to encourage active travel (walking and cycling) and a 10-15% reduction in motor traffic in London, and for 10% less freight traffic, especially in the central area. This changing transport mix aims to enable the growth of jobs and homes and reduce air pollution and improve people's health. The MTS emphasises that fewer vehicles is the only way to reduce congestion so that more people can move around London more easily, and to reduce pollution

to create a cleaner and healthier city. Otherwise London will become more polluted and unpleasant, which will in turn damage its economy as a leading global city and its quality of life. Once published the London Plan will guide Westminster's future LIP delivery programmes to fund improvements and maintenance on council highway land.

The MTS identifies 10 indicators that TfL considers can help to create Healthy Streets. Westminster's Walking Strategy supports and helps to achieve TfL's 10 indicators through its six objectives (see Figure 5 below).

The MTS also creates a new target called Vision Zero to avoid any fatalities or serious injuries on the road by 2041.

Other Strategic Plans and Guidance

Clearing the Air: The Mayor's Air Quality Strategy (2010)

The Mayor is preparing a new, more ambitious and proactive strategy to help reduce air pollution in London.

TfL introduced the "T charge" on 23rd of October 2017. It is an additional charge for polluting vehicles entering the Congestion Charging zone.

TfL consulted on the Ultra Low Emission Zone (ULEZ) in the spring of 2017 and proposed to introduce it earlier in 2019. It aims to create a daily charge for older, more polluting vehicles within the existing Congestion Charging zone to improve air quality.

Safe Streets for London: The Road Safety Action Plan for London 2020 (2013)

This Action Plan sets out how TfL and partners, through partnership working and a doubling in funding, will reduce the number of people killed or seriously injured (KSI) by 40% by 2020, by creating:

- Safer roads through infrastructure improvements;
- Safer vehicles through lobbying and working with vehicle manufacturers; and
- Safer behaviour of people through better marketing, education and enforcement.

Pedestrian Safety Action Plan (2014)

Daughter document to Safe Streets for London from TfL. This action plan includes a commitment to: deliver London's first pedestrian design guidance; continue installing pedestrian countdown upgrades to existing signal junctions; take into account national safety standards; and continue lobbying central government to enhance the Highway Code to give greater priority to pedestrians.

Improving the Health of Londoners: Transport Action Plan (2014)

Sets out the positive and negative impacts of transport on health in London, covering physical activity (which has the biggest impact), air quality, road traffic collisions, noise, access and severance. The plan calls for the creation of 'Healthy Streets' to reduce health risks and improve the positive impacts of active travel.

Central London Sub-regional Transport Plan (2014)

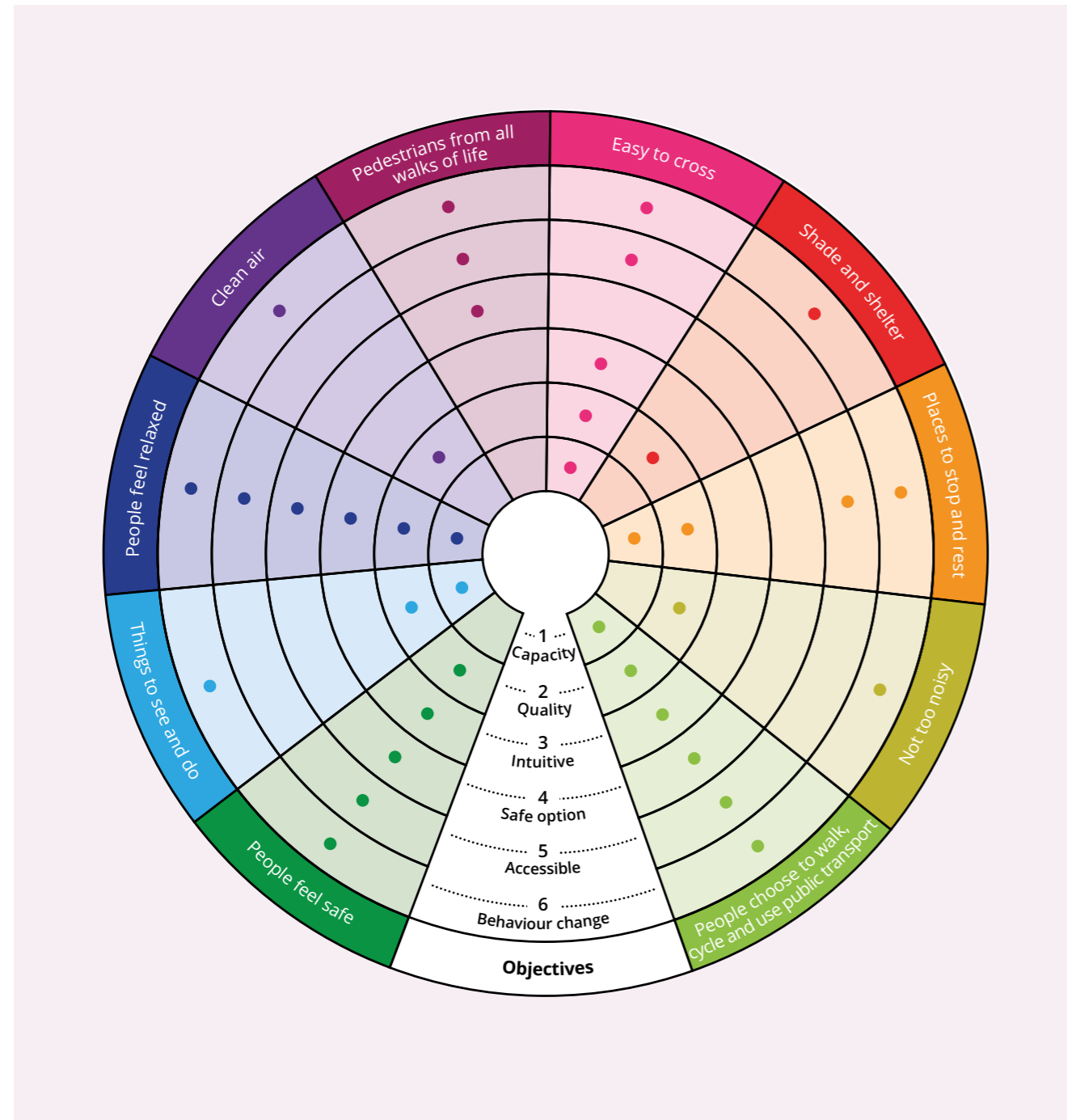
A joint TfL / Central London Forward / Cross River Partnership initiative to guide the development of borough LIPs and TfL's own transport planning. Several challenges in the plan relate to walking, including: the need to improve air quality; reduce public transport overcrowding; ensure efficient onward distribution from rail stations; improve the urban realm; promote walking and manage the different demands on the street.

Public Health Outcomes Framework (2016)^A

The Public Health Outcomes Framework published by Public Health England contains a couple of indicators that are routinely monitored by a Natural England survey. These monitor people's utilisation of outdoor space for exercise / health reasons (1.16) and the percentage of physically active and inactive adults (2.13).

^A <https://www.gov.uk/government/publications/public-health-outcomes-framework-2016-to-2019>

Figure 5: How TfL's 10 Healthy Streets' Indicators are supported by Westminster's six walking Objectives (TfL and WCC)



City of Westminster

Westminster City Plan (November 2016)

Westminster is currently rewriting its City Plan to update the council's strategic planning policies for the next 20 years. Eight policies in the City Plan affect walking (see below). The Walking Strategy helps to better interpret these planning policies by providing further guidance and details on how they can be used in determining planning decisions in Westminster.

Policy S41 Pedestrian Movement and Sustainable Transport

"All developments will prioritise pedestrian movement and the creation of a convenient, attractive and safe pedestrian environment, with particular emphasis in areas with high pedestrian volumes or peaks . . ."

Policy S28 Design

"Development must incorporate exemplary standards of sustainable and inclusive urban design and architecture. In the correct context, imaginative modern architecture is encouraged provided that it respects Westminster's heritage and local distinctiveness and enriches its world-class city environment.

"Development will:

- Reduce energy use and emissions that contribute to climate change during the life cycle of the development; and
- Ensure the reduction, reuse or recycling of resources and materials, including water, waste and aggregates".

"This will include providing for an extended life time of the building itself through excellence in design quality, high quality durable materials, efficient operation, and the provision of high quality floorspace that can adapt to changing circumstances over time".

Policy S35 Open Space

"The council will protect and enhance Westminster's open space network, and work to develop further connections between open spaces. The council will seek to address existing public open space deficiencies, including active play space deficiency, and current and future open space needs by:

- Protecting all open spaces, and their quality, heritage and ecological value, tranquility and amenity;
- Mitigating additional pressure on open spaces by securing new improved public open space in new developments; space for children's active play; and seeking public access to private spaces; and
- Securing contributions to improving the quality, ecological value and accessibility of local public open spaces and delivering new open spaces from under-used land".

Policy S43 Major Transport Infrastructure

"The council will support and promote improvements to transport infrastructure, including the public realm and servicing improvements necessary to mitigate the impacts of increased passenger numbers and integrate the infrastructure into the city and broader impacts of those central London networks that impact on Westminster, including the following major projects over the lifetime of the plan:

- Improvements to stations, prioritising access for all, reducing pedestrian congestion within and around the station, and providing a safe, convenient and attractive environment, including Victoria, Paddington, Marylebone, Tottenham Court Road and Bond Street;
- Improvements to the public realm, focusing on meeting the needs of people with disabilities and more vulnerable people, and enabling people and businesses to make more sustainable choices;
- Increasing cycle parking and improving safety for cyclists where this would not compromise pedestrian movement including public cycle hire schemes throughout Westminster, and indoor cycle storage and supporting facilities at major transport interchanges;
- Improving way-finding and legibility around Westminster to facilitate pedestrian movement;
- Improving the convenience, connectivity, attractiveness and safety of Westminster's linear walking routes, including the Blue Ribbon Network and connections within and between Westminster's open spaces".

Policy 29 Health, Safety and Wellbeing

"Development should ensure that the need to secure a healthy and safe environment is addressed. . ."

"Developments should also maximise opportunities to contribute to health and well-being, including supporting opportunities for improved life chances and healthier lifestyle choices. . ."

Policy S31 Air Quality

"The council will require a reduction of air pollution, with the aim of meeting the objectives for pollutants set out in the national strategy. Developments will minimise emissions of air pollution from both static and traffic-generated sources. . ."

Policy S42 Servicing and Deliveries

"Developments must demonstrate that the freight, servicing and deliveries required will be managed in such a way that minimises adverse impacts. This may include the provision of off-site consolidation centres, shared delivery arrangements, and/or restrictions on the types of vehicles or timing of deliveries, especially where the quality of the public realm, local pollution, and/or function and reliability of the transport network would be otherwise compromised.

- Servicing and delivery needs will be fully met within each development site, except where the council considers that this is not possible, in which case the servicing and delivery needs will be met in such a way that minimises the adverse effects on other highway and Page 132 public realm users, and other residential or commercial activity. Where some or all of the servicing and delivery needs are met through use of the public highway, the development will meet the initial and on-going costs associated with that use of the public highway."

Policy S37 Blue Ribbon Network (including access for pedestrians)

All waterways in Westminster form part of "The Blue Ribbon Network that will be protected and improved by:

- Enhancing the linear qualities of the Blue Ribbon Network, particularly in relation to heritage, landscape and views, biodiversity, and modes of sustainable transport;
- and, where it is consistent with these priorities;
- Improving access for pedestrians and cyclists, use for leisure, sport and education especially for local communities . . ."

Westminster Local Implementation Plan (LIP) 2017 / 2018

Westminster's LIP broadly sets out the borough's Transport Delivery Plan up to 2031, and in more detail for the Three Year Investment Programme from 2014 / 2015 to 2016 / 2017. The LIP programme has been extended to include an 'interim' fourth year in 2017 / 2018. This extension allows the draft MTS to be fully adopted by the Mayor of London, which will greatly influence the future Borough LIP Delivery Programme.

The current Westminster LIP Investment Programme has and will continue to prioritise the needs of pedestrians in terms of their: safety, amenity and quality of the public realm through the ongoing implementation of its approved measures, schemes and projects. This is emphasised through the LIP's Objective 4 'Prioritising pedestrians and effectively managing allocation of highway space' and other Objectives that concern economic development, safety, the environment and health, which are all relevant to pedestrians. The seven LIP Objectives and selected policies are summarised in Table 1 overleaf for 2017 / 2018. Thereafter a new LIP Investment Programme for 2018 / 2019 to 2020 / 2021 will be prepared.

Table 1: LIP Objectives and selected Policies (WCC)

LIP Objectives	LIP Policies (of relevance to Walking Strategy)
LIP Objective 1 – Supporting economic development and growth.	<ul style="list-style-type: none"> • West End public realm enhancements. • Improved facilities for visitors e.g. the Legible London wayfinding system. • Civic Streets programme e.g. Queensway and Church Street • Smoothing traffic flows.
LIP Objective 2 – Improving safety and security for all road users.	<ul style="list-style-type: none"> • Neighbourhood Road Safety schemes, e.g. new pedestrian crossings. • Implementation of School Travel Plan measures e.g. improved crossing facilities. • Transport Education programme.
LIP Objective 3 – Minimising impact of transport on the environment.	<ul style="list-style-type: none"> • Air quality management e.g. delivery of Air Quality Action Plan measures. • Working in partnership with TfL to identify hot-spot and route measures. • Low Emission Zone standards. • Trials of new technologies e.g. application of dust suppressants on the highway. • Supporting the uptake of cleaner vehicles. • Supporting car clubs e.g. provision of more car club bays. • Smoothing traffic flows. • Making walking and cycling more attractive e.g. more cycle parking. • Noise reduction measures. • Westminster Way streetscape guidance. • Street de-cluttering. • Minimising the impact from servicing e.g. freight consolidation schemes.
LIP Objective 4 – Prioritising pedestrians and effectively managing allocation of highway space.	<ul style="list-style-type: none"> • Prioritising pedestrians in the development of new schemes e.g. provision of new pedestrian crossings and the Legible London wayfinding system. • Efficient allocation of highway space.
LIP Objective 5 – Promoting healthier lifestyles and ensuring inclusivity.	<ul style="list-style-type: none"> • Making walking and cycling more attractive e.g. more Santander cycle hire stations, • Legible London, public realm improvements. • Supporting step-free access.
LIP Objective 6 - Improving efficiency and attractiveness of sustainable transport.	<ul style="list-style-type: none"> • Improving bus journey time reliability and passenger information eg Piccadilly.
LIP Objective 7 - Pay for your impact principle.	<ul style="list-style-type: none"> • Securing contributions from development. • Development and rollout of an innovative public realm credit system. • Development of a carbon offset fund.

Westminster's complementary strategies

There are several complementary strategies that support the Westminster City Plan, this Walking Strategy, and TfL's policies in its draft MTS as follows:

- **Joint Health and Wellbeing Strategy (2016)**

Guides work to identify the priorities for improving the health and wellbeing of people in Westminster. It includes enabling more people to live more healthily for longer, by delivering an environment that promotes active travel and physical activity.

- **Greener City Action Plan 2015-2025**

Sets out the actions required to deliver the City Council's ambition of creating an environment befitting Westminster's world-class city status. Its actions prioritise promoting sustainable transport and improving air quality.

- **Sustainable Modes of Travel Strategy 2015 (SMOTS)**

Sets out how schools, pupils and their parents can be encouraged to choose safer, healthier and more environmentally friendly modes of travel.

- **Air Quality Action Plan 2013-2018**

Sets out actions to tackle emissions from transport and buildings to improve air quality. Clearer air would benefit pedestrians, and could encourage more people to walk, which would further reduce emissions.

- **An Active City for All 2017-2021**

Aims to improve levels of physical activity amongst those who live and work in the borough. Key themes include place and partnership working, in which the borough aims to increase the range of active spaces and pursue joint programmes with stakeholders to help deliver the strategy.

- **Westminster Way - Public realm strategy (2011)**

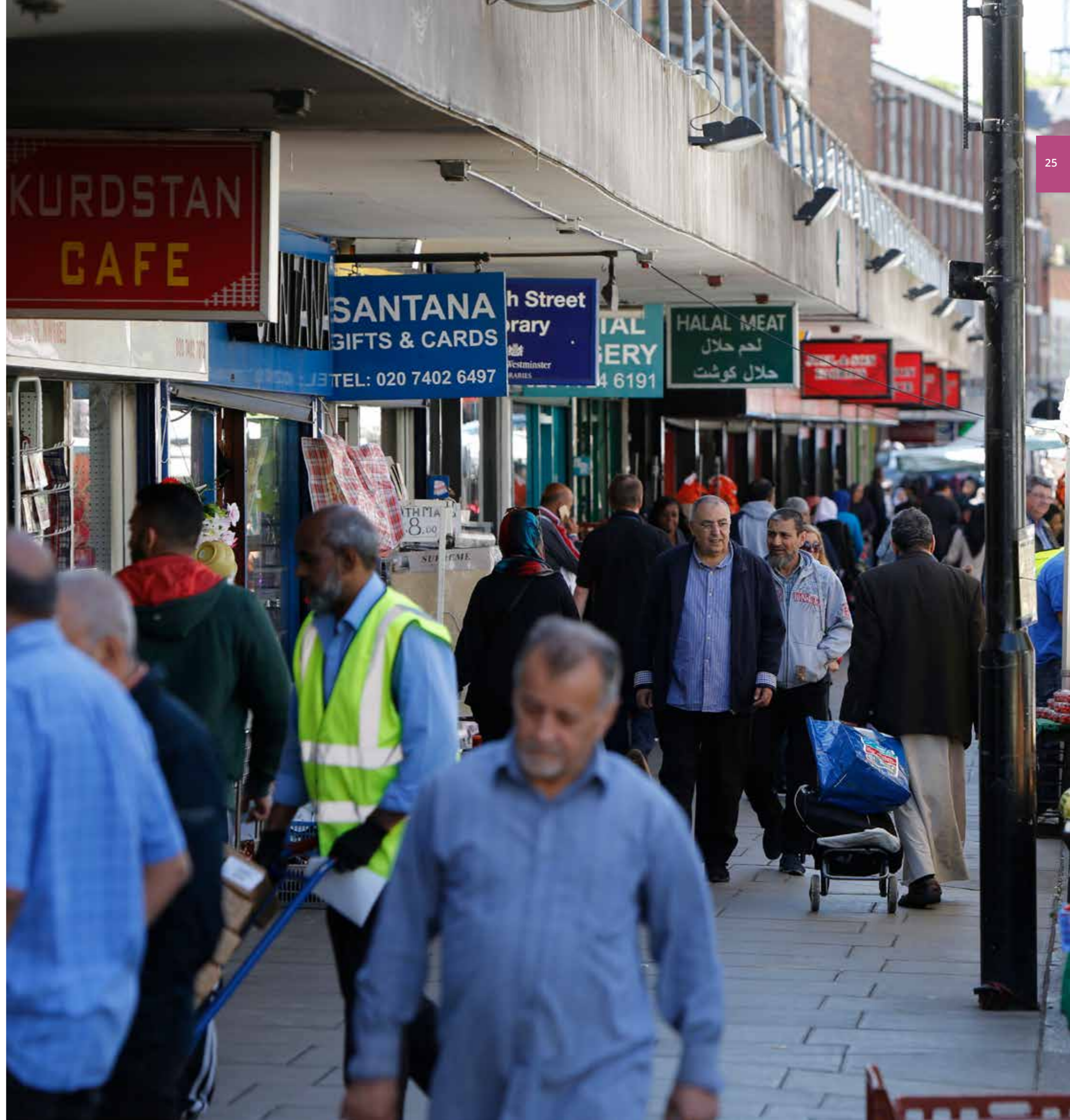
This Supplementary Planning Document (SPD) aims to improve the design of public spaces by putting the needs of pedestrians first. It recognises that most journeys in the borough start and end with a walking trip. Section 4 of the strategy sets out the Westminster Code. It contains 10 governing principles for public realm interventions in the borough (ie the rules for delivering high quality Westminster streets).

