MOTT MACDONALD

Inclusive design

Evidence Review

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Westminster City Council

Inclusive design

Evidence Review

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1 About this evidence review

1.1 Introduction

Westminster City Council (WCC) have commissioned Mott MacDonald to provide independent guidance that can be used to support project managers in designing and managing accessibility and inclusive design in infrastructure, highway and public realm schemes, and in undertaking, completing and reviewing Equality Impact Assessments (EqIAs).

1.2 Purpose of the evidence review

Providing inclusive and accessible public spaces is a stated priority for WCC. Designing and implementing infrastructure, highways and public realm that can be used by everyone will ensure that Westminster continues to be a desirable place to live, work and visit.

This evidence review provides a comprehensive overview of both national and local accessibility and inclusive design guidance and standards. The review examines all infrastructure related to public realm[1] which is likely to result in beneficial or adverse effects for protected characteristic groups (as set out by the Equality Act, 2010) (Table 2.1), during the construction and operation of a scheme, setting out the standard required for compliance, guidance recognised as best practice, and specific guidance on meeting the needs of protected characteristic groups. This evidence review will inform an inclusive design guidance document for streets and public realm, which will focus on:

- best practice approaches to inclusive design for street and public realm schemes, which will also inform the City Council's upcoming 'Public Realm Guidance' Supplementary Planning Document (SPD); and
- relevant considerations for undertaking EqIA of street and public realm schemes.

This report will therefore support WCC in identifying solutions and enhancements to equality impacts caused by these schemes and opportunities to make such spaces and infrastructure truly accessible and inclusive. Creating spaces that are inclusive for all will help to futureproof assets, promote a wider sense of belonging, and improve the user experience, helping to make Westminster a leading example of embedding best practice in the external built environment.

1.3 Approach

The approach to this evidence review includes the following steps:

1.3.1 Characterising the local demographic context

Demographic analysis of Westminster**:** A demographic profile of the population of Westminster was compiled alongside wider demographic data to build a picture of Westminster. This enables WCC to identify protected characteristic groups within the City which are disproportionately likely to be impacted by infrastructure, highway and public realm schemes, and put in place adequate mitigation or enhancement measures.

[1] Public realm is defined as publicly accessible spaces between buildings, which are collectively referred to as our 'Public Realm'. This includes the majority of the public space available for use by active travel users (see below), including green and open space.

1.3.2 Evidence and guidance review

Desk-based literature review: In order to better understand the potential impacts of accessibility and inclusive design on protected characteristic groups in infrastructure, highway and public realm schemes, and to help to identify possible mitigations and opportunities associated with these schemes, relevant published literature from government, academic and third sector sources were reviewed.

Desk-based evidence review: Desk-based research was undertaken to produce an evidence review. Requirements and aims of local and national policy, strategy and legislation, including the National Planning Policy Framework 2021; The Equality Act 2010; the Mayor's London Plan, and Westminster's City Plan 2019-2040, Creating a Fairer Westminster, the draft Public Realm Supplementary Planning Guidance were set out, in relation to consideration of equality in design and WCCs stated aims regarding accessibility and inclusive design.

The evidence review examined relevant published literature from academic, government and third sector sources in relation to the design of infrastructure, highways and public places and spaces, focussing on drawing out the differing needs and experiences of each protected characteristic group, and considering intersectionality and broader factors such as people on a low income and care leavers. The review also considered the positive outcomes that these schemes can deliver through fostering greater inclusion and accessibility.

This research will outline how people from different protected characteristic groups are likely to experience equality impacts differently and create an evidence base which can be used to inform a best practice guide for embedding accessibility and inclusive design in the external built environment.

1.4 Report structure

Chapter 2: Sets out an overview of local and national legislation and policy which has been used to inform the evidence review.

Chapter 3: Sets out a demographic profile of Westminster. The profile presents the proportion of protected characteristics groups, protected characteristic groups as defined by WCC and equality considerations related to accessibility and inclusive design in the external built environment. The profile identifies the proportion of these groups at ward level, and provides Westminster, London and the South east region, and England as comparators.

Chapter 4: Sets out the existing evidence from relevant published literature from government, academic and third sector sources of potential risks and opportunities and associated protected characteristic groups who may be affected by the provision of different design measures.

Chapter 5: Sets out an overview of accessibility and inclusive design best practice in local and national guidance. This review, set out in Table 5.1, provides a review of information which can be used to inform an inclusive design guidance document for Westminster's public realm.

1.5 Equality Act (2010)[2]

The Equality Act is the legal foundation for tackling disadvantage and improving equality of opportunity for people in Britian. It requires that potential disadvantages experienced by people due with certain 'protected characteristics' are considered and minimised, and that steps are taken to meet the needs of different sections of society. It also requires that participation from these groups is encouraged where participation is disproportionately low.

[2] His Majesty's Government (2010) 'The Equality Act 2010'. Available at: Equality Act 2010 (legislation.gov.uk) (Last accessed March 2024).

The Equality Act mandates fair treatment for all, regardless of characteristics such as age, disability, gender, race, religion, or sexual orientation.

1.5.1 Public Sector Equality Duty

EqIAs are completed by, or on behalf of, a public authority in response to their obligations under the Equality Act (Section 2.1.2). A Public Sector Equality Duty (PSED) is established at section 149 of the Equality Act 2010, the requirements of which are set out below in Figure 1.1

Figure 1.1: Article 149 of the Equality Act 2010: The Public Sector Equality Duty

(1) A public authority must, in the exercise of its functions, have due regard to the need to

(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

(b) advance equality of opportunity between persons who share a relevant protected characteristics and persons who do not share it.

(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

(2) A person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection (1).

(3) Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to –

(a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;

(b) take steps to meet the needs of persons who share a relevant protected characteristic that are different form the needs of persons who do not share it;

(c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

Source: The Equality Act, 2010

1.5.2 Protected characteristic groups

The protected characteristic groups which are legislated under the Equality Act are listed in Table 1.1 below.

Table 1.1: Protected characteristics under the Equality Act (2010)

Protected characteristic	Equality and Human Rights Commission (EHRC) definition
Age	A person belonging to a particular age (for example 32-year-olds) or range of ages (for example 18 to 30-year olds).
Disability	A person is disabled if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.
Gender reassignment	The process of transitioning from one gender to another.
Marriage and civil partnership	Marriage is a union between a man and a woman or between a same-sex couple. Couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples (except where permitted by the Equality Act).
Pregnancy and maternity	Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

Protected characteristic	Equality and Human Rights Commission (EHRC) definition
Race	Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.
Religion and belief	Religion has the meaning usually given to it, but belief includes religious and philosophical beliefs including lack of belief (such as Atheism). Generally, a belief should affect someone's life choices or the way they live for it to be included in the definition.
Sex	A man or woman
Sexual orientation	Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.
In addition to the groups legislated under the Equality Act, WCC view low income households and care leavers as protected characteristic groups.	
Low Income Households [3]	Households are classed as being in low income if they experience economic deprivation and live on less than 60% of the median net disposable equivalised UK household income.[4]
Care leavers [5]	Care Leaver a young person (aged 16-25) who has been in the care of the Local Authority for a period of at least 13 weeks, between the ages of 14-16, including their 16th birthday.[6]

Source: Equality Act, 2010, Office of National Statistics, 2023, Westminster City Council 2024 and Equality and Human Rights Commission, 2019

1.6 Guidance documents

Table 1.2 below outlies the accessibility and inclusive design guidance that were included in the evidence review.

Table 1.2: Documents reviewed.

Accessibility and inclusive design document	Document Summary
BS 8300-1: Design of an accessible and inclusive built environment. Part 1: External environment - Code of practice[7]	British Standards Institution guidance on building standards in the external environment.
BS 8300-2: Design of an accessible and inclusive built environment. Part 2: Buildings - Code of practice[8]	British Standards Institution guidance on building standards in the internal environment.

[3] People of low incomes are not legislated under the Equality Act (2010). There is therefore no legal requirement to show due regard to this demographic. However, the Act acknowledges that there are gaps in the legislation in terms of disadvantaged groups who should be considered. As a result, WCC has determined it best practice that this groups should be included in the decision making process.

[4] Office of National Statistics (2023): 'People in low income households' [Online]. Available from: https://www.ethnicity-facts-figures.service.gov.uk/work-pay-and-benefits/pay-and-income/people-in-low-income-households/latest/#:~:text=Households%20are%20classed%20as%20being%20in%20low%20income,the%20median%20net%20disposable%20equivalised%20UK%20household%20income. [last accessed April 2024]

[5] Care leavers are not legislated under the Equality Act (2010). There is therefore no legal requirement to show due regard to this demographic. However, the Act acknowledges that there are gaps in the legislation in terms of disadvantaged groups who should be considered. As a result, WCC has determined it best practice that this groups should be included in the decision making process.

[6] Westminster City Council (2022): ' A guide to leaving care' [Online]. Available from: https://www.westminster.gov.uk/sites/default/files/becoming_a_care_leaver.pdf. [last accessed April 2024].

[7] British Standards Institute. (2018): 'Design of an accessible and inclusive built environment, Part 1: External environment - Code of practice'. Web link unavailable, available to purchase online (Accessed: April 2024)

[8] British Standards Institute. (2018): 'Design of an accessible and inclusive built environment, practice'. Web link unavailable, available to purchase online (Accessed: April 2024)

Accessibility and inclusive design document	Document Summary
PAS 6463: Design for the mind – Neurodiversity and the built environment[9]	Design guidance from Transport for London (TfL) on designing the built environment to be accessible for people with neurodiverse needs.
Local Transport Notes (LTN 1/20[10], LTN 2/09[11], LTN 1/09[12], LTN 3/08[13], LTN 1/08[14], LTN 1/24[15])	Department for Transport (DfT) guidance which sets out transport guidance for Cycle infrastructure design; Using railings to make roads safer for pedestrians; Signal Controlled roundabouts; Developing safe streets for mixed use; Traffic management and streetscapes; and Keeping buses moving.
Inclusive Mobility [16]	DfT guidance on best practice regarding access to pedestrian and transport infrastructure.
London Cycling Design Standards [17]	TfL requirements and guidance for the design of cycle-friendly streets and spaces.
Healthy Streets toolkit [18]	TfL guidance on creating neighbourhoods which promote physical activity and a healthy lifestyle for all users.
The Planning for Walking Toolkit [19]	TfL guidance for the design of public realm. The guidance highlights urban design best practice principles to ensure all public spaces are accessible for all users.
New Cycle Route Quality Criteria [20]	TfL requirements for cycle route provision.
Introductory Guide to Low-traffic Neighbourhood Design [21]	Sustrans design guidance on creating low traffic neighbourhoods, and how to make these neighbourhoods accessible for all users.

[9] Transport for London. (2022): 'PAS 6463:2022:Design for the mind – Neurodiversity and the built environment – Guide' Available at: Design-for-the-mind-Neurodiversity-and-the-built-environment-Guide.pdf (housinglin.org.uk) (Accessed: April 2024)

[10] Department for Transport. (2020): 'Cycle Infrastructure Design'. Available at: Cycle Infrastructure Design (publishing.service.gov.uk) (Accessed: April 2024)

[11] Department for Transport. (2009): 'Local Transport Note 2/09: Using railings to make roads safer for pedestrians'. Available at: Local Transport Note 2/09 Pedestrian Guardrailing (publishing.service.gov.uk) (Accessed: April 2024)

[12] Department for Transport. (2009): 'Local Transport Note 1/09: Signal controlled roundabouts' Available at: Local Transport Note 1/09 Signal Controlled Roundabouts (publishing.service.gov.uk) (Accessed: April 2024)

[13] Department for Transport. (2008): 'Local Transport Note 3/08: Developing safe spaces for mixed use' Available at: Mixed Priority Routes: Practitioners' Guide (publishing.service.gov.uk) (Accessed: April 2024)

[14] Department for Transport. (2008): 'Local Transport Note 1/08: Traffic management and streetscapes' Available at: ltn-1-08_Traffic-management-streetscape.pdf (publishing.service.gov.uk) (Accessed: April 2024)

[15] Department for Transport. (2020): 'Local Transport Note 1/24: Bus User Priority Available at: Local Transport Note 1/24: Bus User Priority (publishing.service.gov.uk) (Accessed: April 2024)

[16] Department for Transport. (2021): 'Inclusive mobility: A guide to Best Practice on Access to Pedestrian and Transport Infrastructure'. Available at: Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (publishing.service.gov.uk) (Accessed: April 2024)

[17] Transport for London (2014):' London Cycling Design Standards' Available at: LCDS Chapter 1 Design Requirements (tfl.gov.uk) (Accessed: April 2024)

[18] Transport for London (2017): 'Healthy Streets for London' Available at: Healthy Streets for London (tfl.gov.uk) (Accessed: April 2024)

[19] Transport for London (2020): 'The Planning for Walking Toolkit' Available at: The Planning for Walking Toolkit (tfl.gov.uk) (Accessed: April 2024)

[20] Transport for London. (2019): 'New cycle route Quality Criteria' Available at: New Cycle Route Quality Criteria - Accompanying technical note v1 (tfl.gov.uk) (Accessed: April 2024)

[21] Sustans. (2023): 'Introductory Guide to Low-traffic Neighbourhood Design' Available at: An introductory guide to low traffic neighbourhood design - Sustrans.org.uk (Accessed: April 2024)

Accessibility and inclusive design document	Document Summary
Manual for Streets [22][23]	TfL guidance on designing streets which embody the principles of inclusive design for all users and the communities which they serve.
Slow Streets Sourcebook [24]	Urban Design London guidance on creating accessible spaces with a high standard of quality of place.
Streetscape Guidance [25]	TfL guidance for the design of streets and spaces by applying best practice design principles.
Achieving lower speeds: the toolkit [26]	TfL guidance on creating more accessible and safer streets through speed reduction measures.
Changing Places a Practical Guide [27]	Guidance on providing practical guidance on the design and management of a changing places toilets, as well as an understanding of why they are needed and who is likely to benefit from them.
RIBA Inclusive Design [28]	RIBA guidance on in promoting access for disabled people in the built environment.
Getting Home Safely [29]	Guidance on creating streets and public spaces which are safe for women.
Making London Child Friendly [30]	Guidance on ensuring the design of the built environment can increase opportunities for children and young people to become happier and healthier, by becoming independently mobile within their neighbourhoods and the city.
Guidance on the use of Tactile Paving Surfaces[31]	DfT guidance on where and how tactile paving should be used to ensure correct and consistent application.

Table 1.3 below outlines the accessibility and design measures assessed for statutory and best practice guidance during this evidence review.

Table 1.3: Design measures reviewed.

Design measure	Design measure summary
Pedestrian infrastructure (pavements and street furniture)	Design measures related to the pedestrian infrastructure in the external built environment. Design measures relating to outdoor seating and dining spaces, including tables/chairs/pavement space and licenses.

[22] Department for Transport. (2007) 'Manual for Streets' Available at: Manual for the Streets (publishing.service.gov.uk) (Accessed: April 2024)

[23] The Chartered Institution of Highways and Transportation. (2010). 'Manual for Streets 2: Wider application of the principals' Available at: Layout 1 (ciht.org.uk) (Accessed: April 2024)

[24] Urban Design London. (2014): 'Slow Streets sourcebook'. Available at: Manual (wordpress.com) (Accessed: April 2024)

[25] Transport for London. (2022): 'Streetscape guidance' Available at: content.tfl.gov.uk/streetscape-guidance-2022-revision-2.pdf (Accessed: April 2024)

[26] Transport for London. (2019): 'Achieving lower speeds: the toolkit 'Available at: Achieving lower speeds: the toolkit (tfl.gov.uk) (Accessed: April 2024)

[27] Changing Places Consortium. (2021): Changing places: The practical guide' Available at: Changing Places a Practical Guide.pdf (amazonaws.com) (Accessed: April 2024)

[28] RIBA. (2023). 'Are you an inclusive designer'. Web link unavailable, available to purchase online. (accessed April 2024).

[29] AtkinsRealis. (2021): Getting Home Safely: Safe by Design by Women Transport Planners' Available at: Getting home safely (atkinsrealis.com) (Accessed: April 2024)

[30] Greater London Authority. (2020): 'Making London Child-Friendly – Designing for Children and Young People' Available at: ggbd_making_london_child-friendly.pdf (Accessed: April 2024)

[31] Department for Transport (2021): 'Guidance on the Use of Tactile Paving Surfaces'. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1046126/guidance-on-the-use-of-tactile-paving-surfaces.pdf

Design measure	Design measure summary
Level changes and stairs, ramps and lifts	Design measures which facilitate the movement of pedestrians and cyclists where there is a change of gradient.
Road crossings	Design measures which facilitate the crossing of highways by pedestrians and cyclists.
Walking distances	Design measures related to the distances that pedestrians have to walk between transport nodes (such as car parking and public transport facilities) and residential, community or business receptors in the external built environment.
Rest places	Design measures related to providing areas for pedestrians and cyclists to rest in the external built environment.
Parking	The provision of on-street, off-street, car parks, designated and child parking in the external built environment.
Cycling infrastructure	Design measures related to cyclist movement, safety and parking on highways and in the public realm.
Shared use spaces	Design measures related to spaces which can be used by more than one user type (e.g., pedestrians and cyclists) for movement.
Green Infrastructure in the public realm	Design measures relating to the provision of green infrastructure and landscaping measures to improve the public realm (e.g., Sustainable Urban Drainage Systems, rain gardens and trees).
Lighting	Design measures which contribute to ensuring public spaces, public transport infrastructure and wayfinding information are appropriately lit.
Wayfinding and signage	Design measures which contribute to all users' ability to navigate the external built environment.
Information and communication	Measures related to the provision of information and engagement with the local community
Accessible toilets and changing place facilities	Design measures which facilitate the needs of those who require accessible or changing places
Handrails	Design measures related to the provision of handrails in the external built environment.
Safety and security	Design measures which facilitate the actual and perceived safety of pedestrians and cyclists in the external built environment.
Public transport	Design measures related to the provision, and access to, modes of public transport.

1.7 Key findings

A thematic summary of the findings of this report is set out in Table 1.4 below. The literature review examines potential impacts of design measures and further considerations related to the construction and operation of public realm schemes on protected characteristic groups, whilst the evidence review examines standards and best practice guidance on specific design measures. The full literature and evidence review is provided in Table 4.1 and Table 5.1 respectively.

Table 1.4: Summary of key findings

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
Design measures		
Pedestrian infrastructure (pavements, street furniture and al fresco dining)	<u>Walking</u> • **Children** and **older people** are more dependent on walking than any other age group. • Walking has multiple health benefits, but inaccessibility of the pedestrian environment and road crossings is a significant barrier for **disabled people**. • Research has found that **people from a mixed ethnicity background** were most likely to walk for travel once a week, while White British were the least likely. However, when this is compared to walking for leisure, the probabilities were reversed. • Evidence shows that **women** are more likely to walk for travel than men. • **Adults living in deprived areas** are less likely to walk for leisure and more likely to walk for travel than people living in less deprived areas. <u>Pedestrian infrastructure and street furniture</u> • A study conducted by TfL highlights that the upkeep of streets and the design of the environment were mentioned as common barriers **older people** faced when using the public realm. • Research also suggests that level surfaces and step free access are important for **people with young children in pushchairs**. • **Disabled people** with a range of learning and physical impairments, state that a reason for their lack of activity is due to the inaccessibility of the pedestrian environment. For **wheelchair users**, obstructions such as advertising boards or bins can make the pedestrian environment particularly challenging. Any	BS 8300 standards provide guidance related to pedestrian infrastructure on the following themes: • Footway width • Footway design • Footway gradients • Mitigating footway hazards • Passing places • Street furniture maintenance • Street furniture colour • Guidance to reducing the contribution of street furniture to street clutter • Placement of street furniture in the pedestrian environment • Street furniture strategy • Al fresco dining design including table heights • Fixed seating and refreshment area spacing, style and contrast Best practice documents provide guidance related to pedestrian infrastructure on the following themes: • Placement of street furniture in the pedestrian environment • Footway width

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
	corridors that include a gradient are potentially hazardous and tiring for **people with limited mobility**. <u>Al fresco dining</u> • The increase in al fresco dining areas can cause overcrowding upon pavement areas and increase obstacles for individuals with mobility issues. This can, in turn, reduce individuals' confidence navigating public spaces.	• Footway surfaces • Passing places • Footway gradients • Footway materials • Unobstructed heights above footways • Guardrail provision • Street furniture design • Street furniture colour • Interaction between pedestrian infrastructure and the wider transport network • Sightlines in the pedestrian environment • Pedestrian priority crossings • Outdoor café area and pavement licensing • Al fresco dining strategy/maintenance
Level changes and stairs, ramps and lifts	• For **people with reduced mobility, older people** and for **people with young children in pushchairs**, the importance of having spacious and compliant step-free access (via ramps and lifts) to services and facilities is essential.	BS 8300 standards provide guidance related to level changes, lifts, stairs and ramps on the following themes: • External stairway design • External stairway accessibility • External stairway • Gradient changes • Ramp design • Ramp accessibility Best practice documents provide guidance related to level changes, lifts, stairs and ramps on the following themes: • External stairway design • External stairway accessibility • External stairway safety

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
		• Gradient changes • Ramp design • Ramp accessibility • Lift design • Lift accessibility
Road crossings	• Research has found that road crossings often do not allow enough time for **older people** to cross safely. • **Children** are also vulnerable at road crossing because they are less visible to drivers, more prone to impulsive actions and have difficulty assessing a cars speed. • Recent research highlighted that **disabled people** are more likely to be involved in a pedestrian/cyclist road collision than their non-disabled counterparts. • Both UK and international groups representing the **visually impaired** have raised concerns regarding the low noise levels generated by electric vehicles, particularly at uncontrolled crossings.	BS 8300 standards provides guidance related to road crossings on the following themes: • Road crossing design • Road crossing surface materials • Road crossing markings • Tactile paving provision • Passing places on road crossings • Road crossings width Best practice documents provide guidance related to road crossings on the following themes: • Road crossing design • Road crossing design in areas with multiple road crossings • Road crossing design for people who are disabled, older people, children and people with neurodivergent conditions • Controlled crossing provision • Demographic assessment • Tactile paving provision • Centre refuge design • Road crossing gradient • Road crossing surface materials • Road crossing location • Signalised crossing design and timings • Raised crossing provision

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
Walking distances and rest places	• Walking distances are an important consideration for certain protected characteristic groups, potentially resulting in disproportionate impacts, primarily on **disabled people** and **older people.** • Research has found a decrease in walking balance during **pregnancy**, highlighting that pregnant people need to be cautious when walking and may need rest.	BS 8300 standards provides guidance related to walking distances and rest places on the following themes: • Guidance on walking distances in the public realm • Guidance on walking distances where a change in gradient occurs • Rest place provision Best practice documents provide guidance related to walking distances and rest places on the following themes: • Rest place provision • Guidance on distances between rest places • Guidance on distances between rest places for people with mobility impairments
Parking	• Providing parking spaces that are accessible is vital to ensure parking is available for people who need more room when entering and exiting their vehicle. This includes the provision of parking for **Blue Badge holders** and **parent/guardian and child** parking bays.	BS 8300 standards provide guidance related to parking on the following themes: • Setting down and picking up point provision • Demographic assessments to determine the parking needs of an area • On-street and off-street parking design and provision • Accessible parking design and provision • Enlarged space parking design and provision • Parent and child parking design and provision • Accessible parking location • Pay and display location • Number of accessible designated spaces • Accessible parking signposting Best practice documents provide guidance related to parking on the following themes: • On-street and off-street parking design and provision • Accessible parking design and provision • Consultation on the provision new parking • Pay and display design

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
Cycling infrastructure	• The proportion of **disabled** Londoners who sometimes use a cycle to get around (15%) is only slightly less than for non-disabled Londoners (18%), demonstrating that cycling is an important mode of transport for everyone. • The majority of cycling infrastructure currently does not account for the needs of disabled people, creating inequality. • **children and families** may need additional space to wobble or for an accompanying **parent** to ride alongside. • Research indicates that there is generally a steady decline in cycling in the UK as people get **older**. • **Men** make nearly three times as many cycling trips than women, are twice as likely to cycle to work, and travel almost four times further. • With regards to cycling infrastructure, **men and women** are unified in their preference for a separation of cycling and motor traffic. • A study found that **Black and Asian** adults were least likely to cycle, people from **mixed ethnic backgrounds** were in the middle, and White British people were found to be the most likely to cycle at least once a week.	BS 8300 standards provide guidance related to cycling infrastructure on the following themes: • On carriageway cycle routes • Off carriageway cycle routes • Cycleway lighting • Cycleway design • Cycle parking • Cycleway surface materials • Cycleway width • Cycleway colour Best practice documents provide guidance related to cycling infrastructure on the following themes: • Cycleway width • Cycleway gradient • Cycleway camber gradient • Cycleway colour • Cycleway surface materials • Cyclist speed reduction measures • Cycle parking • Enhancement of public realm through the provision of cycle infrastructure • Interaction and segregation between cycle infrastructure and road network including wands
Shared use spaces	• Spaces in which pedestrians and cyclists mix freely must be carefully designed to ensure the safety and security of all users. • Shared use spaces with a physical barrier such as a kerb can create an obstruction, making the route more difficult to navigate and may be a hazard for **people with visual impairments** and can result in less space available for pedestrians, affecting the accessibility of the route for **people who use a wheelchair**.	BS 8300 standards does not provide guidance related to shared use spaces. Best practice documents provide guidance related to shared use spaces on the following themes: • Minimising the use of shared use spaces. • Separation of cyclists and pedestrians in shared use spaces

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
	• On the other hand, non-segregated shared use routes can be difficult for cyclists to navigate when busy, and some disabled people, such as **people with hearing impairments** and **older people** often feel less safe using a shared use route.	• Ensuring the separation of cyclists and pedestrians in shared use spaces is identifiable for those with visual impairments • Forecourts
Green infrastructure in the public realm	• Green infrastructure and spaces can provide physical and mental health benefits for both **older and younger people.** • Individuals with **mobility disabilities** can benefit from the stimulation of positive emotions that sensory-rich green spaces provide. • Exposure to green infrastructure is associated with a reduction in **mental health problems** such as depression and anxiety. • Inequalities exist in the availability and accessibility of green space for individuals from an **ethnic minority background.** • Access to green space can also help reduce depressive/ stress related symptoms for women during **pregnancy.**	BS8300 standards to not provide guidance related to green infrastructure in the public realm. Best practice documents provide guidance related to green infrastructure that addresses the following themes: • Design of green infrastructure and sensory-rich green spaces • Provision of green infrastructure to increase biodiversity in the public realm • Provision of green infrastructure and sustainable urban drainage systems (SuDS) • Green infrastructure and social spaces • Accessibility of green infrastructure and open spaces
Lighting	• Research highlighted the importance of lighting off-carriageway pedestrian and cyclists routes used for commuting by **people of working age** and used by **children** on route to school to sustain usage throughout the winter months. • Evidence also suggests that **women** are more likely to exercise caution when travelling. Research found when walking in a badly lit neighbourhood, women were considerably more likely to report feeling 'very unsafe' when compared to men.	BS 8300 standards provide guidance related to lighting on the following themes: • Lighting design strategy (lighting design; maintenance; way-finding; lighting at public transport stops and interchanges) • Minimum illumination guidance Best practice documents provide guidance related to lighting on the following themes: • Lighting design • Guidance for lighting the approaches to buildings • Guidance for lighting level changes • Sensory lighting in external spaces • Reducing sensory overload through lighting, including glare and overuse of lights • Lighting of cycle infrastructure • Lighting of quiet / off road routes • Lighting provision for protected characteristic groups • Lighting measures to increase perception of, and actual safety

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
		• Street lighting height • Location of lighting columns
Wayfinding and signage	• Evidence states that transport providers should ensure wayfinding and signage is inclusive and accessible for **Individuals who have difficulties relating to information processing, sequential processes, number and word identification** who may rely on visual cues, colours and symbols while wayfinding. For example, by using clearly defined and contrasting wall boundaries; implement a 'touch' feature on walls, to increase familiarity to surroundings; avoid sensory overload by mitigating unnecessary visual or audio 'noise'; and provide transport users with the opportunity to 'preview' layouts and corridors, to ease passenger anxiety. • The design of the public realm should be designed with **people who travel with an assistance dog** in mind. • Tactile pavements can be used to provide **visually impaired people** with guidance and can indicate potential hazards, for example, warnings of changes in level.	BS 8300 standards provides guidance related to wayfinding and signage on the following themes: • Signage strategies • Wayfinding strategies • Routes to, and location of, key accessible facilities • Identification of accessible and step free routes • Signage on routes which continue over a long distance and/or change in direction • Measures to ensure that wayfinding information is provided in an accessible way • Meeting and information points Best practice documents provide guidance related to wayfinding and signage on the following themes: • Interpretation of wayfinding information for those who have neurodivergent conditions • Signage height • Signage colour • Signage lighting • Signage for cycling infrastructure • Guidance to reducing the contribution of signage to street clutter • Providing signage and wayfinding information that can be used by those who are disabled, particularly those who are visually impaired, hard of hearing or have neurodivergent conditions • Public announcements • Digital wayfinding information • Signage networks

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
		• Traffic signage and road markings • Legible London Assets • Tactile paving • Audible maps
Information and communication	• Complex material and information may present a challenge to those who have different information and communication needs, this includes but is not limited to **people with learning disabilities**, people with low literacy levels, **older people, people with visual or hearing impairments** and **people who use English as a second language.** • Seldom- heard' groups- such as **children and young people**, disabled people, people from deprived areas, and people from **ethnic minority groups** - are at particular risk of exclusion from the engagement process.	BS 8300 standards provides guidance related to information and communication on the following themes: • Real time information • Car parking information • Information points at public transport interchanges • Information point location • Information point lighting Best practice documents provide guidance related to information and communication on the following themes: • Provision of information and communication for protected characteristic groups • Provision of information and communication through digital technologies • Guidance to ensure that consultation is undertaken in line with Equality Act (2010) requirements. • Engagement with community groups • Engagement measures to improve the safety of public spaces
Accessible toilets and changing place facilities	• Accessible and changing place toilets are important facilities for many users, but some groups including **older people**, **disabled people** and **pregnant people** are affected most when these services are unavailable or poorly situated. • It is advised that where gender- specific toilets are provided, a gender- neutral option should also be provided where possible (in addition to unisex accessible disabled persons toilets) as research indicates that many **LGBTQ+ people** do not feel comfortable or safe in gendered facilities.	BS 8300 standards provide guidance related to accessible toilets and changing places on the following themes: • Public toilet location • Accessible toilet location • Changing places toilet location • Accessible toilet design requirements • Changing places toilet design requirements

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
		• Signposting of accessible and changing place toilets • Staffing of accessible and changing place toilets • Emergency protocols for accessible and changing place toilets Best practice documents provide guidance related to road crossings on the following themes: • Accessible toilet location • Changing places toilet location • Accessible toilet design • Changing places toilet design • Designing accessible and changing places toilets to be non-gender specific • Designing accessible and changing toilets to be accessible for those who require guide dogs.
Handrails	• The handrail is an effective means of assisting sit-to-stand movements and reducing falls. As **older** and **disabled** people are more likely to need support their body during movement because of instability and weakness, they are more likely to require their provision in the public environment. • Traversing gradients or stairs is important for the accessibility and mobility of certain groups, particularly **older people, disabled people**, and **people with young children** who may be affected differently. Guidance suggests that ways to mitigate against steep slopes, with a gradient of 1 in 30 or higher, and stairs includes the provision of handrails for safety and ease of access.	BS 8300 standards provide guidance related to handrails on the following themes: • Handrail design in the external environment • Handrail signposting • Handrail safety Best practice documents provide guidance related to handrails on the following themes: • Handrail design in the external environment • Handrail design for people with protected characteristics • Handrail safety
Safety and security	<u>Crime and personal safety</u> • Research found **young people** aged 16-34 years, **disabled people, those from ethnic minority backgrounds, and LGBTQ+ people** are more likely to have had contact with their local police as a victim or witness. • A study found **men**, **mixed and Asian ethnic groups** and **younger people** were more likely to be victims of crime.	BS 8300 standards provide guidance related to safety and security on the following themes: • Meeting points • Lighting to improve safety • Natural surveillance • Design of public realm to improve perceived, and actual safety

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
	• Older people are generally at lower risk of crime compared to other ages, but they are often more fearful of crime. <u>Fear or perception of crime</u> • Concern about antisocial behaviour and crime, particularly at night has been found to be a significant barrier to walking as part of multimodal travel by **older people**. • Fear of crime can be an issue for **women** when they are travelling, particularly alone at night. • **People from ethnic minority backgrounds** are more likely to express concerns over safety and security when travelling (particularly after dark) than white people. • Research suggests that **LGBTQ+ people** often fear for their safety and well-being in public spaces and on pedestrian journeys. • It has been suggested that fear of crime can contribute to social isolation, particularly for vulnerable groups such as **children, older people, ethnic minority groups and women.**	• Maintenance of safety design measures Best practice documents provide guidance related to safety and security on the following themes: • Safety design measure guidance • Measures to improve pedestrian safety through the reduction of vehicle speed • Safety and security in high importance sites including Hostile Vehicle Mitigation (HVM) • Maintenance of safety design measures • CCTV • Active frontages • Natural surveillance • Safe havens • Safety and security at public transport interchanges
Public transport	• **Children** and **young people** are generally more dependent on public transport services due to not being able to access cars independently. • Evidence shows that **older people** are more likely than any other age group to become unable to drive, this is due to an increased risk of developing health problems that make driving more difficult, or even dangerous, and therefore become more reliant on public transport. • **Disabled people** generally have fewer travel options compared to non-disabled people. • People from **ethnic minority groups** are less likely to own cars and are therefore more likely to be dependent on public transportation.	BS 8300 standards provide guidance related to public transport on the following themes: • Provision of real time information • Bus / Tram stop design • Bus / Tram stop accessibility • Public transport lighting • Location of Bus / Tram stops Best practice documents provide guidance related to public transport on the following themes: • Bus / Tram stop design • Bus / Tram stop accessibility • Public transport and cycle infrastructure interaction guidance • Bus lane design • Measures to design out crime on public transport

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
Further considerations related to the construction and operation of public realm schemes		
Traffic flow	• Increases in road traffic levels may reduce **children's** access to community and recreational facilities due to road severance and traffic delays. • Changes to surface transport may affect how **older people** interact with community facilities. • Research shows that the presence of vehicular traffic can present a barrier for **disabled people** accessing community resources.	N/A
Noise exposure	• Changes in noise levels in proximity to community facilities used by **children**, such as schools and nurseries, can negatively impact their concentration and long-term cognitive development. • Health impacts of increased noise exposure on **older people** include cardiovascular disease, sleep deprivation, stress and anxiety. • **Disabled people** are also particularly susceptible to change in noise levels. For example, an increase in noise can affect people with **learning disabilities** and people with **neurodivergent conditions** by prompting challenging behaviours.	N/A
Air quality	• **Children** have faster breathing rates, and their lungs are still developing which can make them more susceptible to changes in particulate matter concentrations in the air. • **older people** are more likely to have respiratory or cardiovascular illness when compared to other age groups, making them more susceptible to the effects of reduced air quality. • **Disabled people** with heart or lung conditions are particularly vulnerable to, and may experience, serious negative health outcomes linked to reduced air quality. • Those who are **pregnant** living in areas with poor air quality are at risk of giving birth to a baby with a low birthweight, which can lead to an increased risk of the child developing a chronic disease in later life. • **People who reside in deprived areas** can be more susceptible to the impacts of air pollution, potentially because they tend to be in poorer health than the rest of the population.	N/A

Scheme Elements	Summary of findings from literature and evidence review	Summary of findings from evidence review of standards and best practice guidance
Landscape and visual environment	• Groups who can be particularly sensitive to changes in the visual environment include **older people, autistic people**, **people with dementia**, and people with conditions such as schizophrenia.	N/A

2 Demographic profile

The demographic profile of Westminster is summarised below, utilising 2021 Census data from the Office for National Statistics. The profile presents the resident proportion of people with different protected characteristics and provides the London and the South east region, and England as comparators. In comparing these regions, where the study areas deviate by less than 3%, the difference is considered to be broadly in line with other areas and is reported as such. Where the difference is notable, this has been **bolded.**

The population residing within Westminster is approximately 261,000 with 118 people per hectare (ha) which is almost double that of the London average of 57 people her ha. The population increases to 1.1 million workers with the influx of workers, shoppers and tourists in the day time.[32] This additional population is not included in the baseline below, but it is noted that this influx of people will be likely to access and use Westminster's public realm.

The demographic profile below indicates that Westminster has a higher proportion of younger people than London, the South East and England and a considerably higher proportion of people from an ethnic minority background, Muslim population and people without access to a private car or van than London, the South East and England.

Table 2.1: Demographic baseline

Protected Characteristic	Westminster comparison with London, the South East and England
Age	● The proportion of children (>16 years) within Westminster (13%) is considerably lower than the proportion within London, the South East and England as a whole (19%). ● The proportion of children within the wards of Church Street, Queen's Park and Westbourne (17%) is **higher** than the proportion of children within Westminster (13%). In contrast, the proportion of children within Lancaster Gate (9%) and the West End (8%) wards is lower than the proportion within Westminster (13%). ● The proportion of young people (18-24 years) within Westminster (12%) is **higher** than within London (9%), the South East (8%) and England as a whole (8%). ● The proportion of young people within the ward of Hyde Park (18%) is **considerably higher** than the proportion within Westminster (12%). The proportion of young people within the wards of Knightsbridge & Belgravia (16%) and St James's (16%) is **higher** than the proportion within Westminster In contrast, the proportion of young people within the ward of Abbey Road (8%) is lower than Westminster (12%). ● 75% of the population within Westminster are of working age (16-64 years), this is **considerably higher** than within London (69%), the South East (62%) and England as a whole (63%). ● The proportion of the population who are of working age within the wards of Lancaster Gate, St James's and West End (80%) is **higher** than the proportion within Westminster (75%). In contrast, within the wards of Abbey Road (70%), Church Street (71%) and Pimlico South (71%) the proportion is lower than Westminster (75%). ● The proportion of older people (65+ years) within Westminster (12%) is broadly in line with London (12%) however considerably lower than the proportion within the South East (19%) and England as a whole (18%).
Disability	● 14% of the population within Westminster are disabled, this is broadly in line with London (13%), lower than the proportion within the South East (16%), and considerably lower than England as a whole (17%). ● Within the ward of Church Street (21%) the proportion of the population who are disabled is **considerably higher** than Westminster (14%). Within the ward of Westbourne (19%) the proportion of the population who are disabled is **higher** than Westminster overall. Whereas, in

[32] Westminster City Council (2021): 'City Plan 2019-2040' [Online]. Available from: https://www.westminster.gov.uk/sites/default/files/media/documents/City%20Plan%202019-2040%20-%20April%202021.pdf [last accessed March 2024]

Protected Characteristic	Westminster comparison with London, the South East and England
	Knightsbridge & Belgravia and Marylebone the proportion of the population who are disabled (9% and 10% respectively) is lower than Westminster (14%). ● 7% of the population who have a disability within Westminster are limited by day-to-day activities a lot, this is broadly in line with London (6%), the South East (6%) and England as a whole (7%). ● Within the ward of Church Street 12% of the population who have a disability are limited by day-to-day activities a lot. This is **higher** than the proportion within Westminster (7%). ● 7% of the population who have a disability within Westminster are limited by day-to-day activities a little, this is broadly in line with London (8%) however lower than the proportion within the South East and England as a whole (10%). ● 82% of the population within Westminster have no long term physical or mental health conditions, this is broadly in line with London (82%) however **considerably higher** than the proportion within the South East (76%) and England as a whole (76%). ● Within the wards of Knightsbridge & Belgravia and the proportion of the population who have no long term physical or mental health conditions (87%) is **considerably higher** than the proportion within Westminster (82%). The proportion within the ward of Marylebone (86%) is higher than Westminster. In contrast, within the wards of Westbourne, Queen's Park and Pimlico North (78%, 78%, and 78% respectively) is lower than Westminster (82%). Within Church Street the proportion of the population with no long term physical or mental health conditions (75%) is considerably lower than Westminster (82%).
Gender Reassignment	● 90% of the population with Westminster identify with the same gender they were assigned at birth; this is broadly in line with London (91%) however lower than within the South East and England as a whole (94%). ● 0.4% of the population within Westminster identify with a different gender to the one they were assigned at birth, which is broadly in line with London (0.5%), the South East and England as a whole (0.2%). ● Census data outlining gender reassignment at a ward level is not available.
Marital status	● The proportion of the population who are married within Westminster (32%) is **considerably lower** than the proportion within London (40%), the South East (47%) and England as a whole (45%). ● 54% of the population within Westminster have never married/ registered a civil partnership, which is **considerably higher** than within London (46%), the South East (35%) and England as a whole (38%). ● 8% of the population within Westminster have a dissolved marriage or civil partnership, which is broadly in line with London (7%), the South East (9%) and England as a whole (9%). ● 3% of the population within Westminster are widowed or a surviving civil partnership partner, this is broadly in line with proportions within London (4%), and lower than the South East and England as a whole (6%). ● Census data outlining marital status at ward level is not available.
Fertility rate	● The Crude Birth Rate within Westminster (10.3) is broadly in line with London (12.6), the South East (10.1) and England as a whole (10.5). ● The General Fertility Rate (GFR)[33] within Westminster (38.9) is **lower** than within London (52.7), the South East (54.7) and England as a whole (54.2). ● The Total Fertility Rate (TFR)[34] within Westminster (1.10) is broadly in line with London (1.44), the South East (1.60) and England as a whole (1.55). ● Census data outlining fertility rates at a ward level is not available.
Race and ethnicity	● Overall, 72% of the population within Westminster are from an ethnic minority background. This is **considerably higher** than within London (63%), the East (22%) and England as a whole (26%). ● The proportion of the population who are from an ethnic minority background within Church Street (83%), Queen's Park (76%) and Westbourne (81%) is **considerably higher** than the proportion within Westminster (72%). In contrast the proportion within Pimlico South (64%) and St James's (65%) is considerably lower. the proportion within Knightsbridge & Belgrave (68%) and Vincent Square (67%) is lower than Westminster (72%).

[33] The number of live births in a year per 1,000 women aged 15 to 44 years. Measure of current fertility levels.

[34] TFR is the average number of live children that a group of women would have if they experienced the age-specific fertility rates for the calendar year in question throughout their childbearing lifespan

Protected Characteristic	Westminster comparison with London, the South East and England
	● 17% of the population within Westminster are Asian, this is **considerably higher** than the proportion within the South East (7%) and England (10%) however is considerably lower than the proportion within London (21%). ● The proportion of the population who are Asian within the wards of Church Street (26%) and Hyde Park (23%) is **considerably higher** than within Westminster (17%). The proportion of the population who are Asian within the ward of Regent's Park (22%) is **higher** than within Westminster. In contrast, in the wards of Harrow Road (13%) and Maida Vale (12%) the proportion is considerably lower. ● 8% of the population within Westminster are Black, this is **considerably higher** than within the South East (2%) and England as a whole (4%) however considerably lower than the proportion within London (14%). ● The proportion of the population who are Black within the wards of Harrow Road (18%) and Queen's Park (19%) is **considerably higher** than the proportion within Westminster (8%). Within the ward of Church Street (12%), the proportion is **higher** than Westminster. In contrast, in the wards of Abbey Road (4%) and Marylebone (3%) the proportion is **lower.** ● Within Westminster, a **considerably high proportion** of ethnic minority groups are 'Other White' (25%), which is **considerably higher** than the proportion within London (15%), the South East (6%) and England as a whole (6%). ● The proportion of the population who are 'Other White' ethnic groups within the wards of Bayswater (32%), Lancaster Gate (33%), Marylebone (35%) and West End (31%) is **considerably higher** than the proportion within Westminster (25%). In contrast, within the wards of Church Street (14%), Harrow Road (19%), Queen's Park (14%) and Westbourne (18%) the proportion is considerably lower. ● 8% of the population within Westminster are Arab, which is also **considerably higher** than the proportion within London (2%), the South East (0.3%) and England as a whole (1%). ● The proportion of the population who are Arab within the ward of Church Street (16%) is **considerably higher** than the proportion within Westminster (8%). Within the wards of Hyde Park (12%) and Westbourne (13%), the proportion is higher than Westminster. In contrast, within the wards of Bayswater, Pimlico North, St James's and Vincent Square (4%) the proportion is lower. ● The proportion of the population who are White British within Westminster (28%) is considerably lower than within London (37%), the South East (79%) and England as a whole (74%). ● The proportion of the population who are White British within the wards of Church Street (17%), Hyde Park (20%) and Westbourne (20%) is considerably lower than the proportion within Westminster (28%). In contrast, Pimlico North (42%), Pimlico South (36%), St James's (35%) is **considerably higher.** Within Knightsbridge & Belgravia (32%) and Vincent Square (33%), the proportion is **higher** than Westminster (28%).
Religion	● 37% of the population within Westminster are Christian, this is broadly in line with London (40%) however considerably lower than the South East (47%) and England as a whole (47%). ● The proportion of the population who are Christian within the wards of Bayswater (41%), Knightsbridge & Belgravia (45%), Pimlico North, Pimlico South and Vincent Square (44%) is **considerably higher** than the proportion within Westminster (37%). In contrast, the proportion within the wards of Abbey Road (33%), Hyde Park (30%), Regent's Park and Westbourne (33%) are considerably lower. ● 20% of the population within Westminster are Muslim, this is **considerably higher** than the proportion within London (15%), the South East (3%) and England as a whole (7%). ● The proportion of the population who are Muslim within the wards of Church Street (49%), Hyde Park (26%), Queen's Park (30%) and Westbourne (37%) is **considerably higher** than the proportion within Westminster (20%). The proportion in Harrow Road (25%) is higher than Westminster. In contrast, within the wards of Bayswater (10%), Knightsbridge & Belgravia (14%), Lancaster Gate (14%), Marylebone (13%), Pimlico North (13%), Regent's Park (14%) and West End (1%) the proportion is considerably lower. ● 27% of the population within Westminster belong to a minority religious group. This is broadly in line with the proportion within London (25%), however **considerably higher** than the proportion within the South East (7%) and England as a whole (11%). ● The proportion of the population who belong to minority religious groups within the wards of Church Street (51%), Hyde Park (35%), Queen's Park (33%), and Westbourne (41%) is **considerably higher** than the proportion within Westminster (27%). The proportion of the population who belong to minority religious groups within the wards of Abbey Road (31%) and Regent's Park (31%) is **higher** than Westminster (27%).

Protected Characteristic	Westminster comparison with London, the South East and England
Sex	● 52% of the population within Westminster are female, this is broadly in line with London (52%), the South East and England as a whole (51%). ● Within the wards of St James's and West End, 48% of the population are female. This is lower than the proportion within Westminster (52%). ● 48% of the population within Westminster are male, this is broadly in line with London, the South East and England as a whole (49%). ● Within the wards of St James's and West End, 52% of the population are male. This is **higher** than the proportion within Westminster (48%).
Sexual orientation	● Within Westminster, 83% of the population identify as straight/heterosexual. This is lower than within London (86%), and considerably lower than within the South East (90%) and England as a whole (89%). ● 4% of the population within Westminster identify as Gay or Lesbian, this is broadly in line with the proportion within London, the South East and England (2%) as a whole. ● Data outlining sexual orientation at a ward level is not available.

Source: Office for National Statistics

In addition to the groups legislated under the Equality Act, WCC view low income households and care leavers as protected characteristic groups. Table 2.2 below outlines the demographic profile of these groups, as well as equality considerations related to accessibility and inclusive design in the external built environment. These include access to private vehicles, transport mode usage, ability to speak English and people who are not in full time education or employment. Data is from the 2021 Census from the Office for National Statistics, which particularly for transport mode usage may underestimate the proportions due to the COVID-19 pandemic.

Table 2.2: Baseline of equality considerations related to accessibility and inclusive design in the external built environment

Equality consideration	Westminster comparison with London, the South East and England
Deprivation	● Utilising the Index of Multiple Deprivation, 50% of the households within Westminster are not deprived in any dimension, this is broadly in line with London (48%), the South East (52%) and England as a whole (48%). ● The proportion of households not deprived in any dimension within the wards of Church Street (27%), Harrow Road (42%), Pimlico South (42%), Queen's Park (36% and Westbourne (34%) is **considerably lower** than Westminster as a whole (50%). In contrast, within the wards of Abbey Road (56%), Marylebone (63%), Regent's Park (58%) and St James's (57%) the proportion is **considerably higher.** The proportion in Bayswater (54%), is **higher** than Westminster. ● 30% of households within Westminster are deprived within one dimension, this is lower than within London (33%), the South East (33%) and England as a whole (34%) ● 13% of households within Westminster are deprived within two dimensions, this is broadly in line with London (14%), the South East (12%) and England as a whole (14%). ● The proportion of households deprived within two dimensions with the wards of Church Street (26%), Queen's Park (21%) and Westbourne (22%) is **considerably higher** than the proportion within Westminster (13%). The proportion of households in Harrow Road (17%), Pimlico South (17%) is **higher** than Westminster. ● 5% of households within Westminster are deprived within three dimensions, which is broadly in line with London (4%), the South East (3%) and England as a whole (4%). ● The proportion of households deprived within three dimensions within the ward of Church Street (13%), is **considerably higher** than the proportion within Westminster (5%). The proportion of households in Queen's Park (10%), and Westbourne (10%) is **higher** than Westminster. ● 1% of households within Westminster are deprived within four dimensions, which is broadly in line with London (0.4%), the South East and England as a whole (0.2%)

Equality consideration	Westminster comparison with London, the South East and England
Care leavers	● In 2023, there were 136 Care Leavers aged 18-25 living in Westminster. [35] ● In 2023, there were 133 Looked after Children aged 0-17 living in Westminster. [36]
Vehicular access	● 66% of households within Westminster have no access to a car or van. This is **considerably higher** than the proportion within London (42%), the South East (17%) and England as a whole (24%). ● The proportion of households with access to no private car or van within the wards of Lancaster Gate (73%), St James's (76%) and West End (74%) is **considerably higher** than the proportion within Westminster (66%). The proportion in the ward of Church Street (71%), is **higher** than Westminster. In contrast, the proportion within Abbey Road (59%) is **considerably lower**. ● 28% of the population within Westminster have access to one car or van, which is **considerably lower** than the proportion within London (40%), the South East (41%) and England as a whole (41%). ● The proportion of households with access to one car or van within the wards of Little Venice (33%) and Queen's Park (35%) is **considerably higher than** the proportion within Westminster (28%). Within the wards of Abbey Road (32%) and Maida Vale (32%), the proportion is higher than Westminster. In contrast, within the wards of Hyde Park (24%), Lancaster Gate (23%). Marylebone (24%), St James's (19%) and West End (20%) the proportion is **considerably lower.** ● 5% of the population within Westminster have access to two cars or vans, which is considerably lower than the proportion within London (14%), the South East (31%) and England as a whole (26%).
Transport mode usage	● 56% of the population within Westminster work mainly from home, which is **considerably higher** than the proportion within London (42%), the South East (36%) and England as a whole (32%). ● The proportion of the population who mainly work from home within the wards of Abbey Road (64%), Bayswater (63%), Marylebone (65%) and Regent's Park (64%) is **considerably higher** than the proportion within Westminster. In the wards of Knightsbridge & Belgravia (60%) and Lancaster Gate (60%), the proportion is higher than Westminster. In contrast, the proportion within the wards of Church Street (36%), Harrow Road (48%), and Westbourne (40%) is **considerably lower.** ● 12% of the population within Westminster commute to work on foot, which is **considerably higher** than the proportion within London (6%), and **higher** than the South East (8%) and England as a whole (8%). ● The proportion of the population who commute to work on foot within the ward of West End (18%) is **considerably higher** than the proportion within Westminster (12%). Within the wards of Church Street (17%) and St James's (17%) the proportion is higher than Westminster. In contrast, the proportion within Abbey Road (8%) is **lower.** ● 10% of the population within Westminster use the underground to commute to work, which is broadly in line with London (10%), understandably, however **considerably higher** than within the South East (0.2%) and England as a whole (2%). ● 7% of the population within Westminster use the bus to commute to work, which is broadly in line with London (9%), however **higher** than the South East (3%) and England as a whole (4%). ● The proportion of the population who use the bus to commute to work within the wards of Church Street (15%), Harrow Road (13%). Queen's Park (14%) and Westbourne (14%) is **considerably higher** than the proportion within Westminster (7%). In contrast, within Marylebone (3%) the proportion is **considerably lower.** ● 7% of the population within Westminster use a private car or van to commute to work, this is considerably lower than the proportion within London (21%), the South East (44%) and England as a whole (45%). ● 13% of the population within Queen's Park ward use a private car or van to commute, this is **higher** than the proportion within Westminster (7%).

[35] Westminster City Council (2024): 'Care Leaver data'

[36] Westminster City Council (2024): 'Looked after Children data)

Equality consideration	Westminster comparison with London, the South East and England
	● 4% of the population within Westminster use a bike to commute to work, which is broadly in line with London (3%), the South East and England as a whole (2%). ● 2% of the population within Westminster use the train to commute to work, which is broadly in line with the South East and England (2%) however lower than the proportion within London (5%).
Languages spoken	● 74% of the population in Westminster speak English, which is **lower** than within London (78%), however **considerably lower** than the South East (93%) and England as a whole (91%). ● Within Westminster, dominant non-English languages spoken include Arabic (4%), which is considerably higher than proportion within London (1%), the South East (0.2%), and England (0.4%). ● Data outlining languages spoken at a ward level is not available.
Job Seeker's Allowance (JSA) Claimant Count	● As of February 2024, the proportion of the population who are aged 16-64 and claim Job Seekers Allowance (JSA) within Westminster (4%) is broadly in line with London (5%), the South East (3%) and England as a whole (4%). ● At a ward level, there are no considerable differences to Westminster.

Source: Office for National Statistics

3 Local and national policy requirements

This chapter provides an overview of local, regional and national legislation which has been used to inform the evidence review.

3.1 National Policy

3.1.1 National Planning Policy Framework (2021) [37]

The National Planning Policy Framework (2021) sets out the government's planning policies for England and the requirements for the planning system. It provides a framework within which local authorities and residents can produce local and neighbourhood plans reflecting the needs and priorities of communities.

Section 8: sets out core planning principles of the NPPF to achieve healthy, inclusive and safe places by promoting social interaction, ensuring safety and accessibility of public areas, and supporting healthy lifestyles. This also includes addressing identified local health and wellbeing needs through the provision of safe and accessible green infrastructure.

The same section presents core principles to support access to a network of high-quality open spaces and opportunities for sport and physical activity.

Section 9: encourages development that provides opportunities for sustainable transport, particularly by giving priority to pedestrian and cycle movements, and providing access to high quality public transport facilities.

3.2 Regional policy

3.2.1 The London Plan[38]

At regional level, the use of accessibility and inclusive design best practice by WCC will contribute directly to several objectives and policies of the London Plan such as:

- Building strong and inclusive communities
  - Provide access to good quality community spaces, services, amenities and infrastructure that accommodate, encourage and strengthen communities, increasing active participation and social integration, and addressing social isolation.
  - Promote the crucial role town centres have in the social, civic, cultural and economic lives of Londoners, and plan for places that provide important opportunities for building relationships during the daytime, evening and night-time.
  - Ensure that new buildings and the spaces they create are designed to reinforce or enhance the identity, legibility, permeability, and inclusivity of neighbourhoods, and are resilient and adaptable to changing community requirements.
  - Support and promote the creation of a London where all Londoners, including children and young people, older people, disabled people, and people with young children, as well as people with other protected characteristics, can move around with ease and enjoy the opportunities the city provides, creating a welcoming environment that everyone can use

[37] Communities and Local Government (2021) National Planning Policy Framework [online] .Available at: National Planning Policy Framework (publishing.service.gov.uk) (Last accessed March 2024).
[38] Mayor of London (2021): 'The London Plan: The Spatial Development Strategy for Greater London' [online] Available at: the_london_plan_2021.pdf [last accessed March 2024]

confidently, independently, and with choice and dignity, avoiding separation or segregation.

  - Support and promote the creation of an inclusive London where all Londoners, regardless of their age, disability, gender, gender reassignment, marital status, religion, race, sexual orientation, social class, or whether they are pregnant or have children, can share in its prosperity, culture and community, minimising the barriers, challenges and inequalities they face.

- Inclusive design
  - Ensure that developments should support the creation of inclusive neighbourhoods by embedding inclusive design, and collaborating with local communities in the development of planning policies that affect them.
  - Ensure that inclusive design is considered at the earliest possible stage in the development conception through to completion and, where relevant, the occupation and on-going management and maintenance of the development.
  - Inclusive design principles should be discussed in advance of an application being submitted, to ensure that these principles are understood and incorporated into the original design concept. To demonstrate this, and to inform decision making, speed up the process and bring about better-quality development, an inclusive design statement is required as part of the Design and Access Statement.
  - Development proposals should help to create inclusive neighbourhoods that cumulatively form a network in which people can live and work in a safe, healthy, supportive and inclusive environment. An inclusive neighbourhood approach will ensure that people are able to easily access services, facilities and amenities that are relevant to them and enable them to safely and easily move around by active travel modes.
- Public Realm
  - Ensure the public realm is well-designed, safe, accessible, inclusive, attractive, well-connected, related to the local and historic context, and easy to understand, service and maintain.
  - Lighting, including for advertisements, should be carefully considered and well-designed in order to minimise intrusive lighting infrastructure and reduce light pollution.
  - Demonstrate an understanding of how people use the public realm, and the types, location and relationship between public spaces in an area, identifying where there are deficits for certain activities, or barriers to movement that create severance for pedestrians and cyclists.
  - Ensure both the movement function of the public realm and its function as a place are provided for and that the balance of space and time given to each reflects the individual characteristics of the area.
  - Ensure buildings are of a design that activates and defines the public realm and provides natural surveillance.
  - Where possible, incorporate green infrastructure such as street trees and other vegetation into the public realm.
  - Ensure that street clutter, including street furniture that is poorly located, unsightly, in poor condition or without a clear function is removed, to ensure that pedestrian amenity is improved.
- Public Toilets
  - To ensure the provision of suitable levels of choice, a range of toilet facilities should be provided. They should include unisex disabled persons' toilets, separate accessible baby change/family toilets, and cubicles for people with ambulant mobility impairments which can also be suitable for some older people or people who require additional space.

  - Where gender-specific toilets are provided, a gender-neutral option should also be provided wherever possible (in addition to unisex disabled persons toilets).
  - Public toilet facilities, whether provided inside buildings or externally, should be safe, well-lit and clean.
  - Where possible, ensure the provision of changing places toilets for people with profound and multiple impairments, and their companions, removing the barrier that the lack of provision can create.
- Cycling
  - Developments should help remove barriers to cycling and create a healthy environment in which people choose to cycle.
  - Development should facilitate and encourage cycling and reduce car dependency and the health problems it creates.
  - Cycle parking and cycle parking areas should allow easy access and provide facilities for disabled cyclists.
- Non-residential disabled persons parking
  - Disabled persons parking bays should be located on firm and level ground, as close as possible to the building entrance or facility they are associated with.
  - Designated bays should be marked up as disabled persons parking bays from the outset.
  - Enlarged bays should be large enough to become disabled persons parking bays quickly and easily via the marking up of appropriate hatchings and symbols and the provision of signage, if required i.e., if it can be demonstrated that the existing level of disabled persons parking is not adequate.
- Creating a healthy city
  - Ensure that the wider determinants of health are addressed in an integrated and co-ordinated way, taking a systematic approach to improving the mental and physical health of all Londoners and reducing health inequalities.
  - Promote more active and healthy lives for all Londoners and enable them to make healthy choices.
  - Plan for improved access to and quality of green spaces, the provision of new green infrastructure, and spaces for play, recreation and sports.

3.3 Local policy

3.3.1 Westminster City Council City Plan 2019-2040[39]

At a local level, the use of accessibility and inclusive design best practice by WCC will contribute directly to several objectives and policies of the Westminster City Council City Plan 2019-2040, such as:

- Westminster's Spatial Strategy: WCC will look to support the growth of housing, community facilities, streetscapes, public realm, and businesses within the City by supporting development in the following spatial development priority areas:
  - West End and Leisure Special Policy Area
  - Tottenham Court Road Opportunity Area
  - Paddington Opportunity Area
  - Victoria Opportunity Area

[39] Westminster City Council (2021): 'City Plan 2019-2040' [Online]. Available from: https://www.westminster.gov.uk/sites/default/files/media/documents/City%20Plan%202019-2040%20-%20April%202021.pdf [last accessed March 2024]

  - North West Economic Development Area
  - Church Street / Edgware Road Renewal Area
  - Ebury Bridge Estate Housing Renewal Area
- Town centres, high streets and the central activities zone (CAZ): The development of town centres, high streets and the CAZ is supported by WCC, subject to impact on townscape and heritage. Proposals in existing town centres and high streets will enhance and diversify their offer as places to shop, work and spend leisure time.
- Visitor Economy: WCC will aim to maintain and enhance the attractiveness of Westminster as a visitor destination, balancing the needs of residents, visitors, businesses and local communities. This will involve opportunities for events in the public realm and the provision of public toilets which are safe, secure and publicly accessible.
- Sustainable transport: WCC will support a sustainable pattern of development which maximises trips made by sustainable modes, creates safer streets for all, reduces traffic and positively contribute towards the improvement of its public transport nodes in terms of accessibility and the improvement and delivery of walking and cycling routes that serve the City in order to create an environment where people actively choose to walk and cycle as part of everyday life.
- Walking and cycling: The plan states that all development must promote sustainable transport by prioritising walking and cycling in the City; prioritise and improve the pedestrian environment and contribute towards achieving a first-class public realm; contribute towards improved legibility and wayfinding including signage to key infrastructure, transport nodes, and green spaces; and be permeable, easy and safe to travel through.
- Public transport: WCC seeks better connectivity, legibility, quality, usability and capacity in public transport. All development must improve the accessibility to, and legibility of existing and proposed public transport by creating and improving walking and cycling links to stops or stations.
- Highway access and management: WCC state that new highway schemes should minimise the amount of footway, cycling space and kerb space lost for parking and / or servicing and should ensure no loss of street furniture for the provision of parking and / or servicing.
- Green infrastructure: WCC state that developments will, wherever possible, contribute to the greening of Westminster by incorporating trees, green walls, green roofs, rain gardens and other green features and spaces into the design of the scheme.
- Public Realm: WCC states that all development will contribute to a well-designed, clutter-free public realm with use of high quality and durable materials capable of easy maintenance and cleaning, and the integration of high-quality soft landscaping as part of the streetscape design so people can enjoy healthier, more active leisure time. All public realm must be safe, attractive and accessible to all. Development should contribute to improving connectivity, legibility and permeability of the public realm and the network of public spaces in the city.
- Security measures in the public realm: WCC state that all development will provide an integrated approach to ensure the security of the development site including buildings and any associated public spaces.
- Site Allocation Plan: WCC aim to develop a Site Allocations policy, as part of its City Plan, to guide sites in optimising land use to its full potential, realising benefits such as new homes, employment space, green areas and community facilities which are fully accessible to the community

3.3.2 Westminster City Council Local Development Scheme 2024 – 2027[40]

At a local level WCC sets out which new planning documents they intend to produce between 2024 and 2027 either as part of the development plan, or to support its implementation, within the Local Development Scheme.

- Public Realm Supplementary Planning Document: WCC have committed to consolidating and updating guidance on the implementation of adopted City Plan policies related to public realm and setting out WWC's approach to making, changing and managing public realm to ensure a consistent approach is taken to the design, delivery and maintenance of the public realm across the borough. Consultation is due to take place in spring 2024 with adoption by winter 2024.