- **Westminster Cycling Strategy (2014)**

A sister document to this Walking Strategy which aims to increase cycling by improving the design of bicycle facilities throughout Westminster. Its Action Plan aims to help deliver cycle improvement schemes and to better explain cycle policies and aims in the City Plan.

- **West End Partnership 2016 (WEP)**

The WEP is a key partnership between Westminster and Camden Councils, the Mayor / Transport for London and major businesses and landowners in the West End. These partners work closely together to improve and transform the West End to accommodate the growing number of people who want to live, work and visit this dynamic part of London's business, retail and cultural district.



Walking in the City of Westminster

Chapter three sets out the vision for Westminster and its six objectives to improve walking. For each objective this chapter explains: the Current Situation, Challenges, Opportunities and proposed Measures to improve walking. Some measures help to achieve two or more objectives, but for brevity they are not repeated in the subsequent objectives. The Action Plan in the Appendix provides further details on delivering each measure.

Westminster's vision is for a world-class walking environment to transform the walking experience for all users, and to enhance the quality of life and wellbeing of our residents, workers and visitors.

Objective 1: to provide the capacity to support current walking demand and to accommodate future growth

The current situation

Growth in residents, workers and visitors

Westminster is experiencing considerable growth in its residents, workers and visitors. It is estimated that during the next decade that an extra 60,000 people will enter Westminster each day.

Over 50% of residents work in the borough, with 47% of them walking as their main mode of transport. This equates to 40% of journeys in Westminster being made on foot (see Figure 6). This makes walking the most popular means of travel in Westminster by far, and it is four times higher than the typical London average of 9%. This is helped by Westminster having one of the lowest levels of car ownership in the capital at 56% of households according to the 2010 census.

However, the actual amount of walking is likely to be higher, as every commuting trip ends in a walk for the last leg of a journey, whether it is from a tube or train station, bus stop, river bus pier or parking space to a person's destination.

Table 2: Walking is the largest mode of transport in Westminster (the London Travel Demand Survey 2012/13 – 2014/15)

Transport mode	Trip origin in Westminster	Trip destination in Westminster
Walk	40%	40%
Underground / DLR	24%	25%
Bus	13%	13%
National Rail / Overground	8%	8%
Car driver	5%	5%
Car passenger	3%	2%
Taxi	4%	3%
Cycle	3%	3%
Other	1%	1%

[^] <https://www.economist.com/news/britain/21593470-how-one-small-commuter-route-flourishing-engine-could>

Growth in rail passengers

The average growth in train passengers in London was 46% between 2003 and 2012. However, various stations exceeded this growth, with Marylebone station experiencing 76% passenger growth during this period.[^] The number of rail passengers is likely to continue growing in line with the number of workers and visitors.

Walking from railway terminals

On average, 36% of rail journeys are continued on foot, across all stations in central London. Within Westminster walking from railway termini varies from 55% for Charing Cross to 12% from Paddington (see Table 2 overleaf).

The Elizabeth Line

The Elizabeth Line will substantially increase the number of people arriving on Westminster's streets as it will enable an extra 1.5 million people to be within 45 minutes of central London. TfL forecasts that Elizabeth Line stations will result in an extra 130,000 pedestrians, approximately, entering Westminster every day by 2021, as follows:

- 10,600 at Paddington station,
- 62,000 at Bond Street station (east and west exits), and
- 68,000 at Tottenham Court Road station (east and west exits).

Crossrail 2

Crossrail 2 is in the early stages of planning and if funded it could be operational in the early 2030s. It proposes stopping at Victoria and Tottenham Court Road stations in Westminster and would provide a direct link through central London between Surrey in the southwest and Hertfordshire in northeast.

London overground

TfL proposes to introduce night running on London overground trains from 15 December 2017, which will boost Westminster's night time economy by enabling many more visitors and workers to travel cheaply and conveniently at night.

London Underground

London Underground is carrying record numbers of passengers helped by steady increases in the capacity of the tube. The night tube started running from August 2016 on various lines (see Figure 7 overleaf). It operates on Friday and Saturday nights to provide a 24 hour service.

Increasing numbers of people will be able to enter Westminster in the coming years due to various improvements to London Underground services, as follows:

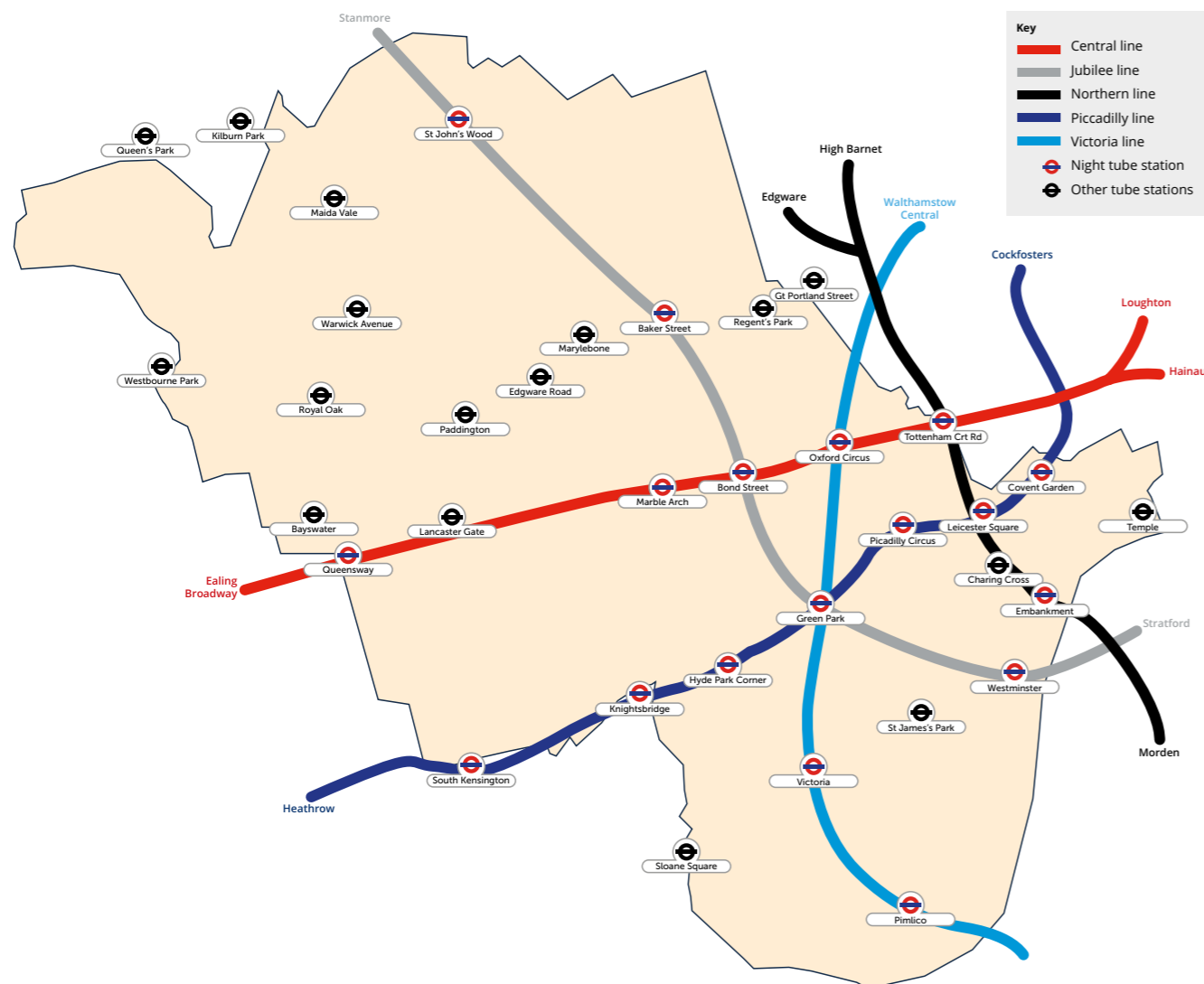
- Victoria line – a higher frequency service with up to 36 trains per hour from May 2017;
- Circle, District, Hammersmith & City and Metropolitan lines – increase capacity by 33% by 2018, resulting in up to 17,500 extra passengers per hour;
- Jubilee line – higher frequency services with up to 36 trains per hour by 2020;
- Northern line – higher frequency services with up to 30 trains, and 18,000 more passengers per hour by 2022;
- Piccadilly line – 60% increase in capacity by 2025; and
- Bakerloo and Central lines – 25% increase in capacity on both lines in the late 2020s.

All these rail improvements emphasise the importance of improving the streets and spaces surrounding busy rail termini and underground stations to accommodate passenger growth, and provide higher levels of safety, security and comfort.

Table 3: Walking from the mainline rail termini in Westminster
(Central London Rail Termini Report, TfL, 2011, Fig 6.1, 6.2 and 6.7)

Terminus	Daily number of walk journeys	Walking mode share for station	As a proportion of from termini	Potentially walkable journeys
Victoria	43,900	33%	12%	15,300
Charing Cross	35,700	55%	9%	10,500
Paddington	7,800	12%	2%	3,000
Marylebone	4,300	18%	1%	1,900

Figure 6: The London Night Tube in Westminster (WCC).



Encouraging walking in Westminster

Westminster's residents walk for 84% of all trips that can be walked. This is the second highest level of walking for any London borough, which makes it very challenging to achieve any further increases.

For residents the greatest potential to increase the number of walking trips that are not walked (16%) is to attract them from road based modes rather than tube or rail.

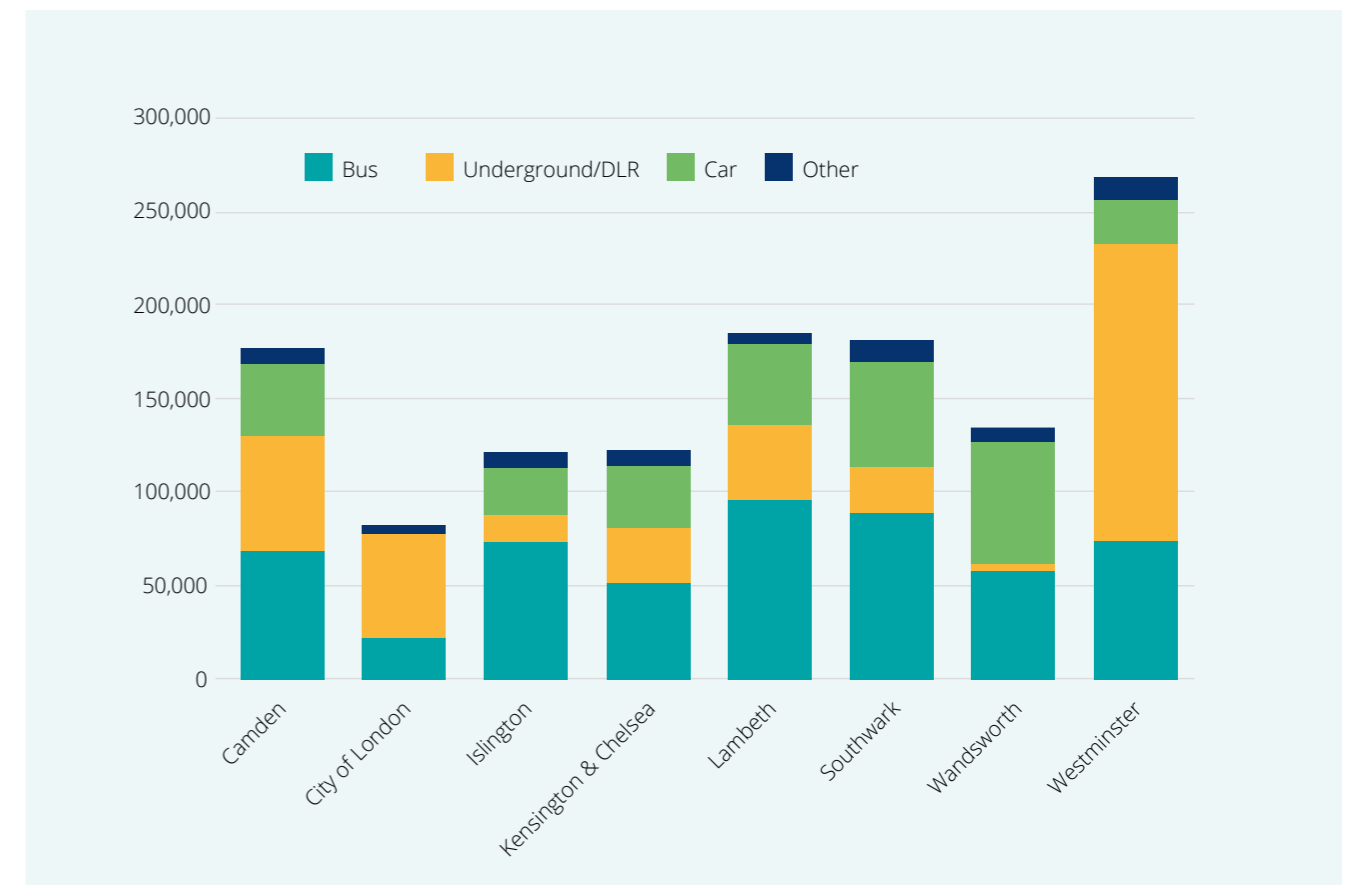
For workers and visitors the greatest potential to increase walking trips in central London is to attract tube passengers, as seen in Figure 8 below.^A Fewer tube trips could also reduce pedestrian crowding outside London Underground stations.

Strategic roads and schemes

Westminster lies at the centre of London and contains several strategic roads, and a huge number of destinations of regional, national and international importance. This means that many streets have both very high footfall and vehicle flows. Consequently, Westminster, with TfL and landowners, has undertaken many ambitious pedestrian schemes to improve strategic roads, crossings and places. For example:

- Pedestrianising the north terrace of Trafalgar Square in front of the National Portrait Gallery;
- Widening the pavements in Whitehall;
- Improving the pavements and crossings in Piccadilly Circus;
- Creating London's first diagonal crossing at Oxford Circus,
- Returning Baker Street to two-way operation; and
- Working with the Mayor, TfL and the WEP to explore transforming the Oxford Street district (west and east).

Figure 7: Opportunities for short walks instead of using other modes of transport (TfL)



^A TfL, Opportunities for switching bus journeys to walking, TfL presentation, 27 June 2016, p14



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Challenges

Westminster is experiencing some of London's highest growth rates in terms of residents, workers and visitors, and public transport passengers. These all increase the need for more pedestrian space, in many places which may already be overcrowded. Thus action is needed to keep up with the growing numbers of people, and to create more comfortable, safe and economically successful places. This is a significant challenge considering the limited space in central London. Especially because the need for action may be required very quickly in certain locations due to new or improved train services.

Opportunities

London's growth creates many new opportunities to increase Active Travel by encouraging more people to walk, or to walk further, in Westminster.

Westminster's highway projects

Westminster's approach to designing its highways schemes provides various opportunities. These projects aim to improve various modes of travel, but especially active ones (ie pedestrians and cyclists) where possible. Westminster's projects evaluate all pedestrian crossings and road markings to see whether they can be improved to create more space for Active Travel, cycle parking, tree planting etc, and to de-clutter streets. Please see the Case Study overleaf about the Marylebone Low Emission Neighbourhood (LEN).

Walking to town centres

TfL's analysis shows that there is significant potential to encourage walking in Westminster to town centres (ie the West End) (see Figure 9 overleaf).[†]

Growth and new development

London is experiencing significant amounts of growth, which is triggering new development. This provides real opportunities to redesign and improve the public realm to deliver world-class walking environments (see the Case Study: Development's creating new routes and places below).

The Elizabeth Line

The Elizabeth Line creates a unique opportunity to combine growth, higher numbers of pedestrians and redevelopment to reconfigure streets, spaces and transport modes across central London. Indeed, the overarching purpose of Crossrail is to enable such changes. Consequently, Westminster is investigating improving the streets outside Elizabeth Line stations.

The additional transport capacity and connectivity provided by the Elizabeth Line is also helping to reduce the number of buses and taxis in the Oxford Street district. This would release space to enhance Oxford Street as a world class retail destination and walking environment. The Mayor and TfL are continuing to work with Westminster City Council and others on plans to support growth and to transform the district for pedestrians.

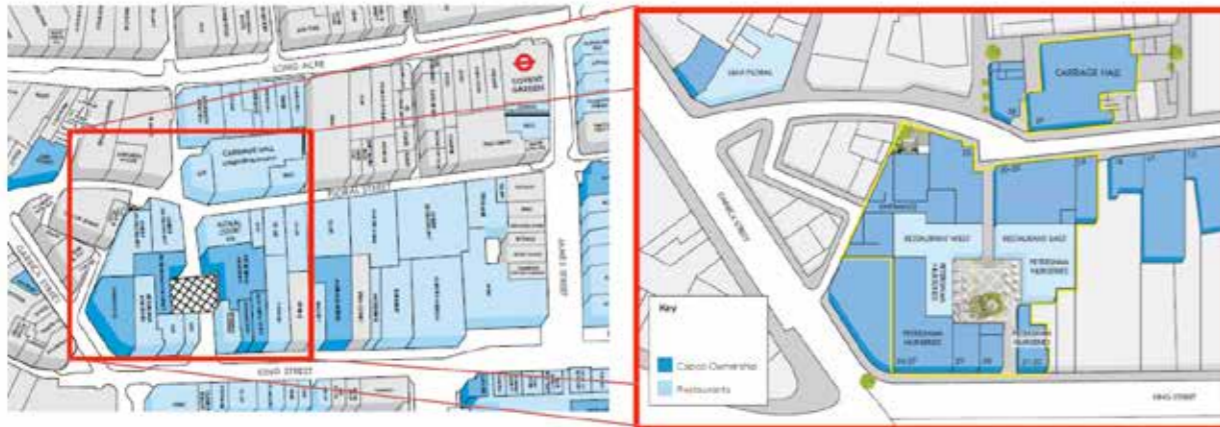
Partnership working

A further opportunity is for Westminster to coordinate its highway improvement schemes with major development work, where possible. Westminster works with many developers and landowners to provide better walking and cycling facilities to accommodate any increase in building occupants.

[†] TfL, Analysis of Walking Potential, Jan 2017, Figure 5.6, p42

DEVELOPMENT'S CREATING NEW ROUTES AND PLACES

In recent years, three different developers (Capital & Counties, Shaftesbury Plc and Mercers) have funded and built a new pedestrian network of routes and spaces across the Covent Garden area to improve walking and create new economic opportunities. Capital & Counties (Capco) worked with Westminster City Council to undertake extensive public realm improvements. They identified that James Street was very crowded, because it is the only North to South route linking Long Acre and the Covent Garden piazza, as the other five alleyways stop at Floral Street (see Capco's plan below).



Capco responded by constructing Floral Court, which creates a new alleyway and courtyard from Floral Street to King Street to encourage walking (see Capco's detailed plan above). Floral Court opens in the autumn of 2017 and could capture 10% of the footfall from James Street, or over 4.5 million visitors a year. This would reduce crowding in James Street and create new economic opportunities in Floral Court.

Before Capco created Floral Court it worked with Westminster City Council to renovate King Street and introduce a timed closure. This allows deliveries during the morning, more pedestrian space at midday (during its busiest period) and residents' parking at night. As a result King Street experienced roughly a 30% increase in pedestrians and retail sales between 2016 and 2017. This encouraged Capco to undertake further improvements in King Street by installing façade lighting to de-clutter the pavements, investigate air quality improvements during the timed closure, and consider installing moveable greenery and seating to enhance the street.



Measures

The following highways measures increase the capacity of streets to accommodate existing and growing numbers of pedestrians. They are funded in four ways through the Westminster Local Implementation Plan (LIP) programme, new developments, by land owners or BIDs.

LIP funding for public realm improvement schemes

A key source of funding is the Westminster LIP Delivery Programme from TfL (Section 4, Table 5). The granted capital funding from the LIP is used by Westminster to deliver transport projects, including designing and constructing highways schemes. Westminster's current LIP delivery programme prioritises pedestrians, in terms of improving their safety, amenity and quality of the public realm.