3.3.3 Creating a Fairer Westminster[41]

At a local level, the use of accessibility and inclusive design best practice by WCC will contribute directly to several objectives and policies of the Creating a Fairer Westminster Delivery plan, such as:

- Fairer Environment: WCC will promote goals which seek to achieve a net zero city by 2040. Goals to promote WCCs environmental outcomes in accessibility and inclusive design include:
  - Encourage and promote active and sustainable travel to residents, businesses, and visitors by: Expanding electric vehicle (EV) charging spots; increasing diversity of EV charge points across the city; establishing new and improving existing cycle routes; fitting signalised junctions with green man phases where pedestrian usage is high; and developing a new Sustainable Transport Strategy to provide environmentally friendly and sustainable transport options.
  - Urban Green Space: WCC aim to increase tree canopy cover by planting more trees to enhance urban greenery, air quality, and biodiversity.
  - Public Toilets: WCC aim to fully modernise existing public toilets and explore options to expand availability.
- Fairer Economy: WCC will promote goals to deliver a strong and sustainable economy, with employment and inclusive growth that benefits everyone. Goals to promote WCCs economic outcomes in accessibility and inclusive design include:
  - High Streets Programme: WCC aim to deliver High Street Action Plans to support the development of accessible and safe high streets, in areas such as Harrow Road, Praed Street and Queensway
  - Westminster after Dark: WCC aim to develop an inclusive Evening and Night-time Plan to ensure community safety, sustainability, and accessibility in public spaces at night.

[40] Westminster City Council (2024): 'City Plan: Westminster Local Development Scheme 2024-2028' [Online] Available at: https://www.westminster.gov.uk/sites/default/files/media/documents/Local%20Development%20Scheme%202024-27.pdf [last accessed May 2024]

[41] Westminster City Council. (2023): 'Creating a Fairer Westminster' [Online]. Available from: https://www.westminster.gov.uk/fairer-westminster [last accessed March 2024]

4 Literature review

The table below summarises the existing evidence of potential risks and opportunities and associated protected characteristic groups who may be affected by different design measures.

Table 4.1: Literature review of accessibility and inclusive design measures

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
Design measures		
Pedestrian infrastructure (pavements, street furniture and al fresco dining)	Walking • **Children**, along with **older people**, are more dependent on walking than any other age group.[42] Additionally, promoting active travel among children aids development of certain cognitive, motor and physical skills, vital for a child's growth.[43] Research shows that families are walking to school more following the COVID-19 pandemic, a survey commissioned by Living Streets found that 50% of children aged 5 to 10 currently walk to school and 25% of parents/carers of children aged between 4-11 years say they can now walk their child to school more than they used to.[44] • Additionally, research highlights that regular physical activity such as walking can improve mental health among people with serious mental illness.[45] Research has shown that **disabled people** with a range of learning and physical impairments are 50% less likely than non-disabled people to be physically active due to inaccessible pedestrian environments and road crossings.[46] • There is some disparity when looking at figures for people from an **ethnic minority background** in relation to walking. People from a mixed ethnicity background were most likely to walk for travel once a	• Literature on pedestrian infrastructure and street furniture for the following equality groups has been identified: – children; – older people; – disabled people; – people from an ethnic minority background; – people from deprived areas; – women; and – people with young children in pushchairs. • No specific literature on pedestrian infrastructure and street furniture for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status;

[42] British Youth Council (2012): 'Transport and Young People' Available at: https://issuu.com/britishyouthcouncil/docs/92650_byc_transport_report
[43] WHO (2011): 'Health co-benefits of climate change mitigation: Transport sector'
[44] Living Streets (2024): 'Walking to School' Available at: https://www.livingstreets.org.uk/policy-reports-and-research/walking-to-school/
[45] Richardson, C., Faulkner, G., McDevitt, J., Skrinar, G., Hutchinson, D., Piette, J. (2005): 'Integrating physical activity into mental health services for persons with serious mental illness'
[46] Living Streets (2016): 'Overcoming barriers and identifying opportunities for everyday walking for disabled people'; Public Health England (2016): 'Health matters: Getting every adult active every day'

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	week, while White British were the least likely. However, when this is compared to walking for leisure, the probabilities were reversed.[47] • Evidence shows that **women** are more likely to walk for travel than men, and this is most significant for women aged between 30 – 39 years, where women make up to four times more walking trips than men. DfT research states that women, in heterosexual relationships, are more likely to walk with their children to school than their male partners.[48] • **Adults living in deprived areas** are less likely to walk for leisure than people living in less deprived areas, however, they are more likely to walk for travel, perhaps a result of barriers to accessing public transport.[49] <u>Pedestrian infrastructure and street furniture</u> • A study conducted by TfL highlights that the upkeep of streets and the design of the environment as common barriers **older people** faced when using the public realm. Uneven surfaces, steeps hills, and a lack of places to rest have been cited in research as reasons older people feel anxious about walking.[50] Further research has highlighted other physical barriers such as high kerbs and holes in pavements as challenges faced by older people in accessing the public realm.[51] • Research also suggests that level surfaces and step free access are important for **people with young children in pushchairs**, as navigating uneven pavements and steps with young children and pushchairs can be very challenging.[52] • **Disabled people** can experience challenges in accessing community resources, services and social interaction when compared to other sections of the population.[53] This may be due to challenges in navigating the physical environment and pedestrian routes. Any change in pedestrian infrastructure therefore has potential to make people with mobility challenges less independent.[54] Disabled people with a range of learning and physical impairments, state that a reason for their lack of activity is due to the	– religion; – care leavers; – low income households and – sexual orientation.

[47] DfT (2018): 'Walking and cycling statistics, England 2017' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/736909/walking-and-cycling-statistics-england-2017.pdf
[48] DfT (2018): 'Walking and cycling statistics, England 2017' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/736909/walking-and-cycling-statistics-england-2017.pdf
[49] DfT (2016): 'Cycling and walking investment strategy' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/936926/cycling-and-walking-investment-strategy-report-to-parliament-document.pdf
[50] TfL (2016): 'Older Londoners' perceptions of London streets and the public realm: Final report' Available at: https://content.tfl.gov.uk/older-people-walking-report.pdf
[51] Wennberg, H. Phillips, J. and Stahl, A. (2017): 'How older people as pedestrians perceive the outdoor environment: Methodological issues derived from studies in two European countries'
[52] Leonard Cheshire (2018): 'Accessible Transport'
[53] Office for National Statistics (2015): 'Life opportunities survey' Available at: https://www.gov.uk/government/collections/life-opportunities-survey
[54] NatCen (2019): 'Transport, health and wellbeing: an evidence review for the Department for Transport' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/847884/Transport__health_and_wellbeing.pdf

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	inaccessibility of the pedestrian environment, particularly uneven surfaces and the absence of dropped kerbs are all cited as barriers and increase the chance of falling for people with reduced mobility.[55] • For wheelchair users, obstructions such as advertising boards or bins can make the pedestrian environment particularly challenging.[56] The pedestrian environment should be maintained in a way that supports the independent travel and mobility of **disabled people** to ensure they have equal access to participation in active travel. • Any corridors that include a gradient are potentially hazardous and tiring for **people with limited mobility**. It is essential to consider ramps together with distance, as sometimes a slightly steeper gradient over a shorter length may be preferred to a very long ramp.[57] However, a steeper gradient may negatively impact manual wheelchair users due to the physical effort required and the risk that the wheelchair could tip over.[58] Guidance suggests that a level resting platform approximately 1.8m long should be provided at least every 15m for ramps with a gradient of 1:20, and more often for ramps with steeper gradients.[59] • Particular pavement or walkway widths are required for **disabled people** (e.g. wheelchair users and people that are visually impaired), as well as for **people with pushchairs**.[60] Within transport infrastructure, guidance recommends a minimum width of 2m for a two-way corridor with passing places provided when an accessible corridor is less than 1.8m.[61] Sufficient manoeuvring space must also be considered for wheelchair users, as well as appropriately positioned handrails and an effective reduction of obstructions in all walkways. <u>Al fresco dining areas</u> • The increase in al fresco/outdoor dining spaces in the public realm can pose an accessibility barrier for **disabled people**. Overflowing outdoor spaces can reduce availability of adequate pavement space for individuals with mobility aids, which can in turn decrease individuals' confidence in using public spaces and increase isolation.[62]	

[55] Living Streets (2016): 'Overcoming barriers and identifying opportunities for everyday walking for disabled people'
[56] Living Streets (2016): 'Overcoming barriers and identifying opportunities for everyday walking for disabled people'
[57] Sensory Trust (2017). 'Outdoor access guidance – ramps' Available at: https://www.sensorytrust.org.uk/resources/guidance/outdoor-accessibility-guidance
[58] Department for Transport (2021): 'Inclusive mobility: a guide to best practice on access to pedestrian and transport infrastructure' Available at: Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (publishing.service.gov.uk)
[59] Sensory Trust (2017): 'Outdoor access guidance – ramps' Available at: https://www.sensorytrust.org.uk/resources/guidance/outdoor-accessibility-guidance
[60] Centre for Excellence in Universal Design (2020): 'Building for Everyone: A Universal Design Approach, External Environment and Approach' Available at: https://universaldesign.ie/built-environment/building-for-everyone/
[61] Department for Transport (2021): 'Inclusive mobility: a guide to best practice on access to pedestrian and transport infrastructure' Available at: Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (publishing.service.gov.uk)
[62] BBC News (202) 'Accessibility and outdoor socialising: 'I feel unwelcome in my own city' Available at: Accessibility and outdoor socialising: 'I feel unwelcome in my own city' - BBC News

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
Level changes, lifts, stairs and ramps	• For **people with reduced mobility, older people** and for **people with young children in pushchairs**, the importance of having spacious and compliant step-free access (via ramps and lifts) to services and facilities is essential. • For example, navigating infrastructure, such as steps, **with young children** and pushchairs can be very challenging, generating a differential need for accessible infrastructure.[63] • According to the NHS, conditions such as arthritis or weak muscles are more likely to be experienced by **older people**. This means that they may walk more slowly, tire more easily, and find climbing stairs more challenging.[64] • Pedestrian routes that have gradients can present a challenge to those with **limited mobility**. Guidance suggests that a level resting platform approximately 1.8m long should be provided at least every 10m for ramps with a gradient of 1:20, and more often for ramps with steeper gradients.[65] • For people with **limited mobility**, or for **people with young children** in pushchairs, step-free access to facilities is important. Full step-free access through appropriate gradients or lifts can improve accessibility for these groups. Many users that navigate steps, may still experience pain or discomfort when using them, particularly if the rise of each step is too high. For people who are unable to use steps, lift or a ramp alternative are a viable option.[66]	• Literature on level changes, stairs, ramps and lifts for the following equality groups has been identified: – older people; – disabled people; and – people with young children. • No specific literature on level changes, stairs, ramps and lifts for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – people from an ethnic minority background; – religion; – care leavers – low income households – sex; and – sexual orientation.
Road crossings	• Safety concerns relating to **older people** often focus on road crossings, as highlighted in research by Age UK.[67] The concerns raised highlight that crossings do not allow enough time for older people to cross safely. For example, pelican crossings assume that pedestrians cross at a rate of 1.2 meters per second, however when considering men and women over the age of 65, 76% of men and 85% of women	• Literature on road crossings for the following equality groups has been identified: – older people; – children; and – disabled people.

[63] Health and Safety Executive (No date): Manual handling risks during assistance of disabled passengers boarding or disembarking aircraft.

[64] NHS (2014): 'Safe, compassionate care for frail older people using an integrated care pathway' Available at: england.nhs.uk/wp-content/uploads/2014/02/safe-comp-care.pdf

[65] Sensory Trust (2017): 'Outdoor access guidance –ramps' Available at: https://www.sensorytrust.org.uk/resources/guidance/outdoor-accessibility-guidance

[66] DfT (2021): 'Inclusive Mobility: A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1044542/inclusive-mobility-a-guide-to-best-practice-on-access-to-pedestrian-and-transport-infrastructure.pdf

[67] Age UK (2015): 'The future of transport in an ageing society' Available at: https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/active-communities/rb_june15_the_future_of_transport_in_an_ageing_society.pdf

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	walk at a slower speed.[68] This data shows that pelican road crossings often do not accommodate for those who may require extra time to cross. In addition, **disabled pedestrians** with reduced mobility may take longer to cross roads and, as noted above, this raises issues with how pedestrian and toucan crossings accommodate people who have slower mobility. • Small **children** are less visible to drivers than most adults, and children generally have lower hazard perception skills, are more prone to impulsive actions and have difficulty assessing a cars approaching speed than most adults, making them more vulnerable at road crossings.[69] • Research suggests that the leading cause of tourist mortality is through being involved in road accidents this suggests road cross. • Recent research highlighted that **disabled people** are more likely to be involved in a pedestrian/cyclist road collision than their non-disabled counterparts. The risk is said to be higher for the following reasons: – Those with mobility impairments may cross the road slowly, they may also be at risk of falling if the surface is uneven. – Wheelchair users and some disabled cyclists might experience difficulties if a kerb is not dropped or if there are a lack of accessible routes. These users may also be less visible to motorists. – Those with a sight or hearing impairment may be less able to anticipate the actions of other road users. – Those with learning disabilities might experience difficulties in making good judgements about safety, such as when it is safe to cross a road. • Both UK and international groups representing the **visually impaired** have raised concerns regarding electric vehicles. The low noise levels generated by electric vehicles can pose an increased risk to visually impaired pedestrians.[70] Therefore, uncontrolled crossing designs should make use of contrasting paving materials, street furniture, changes in carriageway width and level and provide warning signs to vehicle users to highlight the crossing area.	• No specific literature on road crossings for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – pregnancy and maternity; – people from an ethnic minority background; – religion; – care leavers – low income households – sex; and – sexual orientation.
Walking distances and rest places	• A study conducted by TfL highlights that the upkeep of streets and the design of the environment were mentioned as common barriers **older people** faced when using the public realm. Uneven surfaces, steeps hills, and a lack of places to rest have been cited in research as reasons older people feel anxious	• Literature on walking distances and rest places for the following equality groups has been identified: – older people; – disabled people; – pregnant people; and

[68] Age UK (2015): 'The future of transport in an ageing society' Available at: https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/active-communities/rb_june15_the_future_of_transport_in_an_ageing_society.pdf
[69] Abele et al (2018): 'Young drivers' perception of adult and child pedestrians in potential street-crossing situations'
[70] RoSPA (2018): 'RoSPA pedestrian safety policy paper'

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	about walking.[71] Further research has highlighted other physical barriers such as high kerbs and holes in pavements as challenges faced by older people in accessing the public realm.[72] • Walking distances are an important consideration for certain protected characteristic groups, potentially resulting in disproportionate impacts, primarily on **disabled people** and **older people**, who are more likely to experience conditions such as arthritis or weak muscles, meaning that they typically walk more slowly, get tired more easily and struggle to climb stairs.[73] • For people with **reduced mobility, older people**, people with luggage and for people with **young children** in pushchairs, the importance of having spacious and compliant step-free access (via ramps and lifts) to facilities is important; without this, some people may be unable to have full access to facilities. • Research also suggests that level surfaces and step free access are important for **people with young children in pushchairs**, as navigating uneven pavements and steps with young children and pushchairs can be very challenging.[74] • Walking distances are an important consideration for certain protected characteristic groups, potentially resulting in disproportionate impacts, primarily on **disabled people** and **older people**. Older people are more likely to experience conditions such as arthritis or weak muscles, meaning that they typically walk more slowly, tire more easily, and often struggle to climb stairs.[75] Additionally, research has found a decrease in walking balance during **pregnancy**, highlighting that pregnant people need to be cautious when walking and may need rest.[76]	– people with young children. • No specific literature on walking distances and rest places for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – people from an ethnic minority background; – religion; – care leavers – low income households – sex; and – sexual orientation.
Parking	• Providing parking spaces that are accessible is vital to ensure parking is available for people who need more room when entering and exiting their vehicle. This includes providing adequate parking provision for **Blue Badge holders**. Space should be available to enable a disabled motorist or passenger to open the car door fully, to get in or out of the vehicle, and to manoeuvre around vehicles that are parked, as set out in BS 8300-1.[77] • Consideration should also be given to the inclusion of separately identified **parent/guardian and child** parking bays to reduce the likelihood of misuse of disabled parking spaces and improve overall user experience.[78]	• Literature on parking for the following equality groups has been identified: – Disabled people; and – Parents/guardians. • No specific literature on disabled parking for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status;

[71] TfL (2016): 'Older Londoners' perceptions of London streets and the public realm: Final report' Available at: https://content.tfl.gov.uk/older-people-walking-report.pdf
[72] Wennberg, H. Phillips, J. and Stahl, A. (2017): 'How older people as pedestrians perceive the outdoor environment: Methodological issues derived from studies in two European countries'
[73] NHS (2014): 'Safe, compassionate care for frail older people using an integrated care pathway' Available at: https://www.england.nhs.uk/wp-content/uploads/2014/02/safe-comp-care.pdf
[74] Leonard Cheshire (2018): 'Accessible Transport'
[75] NHS (2014): 'Safe, compassionate care for frail older people using an integrated care pathway' Available at: https://www.england.nhs.uk/wp-content/uploads/2014/02/safe-comp-care.pdf
[76] Flores et al (2018): 'Walking balance on a treadmill changes during pregnancy'
[77] BS8300-1 (2018): 'Design of an accessible and inclusive built environment. External environment – Code of practice'
[78] BS8300-1 (2018): 'Design of an accessible and inclusive built environment. External environment – Code of practice'

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
		– people from an ethnic minority background; – religion; – care leavers; – low income households; – sex; and – sexual orientation.
Cycling infrastructure	• Data collected by Transport for London[79] found that the proportion of **disabled** Londoners who sometimes use a cycle to get around (15%) is only slightly less than for non-disabled Londoners (18%), demonstrating that cycling is an important mode of transport for everyone. Key considerations to ensure inclusive design include protected space for cycling, widths, as well as obvious and easy to use transitions from different types of cycle spaces, which are set out in detail in LTN1/20. • The majority of cycling infrastructure currently does not account for the needs of disabled people, creating inequality.[80] It is important to recognise that different impairments mean that people have different cycling abilities - some may need extra space for bike parking, while others may need more space for dismounting.[81] By implementing accessible infrastructure, **disabled cyclists** may be more likely to participate in active travel. For example, cycle path designs should be an inclusive width. People who take part in para-cycling, where the cyclist propels the bike using their arms, cycle lanes may be too narrow, or not suitable for certain types of adjusted bicycles due to distance from traffic or tight corners.[82] • Furthermore, **children and families** may need additional space to wobble or for an accompanying **parent** to ride alongside. In addition, inclusive design principles should be adhered to where shared use spaces connect to cycle paths and footpaths to ensure safety and confidence using these facilities. In such locations **people with visual impairments** rely on tactile paving and kerbs to navigate. • Research indicates that there is generally a steady decline in cycling in the UK as people get **older**. The share of journeys made by bicycle in the UK decreases from 1.8% for those aged between 40 and 49, to 0.8% for those aged 70 and over.[83] This is often due to reduced physically mobility and increased concerns over their safety when cycling.[84] Yet, cycling has the potential to make a valuable contribution in promoting active ageing and good health.[85]	• Literature on cycling infrastructure for the following equality groups has been identified: – children; – older people; – disabled people; – men; – women; and – People from an ethnic minority background. • No specific literature on cycling infrastructure for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – pregnancy and maternity; – religion; – low income households; – care leavers; and – sexual orientation.

[79] Transport for London (2017): 'Wheels for Wellbeing, Guide to Inclusive Cycling' Available at: https://wheelsforwellbeing.org.uk/our-campaigns/campaigning/guide/
[80] Cycling UK (2018): 'Dr. Rachel Aldred: How disabled people are left out of UK transport strategy'; DfT (2016): 'Cycling and walking investment strategy'
[81] Clayton, W. and Parkin, J. (2016): 'Cycling and disability: A review'
[82] Clayton, W. and Parkin, J. (2016): 'Cycling and disability: A review'
[83] Jones, T., et al (2016): 'Cycle BOOM, design for lifelong health and wellbeing: summary of key findings and recommendations'
[84] Paulo Rui Anciaes (2014): 'Community severance: Where is it found and at what cost?'
[85] Jones, T., et al (2016): 'Cycle BOOM, design for lifelong health and wellbeing: Summary of key findings and recommendations'

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	• **Men** make nearly three times as many cycling trips than women, are twice as likely to cycle to work, and travel almost four times further.[86] This highlights that men may be disproportionately affected by changes to cycling networks. According to research, gender inequality in cycling is common in English-speaking countries with low levels of cycling. This in part is due to cultural factors that remain in place despite an increase in the promotion of active travel.[87] Promoting gender equality, and normalising cycling culturally are two ways to potentially increase the number of women cycling regularly. • With regards to cycling infrastructure, **men and women** are unified in their preference for a separation of cycling and motor traffic, however, women tended to feel more strongly about this.[88] Therefore, it can be suggested that a more supportive and cycle friendly infrastructure is needed to promote greater uptake of cycling by women.[89] • Amongst **ethnic minority groups**, Black and Asian adults were least likely to cycle (7% and 8%), people from mixed ethnic backgrounds were in the middle, with 14% stating they cycle as least once a week, and White British people were found to be the most likely to cycle at least once a week (17%).[90] A report carried out by Transport for London found that people from an ethnic minority background faced a range of barriers to cycling. These were: – Demands on time – The cost of a bike – Awareness: People from an ethnic minority background are less likely to be aware of local cycling routes. This could be in part due to a lack of information other than in English. • Evidence shows that people from an ethnic minority background see cycling as recreational as opposed to a mode of transport.[91] • A large UK survey of walking, wheeling and cycling[92], found only 40% of residents on low incomes had access to a cycle, this compared to 59% in professional occupations. Sustains Cycling for Everyone	

[86] DfT (2018): 'Walking and cycling statistics, England 2017' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/736909/walking-and-cycling-statistics-england-2017.pdf
[87] Aldred, R., Woodcock, J. and Goodman, A. (2015): 'Does more cycling mean more diversity in cycling?' Available at: https://www.tandfonline.com/doi/pdf/10.1080/01441647.2015.1014451
[88] Aldred, R., Woodcock, J. and Goodman, A. (2015): 'Does more cycling mean more diversity in cycling?' Available at: https://www.tandfonline.com/doi/pdf/10.1080/01441647.2015.1014451
[89] Aldred, R., Woodcock, J. and Goodman, A. (2015): 'Does more cycling mean more diversity in cycling?' Available at: https://www.tandfonline.com/doi/pdf/10.1080/01441647.2015.1014451
[90] DfT (2018): 'Travel by distance, trips, type of transport and purpose' Available at: https://www.ethnicity-facts-figures.service.gov.uk/culture-and-community/transport/travel-by-distance-trips-type-of-transport-and-purpose/latest/
[91] TfL (2011): 'What are the barriers to cycling amongst ethnic minority groups and people from deprived backgrounds?'
[92] Sustrans (2020): 'The Walking and Cycling Index. Available at: https://www.sustrans.org.uk/the-walking-and-cycling-index/

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	research has also found that 60% of residents on a low income or not in employment think access to secure cycle storage at or near their home would help them to cycle more.[93]	
Shared use spaces and interface between pedestrians, cyclists and carriageway vehicles	• Spaces in which pedestrians and cyclists mix freely must be carefully designed to ensure the safety and security of all users.[94] Shared use spaces can be segregated by a feature such as a white line or kerb, or non-segregated where pedestrians and cyclists can mix freely, sharing the width of the route[95], both of which can be controversial and must be carefully designed to ensure the safety and security of all users.[96] • For example, shared use spaces with a physical barrier such as a kerb can create an obstruction, making the route more difficult to navigate and may be a hazard for **people with visual impairments**.[97] Also, having a shared use space with a physical barrier can result in less space available for pedestrians, affecting the accessibility of the route for **people who use a wheelchair**.[98] • On the other hand, non-segregated shared use routes can be difficult for cyclists to navigate when busy, and some disabled people, such as **people with hearing impairments** and **older people** often feel less safe using a shared use route, particularly where signage is poor.[99] If pathways are not clearly signposted as to what mode of transport is within each lane, individuals with hearing loss face a disproportionate safety risk with not being able to hear if passing bikes are near. [100]	• Literature on shared use spaces and interface between pedestrians, cyclists and carriageway vehicles for the following equality groups has been identified: – older people; and – disabled people. • No specific literature on shared use spaces and interface between pedestrians, cyclists and carriageway vehicles for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – pregnancy and maternity; – people from an ethnic minority background; – religion; – care leavers; – low income households; – sex; and – sexual orientation.

[93] Sustrans (2020): 'Cycling for everyone: A guide for inclusive cycling in cities and towns. Available at: https://www.sustrans.org.uk/our-blog/research/all-themes/all/inclusive-cycling-in-cities-and-towns/
[94] Delaney, H. Parkhurst, G.P. Melia, S. (2016): 'Walking and cycling on shared-use paths: the user perspective'
[95] Sustrans (2019): 'Our position on cycling and walking networks and routes' Available at: https://www.sustrans.org.uk/our-blog/policy-positions/all/all/our-position-on-cycling-and-walking-networks-and-routes/
[96] Delaney, H. Parkhurst, G.P. Melia, S. (2016): 'Walking and cycling on shared-use paths: the user perspective'
[97] Department for Transport (2012): 'Shared Use Routes for Pedestrians and Cyclists' Available at: https://www.winacc.org.uk/wp-content/uploads/2012/11/shared-use-routes-for-pedestrians-and-cyclists.pdf
[98] Department for Transport (2012): 'Shared Use Routes for Pedestrians and Cyclists' Available at: https://www.winacc.org.uk/wp-content/uploads/2012/11/shared-use-routes-for-pedestrians-and-cyclists.pdf
[99] Department for Transport (2012): 'Shared Use Routes for Pedestrians and Cyclists'. Sustrans (2019): 'Our position on cycling and walking networks and routes'
[100] Department for Transport (2015): 'The Impact of a Person's Impairment when Accessing Transport and the Social and Economic Losses as a Result of Restricted Access

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
Green infrastructure in the public realm	• Research highlights the importance of green infrastructure for **older people**. Increasing green space in cities can be associated with overall wellbeing, self-perceived health status and suppressed morbidity alongside other ways to promote healthy ageing in **older people.**[101] • The health benefits of urban green space are well recognised for **children,** whose physical and mental development is enhanced by living, playing and learning in green environments. [102] • Green infrastructure can contribute towards using vegetated systems like green roofs and tree barriers to help improve air quality. This can provide benefits to **children** with asthma who live close to green spaces, as they are likely to present fewer symptoms later in life.[103] • **Children** living in neighbourhoods with more green space have a better spatial working memory. Exposure to green outdoor space is associated with enhanced cognitive development in children.[104] • Green infrastructure can also provide a benefit for people with **mobility disabilities** by stimulating positive emotions. [105] Outdoor spaces that are sensory-rich are welcoming, engaging and meaningful for people of all **ages and disabilities.**[106] • Urban environments are associated with higher incidences of anxiety and depression; however, mental ill health is complex and poorly understood, and stigmatization often means that mental health issues are not reported. Evidence consistently shows that exposure to urban green infrastructure improves attention and mood. The accessibility and use of urban green infrastructure has been shown to reduce psychological distress in a deprived urban population and provide a benefit to people with **mental health problems.**[107] • Green infrastructure can also provide a benefit to people from an **ethnic minority background**. Due to geographical disparities in the location of green spaces, in areas where more than 40 per cent of	• Literature on lighting for the following equality groups has been identified: – children; – older people; – disabled people; – pregnancy and maternity; – people from an ethnic minority background • No specific literature on lighting for the following protected characteristics has been identified during the desk-based literature review: – gender identity; – marital status; – religion; – people of working age; – low income households; – care leavers; and – sexual orientation.

[101] Xu T, Nordin NA, Aini AM (2022) Urban Green Space and Subjective Well-Being of Older People: A Systematic Literature Review. Int J Environ Res Public Health.

[102] European Environment Agency (2023) 'Who benefits from nature in cities? Social inequalities in access to urban green and blue spaces across Europe' Available at: Who benefits from nature in cities? Social inequalities in access to urban green and blue spaces across Europe — European Environment Agency (europa.eu)

[103] Greater London Authority (2019) 'Using green infrastructure to protect people from air pollution' Available at: Date (london.gov.uk)

[104] Russo, Alessio, and Maria Beatrice Andreucci. 2023. "Raising Healthy Children: Promoting the Multiple Benefits of Green Open Spaces through Biophilic Design"

[105] Corazon, S.S., Gramkov, M.C., Poulsen, D.V., Lygum, V.L., Zhang, G. and Stigsdotter, U.K. (2019) 'I Would Really like to Visit the Forest, but it is Just Too Difficult: A Qualitative Study on Mobility Disability and Green Spaces'

[106] Sensory Trust (no date) 'Gardens and greenspace' Available at: Sensory Garden Design Projects – Sensory Trust

[107] University College London (no date) 'Green infrastructure: Health and wellbeing' Available at: 119746_ucl_green_inf_fact_sheets_health.pdf

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	residents are Black or Minority Ethnic there is 11 times less green space than in areas where residents are largely White, and those areas are likely to be of a poorer quality.[108] • Studies outlined above show that exposure to nature significantly boosts mental and physical wellbeing. Lack of access to these health benefits is evident of a public health inequality that disproportionately affects **minority communities**. [109] • Studies have outlined that areas with higher residential 'greenness' reduce the likelihood of depressive symptoms amongst **pregnant women.**[110]	
Lighting	• Research highlighted the importance of lighting off-carriageway pedestrian and cyclists routes used for commuting by **people of working age** and used by **children** en route to school to sustain usage throughout the winter months.[111] • Evidence also suggests that **women** are more likely to exercise caution when travelling. They are more likely to travel on familiar routes or journeys, and when this is not possible women are more likely to seek advice or do pre-travel research to feel more reassured.[112] Research published by Neighbourhood Watch highlights the difference between men and women in terms of feelings of safety and street lighting. When walking in a badly lit neighbourhood, women were considerably more likely to report feeling 'very unsafe' when compared to men; 48% compared to 19%, respectively.[113]	• Literature on lighting for the following equality groups has been identified: – children; – people of working age; and – women. • No specific literature on lighting for the following protected characteristics has been identified during the desk-based literature review: – Disabled people; – gender reassignment; – marital status; – pregnancy and maternity; – people from an ethnic minority background; – religion; – low income households; – care leavers; and

[108] Go Parks London (no date) 'Why parks matter to racial justice' Available at: Why parks matter to racial justice | GoParksLondon

[109] Mota, H. (2023) 'Minority communities are edged out of the UK's green spaces. I'm trying to change that' Available at: Minority communities are edged out of the UK's green spaces. I'm trying to change that | Haroon Mota | The Guardian

[110] McEachan RRC, Prady SL, Smith G, et al (2016) The association between green space and depressive symptoms in pregnant women: moderating roles of socioeconomic status and physical activity

[111] Sustrans (2022): 'Sustrans traffic-free routes and greenways design guide' Available at: https://www.sustrans.org.uk/for-professionals/infrastructure/sustrans-traffic-free-routes-and-greenways-design-guide/

[112] Susilo, Y. and Cats, O. (2014): 'Exploring key determinants of travel satisfaction for multi-modal trips by different traveller groups'

[113] Neighbourhood Watch (2013): 'Street lighting and perceptions of safety survey, November 2013'

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
		– sexual orientation.
Wayfinding and signage	• Wayfinding is often a multisensory activity, often supported by mental images based on sensation and memory. **Individuals who have difficulties relating to information processing, sequential processes, number and word identification** may rely on visual cues, colours and symbols while wayfinding. To provide equal access to transport users who disproportionately rely on different sensory cues, transport providers should use clearly defined and contrasting wall boundaries; implement a 'touch' feature on walls, to increase familiarity to surroundings; avoid sensory overload by mitigating unnecessary visual or audio 'noise'; and provide transport users with the opportunity to 'preview' layouts and corridors, to ease passenger anxiety.[114] • The public realm should be designed with **people who travel with an assistance dog** in mind. This includes ensuring the public realm is as free from hazards such as free standing advertisement boards as possible; and providing areas for the relief of assistance dogs.[115] Additionally, tactile paving and height changes given by kerbs provide important navigational information to **cane users**, and guide dogs are trained to stop at these features, so any changes or removal of these features can create navigation challenges or make these areas inaccessible for these people.[116] • The Royal Institute for Blind People Scotland and Guide dogs Scotland say the rainbow-hued crossings, increasingly being introduced across the UK in a move to show support for diversity, might inadvertently put blind and partially sighted people at risk. Designs and colours which are not consistent with traditional designs could cause confusion to people with sight loss, and to guide dogs which are trained to stop at crossings.[117] • Tactile pavements can be used to provide **visually impaired people** with guidance and can indicate potential hazards, for example, warnings of changes in level. Therefore, it is crucial that the correct tactile surface is used in the correct location and it is used consistently, so people with visual impairments can understand what the pavement is conveying and be confident in using pedestrian spaces.[118] Incorrect	• Literature on wayfinding for the following equality groups has been identified: – disabled people • No specific literature on wayfinding for the following protected characteristics has been identified during the desk-based literature review: – age; – gender reassignment; – marital status; – pregnancy and maternity; – people from an ethnic minority background; – religion; – low income households; – care leavers; and – sex and sexual orientation.