Developer funding for public realm schemes, including new routes and spaces

Major new developments provide opportunities to improve the walking environment both in their immediate vicinity and more widely in the route network. This can include landowners creating new routes through large development sites and permitting public access for specified times. Discussions with land owners and developers and their responses to this Walking Strategy have indicated they are willing to consider permitting public access through developments when requested. Westminster will continue to work with the private sector to promote and encourage walking by using its planning and highways powers to ensure that new developments make a positive contribution to the public realm wherever possible.

Partnership working to improve walking and the public realm

Westminster works in partnership with land owners, developers, BIDs and the WEP to undertake many schemes together. By working in partnership and pooling our resources this maximises the benefits that can be delivered to provide better routes, crossings and spaces to accommodate more people in greater comfort.

Westminster is investigating improving the streets outside Elizabeth Line stations to create larger, better, more comfortable and secure spaces to accommodate more pedestrians. For example, improving Hannover Square outside Bond Street station.

Westminster also has an excellent track record of working with land owners. The WEP Place Programme lists a large number of joint schemes (in Table 3) with a few highlights in the bullet points below.

- Capco is creating a new route and space in Covent Garden (see Case Study above),
- The Portman Estate helped to improve the north-south walking route between Marylebone station and Marble Arch by widening pavements and installing zebra crossings, and
- The Grosvenor Estate has funded many public realm improvements, including a comprehensive scheme in Grosvenor Hill to create a single surface with seating, tree planting and cycle parking (see Figure 10 below).

Figure 9: The Grosvenor Hill public realm scheme (Grosvenor).



Table 4: West End Partnership Place Programme and estimated costs (West End Delivery Plan 2015-2030, March 2017)

place • programme

EASY TO REACH, WITH LESS CONGESTION AND BETTER AIR QUALITY
 RENOWNED FOR QUALITY, INTEREST AND EXTENT OF ITS PUBLIC PLACES,
 HELPING TO DIFFERENTIATE LONDON FROM OTHER WORLD CITIES

THE WEST END.
 DELIVERY PLAN 2015-2030 ■ Pg 12

WEP key projects	Deliverables	Key delivery partners	Programme costs	Map ref.
Oxford Street West	A world class experience. Reduction of traffic, improved pedestrian safety, provision of better retail spaces with a renewed mix of retailers, creation of a high quality public realm including 'oasis' spaces, and improvements to Marble Arch junction.	Transport for London; Westminster City Council; New West End Company; Oxford Street property owners; The Royal Parks Agency	£50 million	1
Baker Street Two Way	Introduction of two-way traffic operation on Baker Street and Gloucester Place.	Westminster City Council; Transport for London; Baker Street Quarter Partnership; Portman Estate	£15 million	2
Bond Street	New paving maximising space for pedestrians and improved servicing. New street furniture and public seating and improved connections to neighbouring oasis spaces.	Transport for London; Westminster City Council; New West End Company	£17 million	3
Bond Street London Underground ticket hall	New London Underground ticket hall at Marylebone Lane/Oxford Street junction and associated public realm improvements.	London Underground; Crossrail; Transport for London; Westminster City Council	tbv	4
Bond Street West ticket hall	Commercial over-site development at 65 Davies Street and public realm improvements around Davies Street for the new Crossrail entrance.	Transport for London; Crossrail; Grosvenor Estate; Westminster City Council	£5 million	5
Oxford Street East	Completion of public realm and highway improvements connected to Crossrail and Tottenham Court Road.	Westminster City Council; Camden Council; Transport for London; Crossrail; London Underground; New West End Company; private developers	£6.5 million	6
Tottenham Court Road Two Way	Provision of two way system in the Tottenham Court Road area and St Giles linked to Crossrail station improvements. Will include six new or improved public spaces, and additional provision for two way cycling streets.	Crossrail; Transport for London; Camden Council; Westminster City Council	£51 million	7
Dean Street - Tottenham Court Road Western Ticket	Public realm improvements around the western ticket hall of the new Tottenham Court Road Crossrail Station.	Westminster City Council; Camden Council; Transport for London; Crossrail; London Underground	£5.5 million	8
Cambridge Circus	Public realm improvements including wider footways, diagonal crossing point, new lighting, and new traffic arrangement.	Westminster City Council; Transport for London; Camden Council.	£1.2 million	9
Aldwych / Strand	Highway, traffic and public realm improvements.	Westminster City Council; Transport for London; London Underground; Crossrail	£10 million	10
Berwick Street Market and Berwick Street North	Public realm improvements incorporating new shared services, new electric provision, and improved lighting.	Westminster City Council; PMB Holdings; Transport for London; local businesses and residents	£1.5 million	11
Hanover Square	Implementation of new Crossrail station and public realm improvements, and improved access to the gardens and creation of 'oasis' space.	Westminster City Council; Transport for London	£10 million	12
Cavendish Square	Refurbishment of the underground space and parking arrangements, introduction of new commercial uses and leisure facilities, and public realm improvements.	Westminster City Council; Transport for London; New West End Company	tbv	13
Covent Garden footway improvements	New York stone footways to Henrietta Street, part of Southampton Street, part of Piazza and new bollards.	Westminster City Council; Capco; local businesses	£0.7 million	14
Detailed public realm improvements	33 Grosvenor Street; Regent Street North; Berkley Street / Davies Street; Marylebone Lane; Brooks Mews; 20 Grosvenor Square / North Audley Street; Brook Street / Grosvenor Square; Carnaby Street / Fouberts Place; Broadwick Street; Jermyn Street; Newport Place; Upper St Martins Lane; Strand; Villiers Street.	Westminster City Council; Grosvenor Estate; Transport for London; The Crown Estate; Howard de Walden Estate; Shaftesbury Estate; Great Portland Estate; London Underground; Crossrail; Heart of London Business Alliance	£20.3 million	15 - 28
Leicester Square side streets	Public realm improvements including Whitcomb Street and Panton Street.	Westminster City Council; Heart of London Business Alliance; private developers	£4.2 million	29
Marylebone Road / Euston Road	Provision of substantial public realm improvements and corresponding highway improvements to improve air quality.	Camden Council; Transport for London; Westminster City Council; local businesses and residents	£20 million	30
Savile Row	Public realm improvements, including new pedestrian crossing and relocated residents' parking.	Pollen Estate; Savile Row Strategic Group; Westminster City Council; local businesses	£0.5 million	31
Soho public realm improvements	Public realm improvements including improved seating and accessibility to Soho Square.	Crossrail; Westminster City Council; local businesses and residents	£2.5 million	32
Strand 190 / Arundel Street	Highways works for the redevelopment of 190 Strand.	Westminster City Council; private developers	£0.5 million	33

NB: There are additional projects and programmes not listed above.

Allocation of street space

There are several ways to redesign and reallocate street space to walking.

Footway widening

Congested footways can be widened where there is sufficient carriageway land. This is not possible everywhere, but Westminster has successfully widened pavements along Key Walking Routes in: Long Acre, Victoria Street, St James Square and in Lincoln's Inn Fields.

Smarter Streets

Another approach is 'Smarter Streets', which increases space for pedestrians by designing multifunctional spaces and / or items of street furniture. This reduces the space these items require and so releases land for pedestrians. For example, raised loading bays or pads, widen the footway for walking most of the time, but can be used for deliveries outside of peak hours. Examples of raised bays include The Strand (see Figure 11 below).

Shared space

Another way to create more space for walking is by designing shared space. This is only suitable in very specific circumstances and it needs to pay particular attention to people with inclusive design needs. For these reasons shared space is only likely to be acceptable and appropriate in certain locations.

Reallocating highway space

Another way to create more pedestrian space is by reallocating the highway by introducing: temporary, experimental, timed or permanent road closures for motor vehicles. Westminster contains a unique set of circumstances and challenges that requires a

nuanced approach. However, there are opportunities to use some streets in more flexible ways at different times of the day and night. Timed closures may be achievable to increase and improve the public realm for pedestrians where full pedestrianisation is not feasible. For example, Heddon Street and King Street (see the Case Study: Development's creating new routes and places above). This enables businesses to still receive deliveries, whilst residents do not suffer noise and disturbance at unsociable hours.

Increase pedestrian crossing phases at signalised junctions

A number of traffic signal junctions in Westminster do not have pedestrian crossing / green man signals (see case study below). Any new, amended or countdown signals require TfL's authorisation, as they manage London's traffic signal network. Thus Westminster works with TfL to introduce new signalised pedestrian crossings or signal changes, wherever possible. Any new signalised crossings are dependent upon: the history of casualties at this location, the number of pedestrians who would use them, their requirement from a safety and accessibility point of view, the potential impact on other road users, and providing smooth and quick crossings for pedestrians.

Active by Design: new development

There is emerging evidence that an "Active by Design" approach can create new buildings that encourage walking inside by, for example, making it easier to use the stairs than the lifts. This encouragement to walk inside buildings could translate into greater amounts of walking outside buildings. This should be explored by developers, architects and planners.

Figure 10: Raised bay in The Strand (WCC).



PEDESTRIAN COUNTDOWN TIMERS

The TfL Pedestrian Countdown system indicates how much time people have to cross the road after the green man signal has gone out. Countdown works by including an additional display which counts down in seconds the safe time left for pedestrians to cross the road.



Countdown replaces the 'blackout period', after the green man signal on pedestrian crossings and before the red man is shown. This is because many pedestrians believe they can only cross the road during the green man signal, despite the 'blackout period' continuing to give people the right of way to complete their crossing. Countdown resolves this by showing how much time is left for pedestrians to use the crossing. Thus it gives more people the confidence to cross the road and to make better and safer decisions as they are less likely to panic or stop in the middle of the road.

In 2010 / 2011 TfL trialed Countdown at eight locations across London, including the Oxford Circus diagonal scheme with strong support from Westminster City Council. This trial found that:

- 83% of those surveyed said they liked Pedestrian Countdown;
- It reduced people's uncertainty helping them to make more informed crossing decisions;
- It smoothed traffic flow; and
- Had no negative effect on pedestrian safety.

As a result of these findings TfL, and interested London Boroughs, are upgrading some 200 existing signalised crossings to Countdown across London. Westminster is a leading borough in the installation of Countdown at selected junctions on: Regent Street, Whitehall, the Trafalgar Square area, Maida Vale, Harrow Road, Shirland Road, Warwick Way, Elgin Avenue, Wells Street and Victoria Street.

This TfL and Borough programme targets those signalised junctions and locations which can reduce casualties. The City Council is investing up to £150,000 a year to upgrade many green man crossings to Countdown in Westminster. This work is undertaken in partnership with TfL and this programme is currently being reviewed in 2017 / 2018 to set higher targets to upgrade more crossings.

Objective 2: to improve the quality of the walking environment and the public realm to make walking more comfortable

The current situation

Westminster, and its partners, have introduced many schemes to improve the quality of the pedestrian environment. These quality measures include: de-cluttering, improving pavement surfaces, creating resting places, adding planting, pocket parks and introducing play streets. A recent example is the Wonderpass (see case study below).

Westminster benefits from many high quality, historic alleyways, streets, squares, parks and architecture that provide an excellent template for high quality pedestrian design. Westminster also seeks to use the best new products, designs and street furniture where they can provide better, safer and more effective solutions for pedestrians and to accommodate growth. For example, as part of the Elizabeth Line creating a new public space to allow better appreciation of St Patrick's Church, which is a grade II* listed building. Westminster is also providing better and safer pedestrian Countdown signals and smaller and more efficient street lights. In this way, Westminster works to improve the quality of its many historic environments by striving to use the best new technologies and designs wherever possible.

In 2011 the City published the Westminster Way - Public Realm Strategy. This wide ranging document helps the council and developers to sensitively design and deliver high quality streets and spaces to provide a simple, coordinated, coherent and consistent public realm that enhances Westminster's historic environment.

Improving the quality of the walking environment for everyone

Improving the quality of the public realm benefits everyone and encourages people to spend more time there. By improving streets this can expand their role from simply providing routes between destinations to creating comfortable, quality places to stroll, meet neighbours, colleagues and friends, etc. This is important in promoting a vibrant neighbourhood and cohesive communities, as well as supporting visitor and hospitality industries.

Challenges

Poor air quality can influence the decision to walk and spend time outside

Poor air quality is a challenge to providing a high quality walking environment. A London Councils poll found that 19% of Londoners said that less air pollution would encourage them to walk more.

The most recent full assessment in 2010 is that long-term exposure to particulates (PM2.5s) and also nitrogen dioxide (NO2) caused about 9,400 premature deaths annually in Greater London. Air pollution typically affects vulnerable people the most, ie the young, the elderly, and those with existing respiratory problems and chronic illnesses.

Motor vehicles are a major source of air pollutants, with problems typically concentrated near busy, strategic roads in Westminster (see Figure 12 below). This pollution therefore affects people living near busy roads (with more than 10,000 vehicles a day) where it is likely to account for 15%-30% of all new asthma cases among children, and chronic pulmonary and coronary illnesses in adults. Many of these strategic roads with poor air quality, such as Marylebone Road, Edgware Road and the Embankment are managed by TfL as part of London's Strategic Road network, who are working with Westminster to address these issues.

Research has shown that exposure to less pollution over the long term could add almost two years life expectancy to people aged 30 and over.

There are practical steps that can be taken to reduce people's exposure to pollution. First, as drivers sitting in traffic are shown to experience higher levels of pollution, then walking can help to reduce people's exposure. This was confirmed by King's College in 2010 who fitted pollution monitors to pedestrians that recorded less pollution in less trafficked streets.[†]

Second, pedestrians can more easily adapt their journeys to avoid streets with high traffic volumes and use quieter roads instead.^{††}

De-cluttering: Public street furniture

One way to create a higher quality walking environment is to de-clutter streets of excessive or redundant street furniture, such as traffic signs and posts. This creates footways with more space for pedestrians, which are tidier, more attractive and require less maintenance. Westminster has pioneered a number of de-cluttering initiatives, including the pay to park system using mobile phones, which enabled the council to remove parking meters from all its streets.

[†] <http://www.sciencedirect.com/science/article/pii/S0048969701007586>

^{††} <http://www.sciencedirect.com/science/article/pii/S004896971400713X>

THE WONDERPASS

The underpass outside Marylebone Station runs beneath Marylebone Road (a TfL road) and has been in a poor state for many years. This has discouraged its use, and contributed to a poor impression of this vibrant area. The Baker Street Quarter (the local Business improvement district) responded in partnership with TfL and Westminster (with a contribution from the local ward budget) to lead a project to revitalise this underpass. The 'Wonderpass' was created to encourage greater use by replacing poor lighting and puddles with bright colours and exhibits that celebrate the area's history and attractions. The design features items from the nearby Wallace Collection, Madame Tussauds and Regent's Park Open Air Theatre, making this project a great example of community collaboration.



Before the improvements to the Wonderpass (Baker Street Quarter).

Following these improvements to the walls, floor, ceilings and steps of the Wonderpass, its use increased by:

- 154% in the morning,
- 28% in the afternoon, and
- 71% in the evening.

With 98% of users stating that the Wonderpass was better or much better than before.



After the improvements to the Wonderpass (Baker Street Quarter).

De-cluttering: Private street furniture

Another challenge to creating a quality pedestrian environment is de-cluttering the many items of private street furniture. This often means that the Council has less influence over items such as telecoms equipment, ie telephone boxes and telecoms cabinets, which are installed by several different companies. Other items include those installed by TfL, like: traffic signals at junctions which require control boxes / cabinets, as well as bus shelters and their end panels, electric vehicle charging posts, cameras for the congestion charging zone and other enforcement equipment that it may introduce. In addition, council's have weak wayleave powers making it very slow and costly to relocate items, like lanterns, onto buildings.

The Council is taking steps to promptly remove redundant or inappropriate street furniture and equipment. However, this involves particular challenges because of permitted development and other rights granted to telecommunication and other undertakings. Westminster, thus needs to work with operators and regulators to ensure that any regulatory framework allows for better management of the public realm.

Balancing comfortable footways with local businesses activities

Balancing the provision of sufficient footway space for pedestrians with adjacent economic activities is challenging when trying to provide a quality walking environment.

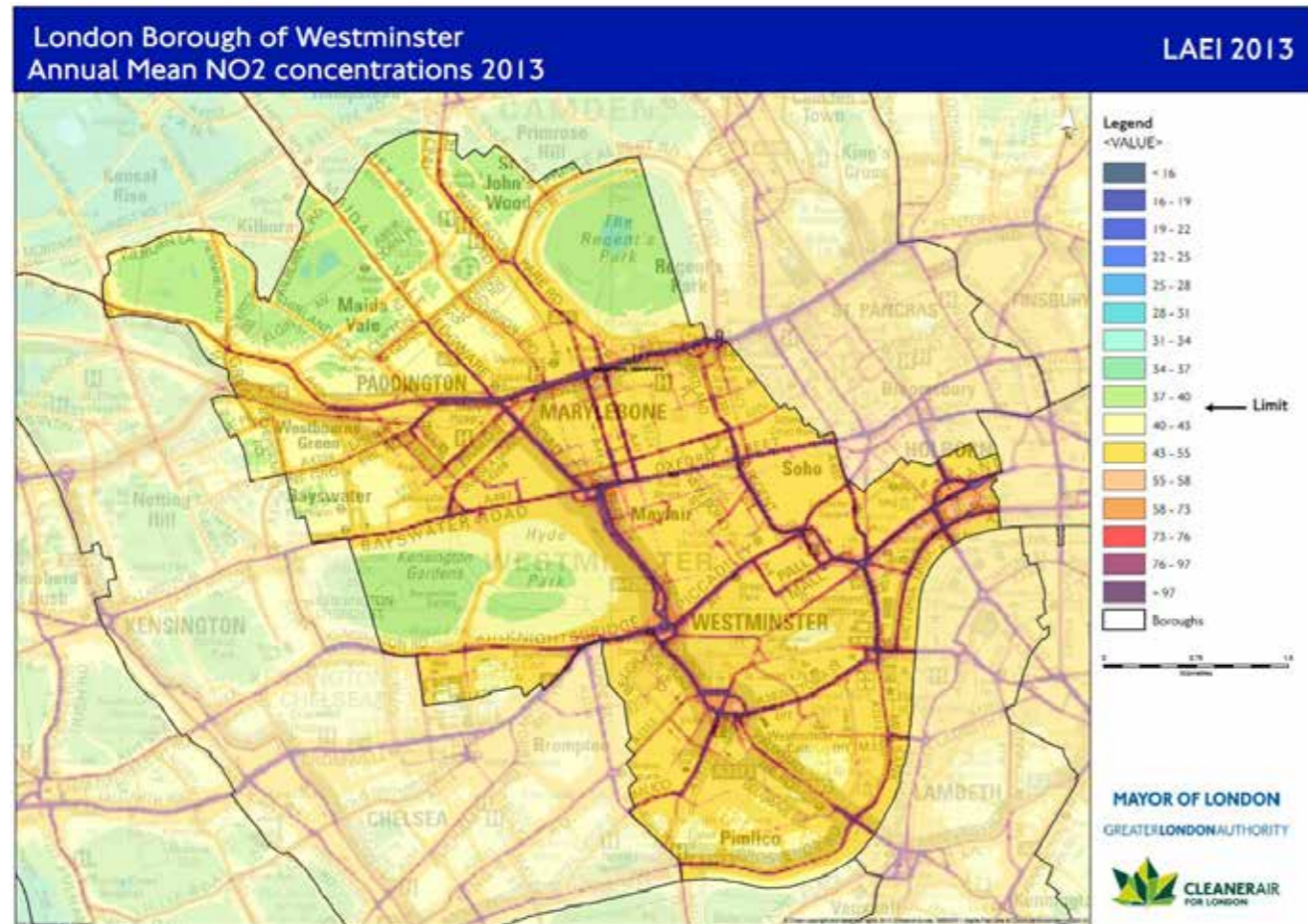
Westminster supports and authorises business activities on the public highway through its planning and licensing functions. They can approve the temporary use of the Council's land for: 'A' boards, street trading kiosks, areas for tables and chairs, etc. However, the Council cannot license or control any activities on private forecourts, which tend to be areas with different paving or within pavement studs beside a building.

These licenses can help businesses to thrive and contribute to vibrant and attractive streets. However, they can encroach on the footway restricting space for walking, which creates obstructions and crowding. Street clutter can be especially difficult and hazardous for blind or partially sighted people, those with mobility impairments, parents with young children and pushchairs, or people with luggage. Cluttered and congested footways also provide poor retail environments as they are no longer comfortable places for people to spend time in. The challenge is to carefully manage the balance between walking and the commercial activities in the public realm, whilst providing more space to accommodate the growing numbers of pedestrians. This may require taking enforcement action and new legislation to help manage and reduce street clutter.

Hostile Vehicle Mitigation measures

Hostile Vehicle Mitigation (HVM) measures are a new type of street furniture which aims to protect people in crowded places from motor vehicle attacks. The council will support and implement temporary security enhancements in the public realm to respond to emergencies. In the longer term, where developments have been identified by the Metropolitan Police and the Centre for the Protection of National Infrastructure (CPNI) as requiring the deployment of such measures, then Westminster will consider the implications of installing them if funded. Whilst there is a need to respond rapidly to incidents by putting in temporary measures to protect public safety, any permanent measures should, as far as practicable, be designed sympathetically to respect the surrounding context and public realm, especially for any conservation areas or listed buildings, having regard to the safety, convenience and directness of pedestrian flows.

Figure 11 Westminster: Annual Mean NOx Concentrations 2013 (source: Great London Authority, Local Atmospheric Emissions Inventory, 2015)



Opportunities

New developments

The scale and pace of development in Westminster provides opportunities to improve the quality of public spaces and ensure they are fit for purpose. Large development schemes can provide further solutions like installing lights on buildings to de-clutter streets and spaces and, in coordination with business improvement districts and others, and supporting consolidation centres to reduce freight vehicle movements to improve streets for pedestrians.

Air quality initiatives

Various air quality initiatives provide opportunities to improve the quality of the walking environment, as detailed below.

Government air quality initiatives

The Government published its air quality strategy in July 2017. This aims to reduce nitrogen dioxide to within the limits set by the EU by funding City Mayor's and councils to reduce traffic pollution and phase out all petrol and diesel vehicles by 2040.

Mayoral air quality initiatives

The Mayor of London's air quality strategy highlights that very large reductions in NOx are required to meet the EU's legal requirements. The MTS and TfL's work proposes a range of air quality improvements:

- Since 2008 TfL's Low Emission Zone (LEZ) has charged lorries and large goods vehicles to drive within the M25 motorway,
- TfL is introducing zero emission and ultra low emission buses across central London by 2020. They will reduce NOx emissions from buses by up to 95%.
- On 23rd of October 2017 TfL introduced the Emissions Surcharge (T charge). This is a £10 per day charge for driving any Euro 4 standard vehicle or lower in the Congestion Charging zone (typically a diesel or petrol vehicle registered before 2006). The T charge is a stepping stone before introducing the ULEZ.
- From April 2019 TfL will introduce the Ultra Low Emission Zone (ULEZ) in the current congestion charging zone. This is a daily charge for every vehicle applicable at all times where a vehicle does not meet the low emissions standards.

Other strategic opportunities are provided by the Central Sub-regional Transport Forum, which is organised by the Cross River Partnership (CRP). The CRP are evaluating the quality and effectiveness of two walking projects in other central London boroughs in 2018 / 2019, and monitoring the results from 'Healthy Streets' schemes that overcome barriers to walking.

Westminster air quality initiatives

Westminster has a long history of tackling air quality issues. During the 2000's Westminster was part of the Clear Zone Partnership (CZP) which was led by the London Borough of Camden and included the City of London. The CZP aimed to improve air quality by trialing new street designs and technologies. This included creating: Key Walking Routes, the first scheme to explain how to design shared space and remove traffic signals, Legible London signs, new seating and cycle parking on the road. The new technologies included pioneering car clubs, electric vehicle charging points, and testing Ecostar / DNOx paving and paint. These measures have spread across London, but tackling air pollution continues to be challenging because Westminster is a destination for many vehicle collections and deliveries.

In 2001 Westminster published its first Air Quality Strategy. In April 2013 Westminster published its Air Quality Action Plan (2013-2018) which provides a robust and focused set of measures that target pollution from transport and buildings.

In June 2016 the Mayor's Air Quality Fund awarded Westminster funding until 2019 to implement one of London's first Low Emission Neighbourhood (LEN) schemes in the Marylebone area. This public-private partnership aims to reduce air pollution by improving the public realm and through promotional measures to encourage behavior change. Such as trialing play streets, and providing cycle training for young children and families.

Other funding sources include the Mayor's High Street Fund which provides opportunities to improve local streetscapes. Westminster has used this funding for projects in Soho and the Harrow Road.

Pedicabs

Another opportunity to enhance the quality of streets and spaces is provided by working with the Mayor to help manage pedicabs by seeking to influence any new Government legislation. Unlicensed pedicabs often create problems for pedestrians, including blocking footways and crossings, and overcharging visitors and tourists.

Measures

Improving the quality

Air pollution

Westminster is undertaking a range of air pollution measures, which improve the quality of the public realm.

The City Council is trialing the Marylebone LEN with landowners, businesses and residents to reduce air pollution by using engineering and behavior change measures. This includes trialing the first parking charge for visiting diesel vehicles in the UK.

On Friday 24th of November 2017 the Northbank BID secured TfL funding for a Business Low Emission Neighbourhood (BLEN). It aims to reduce freight traffic and improve walking and cycling routes around the Strand, the Aldwych and the St Clement Danes Primary School.

Westminster introduced a campaign against engine idling called #Don'tbeidle to reduce unnecessary air pollution, especially for high polluting vehicles, such as: freight, servicing and taxis.[^]

Westminster was one of the first councils to encourage low emission vehicles (such as electric vehicles and hybrid taxis) by supporting charging technologies. It continues to install more electric vehicle charging posts, and is investigating the feasibility of using lamp posts.

De-cluttering

From 2011 to 2015 Westminster delivered its "Neat Streets" programme to de-clutter roads in the city (see the Case Study below). The lessons learnt from this programme are now included in all of Westminster's highway designs, which review opportunities to de-clutter streets by:

- Removing any redundant street furniture (ie traffic signs, posts, guard railings, etc),
- Re-locating items into street furniture zones, or
- Co-locating items onto fewer objects (ie having more than one sign on a post).

The council will continue exploring with TfL how to reduce clutter on Westminster's busy footways. This includes making the case to government for simpler and stronger powers to de-clutter streets to better manage items like telephone boxes. Westminster publicised this problem in the media this summer 2017.[^]

[^] <http://info.westminster.gov.uk/dontbeidle>

[^] <http://www.bbc.co.uk/news/uk-england-40230216>

Quality of the footway

To help Westminster better maintain the safety and quality of its footways the City Council will promote and publicise its:

- “Report It” web page for roads and pavements ^A <https://www.westminster.gov.uk/report-it> and
- Emergency number for dangerous issues on 020 7641 2000.

This provides a helpful service for the City Council, residents’ and businesses as it enables the quick identification and response to issues of concern.

Pedicabs

Westminster is also lobbying for the regulation of pedicabs to prevent them from blocking pavements and crossings, and overcharging users. The Council is working with the Mayor to grant the GLA the powers to regulate pedicabs in London. This would extend the licensing regime so that TfL or the Metropolitan Police can operate a fair and equitable system and enforce against any infringements.

Resting places

Another measure to enhance the quality of public spaces is to create resting places that provide opportunities for sunshine, shelter and shade. Seating is especially helpful for the young and the elderly, and people who are impaired or encumbered by shopping or luggage to help them walk further and spend more time outdoors. But Westminster’s pavements tend to be crowded and so seating can often only be feasibly provided in small public spaces, like the oasis spaces beside Oxford Street. Any seating also needs to be carefully designed to avoid attracting anti-social behaviour.

The City Council will continue working with partners to provide resting places near major thoroughfares and retail districts to help workers, shoppers and visitors take a break, eat lunch or pause in Westminster. This includes working with the West End Partnership’s Delivery Plan 2015-30 which aims to create ‘oasis’ spaces beside main roads and in side streets in the West End.

Planting

Westminster continues to support the greening of its streets, where space permits. This helps to create more attractive walking routes, ameliorate air pollution and the effects of climate change, and also helps to reduce flooding. Examples include the Marylebone LEN (Case Study earlier) and the Green Spine through the Church Street area. The Green Spine aims to provide a range of plant types, including trees, wherever achievable, taking into account pedestrian crowding, sufficient pavement widths, underground utilities and avoiding plants whose roots damage footways or drains.

Pocket parks

Another quality measure is creating pocket parks. This typically involves transforming underused bits of land (that are not on the carriageway / road) to create small public spaces. Westminster supports residents and other stakeholders to identify locations and develop proposals to create pocket parks where space and costs permit.

Parklets

Westminster is also investigating the creation of parklets on the carriageway / road, which use planters to typically provide seating and / or planting in locations where there is insufficient footway space for these facilities. Westminster is working in partnership with the Architecture and Urban Design department in Westminster University and their students to design pocket parks, which could be installed and trialed in the Marylebone LEN.

Play Streets

Another new measure to improve the quality of streets is “Play Streets”. This allows children to play on the highway (street) near their homes for a set period of time by temporarily closing, usually part of, a residential street to motor traffic. Play Streets are created by residents who identify and discuss the idea within their neighbourhood, before nominating them as Play Streets. Residents are consulted on a Traffic Management Order (TMO) to ensure that the proposed Play Street is supported by the wider community. Residents then close the road to hold regular Play Street events.

Play Streets help to improve the quality of the environment and increase walking by encouraging children and families to spend more time being active outdoors interacting with their neighbours in their area. In this way, outdoor play promotes Westminster’s wider public and health objectives to reduce obesity among children and enhance resident’s quality of life (see Figure 13 below).

Figure 12 Play Street in the Marylebone LEN (WCC)



NEAT STREETS

Westminster ran its 'Neat Streets' de-cluttering programme from 2011 to 2015, which was funded through the City Council's LIP Corridors delivery programme 2011 to 2014.

Neat Streets went beyond de-cluttering posts and sections of guardrailings to 'deep clean' streets by carrying out works to: remove graffiti and 'tag' stickers, repair redundant traffic signs, maintain lamp posts, upgrade pedestrian fingerpost signs with Legible London, repair footways and maintain trees.

The Neat Streets programme spent approximately £2.7m over three years on the following items:

- A Feasibility study that assessed 1,600 streets across Westminster,
- A year 1 programme which improved 400 streets; followed by,
- Year 2 and 3 programmes that improved the remaining selected streets.

This resulted in nearly 12,700 defects being identified, repaired or removed, ranging from:

- Footway / carriageway repairs, paint touch-ups, lamp post and sign light repairs,
- 339 posts were removed,
- 815 traffic signs were removed,
- 138 traffic signs were reduced in size,
- 1,050 on-street assets were cleaned or had graffiti or 'tag' stickers removed; and
- 1,031 street lights were repaired.

The lessons learnt from the Neat Streets programme have resulted in all Westminster's transport and public realm schemes now seeking to reduce street clutter, wherever possible. For example, the Baker Street two-way scheme will remove several posts by relocating these parking control signs onto adjacent lamp posts.

Public realm improvement scheme (WCC).



Objective 3: to make walking more intuitive by increasing the legibility and permeability of walking routes

The current situation

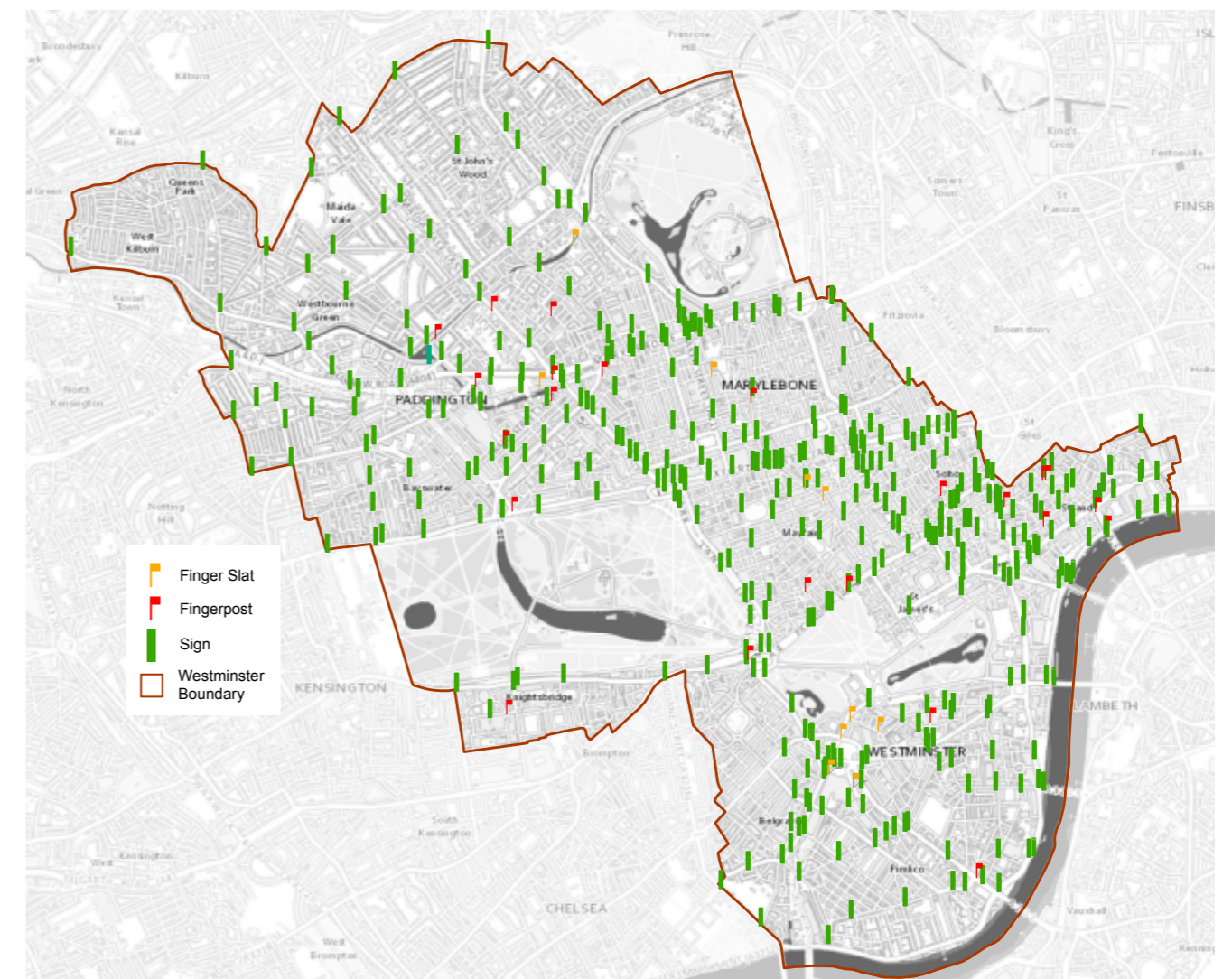
Westminster has the second highest number of walking trips in London boroughs at 84% of trips. As such, relatively few Westminster residents use other modes of transport if their journeys can be walked. Instead, it is visitors who tend to make short public transport trips in central London, because they are less knowledgeable about the short distances involved, and less confident about finding their way on foot.

To help visitors walk more; Westminster worked with Camden Council through the Clear Zone Partnership with the Central London Partnership and TfL to introduce Legible London wayfinding signs on-streets, bus shelters, Cycle Hire docking stations and

inside London Underground stations (see Figure 14 below). Westminster contains about 450 Legible London signs, which are far superior to fingerposts as they show many more routes and destinations, and typical walking times, using a more accurate and reliable system. These signs also show landmark buildings in three dimensions, which is especially useful for tourists and visitors.

TfL has monitored Legible London signs and found that they are used by up to 300 pedestrians an hour. Typically, 1 in 20 (or 5% of) people passing them on the weekend in central London. Since Legible London signs have replaced many other types of pedestrian signs in London people's satisfaction has strongly increased (Table 4 below). This use and satisfaction demonstrates the quality and effectiveness of Legible London signs, despite alternatives like digital maps and smartphone apps.

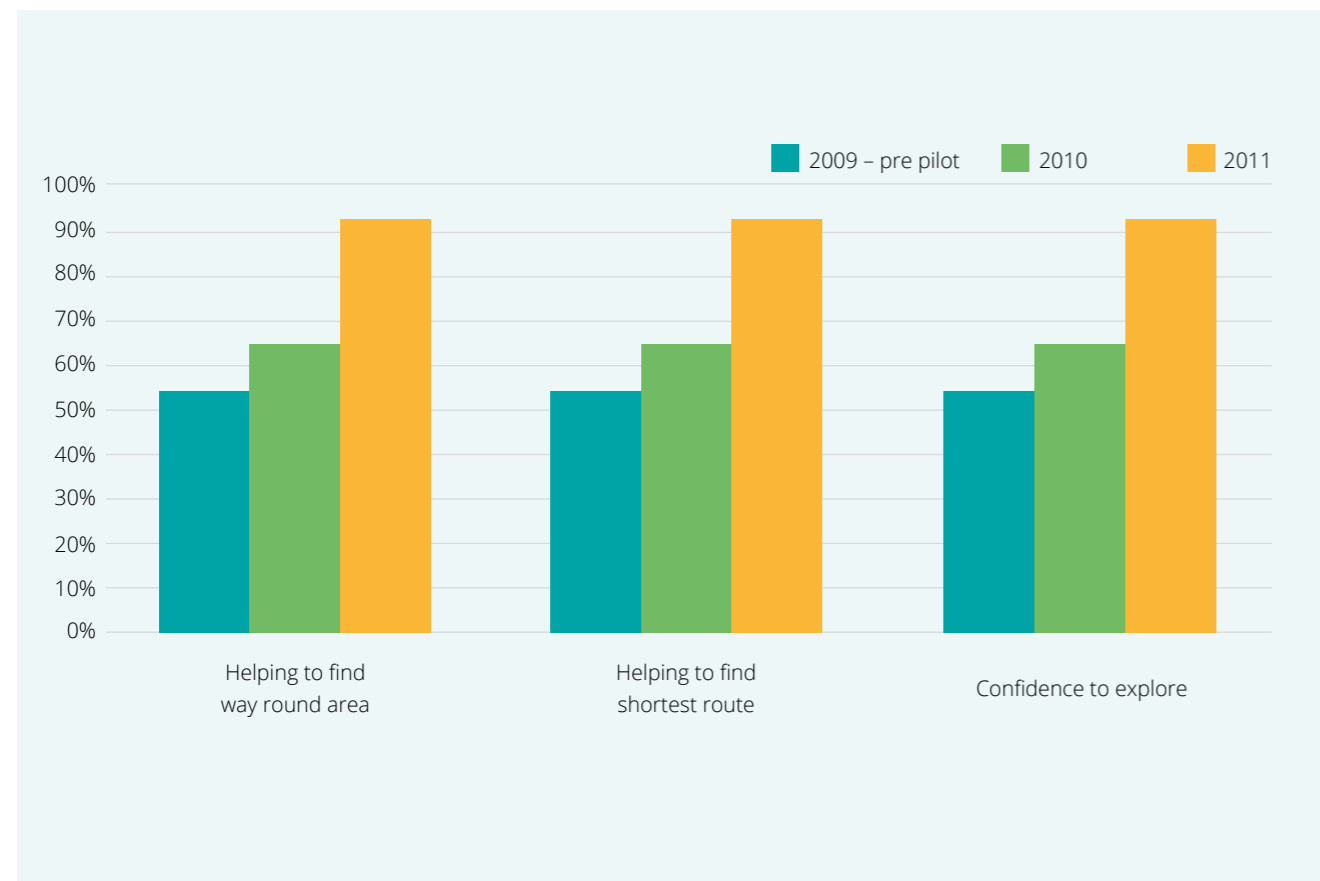
Figure 13: Plan showing all Legible London signs in Westminster



Author: GISLocationServices@OfficeSharedService.onmicrosoft.com | Date: 28/09/2017 | Ref: 0280

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Table 5: Increased satisfaction with pedestrian signage since Legible London was introduced
(By SDG for TfL, March 2014, page vii, Figure 3).