[114] PAS (2022):' Design for the mind- Neurodiversity and the built environment- Guide.' Available at: Social and Stakeholder - PAS_6463_Design for the mind - Neurodiversity and the built environment.pdf - All Documents (sharepoint.com)

[115] Department for Transport (2022): 'Inclusive mobility: making transport accessible for passengers and pedestrians'. Available at: https://www.gov.uk/government/publications/inclusive-mobility-making-transport-accessible-for-passengers-and-pedestrians

[116] Guide Dogs (2024): 'Street design guidance for local authorities' Available at: https://www.guidedogs.org.uk/about-us/what-we-do/research/policy-and-guidance-for-businesses/street-design-guidance-for-local-authorities/

[117] Royal Institute for Blind People (2021): 'Multi-coloured road crossings pose a threat to people with sight loss, warn charities' [Online]. Available from: https://www.rnib.org.uk/news/multi-coloured-road-crossings-pose-a-threat-to-people-with-sight-loss-warn-charities/. [last accessed April 2024].

[118] Department for Transport (2022): 'Guidance on the use of tactile paving surfaces' Available at: Guidance on the Use of Tactile Paving Surfaces (publishing.service.gov.uk)

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	tactile paving surface can lead to the wrong information being communicated which can be dangerous for people with visual impairments.[119] • For all pedestrians and cyclists signage is vital to warn them of changes to the environment around them, this includes for different types of paths, wayfinding, crossings and gradient changes. [120]	
Information and communication	• Complex material and information may present a challenge to those who have different information and communication needs, this includes but is not limited to **people with learning disabilities**, people with low literacy levels, **older people, people with visual or hearing impairments** and **people who use English as a second language.** • Best practice guidance[121] and evidence suggests that the following processes can ensure that information documents are fully accessible to everyone and reduce concerns regarding access to information: – information should be in short, concise sentences without jargon; – pictures should be included where possible to support the text; – the format, layout and length of document should be carefully considered; – easy read, braille, audio and large print should be provided upon request; and – information should be translated into people's first language upon request. • The COVID- 19 pandemic has seen an increased shift to the use of digital tools to aid information and communication during engagement programmes. However, some groups are more likely to be digitally excluded, and an over-reliance on these forms of information communication could exclude many from the regeneration conversation. A third of older people are not online; whilst a fifth of **disabled people** are not internet users. [122] Level of education (associated with **deprivation**) is often also a factor in digital exclusion- just 36% of people with no qualifications are internet users.[123]	• Literature on information and communication for the following equality groups has been identified: – children; – young people; – disabled people; – people who use English as a second language; – people from deprived areas; and – people from an ethnic minority background. • No specific literature on information and communication for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – pregnancy and maternity; – religion; – low income households; – care leavers; – sex; and – sexual orientation.

[119] Centre for Excellence in Universal Design (2020): 'Building for Everyone: A Universal Design Approach, External Environment and Approach' Available at: https://universaldesign.ie/built-environment/building-for-everyone/
[120] Department for Transport (2020): 'Local Transport Note 1/20'
[121] Change (2015): 'how to make information accessible: a guide to producing easy read documents' Available at: How-to-make-info-accessible-guide-2016-Final (changepeople.org) Department for Health and Social Care (2010): 'Making written information easier to understand for people with learning disabilities' Available at: Making written information easier to understand for people with learning disabilities - GOV.UK (www.gov.uk) MENCAP (date unknown): 'Making myself clear' Available at: Making-Myself-Clear.pdf (accessibleinfo.co.uk)
[122] Citizens Online (2020). 'Digital exclusion in population screening programmes'. Available at: https://www.citizensonline.org.uk/wp-content/uploads/2020/05/ScreeningEIAReportSummaryProofedSignedOff.pdf
[123] Citizens Online (2020). 'Digital exclusion in population screening programmes'. Available at: https://www.citizensonline.org.uk/wp-content/uploads/2020/05/ScreeningEIAReportSummaryProofedSignedOff.pdf

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	• 'Seldom- heard' groups- such as **children and young people**, disabled people, people from deprived areas, and people from **ethnic minority groups** - are at particular risk of exclusion from the engagement process.[124] It is recommended that engagement 'go the extra mile' to reach these groups by: – meeting people 'on their own turf' and at times which suit them best; – offering a range of meeting times and venues; – reimbursing travel costs; and – publicising events in languages other than English.	
Accessible toilets and changing places	• Accessible toilets are important facilities for many users, but some groups including **older people**, **disabled people** and **pregnant people** are affected most when these services are unavailable or poorly situated. There is an established correlation between age and bladder control, with older people more likely to need frequent toilet access. A link has also been found between worries about needing to be within easy reach of a toilet and social isolation; many older people in a study by Age UK reported that they didn't use public transport in fear of not being able to reach a suitable toilet quickly enough.[125] Additionally **pregnant people** often need to use a toilet more frequently.[126] • It is advised that where gender- specific toilets are provided, a gender- neutral option should also be provided where possible (in addition to unisex accessible disabled persons toilets).[127] Research undertaken on the experiences of **LGBTQ+ people** suggests that many LGBTQ+ people do not feel comfortable or safe in gendered facilities, reasons for this include being visibly transgender or gender diverse, as well as being and feeling challenged and threatened by other users of the facilities.[128]	• Literature on accessible toilets and changing places for the following equality groups has been identified: – older people; – disabled people; – pregnant people; and – LGBTQ+ people. • No specific literature on accessible toilets and changing places for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – race and ethnicity; – religion; – low income households; – care leavers; and – sex.

[124] Scottish Government (2017). ' Barriers to community engagement in planning: a research study. Available at: https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2017/05/barriers-to-community-engagement-in-planning-research/documents/barriers-community-engagement-planning-research-study-pdf/barriers-community-engagement-planning-research-study-pdf/govscot%3Adocument/Barriers%2Bto%2Bcommunity%2Bengagement%2Bin%2Bplanning%2B-%2Ba%2Bresearch%2Bstudy.pdf
[125] Help the Aged (2007). 'Incontinence and Older People: Is there a link to social isolation'
[126] NHS (2024): 'Peeing a lot in pregnancy'
[127] Mayor of London (2019): 'Spatial Development Strategy for Greater London'
[128] Dr. S, Mckendry & Dr. M, Lawrence (2017): 'TransEdu Scotland: Researching the experience of trans and gender diverse applicants, students and staff in Scotland's colleges and universities' Available at: Mckendry & Lawrence 2017 (trans.ac.uk)

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
Handrails	• The handrail is an effective means of assisting sit-to-stand movements and reducing falls. As **older** and **disabled** people are more likely to need support their body during movement because of instability and weakness, they are more likely to require their provision in the public environment. [129] • The Sensory Trust states that for **older people** with **reduced mobility**, access can be limited by obstacles such as steps and gradients. This can result in reduced confidence to experience the public realm and higher risk of injuries. The guidance states provision of handrails is a key design measure which can mitigate against these impacts.[130] • Traversing gradients are important for the accessibility and mobility of certain groups, particularly **older people, disabled people**, and **people with young children** who may be affected differently. Guidance suggests that ways to mitigate against steep slopes, with a gradient of 1 in 30 or higher, and stairs includes the provision of handrails for safety and ease of access.[131]	• Literature on handrails for the following equality groups has been identified: – older people; – disabled people; and – pregnancy and maternity • No specific literature on handrails for the following protected characteristics has been identified during the desk-based literature review: – children; – young people; – people from an ethnic minority background; – LGBTQ+ people; – religion; – marital status; – religion; – low income households – care leavers; – men; and – women
Safety and security	<u>Crime and personal safety</u> • Levels of crime have in part been attributed to the urban environment. Using theoretical approaches such as Rational Choice Theory[132] and Broken Windows Theory,[133] a strong argument has developed which links the design of neighbourhoods and towns to levels of crime and disorder.[134] It has been argued that	• Literature on safety and security for the following equality groups has been identified: – young people; – older people;

[129] Kato, et al., (2020): 'Comparison of handrail reaction forces between two different handrails during sit-to-stand movement in the elderly'

[130] Sensory Trust (2020): 'Designing age-friendly landscapes' Available at: https://www.sensorytrust.org.uk/resources/guidance/designing-age-friendly-landscapes

[131] United Nations Enable, Department of Economic and Social Affairs – Disability (2004): 'Accessibility for the Disabled – A Design Manual for a Barrier Free Environment'

[132] Felson and Clarke (1998) 'Opportunity Makes the Thief, Practical Theory of Crime Prevention'. https://pdfs.semanticscholar.org/09db/dbce90b22357d58671c41a50c8c2f5dc1cf0.pdf

[133] Wilson and Kelling (1982) 'Broken Windows: The police and neighbourhood safety'. Available at: https://www.theatlantic.com/magazine/archive/1982/03/broken-windows/304465/

[134] See for example, Monahan and Gemmell (2015) 'Reducing Crime Hotspots in City Centres'. Available at: http://www.bre.co.uk/filelibrary/Briefing%20papers/102417-Crime-Hotspots-Briefing-Paper-v4.pdf

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	the opportunity for some forms of crime can be reduced through better thought-out approaches to planning and design of neighbourhoods and towns. For example, concepts such as Crime Prevention Through Environmental Design (CPTED)[135] are more frequently used today to ensure buildings and public spaces are designed in a way that aims to reduce the occurrence of crime and alter the environmental factors that might encourage criminal behaviour. Areas undergoing construction activities, where preventative steps are not taken, may attract unwanted activity including anti-social behaviour and crime such as increased vandalism.[136] Crime can impact a number of vulnerable groups who are more likely to be a victim or witness of crime. An Ipsos MORI survey on public views of policing in England and Wales in 2016 determined that groups who were more likely to have had contact with their local police as a victim or witness include: **young people** aged 16-34 years, **disabled people, those from ethnic minority backgrounds, and LGBTQ+ people**.[137] • The Crime Survey for England and Wales (CSEW), has identified that a number of protected characteristic groups are more likely to be victims to crime: – **Men** are more likely to be victims of violent crime than women.[138] – The proportion of **people from mixed and Asian ethnic groups** who said they were victims of crime was higher compared to white people.[139] – **Younger people** aged 16 to 24 are more likely to be victims of violence than those in older age groups.[140] – Evidence from Age UK suggests that although **older people** are generally at a lower risk of crime compared to other ages, they are often more fearful of crime.[141] <u>Fear or perception of crime</u>	– disabled people; – people from an ethnic minority background; – LGBTQ+ people; – Women; and – Men. • No specific literature on safety and security for the following protected characteristics has been identified during the desk-based literature review: – marital status; – pregnancy and maternity; – low income households; – care leavers and – religion.

[135] Jeffery (1971) 'Crime Prevention Through Environmental Design'. Sage publications
[136] Power, A. (2010): '*Housing and sustainability: demolition or refurbishment*?' Available at https://uk-air.defra.gov.uk/assets/documents/reports/cat14/1406191156_060618_Guide_to_UK_Air_Pollution_Information_Resources-issue_2-FINAL.pdf https://www.icevirtuallibrary.com/doi/abs/10.1680/udap.2010.163.4.205
[137] Ipsos MORI (2016):*'Public views of policing in England and Wales'*. Available at:https://www.ipsos.com/sites/default/files/migrations/en-uk/files/Assets/Docs/Publications/sri-public-views-of-policing-in-england-and-wales.pdf
[138] Office for National Statistics (2018) 'The nature of violent crime in England and Wales: year ending March 2018' Available at: https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/thenatureofviolentcrimeinenglandandwales/yearendingmarch2018
[139] Gov.uk (2019) 'Victims of crime'. Available at: https://www.ethnicity-facts-figures.service.gov.uk/crime-justice-and-the-law/crime-and-reoffending/victims-of-crime/latest
[140] Gov.uk (2019) 'Victims of crime'. Available at: https://www.ethnicity-facts-figures.service.gov.uk/crime-justice-and-the-law/crime-and-reoffending/victims-of-crime/latest
[141] Age UK (2006) 'Crime and fear of crime: help the aged policy statement 2006'. Available at: https://www.ageuk.org.uk/documents/en-gb/for-professionals/communities-and-inclusion/crime_and_fear_of_crime_2006_pro.pdf?dtrk=true

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	• Concern about antisocial behaviour and crime has been found to be a significant barrier to walking as part of multimodal travel by **older people**.[142] Older people may also feel more vulnerable at night, this was highlighted by a DfT study that found that older people feel most at risk during 'walking and waiting' elements of their journeys. A proposed solution to this was to increase the use of good quality street lighting to contribute towards a safer travel environment after dark.[143] • Fear of crime can be an issue for **women** when they are travelling alone after dark. Data from the ONS Crime Survey for England and Wales suggests that women fear more for their safety than men when walking alone at night close to home, in a busy public space or in a park or open space – two fifths of women reported feeling 'somewhat unsafe' and one in eight reported feeling 'very unsafe'.[144] • A study by Transport for London highlights that **ethnic minority individuals** are more likely to express concerns over safety and security when travelling (particularly after dark) than white people and are more likely to say that their frequency of travel is affected 'a lot' or 'a little' due to these concerns.[145] To overcome some of these concerns, it has been found that good quality lighting and the provision of CCTV improves feelings of safety for users.[146] • Research suggests that **LGBTQ+ people** often fear for their safety and well-being in public spaces and on pedestrian journeys.[147] • It has been suggested that fear of crime can contribute to social isolation, particularly for vulnerable groups such as **children, older people, ethnic minority groups and women**.[148] • Travel infrastructure which is created to enhance user safety, with measures such as lighting and clear sightlines can enhance feelings of safety.[149] Research has found that in urban areas, active travel routes are associated with an increased perception of risk, often due to poor lighting or a lack of people using	

[142] TfL (2013): Attitudes to safety and security: Annual report' Available at: https://content.tfl.gov.uk/safety-and-security-annual-report-2017.pdf
[143] DfT (2012): 'Transport solutions for older people: Information resource for Local Authorities' Available at: https://www.gov.uk/government/publications/transport-solutions-for-older-people
[144] ONS (2015) Crime Survey for England and Wales. Available at: https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/2015-07-16
[145] Transport for London (2013) 'Attitudes to Safety and Security – Annual Report'. Available at: https://tfl.gov.uk/corporate/publications-and-reports/safety-and-security
[146] Department for Transport (2012): 'Transport for Everyone: an action plan to promote equality'
[147] Stonewall (2017) LGBT in Britain: Hate Crime. Available at: https://www.stonewall.org.uk/comeoutforLGBT/lgbt-in-britain/hate-crime
[148] Lorenc, T et al (2013) 'Fear of crime and the environment: systematic review of UK qualitative evidence'. Available at: https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3666893/
[149]' British Transport Police Authority, (2008), 'Fear of crime and concerns about personal safety on the rail network' Available at: https://btpa.police.uk/wp-content/uploads/2012/01/2008-update-BTPA-Passenger-fear-of-crime-paper-FINAL.pdf

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	the route.[150] This perception of crime can impact **disabled people** who are at a higher risk of being a victim or witnessing a crime.[151]	
Public transport	• **Children** and **young people** are generally more dependent on public transport services due to not being able to access cars independently.[152] As children and young people become more independent, their use of public transport increases.[153] One study found that 29% of journeys to school by 11-16-year olds are made by bus, compared to only 7% of all journeys made being by bus. • Evidence shows that **older people** are more likely than any other age group to become unable to drive, this is due to an increased risk of developing health problems that make driving more difficult, or even dangerous.[154] This increases older people reliance on public transport which can create inequalities in access services and amenities.[155] • **Disabled people** generally have fewer travel options compared to non-disabled people. As set out in section 2, 66% of households in Westminster don't have access to a car or van, 42% in London, 17% in the South East and 34% in England. Research has found that approximately 38% of all people with mobility difficulties are drivers, and approximately 40% have no access to a private vehicle at all. Therefore, disabled people are more reliant on public transport.[156] • People from **ethnic minority groups** are less likely to own cars and are therefore more likely to be dependent on public transportation.[157] A survey by Runnymede Trust, a race equality and civil rights think tank, shows that those from ethnic minority groups are twice as likely to use public transport than white people.[158]	• Literature on public transport for the following equality groups has been identified: – children; – young people; – older people; – disabled people; and – people from an ethnic minority background. • No specific literature on public transport for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – pregnancy and maternity; – religion; – care leavers; – low income households; – sex; and – sexual orientation.

[150] Future Thinking, (2018), 'Attitudes to safety and security: annual report 2017-2018', TfL Compliance, Policing and on-street services. Available at: https://content.tfl.gov.uk/safety-and-security-annual-report-2017.pdf
[151] Future Thinking, (2018), 'Attitudes to safety and security: annual report 2017-2018', TfL Compliance, Policing and on-street services. Available at: https://content.tfl.gov.uk/safety-and-security-annual-report-2017.pdf
[152] Department for Transport (2013): 'Valuing the social impacts of public transport' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/226802/final-report.pdf
[153] DfT (2017): 'National travel survey: England 2016' Available at: https://www.gov.uk/government/statistics/national-travel-survey-2016
[154] Musselwhite, C. (2010): 'The importance of driving for older people and how the pain of driving cessation can be reduced'
[155] Cambridge County Council (2015): 'Joint strategic needs assessment: Transport and health, access to transport'
[156] Government Office for Science (2019) 'Inequalities in mobility and access in the UK transport system' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/784685/future_of_mobility_access.pdf
[157] Government Office for Science (2019): 'Inequalities in mobility and access in the UK transport system' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/784685/future_of_mobility_access.pdf
[158] Runnymede Trust (2020): 'Over-exposed and under-protected: the devastating impact of COVID-10 on ethnic minority communities in Great Britain' Available at:

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
Further considerations related to the construction and operation of street and public realm schemes		
Changes to pedestrian environment	Research from the Health and Safety Executive outlines that the majority of transport accidents result from the inadequate separation of pedestrians and vehicles.[159] The following barriers outline the ways in which construction works can present barriers to accessibility within the pedestrian environment: • The presence of construction vehicles near pavement/pedestrian areas has the potential to increase pavement parking, which disproportionately affects **people with visual or mobility impairments**, those assisted by guide dogs, and wheelchair and mobility scooter users. More than 95% of wheelchair users and people with visual impairments say they had problems with vehicles parked on pavements.[160] • The presence of temporary pedestrian diversions can be extremely difficult to understand by people that are either disabled (particularly those with visual impairments), **older or are accompanied by children**. In addition, vulnerable pedestrians (especially those with **visual impairments**) are more likely to be disadvantaged by alternative and unintuitive routes with multiple crossing points, whereby sight lines may become obscured.[161] • Pedestrian re-routing through adjoining private land or public rights of way can increase the likelihood of pedestrians encountering: certain types of crime, disorder or antisocial behaviour (particularly towards **women)** that would ordinarily be avoided if the public footway was available.[162] • In addition, introducing waiting times increases crowding which can obscure pedestrian signs informing users of the temporary route, resulting in pedestrians entering the live carriageway.[163] This disproportionately impacts individuals who have less spatial awareness, and therefore face an increased risk utilising the side of the road as a pedestrian, such as **older people**.[164]	• Literature on changes to the pedestrian environment for the following equality groups has been identified: – children; – pregnancy and maternity – older people; – disabled people; and – women • No specific literature on public transport for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – religion; – care leavers; – low income households; and – sexual orientation.

[159] Health and Safety Executive (no date) 'Traffic management on site' Available at: Construction - Traffic management on construction sites (hse.gov.uk)

[160] GOV. UK (2020) 'Transport Secretary announces plans to make pavements accessible for all' Available at: Transport Secretary announces plans to make pavements accessible for all - GOV.UK (www.gov.uk)

[161] Transport for London (2022) 'Safer Provisions for Pedestrians at Roadworks' Available at: Safer Provisions for Pedestrians at Roadworks_A Risk Prioritisation Framework_FINAL (tfl.gov.uk)

[162] Transport for London (2022) 'Safer Provisions for Pedestrians at Roadworks' Available at: Safer Provisions for Pedestrians at Roadworks_A Risk Prioritisation Framework_FINAL (tfl.gov.uk)

[163] Transport for London (2022) 'Safer Provisions for Pedestrians at Roadworks' Available at: Safer Provisions for Pedestrians at Roadworks_A Risk Prioritisation Framework_FINAL (tfl.gov.uk)

[164] Wilmut K, Purcell C (2022) Why Are Older Adults More at Risk as Pedestrians? A Systematic Review. Hum Factors.

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
Changes in traffic flow	• Changes in road traffic levels may reduce **children's** access to community and recreational facilities due to road severance and traffic delays.[165] Increased traffic in proximity to schools, or community facilities that are frequently used by children can also impact their concentration and long-term cognitive development. [166] • Changes to surface transport may affect how **older people** interact with community facilities.[167] Older people may find it difficult to access public spaces further away from their home or integrate into new social networks, due to severance caused by increases in road traffic.[168] • Research shows that the presence of vehicular traffic can present a barrier for **disabled people** accessing community resources. National Travel Survey data shows disabled people are generally more likely to experience travel difficulties in the daily trips that they make.[169] Disabled people who travel by car are more likely to report difficulties due to congestion and roadworks, especially where the severity of the disability increases.[170] Short-term change to transport networks and road alignment can act as a barrier for disabled people wanting to access community facilities, exacerbating issues such as loneliness and social isolation.[171]	• Literature on traffic flow for the following equality groups has been identified: – children; – older people; and – disabled people. • No specific literature on traffic flow for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – pregnancy and maternity; – people from an ethnic minority background; – religion; – low income households; – care leavers – sex; and – sexual orientation.
Changes in noise exposure	• Changes in noise levels in proximity to community facilities used by **children**, such as schools and nurseries, can negatively impact their concentration and long-term cognitive development.[172] Longitudinal studies on the impact of unwanted noise on children and infants also show that increased noise exposure can adversely impact children's psychological and physiological wellbeing, sleep quality and long-term memory. Children are especially vulnerable as they may be unable to recognise or cope	• Literature on noise exposure for the following equality groups has been identified: – children; – older people; and – disabled people.

[165] Hiscock, R. and Mitchell, R (2011) 'What is needed to deliver places that provide good health to children?'
[166] Institute of Education (2001): 'The effect of travel modes on children's mental health, cognitive and social development: a systematic review'
[167] DfT (2017): Health impact analysis for the draft Airports National Policy Statement' Available at: https://www.gov.uk/government/publications/health-impact-analysis-for-the-proposed-airports-national-policy-statement
[168] NatCen (2019): 'Transport, health and wellbeing: an evidence review for the Department for Transport' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/847884/Transport__health_and_wellbeing.pdf
[169] Department for Transport (2019): 'National Travel Survey: 2018' Available at: https://www.gov.uk/government/statistics/national-travel-survey-2018
[170] Department for Transport (2017) 'Disabled people's travel behaviour and attitudes to travel' Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/647703/disabled-peoples-travel-behaviour-and-attitudes-to-travel.pdf
[171] Equality and Human Rights Commission (2017): 'Being disabled in Britain: a journey less equal' Available at: https://www.equalityhumanrights.com/our-work/our-research/being-disabled-britain-journey-less-equal
[172] World Health Organisation (2018): 'Environmental noise guidelines for the European Region' Available at: https://www.who.int/europe/publications/i/item/9789289053563

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	with dangerous noise levels, and because they are in a critical period of cognitive development and learning.[173] • Health impacts of increased noise exposure on **older people** include cardiovascular disease, sleep deprivation, stress and anxiety. Prolonged exposure to construction and transportation noise can cause a higher prevalence of cardiovascular disease, stroke and dementia in affected communities. For example, research on noise levels and health outcomes in London shows that older people living near noisy roads may have increased stroke risk.[174] • **Disabled people** are also particularly susceptible to change in noise levels. For example, an increase in noise can affect people with learning disabilities and people with neurodivergent conditions by prompting challenging behaviours. Individuals with mental health conditions have been found to be especially sensitive to health effects associated with an increase in noise levels such as sleep disturbance, annoyance and stress. Noise may also discourage disabled people from participating in activities outside the home, leading to social isolation.[175]	• No specific literature on noise exposure for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – pregnancy and maternity; – race and ethnicity; – religion; – care leavers; – low income households; – sex; and – sexual orientation.
Changes in air quality	• There is a direct relationship between health, air quality and transport infrastructure.[176] Research undertaken by the Royal College of Physicians estimates that 40,000 deaths every year in the UK are attributable to exposure to outdoor air pollution.[177] According to the Department for Environment, Food and Rural Affairs (DEFRA), "poor air quality is currently the largest environmental risk to public health in the UK".[178] The concentration of air pollutants tends to be highest in towns and cities. Road transport is a major source of emissions such as nitrogen oxide (35% of total) and particulate matter (PM).[179] **Children** have faster breathing rates and their lungs are still developing which can make them more susceptible to changes in particulate matter concentrations in the air. Children can therefore be negatively affected by reduced air quality. Children are also more likely to spend time outdoors, where changes in air quality and pollution levels tend to be greatest.[180] • Guidance published by DEFRA highlights that **older people** are more likely to have respiratory or cardiovascular illness when compared to other age groups, making them more susceptible to the effects	• Literature on air quality for the following equality groups has been identified: – children; – older people; – disabled people; – pregnant people; and – people who reside in deprived areas. • No specific literature on air quality for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status;

[173] Stansfeld, S. and Clark, C. (2015) Health effects of noise exposure on children.
[174] NHS (2015) 'Elderly living near noisy roads have 'increased stroke risk'
[175] NCBI (2016) 'Environmental noise annoyance and mental health in adults: findings from the cross-sectional German health update study'.
[176] WHO (2013): 'Review of evidence on health aspects of air pollution (REVIHAAP) scheme: Technical report' Available at: https://iris.who.int/handle/10665/341712
[177] Royal College of Physicians (2016): 'Every breath we take: The lifelong impact of air pollution' Available at: https://www.rcpjournals.org/content/clinmedicine/17/1/8
[178] DEFRA (2018): 'Clean air strategy' Available at: https://consult.defra.gov.uk/environmental-quality/clean-air-strategy-consultation/user_uploads/clean-air-strategy-2018-consultation.pdf
[179] DEFRA (2019): 'Air quality: Explaining air pollution – at a glance' Available at: https://www.gov.uk/government/publications/air-quality-explaining-air-pollution/air-quality-explaining-air-pollution-at-a-glance
[180] Asthma UK (2020): 'Air pollution and asthma'

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	of reduced air quality.[181] Those with certain conditions, such as Chronic Obstructive Pulmonary Disorder (COPD), are particularly at risk. COPD occurs most often in older adults and can also affect people in middle age. Older people are also more susceptible to respiratory diseases such as lung cancer, asthma and silicosis.[182] • **Disabled people** with heart or lung conditions are particularly vulnerable to, and may experience, serious negative health outcomes linked to reduced air quality.[183] • Those who are **pregnant** living in areas with poor air quality are at risk of giving birth to a baby with a low birthweight, which can lead to an increased risk of the child developing a chronic disease in later life.[184] Research conducted by Royal College of Physicians indicates that air pollution may negatively impact upon the growth, intelligence and weight of babies in the womb.[185] • **People who reside in deprived areas** can be more susceptible to the impacts of air pollution, potentially because they tend to be in poorer health than the rest of the population.[186] The vulnerability of this group may also be because more deprived areas are often closer to busy roads in large urban areas.[187] For those residing in deprived areas, poor housing, and often a lack of access to green spaces, may also increase their time spent in areas with high levels of air pollution.[188]	– people from an ethnic minority background; – religion; – care leavers; – low income households; – sex; and – sexual orientation.
Landscape and visual environment	• As people age, visual acuity tends to worsen, increasing the risk of eye disorders such as cataracts.[189] Due to sensory changes, eyes become more sensitive to glare which can make reflective and shiny surfaces difficult, and even painful, to see clearly.[190] **Older people** are therefore more likely to be more sensitive to light pollution and rapid visual changes around them. Other groups who can be particularly sensitive to changes in the visual environment include **autistic people**, **people with dementia**, and	• Literature on the landscape and visual environment for the following equality groups has been identified: – older people; and – people with autism; and – people with dementia.

[181] DEFRA (2013): 'Effects of air pollution' Available at: https://uk-air.defra.gov.uk/air-pollution/effects
[182] DEFRA (2013): 'Guide to UK air pollution information resources' Available at: https://uk-air.defra.gov.uk/assets/documents/reports/cat14/1307241318_Guide_to_UK_Air_Pollution_Information_Resources.pdf
[183] Department for Environmental Food and Rural Affairs (2013): 'Guide to UK Air Pollution Information Resources' Available at: https://uk-air.defra.gov.uk/assets/documents/reports/cat14/1307241318_Guide_to_UK_Air_Pollution_Information_Resources.pdf
[184] Franklin et al. (2019): 'Maternal exposure to indoor air pollution and birth outcomes'
[185] Royal College of Physicians (2016): 'Every breath we take: the lifelong impact of air pollution' Available at: https://www.rcpjournals.org/content/clinmedicine/17/1/8
[186] British Lung Foundation (2016): 'How air pollution affects your children's lungs' Available at: https://www.asthmaandlung.org.uk/how-your-lungs-work/risks-your-childs-lungs/air-pollution ; Public Health England (2018) Health matters: Air pollution' Available at: https://www.gov.uk/government/publications/health-matters-air-pollution
[187] Greater London Assembly (date unknown): 'Health and exposure to pollution' Available at: https://www.london.gov.uk/programmes-and-strategies/environment-and-climate-change/pollution-and-air-quality/health-and-exposure-pollution
[188] Royal College of Physicians (2016): 'Every breath we take: The lifelong impact of air pollution' Available at: https://www.rcpjournals.org/content/clinmedicine/17/1/8
[189] Harvard Medical School (2014) 'How our senses change with age' Available at: https://www.health.harvard.edu/aging/how-our-senses-change-with-age
[190] Sensory Trust (2017) 'Designing landscapes for older people' Available at: https://www.sensorytrust.org.uk/information/factsheets/age-friendly-landscape-1.html

Street or Public Realm Scheme Elements	Summary of literature review	Equality groups
	people with conditions such as schizophrenia. Evidence from Cancer Research[191] suggests that some drugs used in chemotherapy treatment can increase sensitivity to light or change in visual stimuli. • Research has shown that almost 90% of **children with autism** spectrum conditions develop atypical sensory experience, which can involve hypersensitivity to visual stimuli.[192] This results in more detail-focused perception in people with autism, so that any minor visual change might have detrimental impact on quality of life and socio-psychological wellbeing.[193]	• No specific literature on the landscape and visual environment for the following protected characteristics has been identified during the desk-based literature review: – gender reassignment; – marital status; – pregnancy and maternity; – people from an ethnic minority background; – religion; – low income households; – care leavers; – sex; and – sexual orientation.

[191] Cancer Research, Your Eyes and Cancer Drugs. Available online at: https://www.cancerresearchuk.org/about-cancer/cancer-in-general/treatment/cancer-drugs/sideeffects/eyes.
[192] Baron-Cohen, S. and Robertson, C.E (2017) 'Sensory perception in autism' Available at: docs.autismresearchcentre.com/papers/2017_Robertson_Sensory-perception-in-autism.pdf
[193] Bakroon, A. and Lakshminarayanan, V (2016) 'Visual function in autism spectrum disorders: a critical review'

5 Accessibility and inclusive design evidence review

This chapter provides an overview of accessibility and inclusive design best practice in local, regional and national guidance. This review, set out in Table 5.1 below, provides a review of information which can be used to inform an inclusive design guidance document for streets and public realm. The accessibility and inclusive design guidance included is set out in table 1.2 in section 1.6 above.