Challenges

Westminster has specific challenges regarding wayfinding. The City contains a dense grid of streets that provide high levels of permeability (route choice) for pedestrians. However, many areas have surprisingly poor legibility (ie people finding their way) and hence walking, due to irregular street patterns or breaks in the Georgian and Victorian road grids caused by different land ownership boundaries, culverted rivers, parks etc. Other barriers to road grids include: canals, railway viaducts, modern strategic roads, and large new housing and office developments.

Thus Westminster contains neighbourhoods with either high or fairly low levels of legibility and permeability, both of which benefit from Legible London signs to encourage people to walk.

Crowding on strategic roads

Another challenge are the concentrations of pedestrian's crowding on strategic roads, which causes congestion on the footway. This is because busy roads contain many shops, workplaces and destinations. This encourages many people, especially visitors, to follow the same routes and use the same crossings, which increases crowding near particular destinations and attractions.

Opportunities

Parallel Routes

One way to encourage walking is to reduce the crowding on strategic roads or busy junctions and locations by encouraging pedestrians to use quieter, parallel routes. This helps people to bypass crowded pavements, junctions or crossings, or to avoid busier and more polluted roads. Also by better distributing pedestrians, and their economic benefits, this can help to sustain businesses in less prominent places. One example is Oxford Circus which contains the highest pedestrian flows in Europe. This project included improvements to certain side streets, like Princes Street, which help people to bypass the extremely busy pavements here.

Figure 14: A Legible London sign



Legible London signs

Legible London signs provide simpler and clearer information to encourage walking (see Figure 15 below). It uses monolith signs with heads-up maps (that face the way you are facing) to show many more routes and destinations, in different formats. This creates a much clearer and more reliable system compared to fingerpost signs. Legible London signs also show the walking times to numerous places to encourage walking. Westminster has provided about 450 Legible London signs across its neighbourhoods. Any new signs are typically funded by new developments, especially if they create new routes or spaces. Examples, include near Victoria and the Elizabeth Line stations. TfL provides Legible London signs inside its stations and to indicate different exits. Network Rail has yet to adopt these signs inside their stations to help passengers make onward journeys.

Westminster also installs temporary Legible London signs for specific major events, such as Winter Wonderland in Hyde Park. These tend to be small fingerpost signs.

Digital Maps

Other opportunities to encourage walking involve using new digital maps to better understand London. One example is the 'London tubemap' website. This provides different Underground maps showing their correct, geographical location, so people can better understand the actual distances between them to make better decisions. Another plan provides the walking times between tube stations (as seen Figure 16 below). This highlights that it is often quicker to walk in central London than take the tube or bus. Other walking websites or apps can be used to plan quieter, less polluted walking routes.

Figure 15: The London Underground map with walking times between stations in Westminster (TfL, 2017).

Walking times between stations on the same line

Key to lines

	Bakerloo
	Central
	Circle
	District
	Hammersmith & City
	Jubilee
	Metropolitan
	Northern
	Piccadilly
	Victoria

Key to symbols

	Interchange stations
	Step-free access from street to train
	Step-free access from street to platform
	National Rail
	Riverboat services
	Victoria Coach Station

Approximate times, in minutes, based on a moderate walking speed.

© Transport for London



Measures

More Intuitive walking routes

The Council will continue working with land owners, developers and BIDs to identify, promote and where appropriate create parallel or alternative walking routes wherever possible.

Signage and wayfinding

Westminster will continue to work with TfL's Legible London signage team and local partners, such as the BIDs and land owners, to update the existing signs and install new ones where necessary and funded.

Legible London maps

Westminster supports the work by the Victoria BID and the Crown Estate to develop paper maps of Legible London for their area to provide them to businesses so they can distribute them to their staff to encourage them to walk.

Westminster will continue its dialogue with Network Rail to encourage them to provide Legible London signs on their land to create a complete wayfinding system, as was requested by several consultation responses.

Improving walking routes around utilities and construction works

Another measure is to take more effective steps to ensure that construction and maintenance work does not detrimentally affect walking. Through the City Plan Westminster will work more closely with developers and utility companies to encourage them to submit more detailed proposals on how they will provide pedestrian routes beside and around their construction sites. The aim is to encourage walking by minimising the need for footway closures or to provide better diversions for pedestrians. Where diversions around a site cannot be provided to instead clearly sign alternative, accessible, safe and step-free walking routes. Finally, any damage to pedestrian facilities by the developer must be promptly made good to Westminster's standards.

Objective 4: to ensure walking is a safe option for everyone

The current situation

Road traffic collisions

In 2013 TfL launched its Safe Streets for London Road Safety Plan to 2020. It reported that in London in 2011, walking accounted for 21% of daily journeys, but 35% of those killed or seriously injured casualties (KSI). In 2016 29% of the casualties on Westminster's roads involved pedestrians being killed or seriously injured.^A

Westminster aims to achieve TfL's road safety targets. The current target is to reduce the number of KSI's on roads by 40% by 2020, measured against a 2005-09 baseline. The draft MTS proposes an ambitious new target to achieve 'Vision Zero' by 2041 to eliminate all KSI's on the road.

TfL's Safe Streets for London strategy aims to reduce the collision rate by identifying the five 'Sources of Road Danger', which are:

- 1) Travelling too fast,
- 2) Becoming distracted,
- 3) Undertaking risky manoeuvres,
- 4) Driving under the influence of alcohol or drugs, and
- 5) Failing to comply with the laws of the roads.

Pedestrians are vulnerable road users and traffic collisions inevitably have a disproportionate impact upon them. But within these groups there are especially vulnerable pedestrians, typically the young, the elderly, and people with impairments. These three groups are more physically vulnerable and may also have a lower perception of traffic risks. For example, traffic collisions are the leading cause of death for young people aged 5-14 years old. Older people are also more vulnerable in traffic collisions, which may deter them from using certain roads and crossings. This is because older people are more concerned that they would suffer injuries, leading to a greater loss of mobility and increased isolation and dependence.

TfL is also working to reduce pedestrian casualties through its Bus Driver Training Programme which issues Bus and Coach driver Certificates of Professional Competence.

Traffic speed

The relationship between vehicle speed and the severity of injuries in collisions is well established. Analysis by the DfT shows that the risk of pedestrian fatalities increases exponentially with rising traffic speed. So that a pedestrian's risk of being fatally injured doubles when motor traffic increases from 20mph to 30mph and increases by 3.5 to 5.5 times from 30mph to 40mph.^A The most recent collision data (August 2013 to August 2016) shows that speed was a factor in 49 pedestrian KSI's in Westminster during this three year period.

Considerate cycling

Certain pedestrians, and especially the most vulnerable, are concerned about their traffic safety. This can deter vulnerable people from walking on certain pavements, crossings, shared paths or shared spaces. Vulnerable groups are often concerned about inconsiderate cyclist's behaviour, particularly fast cycling on the pavement. Westminster's roads and crossings experience pressure from all modes of transport, including drivers, pedestrians and cyclists. The City Council is responding by improving the design of its streets and spaces to reduce these conflicts.

^A TfL, London Accident Analysis Unit, Accident Data, Jan 2016 to Oct 2016 (Provisional), Table 2, Westminster

^A https://ndors.org.uk/files/4015/0636/0403/Summary_Relationship_between_Speed_and.pdf

CHILD PEDESTRIAN TRAINING

Westminster organises free Child Pedestrian Training to teach children the necessary skills and knowledge to enable them to use roads safely. Parents and guardians are especially concerned about young people and road safety, and enabling children to safely use the road is key to encouraging more walking and cycling.

Research shows that children benefit more from practical real life situations at the kerbside, especially as this allows them to talk through their ideas about crossing roads in a safe environment. In addition, participating parents, as volunteers, are also reminded of the highway's rules and their responsibilities, which is an added safety bonus.



Challenges

Road traffic collisions

A particular challenge is the negative effect of road traffic which causes many potential walking trips to use other modes, or not go at all, because of the real and perceived risk of collisions and injury. This is especially true for children, where the perceived dangers from personal safety, traffic collisions and parental choice mean that fewer children walk to school alone. Nationally there has been a decline in the number of primary school children allowed to walk to school alone from 86% in the early 1970s, to less than 35% in 1990, and 25% in 2010. However, in Westminster 43% of children walked to school in 2015-16 (see Figure 17 below).

Various junctions and roads within Westminster, and neighbouring boroughs, have a higher collision and injury rate for pedestrians, cyclists and motorcyclists (see Figure 18 overleaf). This higher collision rate tends to be on busier and more strategic roads.

A significant number of collisions with pedestrians and cyclists involve Heavy Goods Vehicles (HGV's) primarily due to the poor view of other road users from these vehicles.

Westminster has limited funds to implement road safety or traffic management schemes on its highway network. The City Council prioritises its available resources on those local schemes where the rate and severity of Casualty Related Accident data is the greatest. Nonetheless given the high and rising number of pedestrians in central London many of Westminster's road safety and traffic management schemes benefit people on foot the most.

Figure 16: Modal split for children travelling to school (SMOTS, WCC)

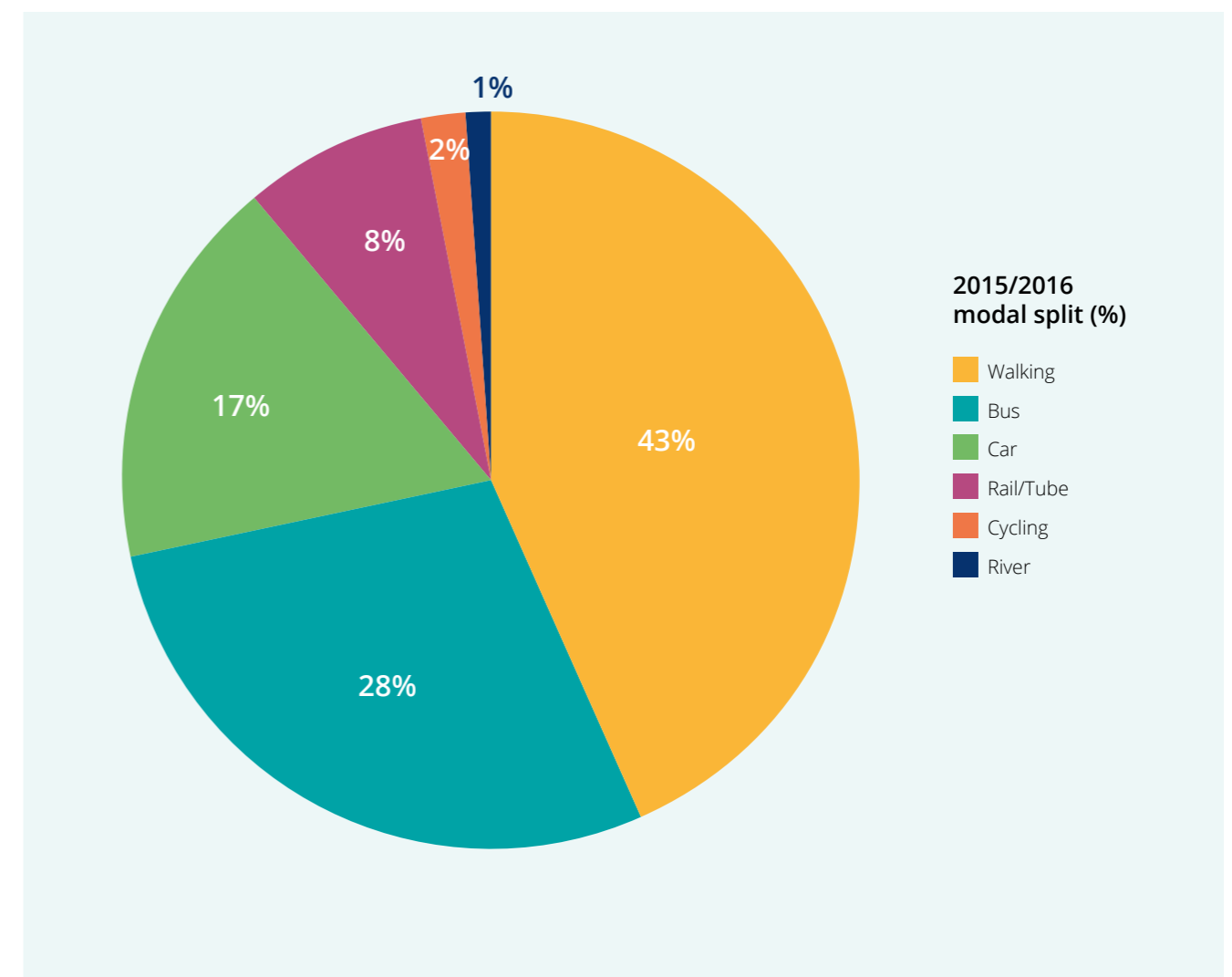
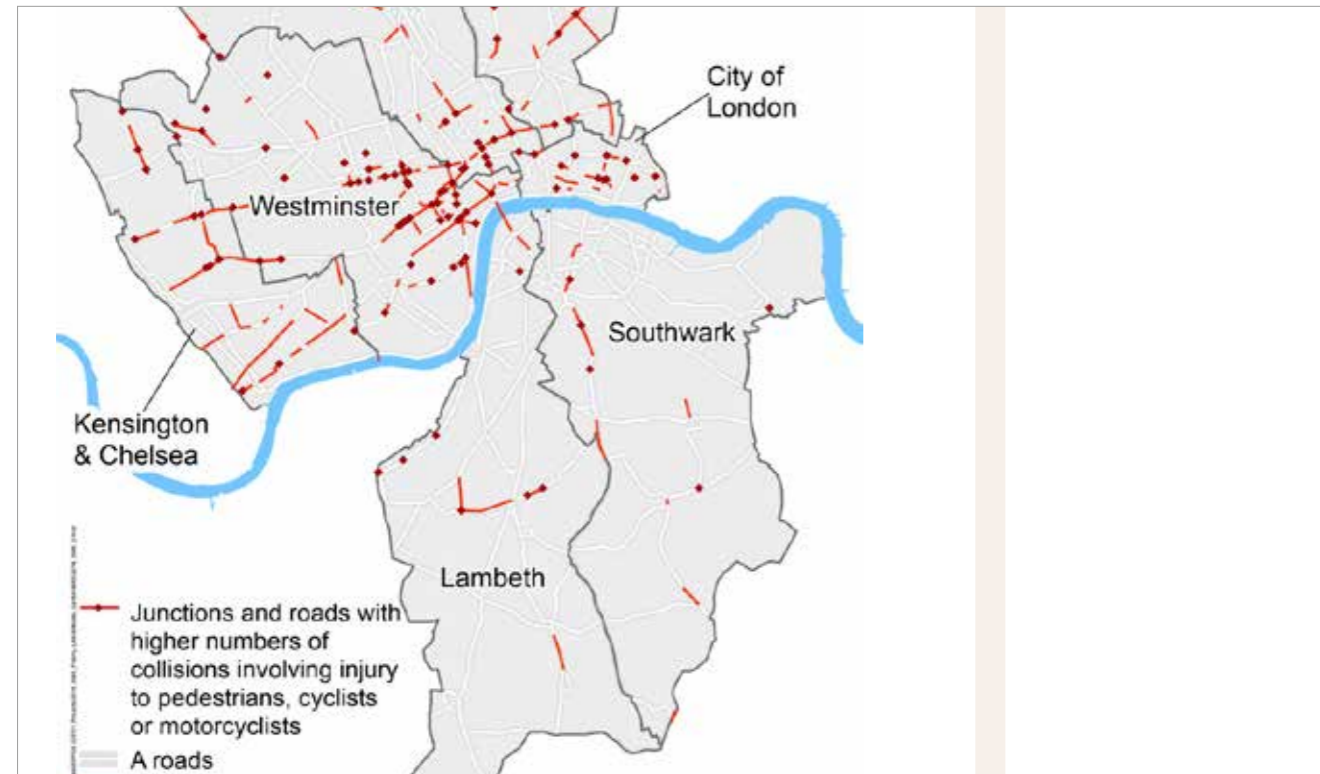


Figure 17: Junctions and roads with higher numbers of collisions involving injuries to pedestrians, cyclists or motorcyclists (Central London Sub-regional Transport Plan, 2014)



20mph speed limits

In recent years several central London councils have introduced borough wide 20mph speed limits. From this autumn Westminster is trialing 36 new 20mph streets and two area schemes (see Figure 19 below). These trial sites affect up to 40 schools and locations with local road safety concerns. The Council will assess their effect by using Vehicle Activated Signs (VAS) to record traffic speeds and flows. These signs will also indicate the new 20mph speed limit to drivers who exceed it.

Research to guide 20mph zones in London concluded that there is clear evidence that reducing vehicle speeds results in fewer collisions. Those that do happen tend to be less severe, particularly for vulnerable pedestrians.[†] Thus the challenge is to find ways to better reduce vehicle speeds in signed-only 20mph areas, so that all the safety benefits are realised. Enforcement is only a partial solution, with the key to achieving sustained reductions in vehicle speeds being changed driver attitudes so that 20mph is seen as the appropriate speed in urban areas. This suggests that supporting measures that foster a cultural change should be an integral part of all 20mph schemes.

Tourists are vulnerable road users

Tourists are another especially vulnerable group due to three main factors, according to TfL's Road Safety Unit. This is due to:

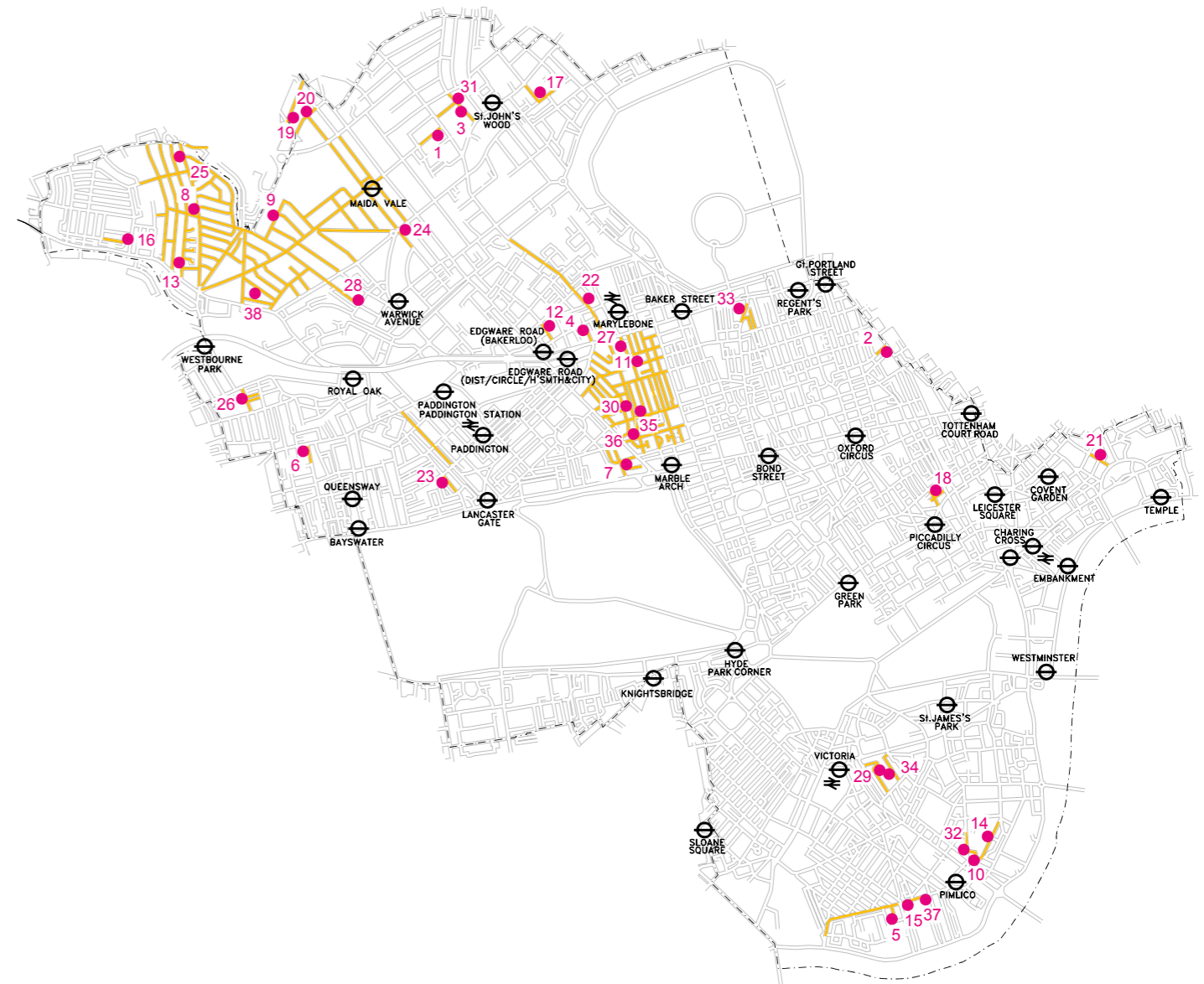
1. Different countries have differing road regulations, attitudes and conventions, and visitors may not fully adapt to these when travelling.
2. Tourists may be unfamiliar with UK roads, including pedestrian crossing times and the fact that cars are driven on the left of the road. Tourists reported not being prepared for the speed of traffic on London's roads and were unsure how to use different types of pedestrian crossing.
3. Simply being on holiday can be a distraction as people take in the sights and enjoy all that London has to offer. This is not to blame the victim, but an acknowledgement that more needs to be done to help visitors stay safe whilst visiting London.