Table 5.1: Evidence review of accessibility and inclusive design

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
Pedestrian infrastructure (pavements, street furniture and al fresco dining)	• **BS 8300-1** guidance states the following guidance should be set out for pedestrian infrastructure: – All external paved routes need to be regularly checked to ensure that they are not damaged or worn and that they retain their slip resistance, stability, flatness and colour, and can be used easily and safely. – To be accessible, the minimum surface width of an access route (i.e. between walls, kerbs or path edgings) should be at least 1800 mm for general routes, although a width of 2000 mm is preferable to accommodate larger electric mobility scooters. – The recommended widths should be maintained up to a height of at least 2.5 m above ground level. – Elements such as eaves to single storey buildings or sculptures with overhanging features that are lower than 2.5 m should not protrude into pedestrian routes by more than 150 mm. – Where the surface width of an access route is less than 1800 mm, passing places should be provided to allow two wheelchair users to pass each other. Passing places should also be provided at junctions (e.g. corners) along an access route. A passing place should be 2000 mm long ×1800 mm wide and located within direct sight of another passing place, or at a maximum distance of 25 m from another, whichever is the closer. – To assist people who are **blind** or **partially sighted**, the siting of hazards should be easily detected during the sweep of a cane and there should be a good visual contrast with the background against which they will be seen, to reduce the risk of collision along pedestrian access routes. – Upstands should be a minimum of 150 mm in height, which can then act as a tapping rail for long cane users as well as a safeguard for wheelchair users. – There should be no projections or overhangs on a pedestrian access route that could pose a hazard. – Continuous accessible routes should be provided in the following locations: from public transport stops, cycle parking and designated accessible car parking spaces to all accessible entrances to sites and buildings; to and from facilities associated with, and in the immediate vicinity of, buildings, including emergency egress assembly points; between accessible entrances and any other subsidiary entrances and buildings, if external movement is provided between them; and between buildings.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups

- Pedestrian access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to **disabled people**, unless a suitable means for bypassing the barrier has been provided close by and is always available for use.
- Where a pedestrian access route has a gradient steeper than 1:60, but not as steep as 1:20, it should usually have a level landing for each 500 mm rise of the access route.
- The cross-fall gradient across a level access route should not exceed 1:50, except when associated with a dropped kerb or adjacent resting place.
- Any feature which could constitute a hazard should wherever possible not project into or be located within an access route. However, if this is unavoidable, hazard protection should be provided unless objects; project not more than 100 mm into an access route, or not more than 100 mm from their base if the base projects not more than 100 mm into the access route; or project more than 100 mm into an access route, but their lower front edge is less than 300 mm above the ground and their upper front edge is at least 1200 mm above the ground
- Street furniture should be located beyond the boundaries of pedestrian access routes; not contribute to street clutter; and not have a highly reflective finish (which is confusing for those who are **visually impaired** or have **neurological conditions.**
- A clear street furniture strategy which is focussed on maintaining pedestrian route widths; avoiding encroachment on pedestrian desire lines; and the style and positioning of furniture is recommended.
- Where the placement of tables and chairs is licensed, all aspects of accessibility need to be considered including spacing, position, style and contrast of individual tables and chairs.
- Fixed seating and tables within a refreshment area should be spaced to accommodate a variety of users, including wheelchair users, electric mobility scooter users and people with assistance dogs.

- BS 8300-2 guidance states the following guidance should be set out regarding pedestrian infrastructure:
  - Priority seating should be provided for disabled people in all refreshment and dining areas in buildings visited by the general public.
  - A self-service area should have a continuous counter at a height of 850 mm to allow a disabled person to manoeuvre a tray, and a suitable table should be provided within proximity of the till. A range of table heights should be available, with the clear space to the underside of the tables between 700 mm and 800 mm.
  - Fixed seating at tables and table supports should allow access to the table by one or more wheelchair users without the need to remove foot rests.

<u>Best practice guidance</u>

- **PAS 6463** states that street furniture should be aligned and typically at the outer (roadside) edge of the pavement allowing pedestrians to avoid close proximity with moving vehicles, associated traffic noise and fumes.
- **LTN 2/09** states that it is important that the usable footway width must be sufficient for pedestrians both walking along the footway and waiting to cross where a guard railing is directing pedestrians towards a crossing point. Pedestrians with **prams or pushchairs** and **wheelchair users** must also be accommodated. A minimum clear width of 2m is recommended. Where a guardrail is required, the use of high visibility guardrails is recommended, to improve visibility of **children** at a crossing point.
- **Inclusive Mobility** states the following guidance in regard to pavement infrastructure:
  - Footways and footpaths should be made a wide as possible (minimum 2m under normal circumstances).

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups

- Unobstructed height above a footway should be 2.3m.
- Footways should be level, but not steeper than 1 in 20.
- Where a footway has a hazard such a step slope, guardrails should be installed in line with LTN2/09 guidance. These should not reduce the width of the footway. Rails should be designed to prevent **guide dogs** from walking under rails.
- Footways and areas for cyclists should be designed to be perceived as separate.
- Street furniture should utilise tonal and colour contrast for identifications. Colours must contrast with their surroundings.
- Temporary structures such as street market stalls and pavement café tables should be placed so as to leave clear pedestrian routes. Consideration could be given to using colours (or textures) to help people detect between where obstacles are allowed and the clear path through the development.

- **The Planning for Walking Toolkit** states the following guidance regarding pedestrian infrastructure and street furniture:
  - People with **mobility impairments** in particular require level surfaces and a sufficient footway width of 2m to pass along the street easily.
  - **Young children** usually start walking when they are around 0.8m in height; this creates potential safety issues relating to visibility. Unobstructed visibility at a height of 0.6m should be provided, by relocating street furniture wherever there is a risk of children crossing informally around schools or on the approach to formal crossings.
  - Footways should be no less than 2m wide to allow two **wheelchair users** to pass one another and crossing widths no less than 2.4m.
  - Encroachment of infrastructure onto footways that does not directly serve pedestrian needs should be minimised. For example, electric vehicle charging points or street furniture should be positioned such that they do not reduce the effective clear width of the footway below minimum recommended levels.
  - Pavements/footways should connect efficiently to wider transport networks designed to facilitate walking, cycling and public transport use.
- **Manual for Streets** guidance states that the propensity to walk is determined by the quality of the walking experience. To encourage walking, pavements and pedestrian networks should:
  - Have clear sightlines and visibility towards destinations and intermediate points, to improve way finding and personal security.
  - Where possible, pedestrians should be accommodated on multifunctional streets rather than on routes segregated from motor traffic.
  - Obstructions on the footway should be minimised.
  - Excessive use of street furniture should be avoided. Street furniture on footways can be a hazard for vulnerable people.
  - Street furniture should be laid out so that pedestrian routes along and across pavements are kept clear.
  - New street furniture should be well designed and sympathetic to the character of the street.
- **Manual for Streets** guidance further highlights best practice surrounding al fresco dining areas:
  - Temporary structures such as street market stalls and pavement café tables should be placed so as to leave clear pedestrian routes.
  - Consideration could be given to using colours (or textures) to help people detect between where obstacles are allowed and the clear path through the development.
- **Slow Streets Sourcebook** states that footway widening, removing guardrails and street clutter results in reduced driver speeds.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	• **Streetscape** guidance states that pavement materials should respond to the distinctiveness of the area. To achieve this, a simple and durable selection of footway materials in standard sizes should be utilised. Materials used should be Concrete, Granite, Yorkstone or Asphalt. The guidance also states that development of pavements should follow the Better Streets Agenda, which states: – Maximise unobstructed widths for comfortable pedestrian movement. – Merge or combine street furniture components on a single post where practicable to reduce clutter. – Furniture width zone should be 0.5m-2m wide. – Street furniture should be removed from the frontage zone (area adjacent to the property line) to enable **visually impaired** people who use canes to navigate the street using the building line. – Black is preferred as a default colour for street furniture. • **Streetscape** guidance further provides best practice advice for al fresco dining areas: – Outdoor café seating will be promoted where space allows and where it will animate and add character to the street. Wider footways make this more achievable. – The footway adjacent to the café seating should provide a minimum unobstructed width of 2000mm. – Outdoor cafés are usually licensed by the relevant local authority which grants a Highways Act S115E licence in accordance with set criteria for the purposes of providing refreshments. Licensed areas on the TLRN must have prior consent to be valid. – Seated areas that are located on private forecourts or to the rear of buildings and in private courtyards do not generally require a licence if they are an extension of an A3 or A4 commercial use; however, planning permission will be required for any permanent structure. – It is the local authority's duty to ensure that access along the footway and to the seating area is compliant with standards outlined in the Equality Act 2010. The local authority can also grant licences for various street activities or street trading to control the type and scale of activity. • **RIBA inclusive design** guidance states that during construction: – The use of footways by construction hoardings can push pedestrians out into the road into single-file areas, putting pressure on **wheelchair users** and those who have **mobility issues** to negotiate the narrow space, often with missing or improvised dropped kerbs. This is an impact which can occur during the scheme construction, and can be easily mitigated through the use of Considerate Contractor Streetworks Schemes. • **RIBA inclusive design** guidance states that during operation: – One of the most common hazards for **visually impaired** people is street clutter, which street furniture can contribute to. This should be minimised where possible. – Seats are an essential item of street furniture for many people and the lack of them, or their poor design, can make places no-go areas for some people. Benches without arms or back rests are not suitable for many **disabled** and **older** people, and should be avoided if possible. • **Getting home safely** guidance states that footways must be accessible for **disabled people** and people who are **mobility impaired**, through the provision of a minimum width of 2m and good quality surface. Pedestrian priority road crossings should occur at street level, and subways/underpasses avoided as this can reduce personal perception of safety, especially for **women**.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	• **Making London Child-friendly** guidance states that widened pavements and shared surfaces should be key considerations in street design to allow for the non-linear, meandering movement patterns of **children.**
Level changes, lifts, stairs and ramps	**BS 8300-1** provides requirements for lifts, stairs and ramps stating that: • Weather protection should be provided on all exposed external stairways and if steps are wider than 2m apart, a handrail should be placed so it is no wider than 1m wide. • The rise and going in stairs need to be uniform. Each stepped access route should contain no more than 20 rises. The rise should be between 50mm and 180mm and the going should be between 300m and 450mm. • **People who are blind or partially sighted** risk tripping or losing their balance if unaware of steps, requiring the provision of tactile paving. Tactile paving needs to be placed sufficiently in advance at the head and foot of the steps to allow time to stop and not so narrow that it might be missed in a single stride. Tapered risers should not be used as people who are **blind** or **partially sighted** require an even height. • Many people with a **mobility impairment** find navigating long sloped routes challenging and therefore alternatives such as conventional passenger lifts or stairs would be beneficial, where appropriate. • Lifting appliances appropriate for the external environment are conventional passenger lifts (preference) or slow speed lifts. Lifts should be made available for inaccessible obstacles (stairs, bridges and subways over 2m) where practical. • Where any change of elevation of 1:20 occurs, ramped access should be provided, within a range of 1:20-1:12 • Ramps should be clearly identified and a continuous upstand at least 100 mm high should be provided at any open edge of a ramp. • If a change in level along pedestrian routes is unavoidable, it is necessary to provide gently sloping or ramped options. However, as some people with an ambulant **mobility impairment** have difficulty using ramps, it is undesirable for a ramp to be the only route. <u>Best practice guidance</u> • **Inclusive Mobility** includes guidance on ramps in line with BS 8300-1 and additionally states: – If a lengthy ramp is required, designs with frequent landings and lesser slopes for each successive segment should be considered. – Steeper requirements of 1 in 10 is acceptable for very short distances. This gradient is however, physically difficult to manage for some **wheelchair users**. – If more than one flight is needed, there must be rest places between the flights. • **Inclusive Mobility** provides guidance on stairs which is in line with BS 8300-1 and also suggests warning should be given to people approaching any stairs, at the top and bottom, in the form of tactile paving and landing spaces should be unobstructed at the top and bottom of a flight of steps. Inclusive Mobility guidance states that where there is a substantial change in level, lifts are essential for **wheelchair users, dog assistance** users and for those with a mobility impairment. Inclusive Mobility guidance on lifts is in line with BS 8300-1 and states: – Lift doors should have a clear tonal and colour contrast with the surrounding wall to benefit **visually impaired people**. – Lift doors should have a clear space for **wheelchair users**. (900mm) and a minimum dwell time (the time the lift doors remain open when loading or unloading passengers) of 5 seconds **for mobility impaired people.**

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	– For electronic displays of information in a lift, lettering should be yellow or light green with a black background. Information should be provided at head height. – An emergency call system inside a lift is essential. • **Streetscape Guidance** is in line with BS 8300-1. • **RIBA Inclusive Design** is in line with BS 8300-1 with the addition of the following information: – Using stainless steel or brass strips or studs along the tread of steps is common, but arguably does not provide a good enough contrast, particularly in strong sunlight, and it can be perceived to be slippery, so is not nearly as useful or as safe as a contrasting, matt non-slip nosing that wraps around the riser. • Lifts remote from stairs can result in excessive travel distances for the very people who need travel distances to be kept to a minimum.
Road crossings	• **BS 8300-1** guidance states that: – Blister paving should be installed at the dropped kerbs of both controlled and uncontrolled crossings. The colour of the paving should contrast be red for controlled crossings (e.g., signal-controlled and give-way crossings) and generally buff at other crossings, although can be any colour except for red so long as it achieves effective colour of tone contrast with the surroundings. – Visual contrast between different surfaces can be helpful if used appropriately to signal a change of surface purpose, for example a road surface compared with a pavement at a road crossing. – Where the surface width of an access route, a junction or corner is less than 1.8m, passing places should be provided to allow two wheelchair users to pass each other. Passing places should also be provided central reservations. <u>Best practice guidance</u> • **PAS 6463** states that there are several road crossing types, not all of which are understood by the public. Where possible different types of signal crossings should not be used adjacent to each other. This is particularly relevant for people with **neurodivergent** conditions, who may be more likely to become confused. • **LTN 1/09** states that uncontrolled roundabouts can be difficult for pedestrians (and particularly difficult for **disabled** pedestrians), despite being beneficial in many ways. Their use should therefore be carefully considered. The guidance also states that where there are pedestrian movements in the area covered by the roundabout, signalisation provides a good opportunity for providing safe crossing places. • **LTN 1/20** states that Toucan crossings should be used where it is necessary to provide a shared facility, for example when there are space restrictions or where there is a shared use path or area leading to the crossing. The guidance also states that uncontrolled crossings should only be used at lower traffic flows and speeds and where there are no more than two traffic lanes to be crossed. • **LTN 1/24** states that the provision of guard railings to channel pedestrians to a point where they can cross safely and reducing the number of uncontrolled junctions can increase pedestrian safety when crossing, particularly in areas with high traffic. The guidance also states withflow bus lanes should be stopped short of the stop line at traffic signal-controlled junctions. This "set back" ensures that the full width of the stop line at the junction is available to all traffic during the green period; this facilitates, and makes safer, left turns at the junction. • **Inclusive mobility** guidance states that road crossings can be made more accessible by:

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups

- Ensuring that appropriate crossing type is determined using the criteria of safety, convenience and accessibility. A crossing which does not improve these 3 criteria is unlikely to be satisfactory.
- Controlled crossings can be particularly important to **disabled people**, **older people** and vulnerable road users. Any assessment of road crossings should therefore consider the needs of these groups. Demographic data should be utilised in any assessment to determine the viability of a crossing type.
- Tactile and audio signals should be utilised at all controlled crossings. This is particularly beneficial for visually impaired people.
- Centre refuge islands should be provided at a minimum of 1.5m in width to be able to cater to **wheelchair users**.
- The provision of level access at all road crossings is essential, particularly for **wheelchair users**, whether by a dropped kerb or a raised crossing.
- For the safety of **vision impaired** pedestrians, a dropped kerb should not be installed at an uncontrolled road junction.

- **The Healthy Streets Toolkit** states that making streets easier to cross is important to encourage more walking and to connect communities. People prefer direct routes and being able to cross streets at their convenance. Physical barriers and fast moving or heavy traffic can make streets difficult to cross and should be avoided if possible.
- **The Planning for walking toolkit** states that **older people** may struggle to cross a signalised crossing at the designated 1.2m per second standard walking speed often assigned to signal timings, and consideration should be given to allow for additional time on busy pedestrian crossings. The guidance also states that uncontrolled crossings with dropped kerbs should be provided at regular intervals, preferably at least every 100m across a main road, to support desire lines and provide access for **wheelchair users**.
- **Manual for Streets** guidance states that following guidance in regard to central reservations widths:
  - 1.2m to accommodate pedestrians only, with no street furniture on the island.
  - 1.5m to accommodate **wheelchair users**.
  - 2.0m to allow **wheelchair users** and cyclists to pass one another.
- The guidance also states the following requirements for road crossings:
  - Crossings should be provided with appropriate tactile paving.
  - Crossings should be located close to desire lines.
  - Informal crossings require no signs or markings, as this will add to visual clutter.
  - Zebra crossings offer the greatest advantage to pedestrians as it gives them the advantage over traffic.
  - **Older people** and people with a **visual impairment** may express a preference for signalised crossings as they provide greater certainty when crossing.
  - Crossings that involve grade separation, such as subways and bridges are undesirable and should be used only where essential.
- **Streetscape** guidance states that: The consistent application of tactile paving is crucial for ensuring that pedestrians with **visual impairments** are supported in navigating the street environment safely and confidently. Tactile paving should consist of blister, corduroy, ladder and tramline and lozenge. Additionally, coloured surfacing should be considered where there is a safety or operational benefit.

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	• **Achieving lower speeds** states: – The provision of raised tables are effective in reducing speed by 17%, which can improve the safety of pedestrians crossing. – Raised crossings must provide delineation for pedestrians with **visual impairments.** – Traffic islands and pedestrian refuges can reduce severance, are low cost, and simple to design. • **RIBA inclusive design** guidance states that instances where shared uses spaces are introduced where a dopped kerb has been removed and replaced by a tactile strip can be confusing, difficult to navigate and hazardous for **blind and partially sighted people**, for **children** taught to stop at the kerb before crossing, and for those used to the traditional division between the carriageway and the footway. • **DfT's guidance on the Use of Tactile Paving Surfaces** states that: – Blister surface is only for use at designated pedestrian crossing points, and its purpose is two-fold. Firstly, to provide a warning to **visually impaired people** who, in the absence of a kerb upstand greater than 25mm high, may otherwise find it difficult to differentiate between where the footway ends and the carriageway begins. Secondly, at controlled crossing points only the blister surface is also used to act as a guide (usually referred to as a stem) that leads vision impaired people to the crossing point itself. – The corduroy surface conveys the message 'hazard, proceed with caution'. Its purpose is to warn **visually impaired people** of the presence of specific hazards, including steps, level crossings, the approaches to on-street tram and other Light Rapid Transit (LRT) platforms, and the transition from footways to areas shared with other users
Walking distances and rest places	• **BS 8300-1** provides requirements for waking distances and rest places, stating that walking distances to public transport and car parking facilities should be kept to a minimum where possible and where an elevation change of 2m or more occurs, access in the form of a ramp or lift should be provided. The guidance also states that access routes on level ground should have resting places not more than 50 m apart for people with **limited mobility.** <u>Best practice guidance</u> • **The Planning for Walking** Toolkit and Inclusive Mobility guidance suggests that best practice for rest places is to position formal seating at 50m intervals in commonly used pedestrian areas where practicable. • **Inclusive Mobility** outlines that for **people with a physical disability** who are able to walk, approximately 30% can manage no more than 50m without stopping or severe discomfort, and a further 20% can only manage between 50m and 200m.[194] The guidance suggests the following distance limits without rest for various disability groups: 150m for wheelchair users; 150m for visually impaired people; 50m for mobility impaired people using a stick; and 100m for mobility impaired people without a walking aid.[195] • No specific compliance or best practice guidance on walking distances and rest places for the following protected characteristics has been identified within accessibility and inclusive design documentation: age; gender reassignment; marital status; pregnancy and maternity; race and ethnicity; religion; sex and sexual orientation.

[194] Department for Transport (2021): 'Inclusive mobility: a guide to best practice on access to pedestrian and transport infrastructure' Available at: Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (publishing.service.gov.uk)

[195] Department for Transport (2021): 'Inclusive mobility: a guide to best practice on access to pedestrian and transport infrastructure' Available at: Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (publishing.service.gov.uk)

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Parking	• **BS 8300-1** states the following with regards to disabled parking: – A designated setting-down point or picking-up point, suitable for disabled passengers, should be provided on firm and level ground, close to the accessible entrance to a building. Its location should be clearly indicated. This setting-down point should be provided in addition to designated accessible parking spaces and taxi waiting zones. – Where there is evidenced local need that a higher percentage is required, this should be provided accordingly. – Where space permits, at least one large designated accessible parking space, 4.8 m wide × 8 m long, should be provided to cater for commercial vehicles converted for side or rear access using hoists or ramps. – A zone of 1 200 mm wide should be provided between designated accessible parking spaces and between the designated spaces and a roadway. – Designated accessible parking spaces in uncovered parking areas should be located on firm and level ground, as close as is feasible to the accessible entrance to the building with which the parking spaces are associated. – Accessible parking spaces should be located within 50m of an accessible building entrance. – Accessible parking spaces should include an access route to avoid travel behind cars, a dropped kerb, standard sized accessible space, safety zone at the rear of the car to allow access for rear access. – Accessible parking spaces should be clearly signposted. – Accessible pay and display systems should be positioned close to accessible parking spaces. – The overall number of designated accessible parking spaces needs to take account of existing planning guidance. – Where designated on-street parking spaces are provided, pavements should be sited where road gradient and camber are reasonably level. A dropped kerb (with associated blister paving) or level surface should be provided to permit convenient access from the parking space onto the pavement. – The provision of parent/guardian and **child** parking (with equivalent layout as designated accessible parking spaces) located in car parks so as to avoid users having to cross roadways. – Designated accessible parking spaces should be provided as a minimum of 10% of total parking spaces (5% designated spaces and 5% enlarged spaces). Where there is evidenced local need that a higher percentage is required, this should be provided accordingly. – Where designated on-street parking spaces are provided, they should be sited where road gradient and camber are reasonably level, e.g. 1:50. A dropped kerb (with associated blister paving) or level surface should be provided to permit convenient access from the parking space onto the pavement. – The dimensions of such parking spaces, parallel to the kerb, should be 3.6 m wide × 6.6 m long, to permit access to the rear of a vehicle to use a ramp or tail-lift and to enable the driver or passenger to alight on the side where traffic might be passing. – Designated accessible parking spaces should be solely for the use of **disabled** people. If there is an evidenced need, parent and **child** parking spaces should be provided in addition to any other designated/assigned parking spaces. – For buildings likely to be used by people with small **children**, for example retail and leisure facilities, some designated accessible parking spaces should be provided for motorists accompanied by a small child in a pushchair or stroller.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	Best practice guidance • **Inclusive Mobility** guidance is in line with BS 8300-1 and states that car parking should be accessible and easy to use, with designated accessible spaces at the same level as main pedestrian access and as close as possible to the main entrance to the facilities served by the car park (for off street parking) or to shops and services (for on-street parking). • Additionally, Inclusive Mobility recommends ticket machines should not be placed on a plinth where possible for wheelchair users' access, and the height of accessible parking should be 2600mm as some **wheelchair users** may stow a wheelchair on the top of the car. • **Streetscape Guidance** states that a local representative for **people with mobility impairments** should be consulted when considering a Blue Badge Bay. • **RIBA Inclusive Design** guidance is in line with BS 8300-1.
Cycling infrastructure	• **BS 8300-1** guidance states the following with regard to cycling infrastructure: – On carriageway cycle paths are generally less preferred to off carriageway routes, however they can be safe on roads with less volumes of traffic and low speed limits. – Visual contrast between different surfaces can be helpful if used appropriately to signal a change of surface purpose, for example a road surface compared with a path, a cycleway compared with a bus lane. – Cycleways should be appropriately illuminated. – Cycle parking should be located in a clearly defined area, should contrast visually with the background against which they will be seen, provide ground level detection and the provision of spaces for adapted cycles. – Cycle stands should be positioned such that when in use they do not reduce the access route width. Best practice guidance • **LTN 1/20** states the following: – Cycle lanes should have a minimum width of 2m, A gradient of 5% should be regarded as the desirable maximum for slopes of up to 30m in length and will often be optimum for limiting the diversion distance while ensuring the ramp is easy to climb. An absolute maximum of 8% should be used for ramps. – Cycle tracks can be constructed with either a crossfall across the whole width or a central camber to help surface water to clear, but in either case the gradient should not exceed 2.5% as this could cause wheels to slide in icy conditions. Smooth, sealed solid surfaces, such as asphalt or macadam, offer the best conditions for everyday cycling. – Cycle tracks in all forms should be clearly distinguishable from the footway. Colour and tonal contrast, and different surface materials – for example asphalt on the cycle track and concrete flags on the footway. This is particularly important for footway-level and intermediate-level cycle tracks and at crossings. – Textured surfaces such as block paving and setts can help reinforce speed reduction. They provide a visual and audible reminder that the section of carriageway is a low-speed environment. – Windbreaks using planting, trees, hedges or fences, can help mitigate the effects of strong prevailing winds.

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	– LTN 1/20 also suggest light-touch segregation which is the use of intermittent physical features placed along the inside edge of a mandatory cycle lane to provide additional protection from motor traffic (e.g., traffic wands). This can give a greater perception of safety. • **Inclusive mobility** states that mixing pedestrians and cyclist should be avoided where possible and all cycling infrastructure should be coherent, direct, safe and comfortable for all users. • **Inclusive mobility** also recommends accessible cycle parking should be provided such as space for three wheeled cycles and this should be located close to accessible car parking spaces. • **London Cycling Design Standards** states that cycling infrastructure must be compliant with the Equality Act, this includes: – Cycle infrastructure should be legible, intuitive, consistent, joined up and inclusive. It should make cycling useable, safter and understandable for all users; – Cycle routes should be designed to be logical and continuous, without unnecessary obstacles, delays and diversions; and – Cycle infrastructure should not be ugly or add unnecessarily to street clutter and should enhance urban and public realm. • **New Cycle Route Quality Criteria** guidance states: – The design of new cycle routes should only mix people cycling with motorised traffic where there are fewer than 500 motor vehicles per hour (two-way) at peak times, and preferably fewer than 200 vehicles per hour. – New routes must not mix people cycling with motorise traffic where the 85th percentile speed is more than 30mph, unless speed reduction measures are proposed. – New routes separate from other traffic should be a minimum of 2.2m for one way and 3m for two way. • **Manual for Streets** guidance is in line with LTN 1/20. • **Streetscape Guidance** references the London Cycling Design Standards and asses that streetscape guidance encourages designers to consider the impact of cycle infrastructure on the pedestrian environment as well as the visual quality of the streetscape and that any changes should be informed by an evidence-based approach. • **RIBA Inclusive Design** guidance is in line with BS 8300 1 and suggests that cycle parking facilities should meet current and future demand, have step free access and be secure, well overlooked and lit at night. • **Getting Home Safely** emphasises the importance of safe bike storage and well-lit cycle lanes.
Shared use spaces	• **BS 8300-1** does not include any recommendations around shared use spaces, it concludes that the subject is controversial, and further research is required before the subject can be covered in any detail within the standard. <u>Best practice guidance</u> • **The Planning for Walking Toolkit** states that the application of shared use footpaths and footways which permit cycling should be minimised, where it significantly affects the pedestrian experience. Additionally, the Planning for Walking Toolkit recommends a detectable kerb upstand of at least 60mm between footway and carriageway on relatively high trafficked streets to allow all people to know where the footway ends. • **RIBA Inclusive Design** states the separation between carriageway and footway 'should be clearly delineated and detectable by all'. The Chartered Institution of Highways and Transportation (CIHT), in an industry review of shared spaces (2018) made a number of recommendations to local authorities including, the need to replace the use of shared space as a concept with different design approaches; the need for detailed

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	research into the needs of all users and around specific design features; and the needs for a review of existing guidance and the development of new guidance to assist local authorities in producing better street design. • **LTN 3/08** How to develop safe streets for mixed use states there is no single formular for shared use routes, but good practice generally includes: a reduction in vehicles speeds, constrained carriageway widths, crossings to respond to pedestrian desire lines and improvement of parking and loading arrangements. • **Sustrans guide on Low-Traffic Neighbourhoods** (LTNs) outlines that an LTN is an area where private motorised vehicles can still access all homes and businesses, but they cannot cross through the neighbourhood, people can therefore only travel through the area on foot, bicycle or bus. The guidance suggests the use of modal filters to separate vehicle-free space from the carriageway where an LTN is being created. This includes design features such as bollards or Automatic Number Plate Recognition (ANPR) cameras which provide flexibility to exempt different motor vehicle users such as buses, blue light services, refuse collection or blue badge holders.to separate vehicle-free space from the carriageway. • **Achieving lower speeds**: the toolkit states that relocating carriageway space for pedestrians and cyclists can improve the public realm, pedestrian and cyclist comfort and slow the speed of carriageway traffic. • **The Slow Streets Sourcebook** highlights the value of accessible, active and well managed forecourts[196] in attracting people to an area, reducing the perception of vehicle dominance and signalling to drivers to slow down. • **The Slow Streets Sourcebook** guidance states that shared use might be difficult to navigate for some **people with sensory and/or information processing differences** due to difficulties in judging distance, space and speed of approaching cyclists. • **LTN 1/20** states that ladder and tramline paving can be problematic for **wheelchair users**, particularly near to junctions where there are multiple route choices. Additionally, LTN 1/20 highlights the importance of the use of tactile paving at transitions to carriageways where a cycle track merges or diverges from carriageway level to footway level so that **visually impaired people** do not inadvertently follow the cycle track into the carriageway. • **DfT's guidance on the Use of Tactile Paving Surfaces** states that tactile paving, specifically a delineator strip, should be used in shared use spaces, where shared use spaces cannot be avoided, to assist visually impaired people of the correct side to use.
Green infrastructure in the public realm	Best practice guidance: • **The Slow Streets Sourcebook** states that widened footways can accommodate seating, cycle parking and valuable green infrastructure such as tree planting and sustainable urban drainage systems. • **The Healthy Streets for London guidance** highlights that: – Introducing green infrastructure and greenery creates more attractive public spaces, increases biodiversity and helps to mitigate the impacts of air pollution. – Greener streets can deliver against all of the Healthy Streets Indicators and can contribute to London's resilience to the consequences of climate change, such as extreme weather events like flooding and heatwaves.

[196] A forecourt is a privately owned areas outside a shop typically used for seating, selling, entertaining or displaying goods.

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	• **Streetscape Guidance** highlights the following guidance in relation to green infrastructure: – 'Pocket parks' are small urban open spaces that can be used to serve as extensions to the footway to provide a face and inviting green space. – Green infrastructure can provide social benefits to the local communities alongside improving surface runoff and water quality through an integrated sustainable urban drainage system (SuDS) network; to more intangible benefits such as enhancing the perception of safety in an area during the evening. – The replacement of hard surfaced areas with new grassed or planted areas can also contribute to SuDS, landscape integration, enhancing the built environment and visual amenity, nature conservation and biodiversity, and providing areas to support larger trees. • **The Planning for Walking Toolkit** states that existing and potential new green infrastructure must be considered as part of any major street improvement project in order to ensure that environmental, economic and social benefits are delivered to contribute towards creating an attractive walking environment. • **Making London Child Friendly** guidance highlights that: – That green infrastructure play spaces should be stimulating and overlooked to enable passive surveillance, incorporate greenery and form part of the surrounding neighbourhood and be safely accessed from the street by children and young people independently. – Biodiversity and greenery should be incorporated into the design of streets and spaces, to increase climate resilience whilst fostering an understanding of ecology in everyday mobility contexts. • **Design for the Mind – Neurodiversity and the built environment** outlines that: – Ideally, green spaces should provide a mix of sensory experiences, with opportunities for visual and speech privacy, and to hear, see and touch the natural environment. – They should also include natural features that provide sensory feedback, e.g. running water, lightly scented planting, and nature sounds are found to be therapeutic. – To assist with reducing sound pollution from external sources, exterior green facades or living walls and roofs should be taken into account. – Any green facades or living walls should be well maintained to prevent protruding onto or over pathways. – Plants with low level scents should be selected to aid people who have hypersensitive sense of smell. – Green spaces such as gardens and parks should be taken into account for relaxation and recovery from sensory overload. – Independent, free access to nature should be provided, where possible, to people with sensory and/or information processing differences to recover from overwhelming busy places, for example, a roof top garden area at high level or a pocket park at ground level.
Lighting	• **BS 8300-1** guidance states: – Lighting design strategies should serve both way-finding and safety, the latter usually through illuminated signage and that bus shelters should be well lit with sufficient illumination to enable reading. – Artificial lighting systems should be designed to maintain a level of illumination that is comfortable and provides a safe environment which is suitable for people who are blind or partially sighted. The artificial lighting should avoid any perception of flicker and not give rise to light pollution.