A summary of more detailed findings about tourists and their road safety is shown in Table 5 overleaf.

Overseas tourists are growing in London from 15.6 million a year in 2006 to just over 19 million in 2016 and are predicted to increase in future years. Most international tourists will spend some time visiting Westminster, especially as it contains 36% of London's hotel bed spaces and nine of the capital's top 30 visitor attractions.

[†] <http://researchonline.ishtm.ac.uk/4370/>

Figure 18: Westminster's trial 20mph streets and areas (WCC, 2017)



Schools			
Ref	Name	Ref	Name
1	Abercorn School	20	St Augustine's C of E Primary School
2	All Souls C of E Primary School	21	St Clement Dane's C of E Primary School
3	Arnold House School	22	St Edward's RC Primary School
4	Christ Church Bentinck C of E Primary School	23	St James and St John C of E Voluntary Aided Primary School
5	Churchill Gardens Primary Academy	24	St Joseph's RC Primary School
6	College Park School	25	St Luke's C of E Primary School
7	Connaught House School	26	St Mary of the Angels RC Primary School
8	Dorothy Gardner Centre	27	St Mary's Bryanston Square C of E School
9	Essendine Primary School	28	St Saviour's C of E Primary School
10	Fairley House School	29	St Vincent de Paul RC Primary School
11	International Community School – Primary	30	Sylvia Young Theatre School
12	ARK King Solomon Academy	31	The American School in London
13	Mary Patterson Nursery School	32	The Grey Coat Hospital School
14	Millbank Academy	33	St Marylebone C of E School
15	Pimlico Academy	34	Westminster Cathedral Choir School
16	Queen's Park Primary School	35	Wetherby Preparatory School
17	Robinsfield Infant School	36	Halcyon London International School
18	Soho Parish C of E Primary School	37	Pimlico Primary
19	St Augustine's C of E High School	38	St Peters C of E Primary School

Table 6: Tourists and road safety research – a summary of the findings (TfL, 2010, Visitor Road Safety).

Factor	Key Findings
Areas of Confusion	<ul style="list-style-type: none"> Some visitors unaware of the need to press the button at pelican crossings. Perception that crossing times at signalised crossings are shorter than in their home country. Unclear how much crossing time is remaining at crossings without Countdown timers. Unfamiliar with direction of traffic and zebra crossings and not sure whether drivers are obliged to stop or that drivers may not afford them priority. Copying the behaviour of others e.g. crossing away from designated crossing points, but not necessarily knowing how to do so safely. Unexpected one-way streets with multiple lanes of traffic moving in one direction – not being able to see traffic approaching in the lane adjacent to queuing traffic. Intimidated by buses and large vehicles and do not expect to encounter cyclists and motorcyclists filtering through traffic. Pace of London can be surprising, which can also make walking on busy streets stressful.
Mindset	<ul style="list-style-type: none"> Many adopt a vigilant approach but attention can be taken by other priorities such as navigation, sight-seeing, looking after friends and sharing conversation.
Risk behaviours	<p>Classifies behaviours into either intentional or unintentional:</p> <ul style="list-style-type: none"> Intentional behaviours involve taking calculated risks for example to keep up with others in their group, save time, or copy the behaviour of others. Unintentional behaviours include stepping into the road to avoid obstacles, stepping into the road without looking and being carried along by the crowd. <p>(Arguably these behaviours are not limited to tourists).</p>

Opportunities

There are five main benefits to pedestrians from improving road safety, which are:

1. Reducing the number and severity of traffic collisions involving pedestrians, and their impacts on individuals, families, colleagues, the associated costs to society and their health services,
2. Encouraging more walking trips, which will lead to positive economic, health and air quality outcomes, as already noted.
3. The perception of safety in London amongst visitors and tourists will improve, which will make it a more attractive place to spend time and boost the tourist economy.

4. Supporting TfL to investigate how to introduce and promote Direct Vision Vehicle Standards for HGV cab designs to improve road safety. Parts of Westminster are being regularly redeveloped or affected by major infrastructure projects (eg the Elizabeth Line and Thames Tideway Tunnel). This brings many HGV and especially demolition and construction tipper trucks into contact with vulnerable pedestrians and cyclists. Thus HGV vehicles should be as safe as possible. Therefore Westminster supported TfL in its creation of a standard for Direct Vision Vehicle to reduce collisions. This encouraged Westminster's Highways contractor, FM Conway, to trial a Mercedes Direct Vision tipper truck in London.
5. Support TfL to introduce a Vision Zero approach to introduce a new target to end all KSI collisions in London, including to pedestrians, by 2041.

Measures

Making walking safer

Improving road safety

Designing safer roads

Westminster will continue to review collision data to identify junctions and stretches of its roads where there have been a high number of pedestrian casualties. The City Council will use this data to prioritise those locations with the highest number of casualties to design road safety measures to help prevent collisions.

The City Council will also ensure that the needs of pedestrians and other vulnerable road users are taken into account in the design of all new transport and public realm schemes. The objective will be to provide the safest possible design for pedestrians in all schemes.

Specific and targeted interventions to improve road safety for other vulnerable groups such as the young, the elderly, the impaired and visitors and tourists will be supported.

Aim for TfL's road safety targets

Westminster will support TfL's work on improving road safety by encouraging the creation of higher collision reduction targets in the London Road Safety Plan or the introduction of Vision Zero.

Trial 20mph limits for streets and areas

Westminster will implement and analyse its trial 20mph streets and areas and learn lessons from similar schemes in other boroughs. This information will help to identify what measures can best be used to improve road safety in Westminster.

Westminster will continue to work in partnership with TfL on their projects to deliver safety improvements for pedestrians and other road users.

Young people and road safety

Regular pupil, staff and parent / guardian surveys will be conducted to better inform TfL's accredited Sustainable Travel: Active Responsible Safe programme (STARS) and local safety schemes where possible.

Reducing the number of delivery and collection vehicles on Westminster's streets

Freight and collection vehicles are involved in a disproportionately high number of collisions and casualties with vulnerable road users. To help address this the City Council will seek ways to reduce the number and size of freight and servicing vehicles that it commissions and hence their impact on vulnerable road users and air quality on Westminster's streets.

In particular, Westminster City Council uses the planning process to encourage the developers of new buildings to put in place Delivery and Servicing Plans (DSP) wherever appropriate. These plans aim to more efficiently manage delivery and servicing vehicle movements to reduce their number and impact on Westminster's streets. Groups of businesses within Westminster are encouraged to prepare DSPs on a street- or area-wide basis to mitigate their collective impact on transport and the environment. The Council, the Cross River Partnership and BID's can assist with the development of DSPs.

Westminster has a strong track record of working in partnership with BIDs and local businesses to encourage consolidation to reduce deliveries. The Council will continue to work with and support BIDs and businesses in their consolidation efforts.

Work by the BIDs and local businesses is leading the way in reducing the number of waste collection vehicles by jointly purchasing these services, to reduce and retime deliveries and servicing, which is supported.

Westminster supported TfL's consultation on creating the world's first Direct Vision Standards to improve HGV cab design so drivers have a better view of other road users to help reduce collisions.

Westminster works with the Metropolitan Police to ensure that cyclists and pedestrians are aware of HGVs, and vice versa, through its well regarded Road Safety Education work. The Council supports the Metropolitan Police's 'Exchanging Places' demonstrations where cyclists and HGV drivers are invited to better understand how each use the highway. It is particularly important to educate cyclist's about driver's 'blind spots' when driving HGVs. These demonstrations have proven to be increasingly useful to pedestrians in recent years.

Westminster also supports Safe Urban Driving (SUD) as essential training for all commercial drivers who operate HGVs and Public Service Vehicles (PSVs) regularly in urban environments where there are high volumes of vulnerable pedestrians and cyclists.

SUD's training is an accredited driver Certificate of Professional Competence (CPC). This is fully aligned with the requirements of the Work Related Road Risk (WRRR) Fleet Operator Recognition Scheme (FORS) Silver level Construction Logistics & Cyclist Safety (CLOCS).

All bus and coach drivers in the UK are required to pass the CPC as well as holding a conventional Bus and Coach driver's license. TfL also requires all contracted bus companies in London to train their drivers to pass a supplementary London safety CPC module to help them to drive safely on the capital's congested streets. In recent years TfL has started funding selected tour and express coach drivers to undertake CPC training too.

Westminster also reduces the impact of freight vehicles by supporting greater use of smaller, non-polluting vehicles, such as cycle couriers and cycle trailers.

Develop road safety publicity campaigns

Westminster is working with TfL and neighbouring boroughs to develop and / or promote a series of campaigns aimed at encouraging people to look out for one another and to share the road safely and considerately, whatever their mode.

Helping visitors

Westminster is seeking funding to improve and reissue its pioneering leaflet to promote road safety to visitors and tourists by distributing it to bus and coach passengers.

Improving personal safety and security

Westminster will continue taking steps to create safer and more comfortable places for pedestrians by:

- 1) Improving street lighting where residents and pedestrians have raised concerns about personal safety and security,
- 2) De-cluttering unnecessary street furniture to improve sightlines, and
- 3) Maintaining public planting and vegetation to reduce it encroaching on footways to improve visibility, and hence personal safety.

Objective 5: to make the pedestrian environment more accessible for everyone

Current situation

The City can be a challenging environment to move through and interchange between different modes of transport particularly for the impaired or older people; as well as parents with prams and children. This creates challenges for designing and providing more accessible streets, spaces and public transport for these more vulnerable groups. However, everyone benefits from accessibility improvements to the public realm. With the general public especially benefitting when they are encumbered by shopping, luggage, children and prams.

People with accessibility requirements are projected to be a rapidly growing section of Westminster's population by 2031 with:

- 71% growth in retired people, and
- 19% growth amongst the under 18's.[†]

Many people are particularly susceptible to changing surface materials, levels and crossings; unstable paving slabs or upstands that create trip hazards; and poor reinstatement work and maintenance. These problems can deter vulnerable people from walking, making them less independent and potentially more isolated.

Westminster installs measures to make its streets and spaces more accessible. These include: dropped kerbs, tactile paving, raised crossings, rotating cones at pedestrian crossing signals and Legible London signs. Examples of these measures are included in the Case Study: Leicester Square to Covent Garden walking corridor below.

To help make Westminster's streets more accessible the City Council has conducted a wide ranging de-cluttering programme, as outlined in the Neat Streets case study above. It removed unnecessary street furniture, like traffic sign posts, guard railings, etc. More recently Westminster has de-cluttered pavements around taxi ranks to improve access in these locations.

TfL's bus stop de-cluttering programme

TfL has also completed a four year de-cluttering programme this year to make all of its bus stops more accessible in Westminster. TfL also aims to make more than 40% of the tube network step-free by 2021 / 2022, helped by the Elizabeth Line.

LEICESTER SQUARE TO COVENT GARDEN WALKING CORRIDOR

The Leicester Square to Covent Garden scheme improved the walking corridor between these two tube stations, which are only 400 metres apart. It created wider, de-cluttered footways with step-free crossings that are easier, more accessible and legible to use along Cranbourn Street, Long Acre and Great Queen Street.



This scheme was delivered in partnership with TfL and the London Borough of Camden in four phases between 2007 and 2012. The footways were widened to provide 50% more space. The crossings were raised at minor roads to make them simpler and easier to use (eg Mercer Street and James Street).

The larger junctions were rationalised. This involved the Endell Street roundabout being simplified into a pair of give way junctions to create more footway space. Great Queen Street was also transformed from a junction with traffic signals and a staggered pedestrian crossing into a shared space and small public square with seating.

It was the first scheme in the UK to show how to create shared space, remove traffic signals, and to remove lamp posts by providing lanterns on adjacent buildings.

Afterwards pedestrians reported less crowding along Long Acre (despite there being an extra 17.9% people between 2005 and 2011). The number and speed of motor vehicles was lower, people had an improved sense of personal security, the streets were cleaner, Long Acre was more attractive and enhanced the conservation area, helped by new high quality York stone paving. Finally, this higher footfall and larger pedestrian space increased economic activity and land values.

As a result Long Acre was commended as a best practice example by the National Institute for Health and Care Excellence in its Shared Learning Awards (2013). Great Queen Street was shortlisted as one of London's best new public spaces by the Royal Town Planning Institutes (2010).

Westminster extended this walking corridor in the other direction between Leicester Square and Piccadilly Circus tube stations to improve this route further.

[†] Westminster specific figures based on the GLA 2015 round SHLAA-based population projections

The DfT's Access for All programme

The DfT's Access for All programme is making railway stations more accessible. It has removed obstacles to create more accessible routes to platforms inside certain stations in the UK. This enables greater use of the railways by mobility impaired people, and also by the general public who are encumbered by luggage, shopping or who are attending to others. This again highlights that accessible design benefits everyone.

The Westminster Way

The Council uses the Westminster Way - Public realm strategy (2011) to help guide the design of schemes by developers and to coordinate them with the City's own highway works. This strategy helps to design, coordinate and deliver high quality streets and spaces that provide a simple, coherent and consistent public realm that enhances accessibility and the historic environment.

TfL's Streetscape Design Guidance

Westminster refers to TfL's revised Streetscape Design Guidance³⁴ (2016) wherever necessary. It sets out best practice design principles encouraging a robust approach to designing, building and maintaining high quality public spaces, which also encourages the provision of independent accessibility advice and audits.

TfL's Station Public Realm Guidance

Westminster refers to TfL's Station Public Realm Guidance (August 2015) wherever necessary. For example, when advising on planning applications. It sets out how to design spaces outside stations to ensure easy access and interchange between modes, and walking to nearby destinations. The guidance advocates simple, direct, clutter-free, legible and step-free routes to ensure stations are accessible for all.

TfL's Pedestrian Comfort Levels

Westminster uses TfL's innovative Pedestrian Comfort Guidance (2010) to help provide sufficient footway widths by carefully planning, designing and de-cluttering them to accommodate the likely number of pedestrians.

Westminster uses the Government's Local Transport Notes for design guidance.[†]

The Council, and the BIDs within their areas, conduct regular inspections to identify what can be de-cluttered from streets to improve accessibility.

Westminster's Neat Streets programme

The experience from Westminster's Neat Street's programme has enabled the City Council to ensure that all its highway's schemes now remove excessive street furniture to create more accessible, attractive and higher quality streets.

Challenges

Competing and contradictory needs

It is very challenging to create a clutter-free and accessible environment that balances the needs of all footway users as different groups and modes tend to have competing needs.

For example, public transport passengers require space to interchange between station entrances, bus stops and taxi ranks. Businesses want footway space for tables and chairs, advertising boards and to deliver across. Transport organisations want crossings, traffic signals, sign posts, lamp posts, electric vehicle charging points, cycle stands and cycle hire stands.

Utility companies want telephone boxes, utility cabinets, advertising and post boxes. Tourists and visitors want wayfinding signs, seating and litter bins. Meanwhile Westminster is growing and needs to create more footway space to accommodate more pedestrians with a very wide range of accessibility requirements, which are often contradictory. This highlights that the underlying accessibility issues are the need for: less clutter, more pedestrian space and crossings, and simpler street designs.

Shared space

London streets are becoming busier, which is encouraging new public realm designs like shared space. Shared space aims to improve walking by designing better places where people want to spend more time. Shared space is part of the agenda to reduce street clutter and vehicle speeds, which includes increasing pedestrian priority, so people can cross the road wherever and whenever it is convenient.^{††} This improves walking and helps to reduce crowding at formal crossing points which makes them easier to use by the people who need them. However, shared space is only suitable for certain locations and needs to be very carefully designed, otherwise it can be difficult for vulnerable and impaired people to use and affect feelings of safety.

New transport vehicles

Another growing challenge are new inventions like: foot and electric scooters, electric bicycles, dockless cycle hire, hoverboards, Segways, and potentially freight drones. These vehicles move in different ways and speeds to pedestrians creating problems on pavements, especially in crowded places. Currently, it is illegal to drive any motorised vehicle on the pavement (footway) except for mobility scooters and street cleaning machines, with any contraventions being enforcement issues for the Metropolitan Police.

Improving access from the street to Underground and railway stations is an ongoing accessibility challenge for TfL and Network Rail respectively. Both rail systems are historic, face unprecedented growth and require very expensive engineering to create step-free access. For example, the step-free access at Green Park station in 2011 was a large part of the £48 million budget. However, such accessibility improvements help more people to use stations more comfortably and quickly, and increases links to the wider public transport network for many more people.

Opportunities

There are opportunities to deliver accessibility improvements through Westminster's highway schemes.

There are also opportunities through Westminster's partnership schemes to extend the accessibility improvements from stations into the wider highway network.

The government is proposing a new transport bill, which should include new legislation to guide and control autonomous, and other types of newly created vehicles.



Measures

Making walking more accessible

Public realm design

Westminster and its partners will seek and secure increased pedestrian space and access wherever there are opportunities. Including creating new crossing points, better and simpler street designs and installing Legible London signs.

Westminster will ensure that the needs of especially vulnerable pedestrians and other road users are taken into account in the design of all transport and public realm schemes. This will help to deliver the highest quality public realm measures for people with accessibility needs.

Excellent measures can be developed in partnership with public transport improvements. For example, Westminster is investigating extending the accessibility improvements created by the Elizabeth Line at Bond Street station into Hanover Square.

Highway maintenance

Westminster aims to quickly maintain any highway problems so that footways and crossings can be used. For example, responding to any enquiries about drainage problems at crossing points to resolve them as soon as possible.

Standards and guidelines

Westminster will involve impaired people in the development of design standards for public spaces to ensure that the access needs of all users are represented in scheme designs and their implementation.

Review Traffic Management Orders (TMO's)

Westminster aims to set up a rolling programme to review all Traffic Management Orders (TMOs) to ensure that traffic signs and parking lines are compliant with inclusive design criteria.

New highways legislation

The City Council will lobby the Government to ensure that any forthcoming legislation simplifies and strengthens enforcement powers against new types of motorised vehicles on the pavement.

[†] www.gov.uk/government/collections/local-transport-notes

^{††} Department for Transport (2011) Local Transport Note 1/11 – Shared Space

Objective 6: to encourage behaviour change to realise the potential of walking

The current situation

Westminster's residents undertake the second highest level of walking of any London borough for 84% of all trips that can be walked.[†] This makes it very challenging to achieve any further increases in walking.

Challenges

Inactive population

Obesity is a critical challenge for behavior change, which can be tackled through walking. The percentage of Westminster's population who are obese increases as people get older. From 12% of children in the reception year rising to nearly 25% of children in Year 6 (aged 10-11) in 2012-2013. This increases to about 40% of children who are an unhealthy weight when they start secondary school in London. This results in London having the highest rate of childhood obesity in the country. For adults in London the number of men and women who are either overweight or obese further increases to 60% and 53% respectively.

The impacts of obesity on health are significant. An obese Londoner can expect to die 8-10 years earlier than their non-obese neighbour. Physical inactivity also has significant costs to society in terms of: poor health, absence from work, lower productivity, increased healthcare and social care costs.

The walking environment

As noted in the other objectives, the number of Westminster residents, workers and visitors are increasing, but more needs to be done to encourage them to walk by improving the quality of the public realm, for example by reducing crowding and increasing crossings.

Opportunities

The Elizabeth Line

The Elizabeth Line will enable an extra 1.5 million people to be within 45 minutes of central London. This creates a once in a generation opportunity to increase walking by TfL, Westminster, the WEP and landowners working together to improve the public realm.

Working with schools to encourage behaviour change

One effective opportunity to encourage behavior change is by working with schools. Westminster provides playgroups and pre-school clubs with pedestrian training. Westminster visits the Children's Traffic Club to reinforce road safety messages, and promote TfL's STARS (see the measures in Objective 4) approach to pupils. This includes providing road safety training to all primary school children in years 2-6.

Westminster sends travel information to all schools and supports any parents or guardians who wish to run a walking bus or taxi (of up to 4 pupils). Westminster officers teach these parents or guardians how to manage groups of children and cross difficult junctions.

Westminster also provides cycle training to anyone who lives, works or studies in the City.

School crossing patrols

Westminster supports pupils and parents who walk to school by providing crossing patrol officers and regularly reviewing crossing arrangements. The last review found that many crossings had changed location (largely due to parental choice) and because Westminster had upgraded other crossings by installing pedestrian signals. Westminster currently has seven permanent School Crossing Patrol Officers. It also has two temporary School Crossing Patrol officers close to schools and large development sites that are funded by Westminster until these developments are completed.

Promoting the health benefits of walking

Health promotion is a very effective way of encouraging behavior change. It is also a priority for Westminster and TfL who are publicising health and weight issues by encouraging physical activity through its Healthy Streets programme. Physically active people typically live longer, happier and more productive lives. They reduce their risks of prematurely dying and of developing a range of chronic diseases, including: diabetes, dementia, depression and the two biggest killers in London - heart disease and cancer. For example, each additional kilometre walked per day is associated with a 4.8% reduction in obesity risk.

The Mayor of London's report (London Councils Better Health for London) sets out the potential health benefits of encouraging more walking and cycling. It identifies a threshold at which adults get sufficient exercise. This is a minimum of 150 minutes of moderate intensity physical activity (e.g. brisk walking) in periods of 10 minutes or more each week for health. Currently it is estimated that 25% of adults in London achieve this minimum through walking and cycling alone. Across London 60% of people could achieve this exercise threshold by walking or cycling for short trips.

Subsequently TfL has refocused the MTS on providing and funding the creation of 'Healthy streets and healthy people' to encourage active travel. Westminster welcomes this approach to increasing walking, as it supports the Council's own efforts to improve people's health, productivity and independence, and reduce their social and healthcare costs.

Reduced- or car-free development

Another opportunity to encourage behaviour change is to support new buildings that in certain places provide fewer parking spaces.

Westminster's City Plan policies encourage car-free development to help redevelop certain sites where it is difficult to provide parking on site. This is helped by car ownership falling from 63% to 56% of households in Westminster between 2001 and 2011, and in some areas like the West End only 30% of households own a vehicle.[†] Car-free development is also becoming more feasible as the City has one of the most extensive public transport systems in the world, soon with the Elizabeth Line; and good access to Car Clubs and hire vehicles. Car ownership and use is also declining helped by new models of private hire vehicles and technologies like autonomous vehicles, which will soon make car ownership less attractive.

Behaviour change opportunities

Data shows that the best time to encourage changes in travel behaviour is when people are moving jobs or home. This provides opportunities for BIDs and housing organisations to encourage active travel by new staff and tenants.

Figure 19: Publicity event for the United Nations decade of action for road safety.



[†] TfL, 2017, Analysis of Walking Potential, Table 4.1, p 32

[†] Cycling Strategy, Westminster, November 2014 p12, from 2011 census data.

Measures

Encouraging behaviour change

Best practice favours launching behavior change transport messages which support recent improvements to the public realm (Case Study: In Town Without My Car (Car Free Day) below). Thus Westminster will seek to provide suitable promotional messages when launching key public realm schemes, through events such as Car Free Day, wherever funded.

Westminster will continue to work with TfL to publicise the opening of the Elizabeth Line to encourage walking.

Schools, parents and pupils

Westminster provides a range of promotional activities and support to teach and encourage behavior change to walking amongst young people to create good habits for life.

Westminster is supporting walking by young people by trialing up to 40 20mph limits, outside schools and in collision hot spots. Appropriate messages will be created to support School Crossing Patrol Officers and to encourage behavior change amongst parents, guardians and pupils to walk.

Westminster has already achieved TfL's target of ensuring that all schools have a School Travel Plan (STP). Thus Westminster has revised its target to implement all STPs to encourage more sustainable travel behavior. This requires the delivery of a range of measures and activities to promote and encourage more walking, cycling and public transport use by parents, guardians and pupils.

Westminster will continue to respond to all enquiries from schools and School Crossing Patrol Officers about road safety issues, and to review school crossings every 3 years.

Westminster will continue to deliver a programme of pedestrian safety training to children in school years 2 and 6, providing appropriate training skills for their age group.

Younger children benefit from the Children's Traffic Club scheme with Westminster recently emailing pre-school groups and clubs to promote this service. Westminster also supports secondary schools by helping them to pilot road safety initiatives.

Westminster is also helping to improve children's control of scooters by creating an instructor's manual for school sport's lessons. This enables teachers to instruct good scooter behavior to better control, brake and steer. It aims to reduce the number of children who ride erratically, use the entire pavement or do not consider others, so they will require less supervision by parents or guardians.

TfL also provides its Youth Travel Ambassador scheme to allow children to bid to run road safety campaigns or events.

Residents

The Council runs road safety coffee mornings at senior citizens clubs to reach older, more vulnerable residents. This allows officers to deliver road safety guidance and for residents to communicate any specific problems to the Council. A frequent request is to improve footway maintenance in specific locations, which enables officers to undertake targeted inspections.

IN TOWN WITHOUT MY CAR (CAR FREE DAY)

In Town Without My Car (Car Free Day) is held in September each year to raise awareness of the benefits of Active Travel, and sharing the street with others, including pedestrians.



Over 2,000 towns and cities around the world take part. Westminster City Council first joined this event in 2007 and has held them in the following years and locations.

2007: At the Prince of Wales junction with local community groups who produced artwork which was later displayed in certain libraries.

2008: Chancery Lane, a joint venture with the London Borough of Camden and the City of London who together with Westminster City



Council closed the street to traffic. Westminster encouraged walking and cycling by providing information leaflets and displays, a Dr Bike surgery, giant displays and more.

2013: Westminster promoted Active Travel by creating various lesson plans which it gave to schools, along with a measuring wheel, stopwatch, 20m tape and Legible London maps. This provided good value for money as the schools are still using these resources.

Report public realm problems

Westminster encourages residents to report public realm problems by providing an online and telephone service. This helps the City Council to respond to residents' concerns, such as poor footway quality, uneven kerb heights, steep drop kerbs and poor drainage. This is especially useful for older people who can report their concerns about damaged paving and inconsiderate footway users.

Led walks

The Council commissions other organisations to deliver guided walks in Westminster, including in the Royal Parks, using the same arrangements as other popular led cycle rides and fun runs. For example, the London Marathon, the Bupa Westminster Mile (walk or run) and the Prudential RideLondon, which all help to encourage behaviour change.

The Council's Public Health department is also developing an app to boost walking and cycling in Westminster. The app requires participants to complete three 10 minute bursts of physical activity each day to qualify for a prize draw.

Travel Demand Management

Westminster will explore travel demand management ideas to help reduce motor traffic by, for example, closing Oxford Street and designating it for an event (as is done in the run up to Christmas). Thus Westminster will consider ideas like the successful Summer Streets programme (which holds traffic-free Sundays in July to provide events in Regent's Street) by deploying Olympics' type measures with TfL to manage the road network.

Travel planning

The Council supports travel planning by businesses in Westminster. It also encourages area-wide travel planning through direct engagement with large employers, as well as smaller employers through BIDs.

Westminster supports the work by the Crown Estates and the Victoria BID to print Legible London maps of these areas. These maps can then be used by businesses to encourage their staff and visitors to walk.

Support Physical Activity, Leisure and Sports (PALS) Champions

The City Council will work with WCC's public health and sports and leisure units to establish a network of 'Physical Activity Champions' (PAC's) through the 'Active Communities' programme. To assess and refer individuals to appropriate activity programmes (eg walking or cycling).

Promote considerate cycling

Westminster will continue to promote considerate cycle behaviour, both generally and through it and in conjunction with TfL's cycle training programme. This is part of Operation Safeway, which is a joint programme with the Police and TfL, to promote safe and considerate behaviour by all modes of transport.

Working with employers to encourage behaviour change

BIDs provide excellent opportunities to publicise behavior change messages and active travel information to businesses and employees. There are already seven BIDs in Westminster doing excellent work in partnership with the City Council. There are opportunities to work with the BIDs to target employees with behaviour change messages, as highlighted in the WalkFit case study below.



WALKFIT

The Victoria Business improvement district (BID) introduced the WalkFit lunchtime programme in collaboration with Westminster Physios. The WalkFit programme ran on Friday lunchtimes (12.30pm to 1.30pm) for five weeks on two separate occasions (in April and September). The walks were led by a chartered physiotherapist and included lessons in how to walk correctly, burn more calories, improve movement patterns and reduce joint pain.

The 120 people attended the WalkFit programme which were mainly local employees, but it was also quite popular with local retired, residents.

Events / WalkFit

WalkFit

Victoria BID is collaborating with Westminster Physio's to bring you a new workout programme designed around walking

Come and learn how to walk correctly, effectively, burn more calories, improve movement patterns and reduce joint pain.

The walk will be led by Clare Fone, chartered physiotherapist. This will also be a chance to talk through any musculo-skeletal conditions or sports injuries you may have and receive some expert advice.

Event Details

Date:
Every Friday
1st April – 29th April

Time:
12.30 pm – 1.30 pm

Location:
Around Victoria
Meeting point: Cardinal Place Rooftop Garden (Above M&S)

Contact Details

Events@victoriabid.co.uk

Funding & Delivery

Chapter four identifies a range of funding sources to deliver the Walking Strategy and its Action Plan. These funding sources help the Council to increase its limited capital and revenue budgets and to work with its partners to lever in additional resources to deliver greater benefits. This creates a partnership of knowledge, funding and ideas to encourage greater improvements to spaces, places and issues across Westminster that belong to other organisations, such as Crossrail, TfL, the WEP, land owners and BIDs.

Central Government

Westminster has benefited from the Department for the Environment, Food and Rural Affairs (DEFRA) Air Quality grants. If Central government provides funding and it is awarded to Westminster then the City Council could implement further measures to address the poor air quality in central London. For example, through the Government's new air quality strategy in July 2017.

The DfT launched its Access for All programme in 2006 to make 150 railway stations more accessible. This helps Westminster's residents to reach more places by train. In 2006 the DfT announced a further £160 million to extend the programme to 2019. The rail industry and local authorities thus identified a further 68 stations for access improvements.

The Mayor and Transport for London

Local Implementation Plan (LIP)

London boroughs are tasked with developing their own Local Implementation Plans (LIPs) Delivery Programme to help fund the design, consultation and construction of a range of transport measures that contribute towards the policies in the MTS. TfL assesses each borough's LIP programme and works in partnership to ensure their delivery.

The current 2017/18 LIP programme consists of a linked series of measures, schemes and initiatives to be delivered over a three-year period, which is organised into the following four main themes:

- The 'Corridors and Neighbourhoods and Supporting Measures Programme';
- The supplementary 'Principal Carriageway Renewal'; 'Bridges and Structures maintenance programme';
- The Major Schemes Programme, and
- The 'Local Transport Fund'.

TfL's annual LIP allocation to Westminster is approximately £6 million and the current three year funding cycle for the LIP Delivery Programme was due to end in March 2016 / 2017. However, TfL extended the funding cycle to a fourth and now a fifth year until the end of 2018 / 2019 (see Table 6 opposite).

Table 7: Westminster LIP Funding 2017/2018 - Corridors and Neighbourhoods Programme

Programme No.	LIP Corridors Programme	2017 / 2018 Allocation
LIP 1	Legible London Development & Implementation	£70,000
LIP 2	Civic Streets Programme Development	£200,000
LIP 3	EV Vehicle Charging Points Implementation	£140,000
LIP 4	Corridors & Neighbourhoods Schemes Development	£200,000
LIP 5	Corridors & Neighbourhoods Schemes Implementation	£1,005,000
LIP 6	Vulnerable Traffic Management and Safety Schemes Development	£100,000
LIP 7	Vulnerable Traffic Management and Safety Schemes Implementation	£400,000
LIP 8	Transport & Streets - small scale West End, BID and Community Schemes Development & Implementation	£100,000
LIP 9	EV Development / Concept Development	£30,000
LIP 10	DDA Bus Stop Accessibility Implementation	£100,000
LIP 11	School Travel Plans Development	£10,000
LIP 12	Transport Education Development & Implementation	£30,000
LIP 13	Air Quality projects Development	£30,000
LIP 14	Local Safety Schemes and School Travel Plan schemes Development and Implementation	£200,000
LIP 15	Local Bus Challenge Development & Implementation	£100,000
LIP 16	Cycle Strategy Schemes Development & Implementation	£320,000
LIP 17	Walking Strategy Schemes Development & Implementation	£150,000
LIP 18	Traffic Signals Development	£200,000
LIP 19	Health & Wellbeing Development	£20,000
LIP 20	Bay Sensor Traffic Management Development	£15,000
LIP 21	Air Quality Management Development	£70,000
N/A	Local Transport Fund Development	£100,000
	Total	£3,590 000

The Westminster LIP – Major Schemes Programme

The draft MTS also provides a new fund called Livable Neighborhoods. This creates an £86m budget that London Boroughs can bid for to deliver long-term schemes that promote Healthy Streets amongst other objectives. From 2019 / 20 onwards the City Council will develop new Livable Neighborhoods programmes as part of Westminster's new submission to the LIP Programme.

Borough councils can also bid through their LIP programmes, as in Table 6, to TfL's Major Schemes Programme. For a proportion of the funding to deliver major improvements that cost more than £1 million. For improvement schemes with a total project cost of more than £2 million any submission to TfL also requires a business case and a design review.

Westminster has used TfL Major Schemes funding to deliver several significant public realm improvements, including: Leicester Square and the Piccadilly two-way schemes. Current Major Schemes in Westminster include: Baker Street two-way and the Bond Street scheme.

TfL also provides investments through its Transport for London Road Network (TLRN) Regional Improvement and large schemes programmes. Examples of recent schemes in Westminster include: Marylebone Road / Marylebone High Street improved signals and pedestrian crossings and the Grosvenor Place / Grosvenor Crescent raised pedestrian crossing scheme.

The Mayor's Vision for Cycling

The Mayor's Vision for Cycling will deliver streetscape improvements through the introduction of Healthy Streets and other TfL supported programmes. TfL's Healthy Streets aim to provide improvements to other road users, especially pedestrians and the public realm.

The Mayor's Air Quality Fund

The Mayor's Air Quality Fund (MAQF) committed £20 million towards air quality improvement schemes across London over a 10 year period from 2010. The first round of funding was allocated to boroughs in 2010.

Westminster successfully obtained round two seed funding from the MAQF in 2016 to develop the Marylebone LEN, which aims to develop innovative solutions to improve local air quality and contains a range of public realm improvements and behaviour change messages for the area.

Private Sector Funding

Section 106 and 278 agreements

New developments often create transport impacts upon streets and public transport networks. Thus Westminster seeks to help mitigate these transport impacts by seeking contributions from developers. Historically these contributions have been secured through the use of planning obligations under section 106 of the Town and Country Planning Act (1990) and funding agreements with landowners under the section 271 of the Highways Act 1980. They legally oblige developers to pay for the necessary improvements in the vicinity of new developments.

Community Infrastructure Levy (CIL)

Increasingly contributions will also be secured through the CIL which can be used to fund infrastructure improvements across Westminster. The City adopted its CIL in May 2016 and uses it to collect funding for infrastructure projects, including the public realm and highways. Unlike section 106 funding it is not tied to the location of particular developments.

Private sector contributions

Private sector partners can also contribute by directly funding Westminster to deliver public realm and streetscape improvement schemes, such as Grosvenor Estate's provision of the Mount Street improvements (see Figure 10). The City Council continues to work with private sector partners to encourage them to enhance the public realm wherever possible.



Glossary

Accessible

Public realm that can be used by people of all abilities, regardless of their impairment. It can also mean how many public transport services are provided within an area of town or city. The definition used should be apparent from the sentence it is written in.

Active Travel

The movement of people and goods that only uses physical activity (ie walking and cycling).

Carriageway

The part of the Highway that is allocated to vehicles (ie the road), rather than the space for pedestrians.

The Central London Partnership (CLP)

A non-profit organisation between borough councils in central London, which aimed to improve transport infrastructure, safety and the business environment. It lobbied for the creation of the Legible London signage system. In 2007 it was replaced by Central London Forward, a borough-led, sub-regional partnership with Westminster City Council as a member.

The Clear Zone Partnership (CZP)

Was a non-profit organisation between Camden Council, Westminster City Council and the City of London that aimed to reduce air pollution by implementing new technologies and street designs. It created a range of new and better walking measures including Key Walking Routes, shared space, new benches and bins and helped to develop Legible London signs.

Crowding

When the design of the public realm restricts pedestrian movement and their personal space, which tends to make walking slower and less comfortable (ie congestion).

Crossover

A part of the footway which vehicles are legally allowed to drive across, once the local council has legally granted permission. For example, to enable motor vehicles to deliver to an underground basement. A crossover requires either a dropped kerb and / or a short ramp to assist vehicles crossing the footway.

Cross River Partnership (CRP)

A public-private partnership organisation of which Westminster City Council is a member that was originally created to deliver cross-river infrastructure projects, such as the Millennium Bridge. It has since diversified into a range of regeneration and transport related projects often with walking elements.

Curtilage

The area of land that is associated with an adjacent building in terms of its ownership, physical layout, and use / function, which often forms part of the Footway (ie a forecourt).

Footway

An area of highway land for use by pedestrians (ie pavement). Footways tends to be provided between buildings and the carriageway, but can sometimes be provided down the middle of a road by a central median strip, for example in the Strand.

Healthy Streets

An approach being promoted by the London Mayor through his draft Transport Strategy and the London Plan to improve people's health, reduce car dominance, improve safety, tackle severance, enhance the environment and promote walking, cycling and public transport use.

Highway

The public area of land in a street that typically stretches from building frontage to frontage (ie the Carriageway and Footway or the road and pavement).

Legibility

How easily can people understand the pattern of buildings, streets or paths to enable them to wayfind through an area.

Legible London

London's wayfinding signage system, which provides a consistent signage system across London to encourage walking. It uses heads-up maps, which are orientated the same way as the viewer, to show many more routes and destinations than the finger post signs they replaced. They also display walking circles to show the destinations within 5 and 15 minutes walk. Legible London is owned by TfL and both they and local authorities install these signs on their respective land in places of high demand.

Parallel routes

A walking route that runs parallel to a busier road.

Parklets

Small public spaces which are created on the Carriageway (road) typically by using planters to provide extra pavement space, seating and / or planting in locations where there is insufficient Footway space for these facilities.

Pedestrian countdown signals

A signalised pedestrian crossing with a green man and a numerical count down signal to inform pedestrians how many seconds are left to cross the road. Sometimes also referred to as Pedestrian Countdown at Traffic Signals (PCaTS).

Permeability

The extent to which the pattern of streets or paths allow the movement of pedestrians and vehicles through an area. In other words, the number of route choices that are available.

Pocket parks

Small public spaces that are created away from public highway land (ie not on the road or pavement).

Public realm

All areas between and around buildings to which the public has access, including streets, squares and forecourts.

Public footpath

A legal right for any pedestrian to use a path on foot.

Road closures

A timed or permanent road closure to motor traffic. For example, a Play Street closes a road for a limited period of time to enable children to play in a traffic-free space.