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- Design should avoid excessive illuminance and glare from daylight or sunlight on critical surfaces and elements. This should be achieved through avoidance of highly reflective surfaces, changes in their orientation and direction, and the use of shading devices.
- Artificial lighting in the external environment should give good colour rendering of all surfaces.

- **BS 8300-1** guidance gives the following minimum illuminance requirements for public spaces:
  - Subways (open) (night): 25 lux
  - Subways (enclosed) (night): 50 lux
  - Subways (enclosed (day): 150 lux
  - Footbridges (open) (night): 15 lux
  - Footbridges (enclosed) (night): 50 lux
  - Footbridges (enclosed) (day): 150 lux
  - Stairways and ramps (open) in the external environment: 15 lux
  - Stairways and ramps (open) adjacent to the entrances/exits of buildings: 100 lux

Best practice guidance

- **PAS 6463**: Design for the mind – Neurodiversity and the built environment states that:
  - Approaches to buildings should be lit.
  - Downward light distribution lighting should be used.
  - Level changes in external environment should be illuminated.
  - With sensory lighting in external spaces, lights should gradually increase and decrease when entering or leaving the area rather than sudden light or darkness.
  - The combined effect of lighting, noise and visual stimulation through surface finishes or pictures should be considered as they can cause bombardment on the senses and consequential distress and overload.
- **LTN 1/20** states that cycle parking and routes to and from it, should be clearly marked, overlooked, well-maintained, well-lit and integrated into the built environment. Cycle routes across quiet parks or canal routes that are not well lit should consider a suitable streetlight on road alternative that matches desired route.
- **Inclusive Mobility** states that good lighting is particularly important for **disabled people** for reasons including personal security, the feeling of being safe and for helping people see and read signage. Additionally, **Vision impaired people** have a greater need for clarity from lighting systems, since reflections, glare, shadows and substantial variations in lighting levels can cause visual confusion and discomfort.
- **Manual for Streets** provides the following advice on the design of street lighting:
  - Lighting should be planned as an integral part of the street layout, including any planting. The potential for planting to shade out lighting through growth should be considered when deciding where and what to plant.
  - Lighting should be appropriate to context and street function and should illuminate both the carriageway and footway.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	– The height of street lighting should be appropriate to the cross-section of the street. Lowering the height of lighting can make the scale more human but this will mean that more lighting units are required. – Lighting columns should be placed so that they do not impinge on the available widths of footways. • **Streetscape** guidance is in line with BS 8300-1 and Manual for Streets.
Wayfinding and signage	• In accordance with **BS 8300-1** signage should not be placed within pedestrian routes where it could form an obstacle, or where it might be obscured by plants, vehicles or low down on walls. • **BS 8300-1** also states that a signage strategy should be developed to identify the routes to, and location of all accessible facilities. This should include: – The shape, material and typeface of all planned signage – The location of all signage – Identification of routes that are accessible and step-free – Distances and gradients to accessible facilities • **BS 8300-1** also states that a wayfinding strategy should be developed as part of the inclusive design strategy. This should include: – Graphic communication (signage, information, maps) – Tactile communication (e.g., embossed and braille signage) – Audible communication (announcement systems, talking apps, GPS apps) – Lighting design used for both way-finding and safety (illuminated signage) – Signage types used to support wayfinding include information, directional, identification (location/arrival), and safety (fire and mandatory) signage. • In addition to the above**, BS 8300-1** gives the following guidance regarding wayfinding and signage: – Routes to, and the location of, key accessible facilities such as parking, transport hubs, information centres and sanitary facilities, should be clearly indicated. – Directional signs should specifically identify routes that are accessible and step-free and should give as much information as possible to assist people in planning and navigating their route, including distances and gradients where appropriate. – Signage should reaffirm directions on a route that continues over a long distance or at changes in direction. The shape, materials, colour and typeface of signs should be consistent throughout an area. – Supportive measures for information and way-finding should be provided in a format that is accessible to people with **sensory impairments,** and all information should be conveyed and perceivable via at least two senses. – Meeting and information points should be interspersed throughout the environment. Informal meeting points should be located at places such as transport termini, the junctions of pedestrian routes, near landmarks and at the entrances to key buildings or amenities, both when arriving and leaving. <u>Best practice guidance</u>

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	• **PAS 6463** states that the use of tactile, visual, and audible wayfinding information should be clearly set out, with consideration given to the opportunity to preview information, avoiding sensory overload, use of appropriate lighting to aid navigation, logical layouts and clear sightlines. The guidance also states wayfinding should be easy to interpret, through the consistent use of symbols and include wording in contrast from the mounted surface; and that signage should be located at a comfortable viewing height (1,400mm to 1,700mm standing and 750mm to 1,350mm for seated adults or children). • **LTN 1/20** states that states that wayfinding for cyclists should avoid cyclists having to make sharp turns when they leave the carriageway and avoid layouts which make cyclists stop, slow down, or deviate unnecessarily from their desired route. It also states that signage should not overhang cycling infrastructure and be set out using the following guidelines: – If a sign does overhang the cycle infrastructure, the minimum height of this should be 2.3m – Signage posts should be located 0.5m clear of the riding surface. • **LTN 1/08** states that signage can contribute to street clutter. Wherever possible, unnecessary signage should be identified, reviewed and removed on a regular basis as a cost-effective means of improving the streetscape. • **Inclusive Mobility** gives the following guidance for wayfinding and signage: – Signs and information must be in forms that can be used by **disabled people**, particularly the needs of **visually impaired** and **hard of hearing** people. To achieve this, information should be provided in a way which is as simple and easily understood as possible. – Public announcements should be conveyed in both audible and visual form, to ensure that information is provided for people who are **vision or hearing impaired**. – Verbal and text messages should be precise and include key information in clear language. – There should be consistency between audible and visual messages. – Secure relief areas for assistance dogs should be provided close to station buildings, with a step-free access route to it. This area should be at least 3000mm x 4000mm, surrounded by a secure fence 1200mm in height. The entrance gate to the enclosed area should have a catch that is secure and simple to operate. The surface of the area should be concrete, with a smooth finish to assist cleaning, and a slight fall, of approximately 1 in 30, to assist drainage. A waste bin with a supply of plastic bags should be placed close to the entrance of the area, where there should also be a sign, in tactile embossed letters and braille, saying: “For assistance dogs”. • **The Planning for Walking** Toolkit states that wayfinding should use consistent signage and surface materials; ensure that signage and facilities are adequately lit; be provided at areas with high footfall through pedestrian decision-making points and be planned through a co-ordinated network of signage. • **Manual for Streets** guidance states that traffic signage should be sufficient to enforce regulations but not excessive in terms of numbers and signs; and that measures are taken to reduce street clutter, such as placing signage on lighting or CCTV columns. • **The Slow Streets Sourcebook** states that street furniture should not negatively impact on wayfinding for **mobility** and **visually impaired** pedestrians.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	• **Streetscape Guidance** states that Legible London Assets[197] should be utilised where possible to provide wayfinding guidance and that areas with high pedestrian traffic should have a signage strategy in line with BS 8300-1. • **Achieving lower speeds**: The guidance states that road markings can be utilised to achieve reductions in speed. Measures include vehicle activated signs; virtual speed humps[198] and a variety of surface treatments. • **RIBA Inclusive Design** guidance states the following guidelines for protected characteristic groups: – Step-free access designed as the secondary route, not on the main desire line, can make wayfinding difficult for those with **mobility difficulties.** – Tactile and audible maps provides both visual and audible information which aid wayfinding for **vision or hearing-impaired** people.
Information and communication	• **BS 8300-1** states that: – Real-time information about public transport routes and departures should be provided in both visible and audible formats (including assistive listening systems), both at stops and on vehicles. – Local authorities should initiate early consultation and engagement with strategic user groups representing people with protected characteristics at the outset of a development. – Information on the conditions and requirements for car parking, including height restrictions, payment terms, cost, payment methods, contact details for support, etc., should be clearly displayed at the entrance to a car park. Car park ticket dispensers should be operable using audible information. – Information points should be provided at all public transport arrival points, entry points to a development or particular area, and key visitor attractions. – Free-standing information boards or plaques should not obstruct pedestrian routes and should be positioned such that there is adequate space around them for people to stand and read the information without causing an obstruction. – Information boards and plaques should be adequately lit so that they are easily readable. The lighting should be positioned to avoid bright patches of reflected light and glare in the direction of the reader. – Public telecommunication equipment, i.e., public telephones/internet booths, should be suitable for a variety of users. – All communication systems, particularly those for emergency use in lifting appliances, on escalators and moving walks, at access control systems and in accessible toilets and Changing Places toilets, need to be checked regularly to ensure that they are usable, reachable and in working order at all times. <u>Best practice guidance</u> • **PAS 6463**: Design for the mind – Neurodiversity and the built environment states that advance information can help to reduce anxiety. Information should be provided in one or more of the following ways - websites with flythrough videos, audio description, routinely including in all documents,

[197] Transport for London (2024): 'Legible London'. Available at: https://tfl.gov.uk/info-for/boroughs-and-communities/legible-london

[198] Virtual speed bumps are flat, thermoplastic road markings that create an optical illusion, appearing raised or 3-D to drivers as they approach, giving the impression that speed humps lie ahead.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	including appointment letters and invitations, a link to information about the environments that are clear, consistent and up to date and displaying a simple plan of the interior at the entrance to a building. • **Inclusive Mobility** guidance is in line with BS 8300-1 and states that the use of digital technology should be used to enhance the accessibility of public transport and the pedestrian environment. The following digital technologies should be utilised to provide information and communication: touchscreens; contactless ticketing; real time information; and wayfinding technologies. • **RIBA Inclusive Design** guidance is in line with BS 8300-1 and emphasises the importance of involvement, communication, and effective consultation with stakeholders and the diverse communities surrounding is vital for any development to fulfil its obligations under the Equality Act. • **Getting Home Safely** also states the importance of engagement, ownership and stewardship amongst local residents. For example, with community groups in the design of public spaces as when people feel engaged and involved in their communities they work better to help protect it and their neighbours. It also suggests walking routes with **women** who use them, at night, to highlight safety issues. • **Getting Home Safely** also states that established Safe Havens should be present and well-signposted at transport interchanges (e.g. station safe neighbours scheme).
Accessible toilets and Changing Places	• **BS 8300-1** guidance states that: – Public toilets should be provided at locations where people meet, wait or spend time, such as arrival points, car parks, public transport interchanges, retail areas and cafés – A variety of facilities should be provided to ensure that toilets are available for the anticipated range of users (e.g., accessible toilets, Changing Places toilets[199], family toilets). These should be in accordance with BS 8300-2 (see below) – Where automatic access controls, lifting appliances, escalators or moving walks are installed or there are accessible toilets or Changing Places toilets, a member of staff needs to be available at all times to take emergency calls and give instructions on alternative arrangements or emergency procedures. – At larger events a Changing Places toilet needs to be provided at an easily accessible location and ideally in close proximity to managed facilities. – Keys for accessible toilets and Changing Places toilets need to be readily available from a location in close proximity to the facility and well signed posted. – Communication systems for changing places toilets need to be checked regularly to ensure they are usable at all times. • **BS 8300-2** guidance states that accessible toilets should be designed to the following requirements: – The size of the toilet should comply to dimensions of 2.2m x 1.7m – Provision of a wheelchair turning space to the dimensions of 1.5m x 1.5m – Wash basin located 0.8m above the finished floor level with mirror. – Long mirror located away from washbasin suitable for wheelchair users and people with ambulant mobility impairments.

[199] Changing Places toilets offer a specialist facility for use by people with complex and multiple impairments who require the help of up to two assistants, for whom the general toilets might not be suitable.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups

- Horizontal grab rail should be located on the side wall with a 0.5m to 0.6m clearance between the rail and the wall
- Vertical grab rail (0.6m high located either side of basin mirror)
- Alarm pull chord (with two red bangles)
- Provision of a disposal bin
- Provision of a sanitary dispenser (on wall adjacent to door, with coin slot between 0.75m and 1m above the floor)
- Shelf (0.76m above finished floor level)
- Flat-topped closed-coupled cistern providing a back rest and a colostomy bag changing surface for standing users. Colostomy bag changing self be located at 0.95m above finished floor level
- Two clothes hooks, located at 1.05m and 1.4m above the floor.
- Hand rinse basin projecting not further than 0.25m from the wall.
- Drop-down support rail should be fixed with its centre line 0.32m from the centre line of the WC and should extend 0.5m to 1m beyond the front of the WC.
- The top surface of a WC seat should be set at a height of 0.48m above finished floor level. The flush should be operated manually by a spatula type lever located between 0.8m and 1m above finished floor level.

- **BS 8300-2** guidance states that Changing Places toilets should be designed to the following requirements:
  - The Changing Places toilet should be in addition to, not instead of, the provision of standard and accessible toilets
  - The Changing Places toilet should be at least 3 m wide and 4 m long, with a ceiling height of 2.4 m.
  - The doorway should have a minimum effective clear width of 1000 mm, with a level threshold. Where practicable, recessed single-leaf single-swing doors should open out and be fitted with a horizontal pull rail on the interior face of the door. Where they need to open inwards, the door position should not restrict access.
  - A turning space of 1800 mm should be provided to enable someone to enter safely before the door is closed.
  - Changing places facilities should have a full room cover overhead tracked hoist system. The room structure and the track should be capable of supporting a safe working load of 200 kg.
  - The room should have a mobile or wall-mounted changing bench, in each case height-adjustable, capable of operating at a safe working load of 200 kg.
  - A peninsular layout should be provided, with drop-down support rails either side.
  - A retractable privacy screen (not ceiling-mounted) should be provided to allow the disabled person to maintain their dignity when using the toilet, as an assistant will always be present.
  - Ventilation extract fans should be as quiet as possible in operation as their noise can cause distress to some people and can be a barrier to communication.
  - The Changing Places toilet should be heated, as users might be undressed and in the facility for a long period.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	– The illuminance in the room should be maintained at 300 lux at changing bench level. Timed lighting should not be used as, if the lighting switches off, the assistant has to leave the disabled person unattended to re-activate the lighting. Best practice guidance • **Inclusive mobility** guidance states that accessible toilets should be designed as being non-gender specific, allowing for **disabled persons** to be accompanied by someone of a different gender. The guidance states that accessible toilets should be accessible for people with assistance dogs. • **Changes Places a Practical Guide** guidance states that: – A Changing Places facility must include: height-adjustable toilet seat, adult-sized changing; bench; ceiling track hoist system; adequate space for the **disabled person** and up to two assistants; peninsular toilet with space both sides for assistants; privacy screen; wide paper roll; large waste disposal bin; washbasin, preferably height adjustable; and a back rest on toilet seat – A Changing Places facility should be provided in sport and leisure facilities, including entertainment arenas, stadiums, large hotels, large theatres and multiplex cinemas; cultural centres such as museums, concert halls and art galleries; shopping centres, large retail developments and Shopmobility centres; key public buildings within town centres such as town halls, civic centres and principal public libraries; educational establishments, including universities. – Changing Places facilities should allow for direct access from the door into the manoeuvring space; equipment positioned to maximise manoeuvring space; easy and direct transfer using hoist between different areas; sufficient room for an assistant on either side of the toilet; shower unit close to head of changing bench; floor drain positioned to prevent water flowing across room; privacy curtain or screen; reference made to changing places layout and guidance; accessible routes to the facility; clear signage indicating the facilities location; clear information about access arrangements and guidance for use including sling compatibility; additional information explaining the facilities purpose. • **RIBA inclusive design** states that: – Complex routes to accessible toilets should be removed. • Changing Places facilities in large public buildings, should be designed for use by people with complex and multiple impairments in accordance with BS 8300-2.
Handrails	• BS 8300 1 sets out requirements around handrails including that handrails on stairs should be: no more than 1m apart on stairs; made of a material that is resistant to heat and cold; visually contrasting against their surroundings; strong enough to withstand inadvertent impact from an electrically powered **wheelchair or electric mobility scooter**; and that balustrades should be designed in accordance with BS 6180:2011. • Additionally, warning signs should be suitably placed, restricting vehicle speed to 4mph on all pedestrian walkways providing access to members of the public where guarding or balustrades are required. Best practice guidance • LTN 2/09 ‘Using railings to make roads safer for pedestrians’ suggests that guard railing is only installed where is it considered absolutely necessary to ensure safety. • Inclusive Mobility states that handrails should be between 900-1000mm in height; continue beyond the end of the stairs, or the sloping part of the ramp, by at least 300mm; and emphasises the importance for handrails to be tonally and colour contrasted with their background. • **Inclusive Mobility** states that handrails should be smooth, not too small in diameter and comfortable for use for **people with arthritic hands**.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	• RIBA Inclusive Design emphasises the importance of handrails extending beyond the last step for **people with visual impairments** who require indication that they are now on level ground and **older people** who require support to the very end of the stairs.
Safety and security	• **BS 8300-1** guidance states that: – Meeting points should be lit to ensure physical and perceived safety, facilitate surveillance, and discourage antisocial behaviour. – Natural surveillance measures should be designed into public spaces where possible. – Lighting needs to be regularly checked to ensure that all lamps are working. Broken lamps need to be replaced as quickly as possible so that lighting levels are not reduced and safety, surveillance and security are maintained. – Security can be an added concern as bridges and subways can create remote hidden locations. Features that can improve security and create a feeling of safety include security cameras; avoidance of shadows and potential hidden locations; clear views from one side of the route to the other; materials and barriers that enhance sight lines. <u>Best practice guidance</u> • **Inclusive mobility** states that cycle parking should include provisions for security such as CCTV; shelter from the weather; separation from the main flow of pedestrians, and adequate lighting. • **The Planning for walking Toolkit** states that: – The speed of a vehicle is the single most influential determinant for a collision occurring, and measures to reduce driving speeds is therefore critical from improving safety for people walking. – To improve actual and perceptions of safety, streets and paths should be well lit, without hidden corners, have good permeability and visual connectivity. – Street furniture should be designed to avoid encouraging anti-social behaviour. • **Manual for streets** guidance states that certain high importance sites may have Hostile Vehicle Mitigation (HVM) to protect them from vehicle borne attack. Their position should be optimised as far from the vulnerable site as possible. Distance between the structures should be no less the 1m, to allow pedestrian access. • **Getting home safely** guidance states that: – Good maintenance and upkeep of public spaces is important to reduce the potential for crime. Where damage and vandalism does occur, they should be addressed promptly. – The location of large bins (especially commercial waste bins) should be carefully managed to prevent potential security concerns as well as blocking paths. – CCTV should be present in all public spaces with high pedestrian traffic. – Seating in public spaces should have good visibility and be well-lit. – Spaces should not be overly fortified with walls and barriers, which can obstruct visibility and have the effect of making spaces feel less safe – Active building frontages, such as that found in shops, cafes and restaurants, and even offices, can contribute significantly to this sense of activity and security through mutual observation and therefore should be provided where possible.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	– Ensure that main walking routes are overlooked, with no dark corners or hidden areas where people can 'lurk' – Station staff and community officers should be present at stations and transport interchanges at all times – Safe Havens should be provided at suitable venues and publicised to provide refuge and support for those who have safety concerns. • **Making London Child Friendly** guidance states that in terms of safety, design interventions should aim to remove danger from the environment rather than remove children from a dangerous environment.
Public transport	• **BS 8300-1** states the following regarding public transport: – Real time information about routes and departures should be provided in both visible and audio formats. Route information should provide route number/name, pictogram of bus or tram, direction of travel, contact details for assistance. – Information displays should be made of non-reflective materials and should be designed to take account of: viewing distance in relation to text sizes; and display heights suitable for seating and standing. – Public transport stops should be within a walking distance to key facilities, adjacent to, but not obstructing pedestrians. – Pedestrians should be able to access bus stops without crossing cycle routes. – Kerb heights and alignments at bus stops should minimise the vertical and horizontal stepping distance for users. – Bus shelters should provide suitable weather protection for users and be positioned such as not to reduce the access route width. The minimum extent of the weather protection they provide should be at least 1,200 mm deep for open shelters and 1,500 mm for shelters enclosed on all sides and should contrast visually with the background against which they are seen. – Where seating is provided to bus shelters it should be usable for a variety of people and should therefore incorporate arm rests and back support. – Shelter structures should contrast visually with the background against which they are seen, and where full height glazing is provided, this should be clearly highlighted with a manifestation. This manifestation should be a minimum of two colours which contrast visually with each other and their backgrounds under both natural and artificial lighting conditions. It should be located within two zones, from 850 mm to 1000 mm from ground level and from 1400 mm to 1600 mm from ground level. – The unobstructed boarding area a bus stop (onto which a ramp is lowered) should be 2000 mm × 2000 mm. • Additionally, **BS 8300-2** states that journeys on public transport frequently involve passengers transferring between different modes of public transport, as well as being set down or collected by another means of transport, therefore the accessibility of interchange spaces is vital and should be carefully considered and planned. Interchange spaces between different transport services wherever possible, should be under cover and contain up-to-date information system. <u>Best practice guidance</u> • **LTN 1/20** states that: – The movement of buses can often be assisted significantly by measures aimed at reducing congestion and improving the flow of traffic in general. – The potential impact of new traffic management measures on bus services should always be considered at an early stage in the planning of any scheme, whether its main intention is to improve bus services or not.

Design Theme	Summary of compliance, best practice and impacted protected characteristic groups
	– Where roads are wide enough the bus lane should be 4.25m wide and the minimum preferred width is 4m; this allows buses to overtake cyclists safely and reduces the likelihood of interference from general traffic in the adjacent lane. The minimum recommended width is 3 metres. This will cater for up to 120 buses an hour without noticeable constraint, but there may be certain locations (e.g., at bus stops without lay-bys) where bus flow can be eased by providing a double-width lane. – In town centres it is important that bus stops are located conveniently for the main shopping and business areas, and preferably nearer to those areas than major car parks. This makes services more convenient for passengers, particularly **older people and disabled people**. The safety of passengers is most important, both while waiting at stops and whilst walking to and from them. For these reasons it is preferable that passengers do not have to cross major traffic flows to reach their destination. – Bus stops should be well lit for road safety and personal security reasons and should provide passengers with clear information about the services using the stop, either by static displays or by the use of real time information panels, or both. Shelters, seating, paved areas for waiting, and convenient access all help to make a bus service safe and more attractive to passengers. • **Inclusive mobility** states that bus stops should be located as close as possible to community facilities and located no more than 400m from a person's home who has **mobility issues** or is a **wheelchair users.** • **Manual for Streets** guidance is in line with BS 8300-1 and LTN 1/20 and 1/24. • **Streetscape Guidance** states that bus stops should be built to design out crime, provided at intervals between 300-400m and a ramp should be able to be deployed on the kerb from the bus to enable **wheelchair access.** • **RIBA Inclusive Design guidance** is in line with BS 8300-1 and states that when developing public transport, design principles should focus on designing for everyone rather than having to modify schemes to be accessible to **disabled people.**

MOTT MACDONALD

Accessibility and Inclusive Design Workshops: Stakeholder Engagement Report

August 2024

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Accessibility and Inclusive Design Workshops: Stakeholder Engagement Report

August 2024

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1 Introduction

1.1 Overview

1.1.1 About the Commission

Westminster City Council (WCC or 'the Council') have commissioned Mott MacDonald to provide independent guidance that can be used to support anyone with an interest in Westminster's public realm in designing and managing accessibility and inclusive design in streets and public realm schemes, and in undertaking, completing, and reviewing Equality Impact Assessments (EqIAs) of public realm schemes.

A key part of this process involved engagement with those that have a range of different lived experiences of accessing and using streets and public spaces in Westminster and equivalent urban environments, to inform and provide local context to the evidence base supporting the new guidance. This engagement took the form of two workshops with representatives from protected characteristic groups to ensures that the complexity or nuance of different needs are fully captured in the draft guidance, ahead of full public consultation on it.

1.1.2 Purpose of this report

This report analyses engagement which has been undertaken through an equality and inclusion lens. To achieve this, the report sets out the stakeholder engagement process, including relevant legislation, our methodology, analysis techniques used, and outlines the findings of the workshops. The report also includes guidance on best practice approaches for inclusion when undertaking engagement and consultation with different protected characteristic groups, including through lessons learnt through development of this piece of work.

1.2 Equality legislation in the UK

The Equality Act, 2010[1] ('the Equality Act') provides a single legislative framework to effectively tackle disadvantage and discrimination toward people with certain 'protected characteristics'. All consultation and engagement are therefore required to engage diverse stakeholders, including seldom heard groups, and consider the diverse needs of the equality groups.

1.2.1 The Equality Act

The Equality Act is the legal foundation for tackling disadvantage and improving equality of opportunity for people in Britian. It requires that potential disadvantages experienced by people with characteristics protected under the Act are considered and minimised, and that steps are taken to meet the needs of different sections of society. This includes encouraging greater participation in engagement and consultation activities from these groups where participation is disproportionately low.

The Act mandates fair treatment for all, and therefore engagement activity undertaken by, or on behalf of, the Council must be inclusive and accessible for all individuals and communities.

[1] The Equality Act 2010 is an Act of Parliament of the United Kingdom with the primary purpose of consolidating, updating and supplementing the numerous prior Acts and Regulations, that formed the basis of anti-discrimination law in mostly England, Scotland and Wales; some sections also apply to Northern Ireland. Equality Act 2010 (legislation.gov.uk)

1.2.2 Protected characteristics

The Equality Act provides a single legislative framework to effectively tackle disadvantage and discrimination experienced by people with 'protected characteristics', therefore, engagement undertaken by, or on behalf of, the Council must seek to engage diverse stakeholders and take into account the diverse needs of these groups. The protected characteristics are set out in Table 1.1.

Table 1.1: Protected characteristic groups

Protected characteristic	Equality and Human Rights Commission (EHRC) definition
Age	A person belonging to a particular age (for example 32-year olds) or range of ages (for example 18 to 30-year olds).
Disability	A person is disabled if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.
Gender reassignment	The process of transitioning from one gender to another.
Marriage and civil partnership	Marriage is a union between a man and a woman or between a same-sex couple. Couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples (except where permitted by the Equality Act).
Pregnancy and maternity	Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.
Race	Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.
Religion and belief	Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (such as Atheism). Generally, a belief should affect someone's life choices or the way they live for it to be included in the definition.
Sex	A man or woman
Sexual orientation	Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.
In addition to the groups legislated under the Equality Act, WCC view low income households and care leavers as protected characteristic groups.	
Low Income Households [2]	Households are classed as being in low income if they experience economic deprivation and live on less than 60% of the median net disposable equivalised UK household income.[3]

[2] People on low incomes are not protected under the Equality Act. There is therefore no legal requirement to show due Office of National Statistics (2023): 'People in low income households' [Online]. Available from: https://www.ethnicity-facts-figures.service.gov.uk/work-pay-and-benefits/pay-and-income/people-in-low-income-households/latest/#:~:text=Households%20are%20classed%20as%20being%20in%20low%20income,the%20median%20net%20disposable%20equivalised%20UK%20household%20income. [last accessed April 2024]

[3] Office of National Statistics (2023): 'People in low income households' [Online]. Available from: https://www.ethnicity-facts-figures.service.gov.uk [last accessed April 2024].

Protected characteristic	Equality and Human Rights Commission (EHRC) definition
Care leavers[4]	Care Leaver a young person (aged 16-25) who has been in the care of the Local Authority for a period of at least 13 weeks, between the ages of 14-16, including their 16th birthday.[5]

Source: The Equality Act, 2010

1.2.3 Public Sector Equality Duty

A Public Sector Equality Duty (PSED) is established at section 149 of the Equality Act, and requires public authorities and bodies undertaking public and community engagement to have due regard to the requirements set in Figure 1.1 below.

The PSED is intended to support good decision-making – it encourages public authorities to understand how different people will be affected by their engagement. This helps to ensure all consultation or engagement completed by, or on behalf of, a public authority are appropriate and accessible to all and meet different people's needs.

WCC is the local authority for the City of Westminster.

Figure 1.1: Article 149 of the Equality Act 2010: The Public Sector Equality Duty

(1) A public authority must, in the exercise of its functions, have due regard to the need to

(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

(b) advance equality of opportunity between persons who share a relevant protected characteristics and persons who do not share it.

(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

(2) A person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection (1).

(3) Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to –

(a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;

(b) take steps to meet the needs of persons who share a relevant protected characteristic that are different form the needs of persons who do not share it;

(c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

Source: The Equality Act, 2010

[4] Care leavers are not protected under the Equality Act. There is therefore no legal requirement to show due regard. Government Equalities Office (2015): 'Equality Act 2010: guidance [Online]. Available from: https://www.gov.uk/guidance/equality-act-2010-guidance [last accessed April 2024]

[5] Westminster City Council (2022): ' A guide to leaving care' [Online]. Available from: https://www.westminster.gov.uk/sites/default/files/becoming_a_care_leaver.pdf. [last accessed April 2024].

2 Approach to engagement

2.1 Workshop purpose

The workshops were carried out in June 2024 to provide evidence to inform WCCs new inclusive design guidance. This guidance aims to provide a series of key principles for the development of streets and public realm within Westminster, to further improve the inclusivity and accessibility potential of these spaces for users.

The objectives of the workshops were to: understand the lived experiences and needs of different social groups when using public spaces in Westminster; gather feedback on specific elements within public spaces; and inform WCCs new inclusive design guidance to achieve better public spaces for everyone.

The workshops set out the background to the project and facilitated discussion on both positive aspects and constraints associated with accessing Westminster's (and equivalent urban environments in the UK) public realm for protected characteristic groups.

Attendees were able to contribute to three discussion boards, conducted using the online Miro platform, two polls conducted by the online Mentimeter platform and invited to take part in the wider discussion on key themes related to accessibility and inclusive design. The online resources provided participants a way to display sentiment and opinion on the workshop content.

2.2 Stakeholder mapping

Stakeholders were identified for participation in the workshops based on their experience in advocacy for various protected characteristic groups, and geographical proximity to Westminster. The stakeholder mapping process took specific measures to ensure that stakeholders which represent seldom heard groups were identified for involvement in the workshops. We did seek to identify and invite representation from across the protected groups. The following stakeholders were invited to the workshops:

Figure 2.1: Identified stakeholders

Age UK Westminster	Learning Disability Network London	Scope
Westminster Senior Citizens Forum	The Donaldson Trust (Neurodiversity)	Wheels for Wellbeing
Older People's Network	Suzy Lamplugh Trust	Inclusion London
Greater London Forum for Older People	Women and Girls Network	Action on Disability
Central London Youth Development Trust	Make Space for Girls	North London Sight Loss Council
London Youth Board	BME Health Forum	Transport for All
TfL Youth Panel	Race Equality Foundation	British Deaf Association
Westminster Youth Council	Inter Faith Network for the UK	Westminster Homelessness Partnership
RNIB	Westminster Faith Exchange	The Passage

Deafblind UK	Westminster LGBTQ Forum	British Deaf Association
Guide Dogs for the Blind	Tell it Parents Network	Parks for London

Following the identification of relevant stakeholders, all stakeholders were contacted via email and a phone call explaining the purpose of the engagement workshops and inviting them to participate in them. Initial emails were sent with reminders and/or follow-up phone calls to secure the highest possible participation rates. In addition, workshop materials were issued to participants prior to the workshops to allow stakeholders to familiarise themselves with the relevant material and raise questions/concerns if needed. The presentation materials were designed to be compatible with reader software, with text added to images to explain what they were showing.