Safe Urban Driving (SUD)

A recommended training programme for all commercial drivers who operate HGVs and Public Service Vehicles (PSVs) regularly in urban environments.

Shared Space

An approach aimed at reducing street clutter and vehicle speeds to encourage pedestrians to have greater priority when crossing or walking on the road. It aims to create better quality places where people want to spend more time.

Smarter Streets

A design approach to create simpler and less cluttered streets with more space for walking and cycling and a higher quality public realm.

Step-free

A level or flat route without any steps. This can apply to the public realm and also to public transport.

Strategic roads

Are either defined as part of the Transport for London Road Network (ie TLRN, which are often referred to as Red Routes) or Westminster's Strategic Road Network (SRN).

Street clutter

An excessive number of typically posts and signs, bollards, lampposts, and private telecommunications apparatus or signs like A Boards. This can visually and physically restrict the public realm making it look untidy and causing crowding problems for pedestrians.

Wayfinding

The process by which people choose a route (ie navigate) through a network of streets and / or paths.

Action Plan, Walking Strategy, November 2017

The overarching aim for the Walking Strategy is that:

Westminster's vision is for a world-class walking environment to transform the walking experience for all users, and to enhance the quality of life and wellbeing of our residents, workers and visitors.

This Action Plan is part of the Walking Strategy, which uses the following indicators to measure its progress towards Westminster's vision for a world class walking environment.

Action	Next Steps	Indicator	Timescales	Delivery Partners
Overarching target – To increase the percentage of walkable trips by residents from 84% to 92% by 2027.	Included in City for All Action Plan 2017. Adopt and implement the Walking Strategy, the Westminster Way public realm strategy and corresponding LIP bids.	Proportion of walkable trips that are walked in Westminster by residents (increase from the 2012 baseline of 84%).	Short, medium and long term (2017-2027).	WCC, TfL, The WEP, BIDs, Great Estates, Royal Parks and Canals and Rivers Trust.

Objective 1: Providing capacity

Action / Measures	Next Steps	Indicator	Timescales	Delivery Partners	LIP 2017/18 Programme No, Title, & Allocation
<p>O1.1 – Seek increasing amounts of funding from the annual LIP bid to fund walking measures.</p> <p>O1.2 – Continue working with partners to increase the funding and space to create new routes, crossings and spaces to accommodate the growing number of pedestrians in Westminster.</p> <p>Work in partnership with The Royal Parks to improve the pedestrian experience and access into the Royal Parks, reducing any conflict between pedestrians and cyclists.</p>	<p>Review LIP bids to ensure making higher value funding bids for walking measures.</p> <p>Review partnership working to achieve higher levels of funding to deliver a greater number of walking improvements. By continuing to work with the WEP, BIDs, Great Estates, land owners, developers, Royal Parks and the Canal and River Trust. Help to identify plans to increase the capacity for pedestrians by creating new routes and spaces.</p> <p>Possible idea for WCC and partners to identify the top 5 routes / places that need improvement, perhaps using Pedestrian Comfort Level guidance, and the top 5 routes / places that could be delivered, and review these lists annually?</p>	<p>Increased bids to the LIP to fund walking measures.</p> <p>Increased funding to deliver new walking schemes / projects each year</p>	<p>Short, medium and long term 2017-2027.</p> <p>Short, medium and long term 2017-2027.</p>	<p>WCC and TfL</p> <p>WCC, The WEP, BIDs, Great Estates, land owners, Royal Parks and Canals and Rivers Trust.</p>	<p>All LIP programmes.</p> <p>LIP 8 Transport & Streets – small scale West End, BID and Community Schemes Development & Implementation.</p>
<p>O1.3 – Explore ways to re-allocate highway space to better match use and needs. By considering footway widening, the smarter streets approach, shared space, and reallocating highway space on a temporary, timed, experimental and full closure basis.</p>	<p>Identify opportunities to re-allocate highway space each year.</p>	<p>Hard to identify a target because such measures are difficult to achieve and are often only appropriate in a few locations, due to requiring the support of residents, businesses, landowners, and possibly others like the emergency services.</p>	<p>Short, medium and long term 2017-2027.</p>	<p>WCC, Residents, the WEP, BIDs, Great Estates, land owners, and the Royal Parks.</p>	<p>LIP 2, LIP 4, LIP 5, LIP 6, LIP 7, LIP 8, LIP 14, LIP 16, LIP 17.</p>
<p>O1.4 – Continue working with landowners, developers and BIDs to identify, create and promote parallel or alternative walking routes to Westminster's busiest streets and junctions, wherever possible. To reduce footway crowding, make better use of the existing network and more evenly distribute pedestrians.</p>	<p>Work proactively with developers and BIDs to encourage, identify and increase pedestrian footfall on any parallel or alternative walking routes compared to the 2017 situation.</p>	<p>The number of parallel or alternative walking routes approved, however, this is dependent upon the development coming forward.</p>	<p>Short, medium and long term 2017-2027.</p>	<p>WCC, TfL, BIDs, landowners, developers, residents, Neighbourhood Forums and landowners and developers.</p>	<p>LIP 2, LIP 4, LIP 5, LIP 6, LIP 7, LIP 8, LIP 14, LIP 16, LIP 17.</p>

Objective 2: Improving the quality

Action / Measures	Next Steps	Indicator	Timescales	Delivery Partners	LIP 2017/18 Programme No, Title, & Allocation
O2.1 – Aim for a reduction in the absolute amount of street furniture. Increase support for, and action on, de-cluttering any unnecessary items of Westminster's street furniture within a scheme. Replace clutter with more useful items like Legible London signs and cycle stands, where appropriate.	<p>Create a strategy, programme and process to identify and remove unnecessary street furniture items, and / or locations that would benefit from comprehensive de-cluttering, or places that need different types of street furniture.</p> <p>Revisit previous good work by the 'Neat Streets' programme.</p> <p>Explore opportunities to remove street clutter belonging to other organisations and work with TfL and the Government to create simpler and stronger powers to better manage and reduce clutter. For example, to remove telephone boxes, fast track wayleave agreements to relocate lanterns and signs onto buildings, and investigate how to simplify TSRGD requirements for traffic signage.</p>	<p>Aim for an absolute reduction in street clutter in order to accommodate more pedestrians and to provide a higher quality public realm.</p> <p>TfL and Government to create new powers or processes to reduce street clutter.</p>	Short term and medium term 2017-2023.	WCC, Residents, Landowners, BIDs, TfL and the Government	Prepare new LIP programme and project.
O2.2 – Quality of the footway. Westminster to better promote its highways and footway repair reporting services that can be accessed via the telephone or the internet.	<p>Westminster to renew its efforts to publicise its highways and footway repair reporting services.</p> <p>Continue Westminster's quarterly surface condition surveys.</p>	Maintain and promote WCC's footway repair reporting service online and by telephone. Promote this Westminster service to the public through all council communication channels.	Short and medium term 2017-2023.	WCC.	
O2.3 – Promote sufficient, good quality resting places in the public realm to create a more inclusive, enjoyable and higher quality environment.	<p>Every scheme, especially any new spaces adjacent to the highway, should investigate the feasibility of providing new seating.</p> <p>To assist this process it may be helpful to identify acceptable and unacceptable types of seating and associated issues, especially anti-social behaviour.</p>	The number of additional formal and informal resting places delivered per year in Westminster.	Short term 2017-2020.	WCC, TfL, developers and BIDs.	
O2.4 – Continue to support the greening of the streets, where appropriate, and continued application of WCC's Tree Strategy, Open Spaces Strategy and Westminster Way public realm strategy. Manage public planting and vegetation to maintain clear footway widths, sightlines, lighting levels and hence personal safety.	Identify the public realm schemes (by Westminster and developers) which contain new planting that have been approved each year.	Identify the public realm schemes with planting that have been approved each year.	Short, medium and long term 2017-2027.	WCC, TfL, BIDs, Neighbourhood Forums, and Queen's Park Community.	Developer's works on their land, and funding from Parks to provide street planting? And in the LEN.
O2.5 – Consider introducing pocket parks and parklets where appropriate.	Identify opportunities for pocket parks with all parties in appropriate locations. Test the feasibility of designing and implementing parklets in the Marylebone LEN.	<p>Work with residents, landowners and BIDs to identify opportunities for pocket parks, for example by de-paving areas that are little used by pedestrians.</p> <p>Assuming that parklets are a success then identify further opportunities.</p>	Short term and medium term 2017-2023.	WCC, residents, landowners, estates and BIDs.	
O2.6 – Support residents to develop proposals for play streets and where they are supported locally to introduce them.	Continue exploring with TfL, the Government, the GLA and the Metropolitan Police opportunities to introduce pedicab licensing and enforcement.	New powers to enforce against any pedicab problems.	Short term 2017-2020.	WCC, TfL, the GLA and Metropolitan Police.	
O2.7 – Explore with TfL, and make the case to Government to grant the GLA simpler and stronger powers so that TfL or the Metropolitan Police can introduce a legal licensing system for hire and reward.	Continue exploring with TfL, the Government, the GLA and the Metropolitan Police opportunities to introduce pedicab licensing and enforcement.	New powers to enforce against any pedicab problems.	Short term 2017-2020.	WCC, TfL, the GLA and Metropolitan Police.	

Objective 3: More intuitive walking routes

Action / Measures	Next Steps	Indicator	Timescales	Delivery Partners	LIP 2017/18 Programme No, Title, & Allocation
O3.1 – Continue to improve signage and wayfinding through the Legible London programme.	Update Legible London maps and increase the number of signs where necessary or requested. Dependent upon funding from developers.	The number of Legible London signs that are refreshed and increased in Westminster annually, subject to circumstance.	Short term 2017-2020.	WCC, TfL, developers, landowners and BIDs.	LIP 1, Legible London Development & Implementation.
O3.2 – Support others who wish to print paper Legible London maps to provide to their visitors, customers and staff.	Supports the work of BIDs and landowners who wish to print Legible London maps to encourage more people to walk.	The number of organisations who print Legible London maps per year.	Short and medium term 2017-2023.	TfL, BIDs and landowners.	LIP 1, Legible London Development & Implementation.
O3.3 – Improve the provision and quality of alternative walking routes around utilities or major scheme works that are taking place in high footfall areas. By working with utility companies / developers and other organisations to develop appropriate plans that re-route pedestrians the minimum distance.	Use Westminster's approach to condition all developers in high footfall areas to provide alternative pedestrian routes, including in the carriageway, which could involve suspending parking bays. And where required, the Council can instruct developers to provide traffic marshals to manage construction vehicles entering and exiting their building sites to ensure pedestrian safety.	The number of alternative pedestrian routes that Westminster requests per year.	Short, medium and long term 2017-2027.	WCC and developers.	WCC Highways Management work.

Objective 4: Making walking safer

Action / Measures	Next Steps	Indicator	Timescales	Delivery Partners	LIP 2017/18 Programme No, Title, & Allocation
O4.1 – Identify junctions and stretches of road on Westminster’s highway network where there have been a high number of pedestrian collisions to be prioritised for safety improvement schemes to help prevent future injuries, within the context of other collision priorities.	Road traffic collision data to be reviewed annually. Reduce the number of pedestrian KSI’s annually from the 2016 baseline to take into account changes in traffic flow (ie pedestrians and vehicles). Work towards the Mayor’s Vision Zero target by 2041.	Report the number of pedestrian KSI’s, which should reduce annually from 2016 baseline. Support safety interventions that target vulnerable groups, including visitors and tourists. Work with TfL to adopt a new Vision Zero target to aim for no KSI’s on Westminster’s streets by 2041.	Short term and medium term 2017-2023.	WCC, TfL, and Neighbourhood Forums.	LIP 6 & Vulnerable Traffic Management and Safety Schemes Development.
O4.2 – The City Council is investigating the effect of reducing vehicle speeds by trialling 20mph streets or areas in Westminster and reviewing any evidence from elsewhere on a regular basis.	Review the case for 20mph streets and areas using evidence from Westminster’s trial, neighbouring boroughs and TfL’s London wide trial of 2015 / 2016. Westminster’s trial should be concluded within one year (ie summer 2018). Also to consider the results of the DfT report on 20mph zones across the UK.	Assuming the 20mph trial is a success and continues to be rolled out, then record the number of Westminster’s 20mph streets against a baseline of zero in 2016.	Short, medium and long term 2017-2027.	WCC, TfL, and Neighbourhood Forums.	LIP 14 Local Safety Schemes and School Travel Plan schemes Development & Implementation.
O4.3 – Continue to conduct regular parent / guardian surveys to better inform TfL’s accredited Sustainable Travel: Active Responsible Safe programme (STARS) and local safety schemes where possible.	Conduct regular parent / guardian surveys to better inform TfL’s accredited programme (STARS) and Westminster’s local safety schemes.	The number of annual surveys and local safety schemes.	Short and medium term 2017-2023.	WCC, Schools and TfL.	
O4.4 – Reduce the number of deliveries and freight vehicles entering and travelling through Westminster (in line with the MTS) by encouraging greater provision and implementation of Delivery and Servicing Plans (DSPs). Westminster to continue working with BIDs and local businesses to reduce freight and waste collection vehicles and movements. Westminster to work with BIDs, landowners and local businesses to set up five freight consolidation sites to serve Westminster. Supported TfL’s consultation to introduce the world’s first Direct Vision Standard for new vehicles to help reduce collisions.	Westminster to encourage fewer motor vehicles and more efficient vehicles by encouraging more developers and BIDs to submit DSPs. Westminster will encourage fewer and more efficient motor vehicles by supporting BIDs and local businesses to coordinate and reduce the number of vehicles and movements. Westminster will encourage fewer and more efficient motor vehicles by encouraging more BIDs and landowners to propose and set up freight consolidation sites. Support the introduction of Direct Vision Standard motor vehicles to help reduce collisions to improve road safety for all.	The number of DSP’s submitted by developers each year (increasing annually from 2017 baseline). The number of coordinated freight and waste services in Westminster. The number of consolidation sites (increasing annually from 2017 baseline). The percentage of Direct Vision motor vehicles operating in Westminster.	Short term 2017-2020. Short and medium term 2017-2023. Short, medium and long term 2017-2027. Short term 2017-2020.	WCC, BIDs, and TfL. WCC, BIDs and developers. WCC, BIDs, landowners, developers and TfL. TfL and freight vehicle purchasers.	
O4.5 - Work in partnership with TfL and neighbouring boroughs to develop road safety campaigns and messages to share the street.	Support road safety campaigns that have a clear factual basis.	The number of road safety campaigns per year.	Short, medium and long term 2017-2027.	WCC and TfL.	Dependent upon TfL’s policies and schemes and their interaction with WCC.
O4.6 – Improve and reissue Westminster’s pioneering road safety leaflet for visitors and tourists.	Seek funding to revise and reissue Westminster’s visitor safety leaflet to promote road safety to tourist train, bus, coach and airplane passengers, and highlight Legible London signs.	The number of leaflets printed and provided to train stations, and tourist buses and coaches or if electronic version also produced then the number of website hits.	Short and medium term 2017-2023.	WCC and TfL, and any other funders.	

Objective 5: Make walking more accessible

Action / Measures	Next Steps	Indicator	Timescales	Delivery Partners	LIP 2017/18 Programme No, Title, & Allocation
O5.1 – Westminster will seek to improve the accessibility of walking by increasing pedestrian space and crossings, and creating better and simpler street designs and installing more Legible London signs. Ensure that the needs of vulnerable pedestrians, and other road users, are taken into account in the design of all transport and public realm schemes.	All of Westminster’s transport and public realm schemes aim to deliver the highest quality design by using the latest thinking for vulnerable pedestrian groups.	The number of schemes that benefit vulnerable pedestrians in the Local Implementation Plan (LIP).	Short, medium and long term 2017-2027.	WCC.	
O5.2 – Westminster will aim to quickly maintain any highway problems so that footways and roads are as accessible as possible.	Continue Westminster’s telephone and internet reporting services so people can report any maintenance problems in the public realm.	Record the number of maintenance requests received and acted upon.	Short term 2017-2020.	WCC and TfL.	
O5.3 – Involve impaired groups in the development of Westminster’s public realm design standards so that the access needs of all users are adequately represented in the council’s scheme design and implementation.	Engage and involve impaired groups in any revisions to the Westminster Way design standards for the public realm. Continue to attend the Central London Mobility Group to consider accessibility improvements.	Involve impaired groups in written consultations and meetings to consult, review and amend the Westminster Way.	Short term 2017-2020.	WCC, impaired groups, Neighbourhood Forums, landowners, BIDs and TfL.	
O5.4 – Westminster aims to set up a rolling programme to review all major Traffic Management Orders (TMO’s) to ensure that traffic signs and parking lines are compliant with inclusive design criteria.	Set up a rolling programme to check all TMO’s in the City to ensure they are compliant with inclusive design criteria.	The number of changes made by reviewing TMO’s annually.	Short term 2017-2020.	WCC.	
O5.5 – Westminster to encourage the Government to simplify and strengthen the enforcement powers of TfL and the Metropolitan Police against new types of motorised vehicles on the highway and footway.	Westminster to liaise with TfL and the Government to improve any new transport legislation to simplify and strengthen enforcement powers.	Better and simpler enforcement powers for transport.	Short and medium term 2017-2023.	The Government.	Dependent upon TfL’s policies and schemes and their interaction with WCC.

Objective 6: Encourage behaviour change

Action / Measures	Next Steps	Indicator	Timescales	Delivery Partners	LIP 2017/18 Programme No, Title, & Allocation
O6.1 – Seek opportunities for road user (including pedestrian) mode change campaigns that support the implementation of public realm projects.	Seek suitable public realm projects that provide good opportunities for mode change campaigns.	The number of mode change campaigns linked to public realm improvement projects annually.	Short to medium term 2017-2023.	WCC, BIDs, landowners, residents groups, and any partnering organisations.	
O6.2 – Continue to work with enquiries from schools and School Crossing Patrol Officers on any road safety requests. Expand pedestrian safety training programme for children. Implement School Travel Plans (STP) in all schools across Westminster by identifying measures which could encourage more children, parents, guardians and teachers to walk to school.	Ongoing programme of work. Train at least 250 pupils a year. Implement STP's and identify measures to encourage walking to school. Investigating providing schools with new resources to promote walking.	Enquiries from schools and School Crossing Patrol Officers. Train more than 250 pupils a year from this baseline figure in 2016. The number of schools provided with new measures and resources to promote walking. Measure any changes in the number of pupils walking to school by using the Sustainable Modes of Transport to School (SMOTS) survey every Autumn.	Short to medium term 2017-2023. Short term 2017-2020. Short term 2017-2020.	WCC and TfL. WCC and TfL.	WCC. LIP 12 - Transport Education Development & Implementation. LIP 11 - School Travel Plan Development.
O6.3 – Continue to explore new ways to deliver pedestrian safety training, education and publicity for residents and visitors, especially for vulnerable groups. Includes working with TfL and neighbouring boroughs to develop road safety campaigns.	Agree and deliver the activities in the 2017 / 2018 programme.	Increase the number of resident's groups who have received road safety initiatives from a baseline of 2017.	Short term 2017-2020.	WCC.	Cycle Strategy Programme – Development and Implementation.
O6.4 – Work with WCC's public health and sports and leisure units to establish a network of 'Physical Activity, Leisure and Sports (PALS) Champions' through the 'Active Communities' programme. To assess and refer individuals to appropriate activity programmes (eg walking or cycling).	Meet with partner departments and agree action plan.	Number of PALS recruited.	Short term 2017-2020.	WCC.	LIP 19 Health and Wellbeing – Development.
O6.5 – Continue providing cycle training.	WCC provides cycle training to anyone who lives, works or studies in the City. Includes promoting considerate and safe road behaviour amongst all road users by using Operation Safeway with the Police and TfL.	Number of cycle training events annually.	Short term 2017-2020.	WCC.	
O6.6 – Work with BIDs to promote behaviour change amongst businesses and employees, especially by new members of staff.	Encourage BID's to target new staff and existing with focussed behaviour change messages and resources to increase walking and / or cycling.	Number of BIDs promoting walking.	Short and medium term 2017-2023.	WCC and TfL, and any other funders.	