2.3 Workshops

To understand the ways in which inclusivity and accessibility can be enhanced within Westminster's public realm, Mott MacDonald and WCC carried out **two virtual workshops** to gather input from identified stakeholders. Both sessions were hosted over MS Teams. The date and time, and a list of organisations which attended each workshop is listed below:

- Workshop one: 19th June 2024, 12PM-2PM
- Workshop two: 20th June 2024, 10AM – 12PM

Workshop one attendance:

- Two representatives for North London Sight Loss Council
- WCC Equalities Lead
- Guide Dogs for the Blind
- Greater London Forum for Older People (Westminster)
- Central London Youth Trust

Workshop two attendance:

- Westminster Youth Council
- Learning Disability Network
- Royal National Institute of Blind People
- Wheels for Wellbeing

In addition, both workshops were also attended by 2x officers from WCCs Environment and Communities Department and 2x officers from Mott MacDonald who led and facilitated the sessions. Those who were unable to attend the workshop were offered the opportunity to provide comment on workshop materials.

2.3.1 Workshop format

All attendees were invited to introduce themselves and their interest in the subject matter at the start of the meeting, and if they felt comfortable to do so, to also provide a brief visual description of themselves.

The workshop initiated with an icebreaker activity that asked attendees two questions based upon their attitudes to travel and the public realm in London via the online platform Mentimeter.

A verbal description of the software, and how to use it, was also provided. The workshop proceeded to outline key definitions and policy surrounding accessibility and inclusive design followed by a presentation of the thematic summary of evidence review findings. A summary of themes covered in this section of the workshop is listed below (in addition, the workshops slides are set out in Appendix C):

- **Inclusive public realm guidance:** Participants were informed that WCC is developing a new inclusive design guidance document to improve the accessibility and inclusivity of public spaces in the city. Research undertaken by Mott MacDonald and input from various stakeholders, will be used inform the City Council's Public Realm Guidance development ahead of full public consultation in the autumn.
- **Stakeholder workshop**: The workshop aims: to understand the needs and experiences of different social groups when using public spaces, and to gather feedback on specific design elements and features that could be included in the guidance, were outlined to participants.
- **Accessibility vs inclusive design:** Definitions of, and differences between accessibility and inclusive design were outlined to participants.
- **Challenges and preferences in urban environments:** Participants were invited to share their views on what types of spaces they like or avoid, and what factors affect their comfort, safety and enjoyment of public spaces via the online platform Mentimeter.
- **Policy framework:** Westminster's public realm vision was outlined to participants alongside the programme for development of the public realm guidance. All attendees were invited to be included in September's consultation on the resulting guidance document.
- **Evidence review summary:** A summary of the methodology and findings of the accessibility and inclusive design evidence review, completed by Mott MacDonald to determine national standards and best practice guidance on the provision and development of public realm, was set out to participants. This was tailored to the attendees of each session.

To close the workshop, participants were invited to take part in a Miro exercise, the results of which are outlined in full within Appendix B. A Miro exercise was selected as the chosen method of engagement within the workshop because it provided participants with an accessible and visual space to brainstorm and discuss ideas, allowing all members to contribute and record their thoughts and facilitate further discussion. The Miro exercise consisted of three different 'boards' whereby participants could use the visual workspace to contribute ideas:

- 'Thinking about streets and public spaces in central London or other busy city environments, please write down what you like/dislike and the reasons behind it.'
- 'Thinking about your experiences, what are your key priorities for the public realm in the future and why?'
- 'What for you could make Westminster/ central London/ other busy urban areas more accessible and inclusive?'

The contributions by stakeholders during the workshop are analysed in Section 3 below and will be utilised to inform the development of Westminster's new Inclusive Design Guidance, which itself will be shared externally alongside Westminster's draft Public Realm Guidance for consultation later this year.

2.4 Engagement analysis methodology

Analysing the workshop was conducted via two qualitative methods: an Artificial Intelligence (AI) analysis and a thematic analysis of the outcomes of the workshop. Both workshops were recorded via MS Teams, to facilitate this analysis and ensure that all discussion points and themes were captured.

2.4.1 Qualitative Data Analysis

A qualitative AI analysis was produced via the tool 'Copilot' which produced a set of key topics, meeting notes and possible issues raised through coding/clustering key themes identified within the meeting transcript (the full Copilot outputs are outlined in Appendix D).[6] This was sense checked by officers. Written notes were also taken to ensure priorities raised in the discussions were highlighted in the analysis. The recordings of both sessions were also analysed to ensure that all discussion points and themes were captured in the analysis.

The second qualitative method used to dissect the engagement workshops was human qualitative analysis. Qualitative data analysis is widely understood as the classification and interpretation of linguistic (or visual) material to make statements about implicit and explicit dimensions and structures of meaning-making in the material and what is represented in it. Qualitative data analysis was guided by qualitative research best practice, and followed the proceeding structure:[7]

1. **Familiarisation:** Gain familiarity with the outcomes, objectives and overall content of the Inclusive Public Realm Development Workshop.
2. **Identify a thematic framework:** Abstract and conceptualise reoccurring themes discussed within the workshops.
3. **Coding:** After identifying a thematic framework, focus by identifying the most frequent or significant words/phrases to develop prominent categories.

[6] Microsoft Copilot was utilised as a generative tool to summarise the transcripts of the meeting

[7] Mezmir, E.A., 2020. Qualitative data analysis: An overview of data reduction, data display, and interpretation. *Research on humanities and social sciences*, *10*(21), pp.15-27.

3 Engagement analysis

3.1 Thematic analysis

The results of the workshop are outlined in full within Appendix B. Through in depth review and a thematic analysis of the words and phrases used by attendees within discussions and activities across both workshops, the following themes were formed. Within each category specific issues are outlined in bold that represent sub-topics that developed each theme.

3.1.1 Accessibility of the pedestrian environment

Across both workshops a prominent theme emerged surrounding a perceived lack of accessibility in the pedestrian environment of both Westminster and London. The visual landscape and pedestrianisation of areas were cited as visually appealing, however often lacking consideration for individuals with limited mobility.

Across the Menti discussions all attendee responses pointed to **accessibility barriers for older and disabled people in the pedestrian environment** such as lack of tactile surfaces and dropped kerbs, an overwhelming amount of street clutter, and a lack of options to reduce walking distances. Conversations within the workshop and Miro exercise also pointed to prominent **barriers during construction works**, whereby temporary ramps/ mobility features were inconsistently provided throughout the City. Temporary pedestrian provisions were also outlined to lack consideration of the demographics of the local community.

The **overuse of e-scooters/bicycles** in pedestrian environments was cited as a barrier to access for certain people, generating high levels of stress and confusion for older people and individuals with limited mobility in particular. This was outlined to create an unsafe, uncomfortable, and ultimately inaccessible environment.

Attendees also raised high levels of **overcrowding** within public spaces as a barrier to an accessible public environment, with a lack of segregation of cyclist/pedestrian areas contributing to this. Overcrowding was also cited as a barrier that disproportionately affects older and disabled people.

3.1.2 Digital accessibility/ technology

Across workshops discussions surrounding digital innovations, several attendees pointed to how the use of **QR codes/ web access** links to provide information are inaccessible for people who are not digitally literate, in particular older people and those who do not speak English as a first language. This was discussed primarily in relation to safety/security measures within public spaces that provide an email or QR code to raise security issues. Attendees suggested that the presence of a phone number or call button would increase accessibility.

3.1.3 Safety/ security

Across the workshop discussions and Miro exercise, **CCTV surveillance** emerged as a significant point of discussion. Attendees referred to the lack of CCTV in public spaces resulting in increased feelings of fear amongst groups who are more prone to harassment in public spaces. Some members strongly felt CCTV blind spots need to be addressed adequately within public spaces and parks.

Attendees stated a preference for a **20mph speed limit** in the vicinity of public spaces, particularly schools and parks. It was discussed that in general, **children** pay less attention than adults when crossing roads, and are more likely to be involved in an accident.

Attendees also pointed to the importance of **visible signage/nearby transport stops** within, or located close to, public parks/open spaces. The presence of directions to nearby public transport was discussed in relation to increasing a sense of security amongst women and girls who are more susceptible to harassment in public spaces.

Perceived high levels of **crime/violence** within public spaces were further highlighted as a deterrent to utilising public spaces, particularly at night, for most attendees.

3.1.4 Public infrastructure

Across workshop discussions a significant theme arose surrounding a lack of **accessible toilet provisions.** Attendees stated that public spaces in Westminster and London fail to address the needs of older people, individuals with specific health needs and parents with babies, who are more likely to require toilet facilities on short notice. A lack of accessible toilets was also discussed in relation to **inequality in relation to women and girls**, with women who are on their period or breastfeeding requiring a sanitary and accessible space.

Several attendees also pointed to the **lack of cultural representation** within public spaces/events. Shows/events within public spaces were discussed to not significantly represent London's diverse communities adequately.

3.1.5 Public transport

Participants identified **bus stop bypasses** as a key barrier to accessing public transport, particularly for those with **visual impairments**. Participants stated that crossing bus lane bypasses to access a bus stop is difficult, due to difficulty in seeing and hearing approaching cycles. Additionally, those who **use guide dogs** stated that bus lane bypasses can be difficult to identify for guide dogs and can lead to an increased risk of accidents. Some participants stated that they avoid certain bus routes which they know have stops with bypasses as they are not accessible.

Participants stated that greater communication is needed when temporarily or permanently **changing the location of a bus stop**. **Older people, people with learning difficulties** and those with **mobility and visual impairments** stated that the ability to accurately plan a journey helps their confidence when travelling on public transport. Some participants stated that when a bus stop location is either temporarily or permanently changed without their knowledge, it can cause confusion and result in a reduction in their confidence in using public transport. This can ultimately lead to them abandoning their planned journey.

3.1.6 Green infrastructure

Green infrastructure was cited by several attendees as **culturally/universally appealing** which was viewed as a positive feature that attracts different demographic groups to public spaces/green areas. Westminster's many parks were referenced as being spaces which could be enjoyed by people from all demographics.

A significant discussion also arose surrounding how important green infrastructure is, particularly within cities, to increase **wellbeing**. Several attendees pointed to the sensory benefits of green spaces, in particular for individuals with disabilities. **Uneven surface textures** on pedestrian areas of parks, such as paths and access routes, were cited as a key barrier for disabled people utilising the space after dark.

3.1.7 Road crossings

Across the workshop discussions, a **lack of consistency in road crossings**, particularly in the type of crossing and the type of tactile paving used, was highlighted as a key issue for those

with **visual impairments** and who use guide dogs. Within Westminster, attendees discussed how road crossings which are located in the same vicinity are often not consistent, stating that this can increase confusion, reduce confidence and lead to an increased risk of accidents when crossing. It was stated that throughout London, there is no consistency in these features between different boroughs, and that a combined approach to standardize crossings was required.

It was also raised that the provision of **bollards and guardrails** at road crossings, which are installed as a safety feature for the majority of the population, may increase risk of accidents for those who have limited sideways movement, such as **wheelchair users**. Attendees stated that wheelchairs can become trapped behind these features, and in these scenarios have no safe means of exiting the carriageway.

3.1.8 Wayfinding and signage

A lack of **accessible signage** was outlined as a key barrier to wayfinding in the public realm across the Menti poll and workshop discussions. Overly crowded signs/ illegible words/ confusing lay-outs can generate barriers for individuals who struggle with reading or may have learning disabilities in particular. Words were pointed out as not inclusive of people who can't read different languages or may be neurodiverse, therefore symbols were discussed as a more accessible option.

3.2 Lessons learnt

Through conducting the two workshops, issues concerning the accessibility of the workshop were raised by several attendees. The following measures were discussed by attendees as a means to improve the accessibility and inclusivity of future workshops:

- Options for verbal discussions should be made clear at the offset of the workshop. This increases accessibility for individuals who may not be able to engage in online polls/digital engagement due to visual impairments or learning difficulties and increases confidence in their ability to contribute.
- The usage of 'Miro boards' can be a barrier for access for individuals with visual impairments or learning disabilities. Instead of utilising the board to note down written ideas, within future, visual cues that can further prompt verbal discussion should be utilised during an online engagement session.
- The usage of text should be kept to a minimum level of detail. Individuals who have visual impairments or are neurodiverse may feel distressed when faced with compact and a high density of text.

A. Engagement: best practice review

This section examines a range of sources from relevant literature, including government, academic and third sector sources to determine potential equality issues related to engagement and identify best practice measures which may mitigate these impacts during engagement. It is recommended that these measures are undertaken during engagement, to ensure that everyone has an equal opportunity to engage, resulting in a more robust engagement process.

A.1 Inaccessibility of engagement information

Complex material and information may present a challenge to those who have different information and communication needs, this includes but is not limited to **people with learning disabilities**, **people with low literacy levels**, **older people, people with visual or hearing impairments** and **people who use English as a second language.**

'Easy read' is information which is written using simple words supported by images. Easy read aims to be easier to understand than standard documents, mainly to support engagement by people with **learning disabilities**. It can also be useful for other people too, for example people with low literacy levels and / or **English as a second language**, people who have had a **stroke or people with dementia**. The images used to create easy read documents vary, for example photographs, drawings, or symbols. This approach accommodates the preferences of easy read users, who may be used to different styles of easy read, in different sectors, and use of different easy read providers across the country.[8] Furthermore, WCC should seek to understand the most commonly used easy-read styles in the locality to suit the needs of the population.

Research exploring the barriers that **individuals with visual or hearing impairments** face during engagement identified that lack of awareness surrounding British Sign Language (BSL) and measures to communicate with people who are visually impaired generates barriers to engagement. The range and specific nature of the communication methods and support offerings that deafblind people depend on are broad and require researchers and involvement practitioners to reach out to deafblind contributors earlier on, in order to appropriately tailor approaches and put the most suitable support in place. [9]

A.1.1 Best practice measures

To provide everyone with equal opportunity to engage, it is important that a range of best practice measures are put in place to ensure that engagement materials suit the specific needs of individuals. The following best practice measures should be implemented by engagement practitioners to improve the accessibility of engagement activities:

- Guidance on how to make information accessible[10] states that the following processes can ensure that public and stakeholder information reduces barriers in accessing information:
  - information should be in short, concise sentences without jargon;

[8] NHS England (2018) 'Guide to making information accessible for people with a learning disability' Available at: LearningDisabilityAccessCommsGuidance.pdf (england.nhs.uk)

[9] Skilton, A., Boswell, E., Prince, K. et al. Overcoming barriers to the involvement of deafblind people in conversations about research: recommendations from individuals with Usher syndrome

[10] Change (2015): 'how to make information accessible: a guide to producing easy read documents' Available at: How-to-make-info-accessible-guide-2016-Final (changepeople.org) Department for Health and Social Care (2010): 'Making written information easier to understand for people with learning disabilities' Available at: Making written information easier to understand for people with learning disabilities - GOV.UK (www.gov.uk) MENCAP (date unknown): 'Making myself clear' Available at: Making-Myself-Clear.pdf (accessibleinfo.co.uk)

  - pictures should be included where possible to support the text;
  - the format, layout and length of documents should be carefully considered;
  - easy read, braille, audio and large print should be provided upon request; and
  - information should be translated into people's first language upon request.

- All engagement material should be designed in plain language, ensuring clarity and accessibility for individuals with varying literacy levels. The engagement material should aim to follow the guidelines of the Crystal Mark standard.[11]
- Engagement practitioners should ensure that materials are made available in diverse formats upon request. This should include large print, Braille and Moon[12], Easy Read, Makaton, audio, and electronic versions, to accommodate individuals with visual or hearing impairments, as well as pictograms to accommodate lack of English language proficiency and people with cognitive impairments. Visuals should follow colour blind friendly guidelines.

A.2 Digital accessibility and online engagement events

Accessing online/digital engagement provides a platform for individuals who have a **disability** that makes *verbal* communication challenging, to communicate autonomously.[13] However, online material may also present barriers to individuals who face accessibility barriers, such **as disabled people and people who use English as a second language**, in addition to groups that are less likely to be digitally literate including **older people** and **individuals from a deprived background.** As such, digital resources should adopt clear and simple language in addition to web guidance considerations including audio and easy-read 'addons' which are software tools supporting the cognitive accessibility of web content.

During the engagement process both online and in-person events should be made available where possible. Individuals **with disabilities and/or learning difficulties** may opt for certain preferred communication styles which, if not available, can cause distress and anxiety. In addition, online events may be more accessible for **parents caring for young children or those with mobility impairments** who may not be able to attend in-person events due to childcare or physical constraints.

The Cardiff University report, Community Voices Cardiff, found that online engagement is beneficial as online access can be more convenient and accessible for individuals with a **disability, learning disability or cognitive decline (e.g., dementia).**[14]

Online engagement events should adopt accessible web guidance and in-person events should incorporate the presence of an equality specialist who has a greater understanding of diverse needs and perspectives.

Research outlines that people with **learning disabilities** and who are **neurodivergent**, such as those with autism, may face barriers to in-person events due to different preferred communication styles. Qualitative data indicates that preferred forms of communication amongst autistic adults can present accessibility issues to engagement depending on the level

[11] The Crystal Mark Standard is an internationally recognised symbol that a document has reached a high standard of clarity in its language and layout by the Plain English Campaign. Crystal Mark (plainenglish.co.uk)

[12] Braille is often used for blind, deaf/blind people or people with sight loss to understand materials. Whilst braille uses dots, Moon uses raised lines and curves with added dots to represent sounds, parts of words, whole words or numbers.

[13] Everyone Can (no date) 'Social media as a communication tool for disabled people' Available at: Social Media as a Communication Tool for Disabled People - Everyone Can

[14] Cardiff University (2023) 'Community Voices Cardiff Report' Available at: Community-Voices-Cardiff-report-ENG.pdf

of communication required, and that online engagement can allow people in these demographics to feel more comfortable during engagement. [15]

The 2020-21 COVID-19 pandemic resulted in a long-term shift towards increased use of digital tools to aid information and communication during engagement programmes. However, some groups are more likely to be digitally excluded, and an over-reliance on these forms of information communication could exclude many from the regeneration conversation. A third of **older people** are not online; whilst a fifth of **disabled people** are not internet users.[16] Level of education (associated with **deprivation**) is often also a factor in digital exclusion- just 36% of people with no qualifications are internet users.[17]

A.2.1 Best practice measures

The following best practice measures should be implemented by engagement practitioners to improve digital accessibility during engagement for individuals who are more likely to face barriers to online engagement including older people, disabled people, people from a deprived background and individuals who use English as a second language:

- Online engagement materials should adhere to the Web Content Accessibility Guidelines (WCAG) which ensures that digital barriers are removed for people with disabilities. The guidelines are focused on the principles of being perceivable, operable, understandable, and robust. Focussing on principles rather than technology focuses on the ways may differentially interact with content such as using a screen reader, screen magnifier, voice commands or a keyboard instead of a mouse. [18]
- Engagement practitioners should ensure that information and other consultation materials should be made available in a timely manner to allow appropriate time for a range of stakeholders who may not be able to fully access or understand engagement materials, to process and digest the information received and ask any questions of clarification.
- Accommodations should be made wherever possible so that an engagement process is accessible. Additional engagement methods may include:
  - Opportunity to request materials in alternative formats, such as large print, Easy Read, tactile maps
  - Supplementing materials with audio and visual information where possible (e.g. captured captions and audio descriptions)

A.3 Seldom heard groups

Reoccurring barriers to engagement often mean that seldom-heard groups are under-represented during engagement processes. This could result from a lack of political trust or perceived barriers to accessibility. Engagement processes should therefore aim to incorporate diverse engagement teams and equality specialists at events to encourage participation from seldom heard groups.

[15] Howard, P. L., & Sedgewick, F. (2021). 'Anything but the phone!': Communication mode preferences in the autism community.
[16] Citizens Online (2020). 'Digital exclusion in population screening programmes'. Available at: https://www.citizensonline.org.uk/wp-content/uploads/2020/05/ScreeningEIAReportSummaryProofedSignedOff.pdf
[17] Citizens Online (2020). 'Digital exclusion in population screening programmes'. Available at: https://www.citizensonline.org.uk/wp-content/uploads/2020/05/ScreeningEIAReportSummaryProofedSignedOff.pdf
[18] GOV. UK (2023) 'Understanding WCAG 2.2' Available at: Understanding WCAG 2.2 - Service Manual - GOV.UK (www.gov.uk)

Research highlights that ineffective consultation and engagement can disproportionately involve those who find it easier to engage, while those who are time-poor or financially disadvantaged are less likely to engage, as are people with lower educational levels, people with less well-connected social networks, those with poorer language skills, people with childcare responsibilities, or those who are less confident in their ability to create change.[19] Research has indicated that seldom-heard groups also include **LGBTQI+ groups, younger people**, **people from deprived communities**, **disabled people**, **ethnic minorities** and **faith groups** though this can vary from area to area and project to project.[20][21] This can result in findings and feedback during consultation being unrepresentative of the wider population.

Some groups, such as **children and young people**, **disabled people**, and **people from ethnic minority backgrounds**, are more likely to face barriers to engagement. Engagement should 'go the extra mile' to speak with these groups, including holding events in a variety of different venues and times. [22]

A.3.1 Best practice measures

Seldom-heard' groups, as set out above, are at particular risk of exclusion from the engagement process. It is recommended that the following measures are adhered to during online engagement:

- Engagement practitioners should make efforts to support participation by people from seldom heard and other underrepresented groups, encouraging diverse voices to contribute to the consultation and engagement and, by extension, the decision-making process.
- Engagement practitioners should make efforts to engage with young people through the provision of online engagement. Young people are more likely to be digitally engaged – so opportunities to engage online, reducing any cost implications to meet in person should be utilised.
- It is recommended that engagement goes above and beyond to reach seldom heard groups by meeting people 'on their own turf' and at times which suit them best; offering a range of meeting times including weekends and publicising events in languages other than English. [23]
- Equality data on participants, relating to their protected characteristics should be collected through all engagement and consultation activity. This enables engagement practitioners to evaluate the success of measures aimed to ensure diversity and inclusivity of its engagement and consultation approach.

[19] Local Government Association (date unknown) 'Beyond the usual suspects' Available at: Beyond the usual suspects | Local Government Association

[20] Haringey Council (2010) Scrutiny Review of Engaging with 'Hard to Reach Communities'. Available at: Microsoft Word - HARDTOREACHCOMMUNITIESREPORT27.doc (haringey.gov.uk)

[21] Scottish Government (2017). ' Barriers to community engagement in planning: a research study. Available at: https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2017/05/barriers-to-community-engagement-in-planning-research/documents/barriers-community-engagement-planning-research-study-pdf/barriers-community-engagement-planning-research-study-pdf/govscot%3Adocument/Barriers%2Bto%2Bcommunity%2Bengagement%2Bin%2Bplanning%2B-%2Ba%2Bresearch%2Bstudy.pdf

[22] Scottish Government (2017). ' Barriers to community engagement in planning: a research study. Available at: https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2017/05/barriers-to-community-engagement-in-planning-research/documents/barriers-community-engagement-planning-research-study-pdf/barriers-community-engagement-planning-research-study-pdf/govscot%3Adocument/Barriers%2Bto%2Bcommunity%2Bengagement%2Bin%2Bplanning%2B-%2Ba%2Bresearch%2Bstudy.pdf

[23] Scottish Government (2017). ' Barriers to community engagement in planning: a research study. Available at: https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2017/05/barriers-to-community-engagement-in-planning-research/documents/barriers-community-engagement-planning-research-study-pdf/barriers-community-engagement-planning-research-study-pdf/govscot%3Adocument/Barriers%2Bto%2Bcommunity%2Bengagement%2Bin%2Bplanning%2B-%2Ba%2Bresearch%2Bstudy.pdf

- Regular reviews and updates to the engagement process should be implemented based on feedback and evolving best practice, ensuring ongoing compliance with the Equality Act.
- Consideration should be given to ensuring that a diverse representation of the community engaged is mirrored, as much as possible, by the diversity of the engagement team attending events. Some attendees may have a preference to speak to a particular gender at a consultation event, or someone from a similar race or religious background.
- Events should have equality specialists available where possible. This ensures a comprehensive and inclusive approach to addressing diverse perspectives and needs, fostering an environment where all voices are heard and valued.

The appendices below display and summarise the presentation materials shared within the engagement workshops. All comments have been considered when developing the related Inclusive Design Guidance.

B. Miro board results

B.1 Workshop one results

Figure B.1: Question one response

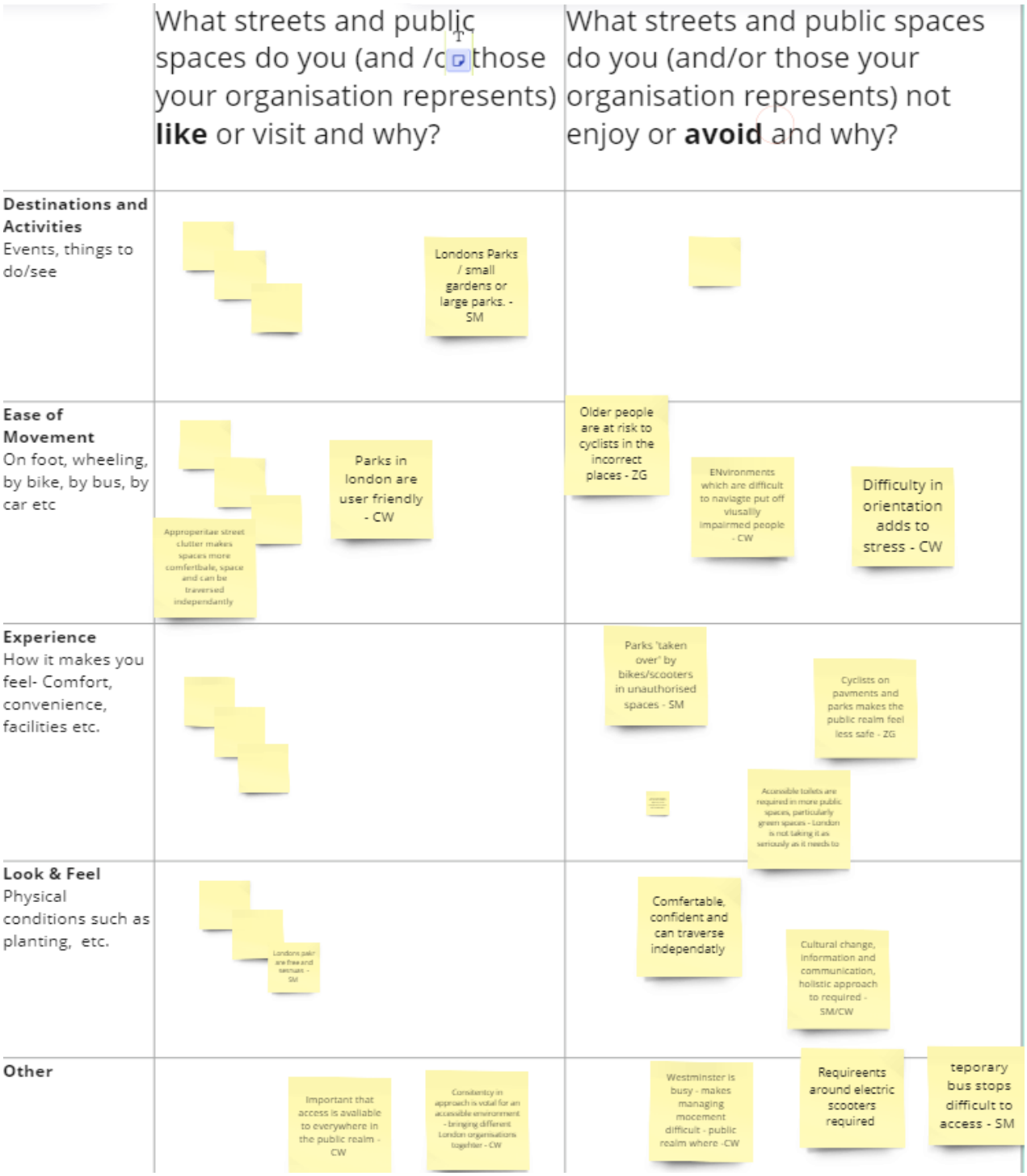

Figure B.1 above summaries the following feedback:

- Respondents highlighted that user friendly spaces that can be traversed independently made public spaces appealing for all.
- The green space and openness of parks in Westminster were further highlighted as an attractive feature.
- Environments that are difficult to navigate independently, particularly those which are busy, have poor wayfinding or are unsafe were cited as reasons respondents avoided public spaces.
- The prevalence of e-scooters/bicycles, particularly in parks and on pavements, was outlined as a key issue that can reduce safety and user confidence in accessing public spaces.

Figure B.2: Question two response

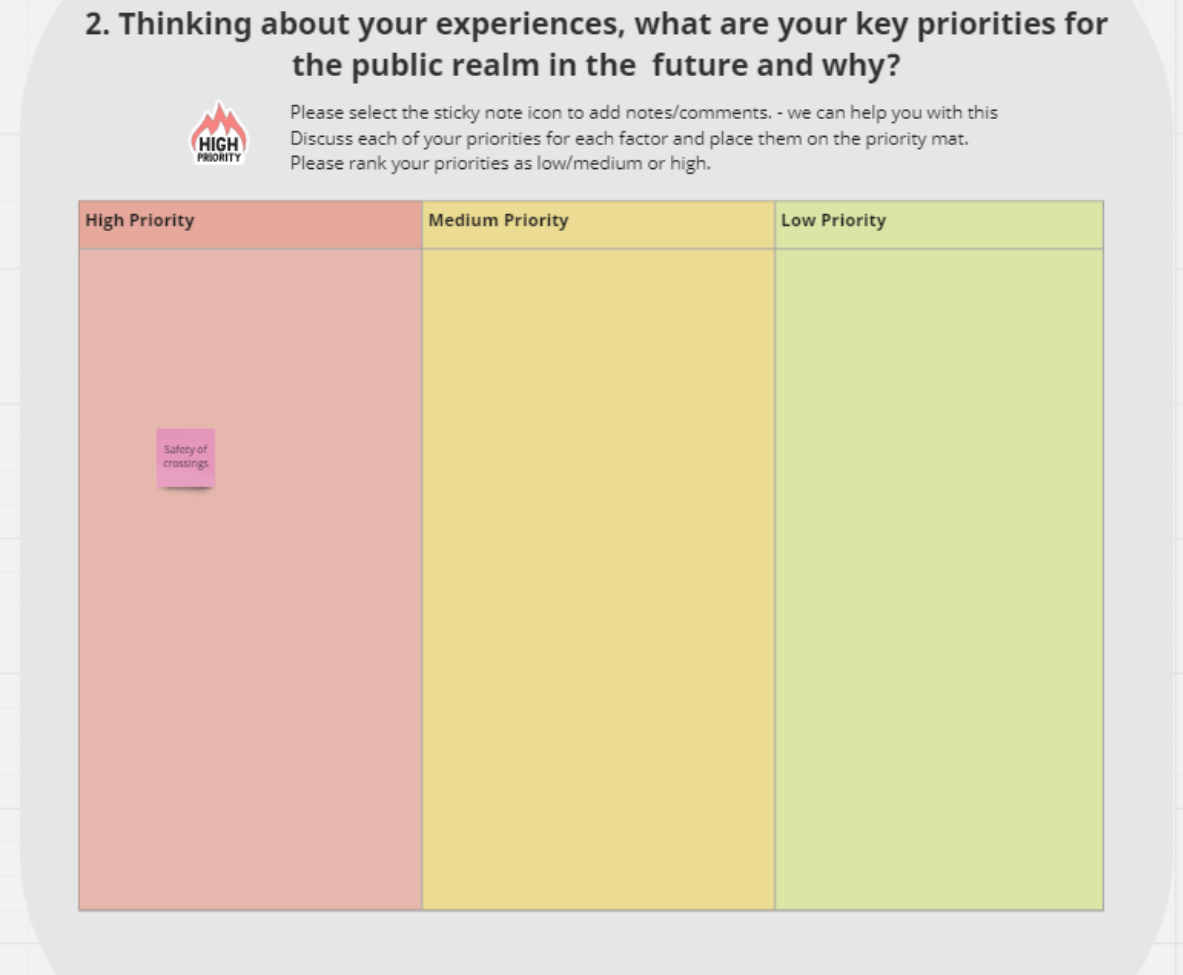

Figure B.2 above outlines that the safety of crossings is a high priority. Discussions surrounding this theme further highlighted that:

- Construction works need to maintain an accessible environment for pedestrians who require **mobility assistance** during the period of works, and that construction works need to be adequately communicated ahead of time.
- Prioritisation of monitoring and regulating e-scooter and bicycle usage would increase the confidence of **older individuals** and individuals who require **mobility aids** to utilise public spaces.
- Any increase in street furniture/clutter must ensure for individuals who use **mobility aids**, and those with **visual impairments** can access the pedestrian environment safely.

Figure B.3: Question three response

Figure B.3 above outlines the suggestions raised to make urban spaces in Westminster more accessible and inclusive. The feedback from these discussions is summarised below:

- Consistency in controlled crossings, controlled speed limits and greater provision of accessible facilities were outlined as important by participants when navigating an urban environment.
- Consideration needs to be given to the provision of CCTV on roads to monitor speed limits and in blind spots to improve perceptions of, and actual safety in public spaces.
- A central point of communication (not technologically based as this can exclude certain groups are digitally excluded) needs to be made available for individuals with accessibility concerns.

B.2 Workshop two results

Figure B.4: Question one response

Figure B.4 above summarised the following feedback:

- Adequate and well signposted transport links, greenery in parks and open spaces, diverse places of faith and heritage markers make public spaces attractive for all.
- Public spaces and transport modes which do not include accessibility features (such as bollards, lack of dropped kerbs, lack of adequate lighting and wayfinding provisions) can decrease the accessibility of public spaces.
- The lack of maintenance of public spaces (overflowing bins and foul odours) was also cited as a reason respondents avoided public spaces.

- Some public toilets in Westminster currently have a pay barrier, which reduces accessibility to these facilities for all. This increases the risk of people being unable to access toilets when needed.
- A lack of signage and lighting in public and open spaces, particularly when dark, is a key barrier to navigating public spaces with confidence.

Figure B.5: Question two response

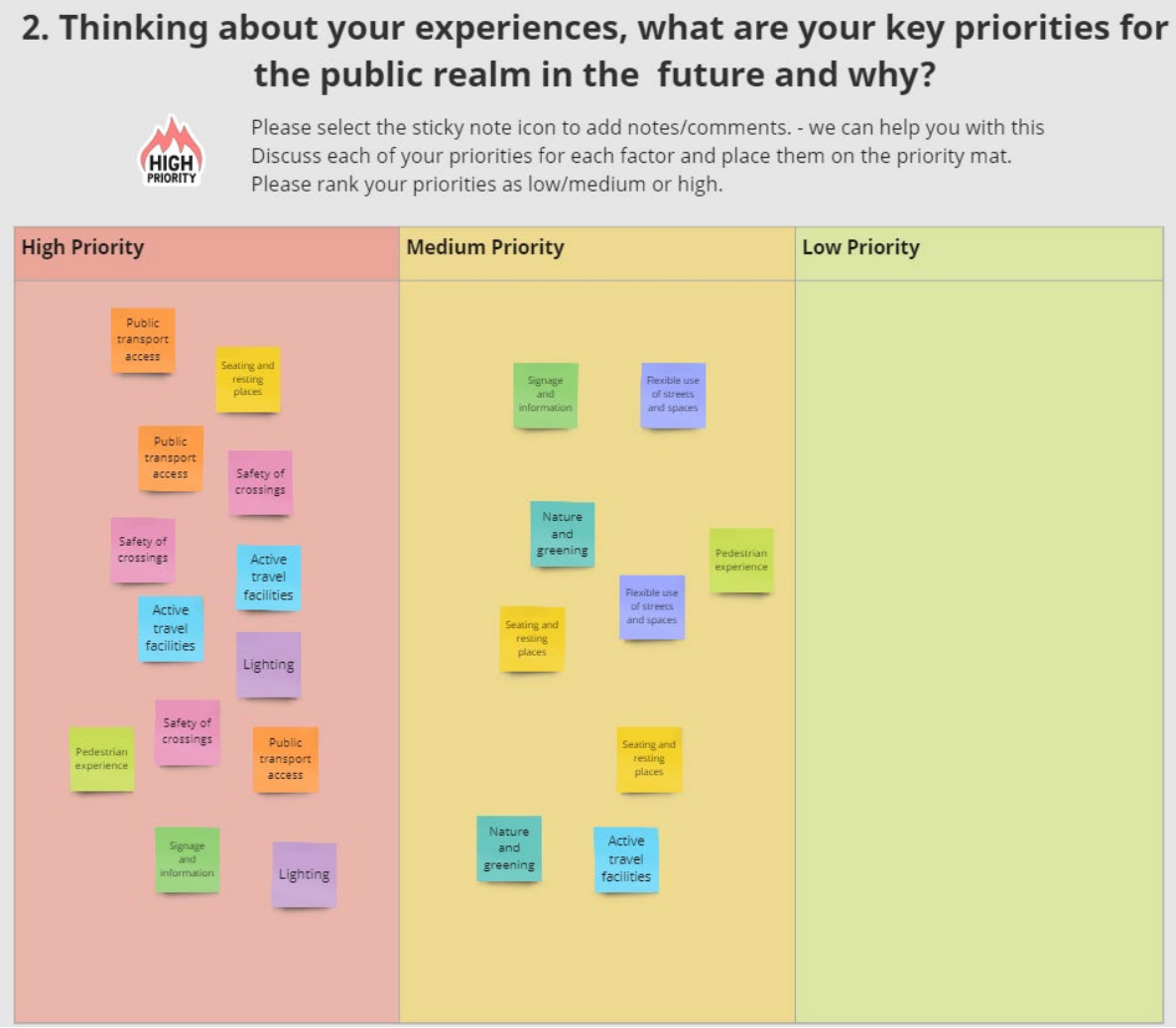

Figure B.5 above outlines that:

- Public transport access, the safety of crossings, active travel facilities and lighting were cited as high priority actions to improve the inclusivity and accessibility of the public realm in Westminster.
- Seating and resting places, nature and greening and flexible use of streets and spaces were cited as medium priority actions to improve the public realm.

Figure B.6: Question three response

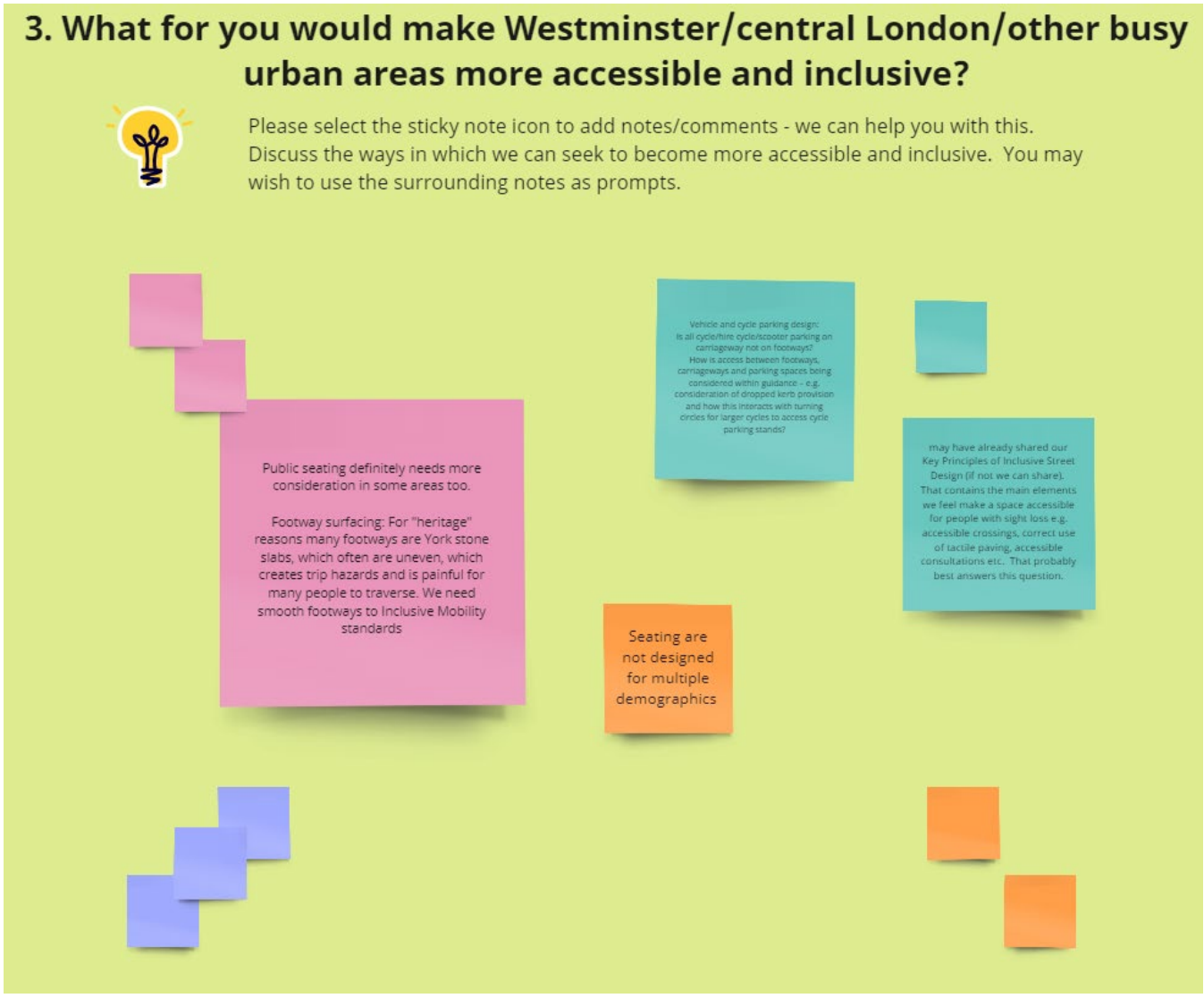

Figure B.6 above summarised the following feedback:

- Public seating needs greater consideration. For example, bus stop seating is not designed for people with **arthritis** those with **mobility impairments**.
- Accessible footways need to be provided in the pedestrian environment, including the consistent application of accessible crossings and the correct use of tactile paving.

C. Westminster Inclusive Public Realm Guidance slides

Figure C.1: Copy of materials presented at the workshop


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Welcome, introduction and session objectives
Welcome, introductions and session objectives
Icebreaker activity
Overview of Guidance Development
Overview of the key themes emerging from the evidence review
Questions
Interactive exercises
Wrap up, debrief and next steps
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Housekeeping

City of Westminster

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Session will be recorded

Video will be stored internally to ensure that all stakeholder views are included in our analysis.

Mute

When joining on MS Teams, please keep yourself on mute until you wish to participate.

Comfort break

Mute / unmute when the time is up.

Questions?

Please let us know if you have any questions by raising your hand (virtually) or dropping any questions in the MS Teams chat box.

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3


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Workshop objectives
1
We would like to understand the needs of different social groups when using public spaces
2
Gather feedback on specific elements within our public spaces
3
Identify what in your view should be included in our new guidance to achieve better public spaces for everyone.
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Definitions

- **Street and public realm**: publicly accessible spaces between buildings, which are collectively referred to as our 'Public Realm'. This includes the majority of the public space available for use by active travel users including green and open space.
- **The Equality Act (2010):** The Equality Act is the legal foundation for tackling disadvantage and improving equality of opportunity for people in Britian. It requires that potential disadvantages experienced by people due with certain 'protected characteristics' are considered and minimised, and that steps are taken to meet the needs of different sections of society
- **Protected characteristic groups**: Demographic groups which are legislated under the Equality Act, including age, disability, gender, marital status, pregnancy and maternity, race, religion, sex and sexual orientation.

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Icebreaker!
Go to: Menti.com
Code: 8841 4646
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6

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What is accessibility and inclusive design ?

- Inclusive design and accessibility are related concepts, but they have distinct focuses:

➢ Accessibility focuses on the needs of disabled people in design and how to understand and find solutions to meet those needs.

➢ Inclusive design aims to fulfil as many user needs as possible, considering the wide range of human diversity. Inclusive design focuses on creating public streets, spaces and environments that cater to users of all backgrounds, abilities, and experiences, ensuring an equitable user experience for everyone.

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Westminster's public realm vision

- We are developing A 'Westminster Code', a series of key principles for the development of Streets and Public Realm in the City. The Code is expected to include the following principles:

- ➢ Be functional, clutter-free, intuitive, safe, inclusive, and accessible to all users
- ➢ Be of high quality, consistent, durable, and easy to service and maintain
- ➢ Incorporate solutions to respond to the climate emergency
- ➢ Support improved health and wellbeing and uptake of more sustainable travel modes
- ➢ Maintain and celebrate Westminster's historic character while welcoming innovation and sustainable growth

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Guidance Development

- We are looking at understanding and improving people's experiences of Westminster's streets and public realm.
- As part of this process, we are looking to update our guidance for these spaces, to set the standards for our aspirations and requirements for Westminster's streets and public realm.
- A new inclusive design guidance document is being developed with our public realm users, representatives of protected characteristic groups and subject specialists, and once complete will provide guidance on a wide range of design measures related to public realm.

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Updated Workflow

1 Evidence review

2 Engagement workshop with Protected characteristic groups

3 Stakeholder engagement report

3 Inclusive Design Guidance

4 Updated Public Realm Guidance

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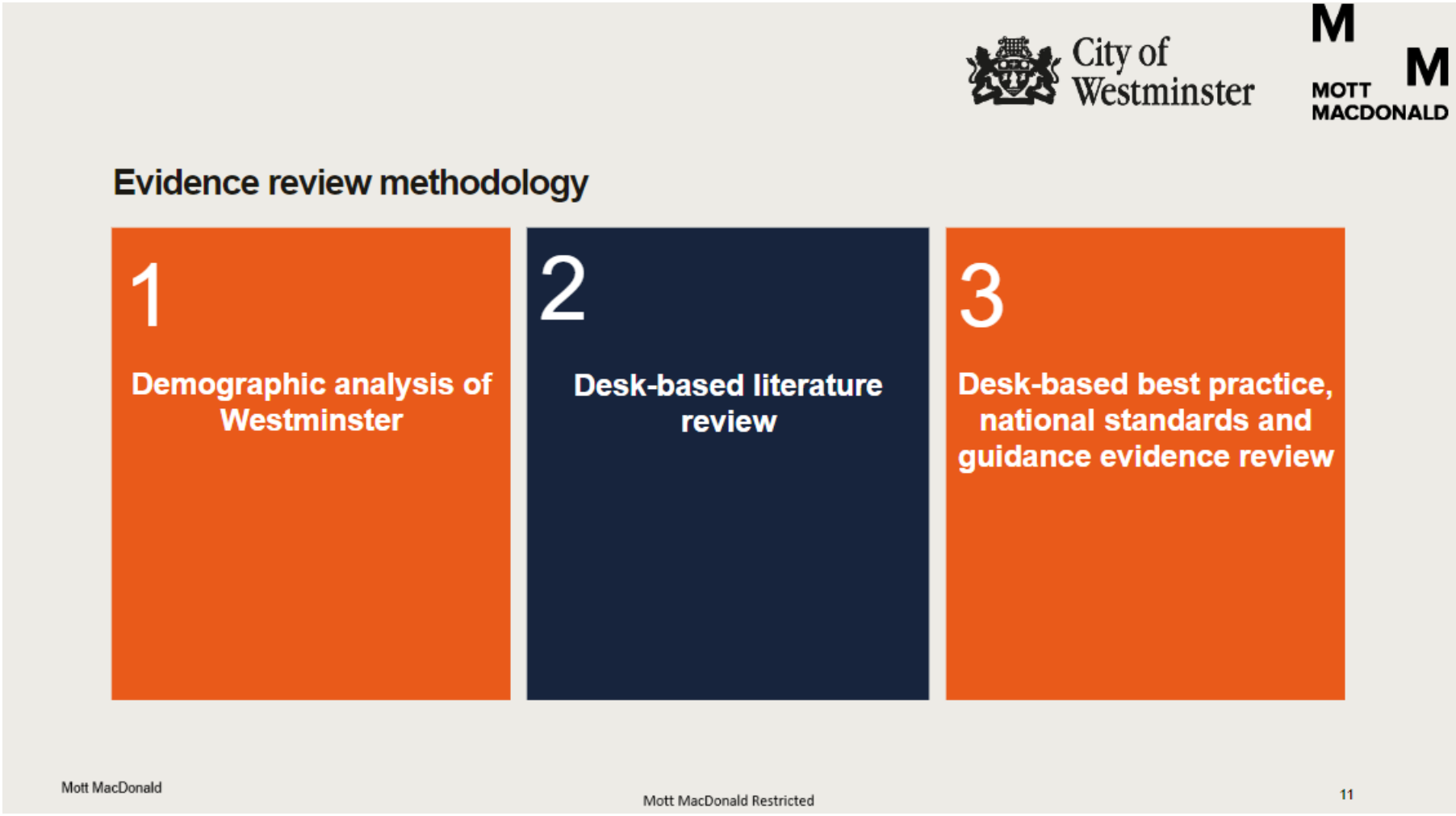
City of Westminster
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Evidence review methodology
1
Demographic analysis of Westminster
2
Desk-based literature review
3
Desk-based best practice, national standards and guidance evidence review
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Evidence review – design measures

- The evidence review examined national standards and best practice for the following design measures:

- Pedestrian infrastructure (pavements and street furniture)
- Level changes and stairs, ramps and lifts
- Road crossings
- Walking distances
- Rest places
- Parking
- Cycling infrastructure
- Shared use spaces
- Green Infrastructure in the public realm
- Lighting
- Wayfinding and signage
- Information and communication
- Accessible toilets and changing place facilities
- Handrails
- Safety and security
- Public transport

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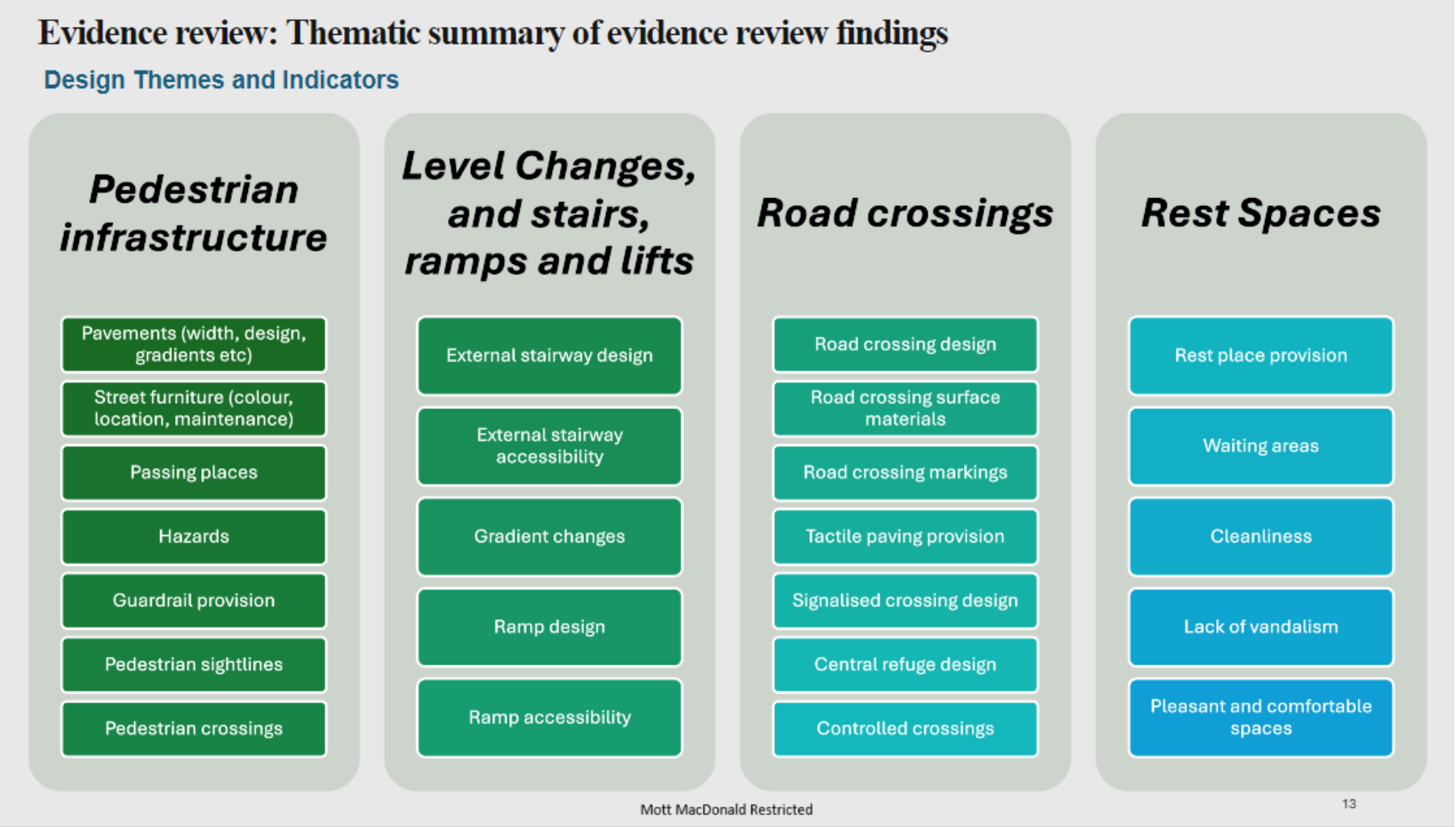
Evidence review: Thematic summary of evidence review findings
Design Themes and Indicators
Pedestrian infrastructure
Pavements (width, design, gradients etc)
Street furniture (colour, location, maintenance)
Passing places
Hazards
Guardrail provision
Pedestrian sightlines
Pedestrian crossings
Level Changes, and stairs, ramps and lifts
External stairway design
External stairway accessibility
Gradient changes
Ramp design
Ramp accessibility
Road crossings
Road crossing design
Road crossing surface materials
Road crossing markings
Tactile paving provision
Signalised crossing design
Central refuge design
Controlled crossings
Rest Spaces
Rest place provision
Waiting areas
Cleanliness
Lack of vandalism
Pleasant and comfortable spaces
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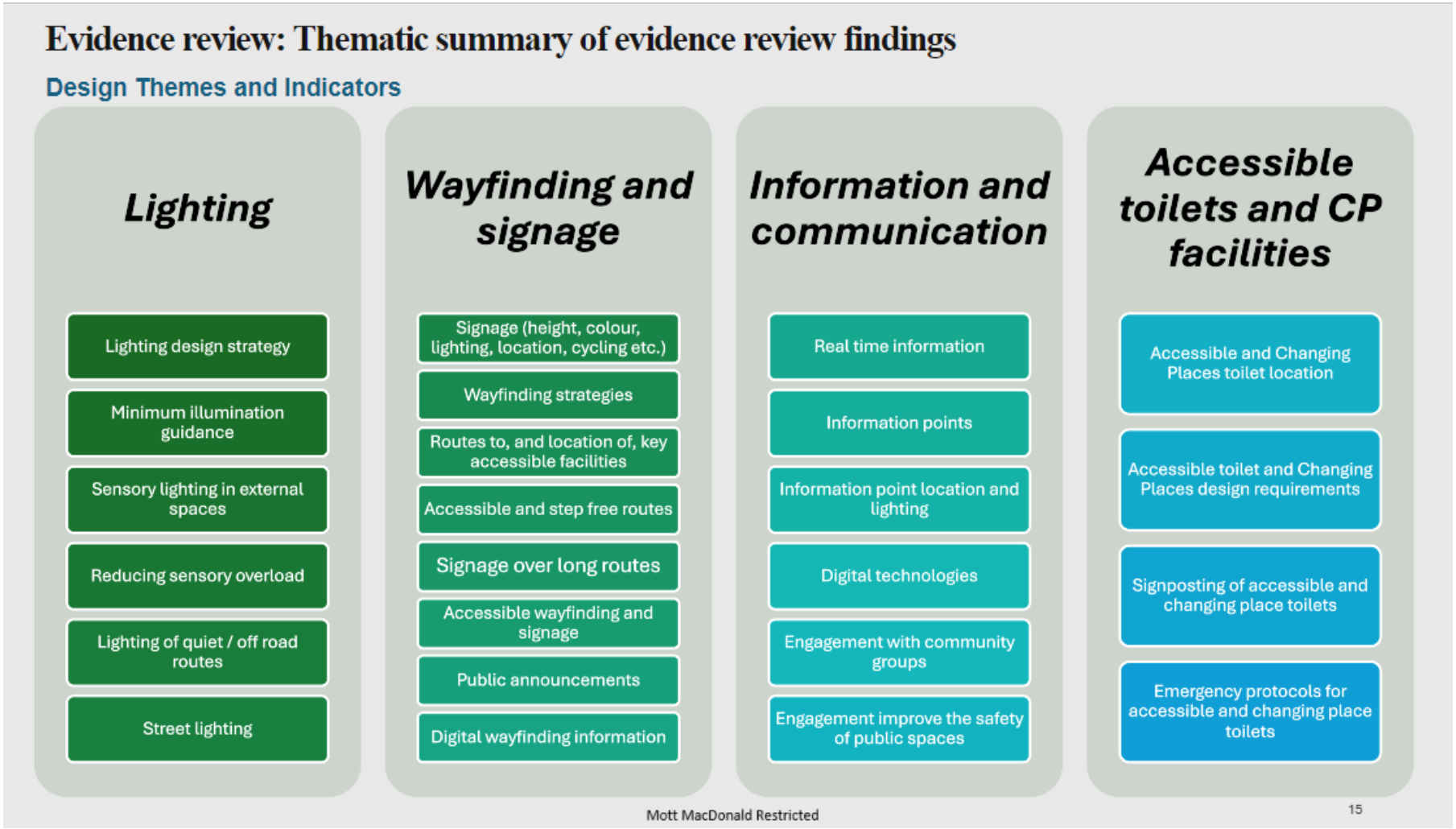
Evidence review: Thematic summary of evidence review findings
Design Themes and Indicators
Lighting
Lighting design strategy
Minimum illumination guidance
Sensory lighting in external spaces
Reducing sensory overload
Lighting of quiet / off road routes
Street lighting
Wayfinding and signage
Signage (height, colour, lighting, location, cycling etc.)
Wayfinding strategies
Routes to, and location of, key accessible facilities
Accessible and step free routes
Signage over long routes
Accessible wayfinding and signage
Public announcements
Digital wayfinding information
Information and communication
Real time information
Information points
Information point location and lighting
Digital technologies
Engagement with community groups
Engagement improve the safety of public spaces
Accessible toilets and CP facilities
Accessible and Changing Places toilet location
Accessible toilet and Changing Places design requirements
Signposting of accessible and changing place toilets
Emergency protocols for accessible and changing place toilets
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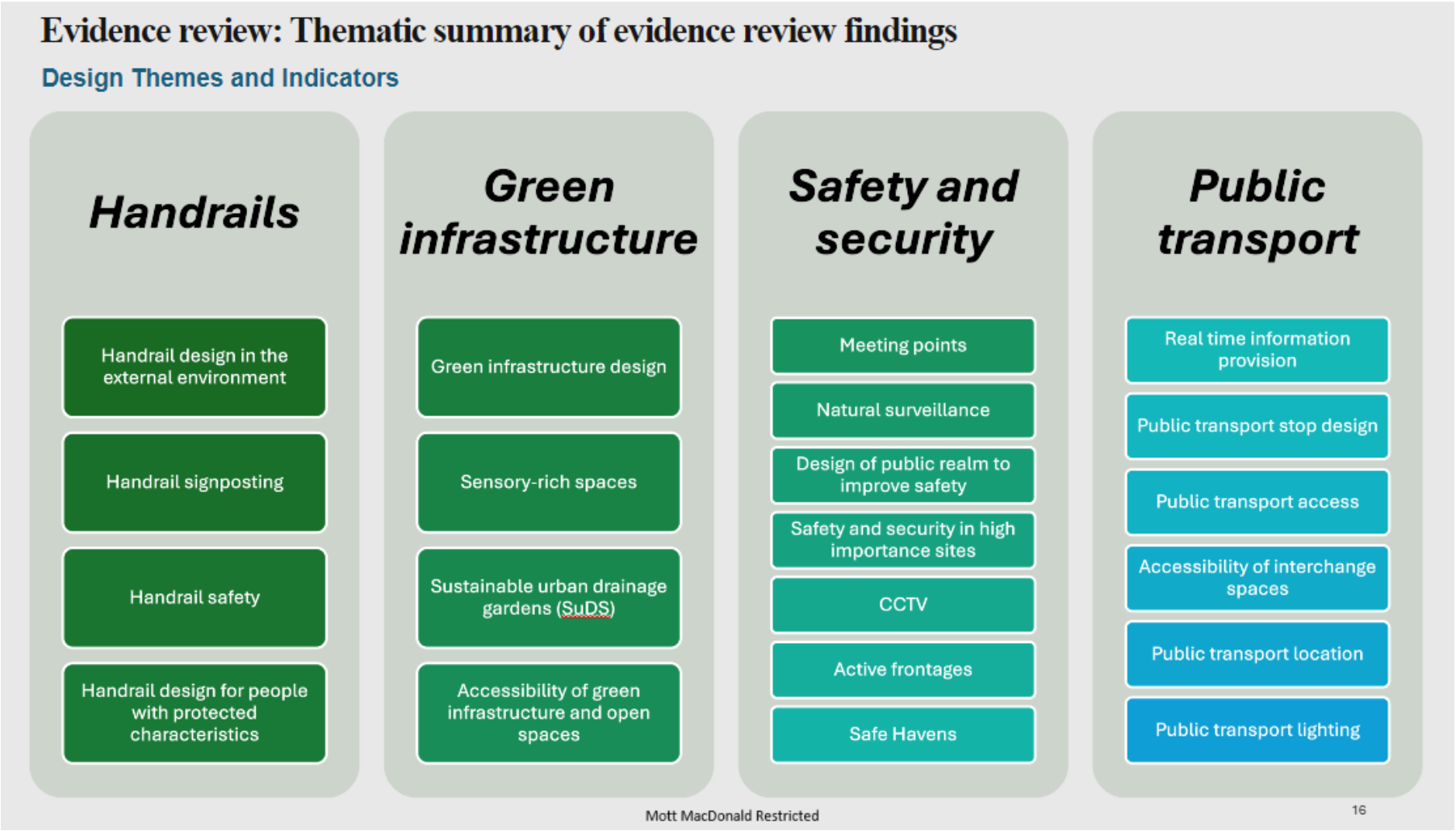
Evidence review: Thematic summary of evidence review findings
Design Themes and Indicators
Handrails
Handrail design in the external environment
Handrail signposting
Handrail safety
Handrail design for people with protected characteristics
Green infrastructure
Green infrastructure design
Sensory-rich spaces
Sustainable urban drainage gardens (SuDS)
Accessibility of green infrastructure and open spaces
Safety and security
Meeting points
Natural surveillance
Design of public realm to improve safety
Safety and security in high importance sites
CCTV
Active frontages
Safe Havens
Public transport
Real time information provision
Public transport stop design
Public transport access
Accessibility of interchange spaces
Public transport location
Public transport lighting
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Collaboration time!
Go to Miro Board – please click on the link in the chat
Miro Board top tips:
1. Hold down your right cursor clicker to move around the board
2. Use your normal left clicker to pick up sticky notes from the left hand column and move them around to where you want to drop them
3. Use your mouse scroller to zoom in and out
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Next steps

- The findings of the Inclusive Design guidance will inform development of our Public Realm Guidance, which itself will be subject to public consultation later this year.
- We will share details of the consultation with you in due-course.
- The consultation is expected to take place in autumn 2024. Your organisations feedback during this consultation will be greatly appreciated.
- Your input is invaluable to us. Thank you for your input today.
- If you have any questions related to the workshop, or the upcoming consultation, please contact [redacted] at [redacted]

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D. Copilot results

D.1 Workshop one results

Key Topics:

- ***Inclusive public realm guidance:*** *Westminster City Council is developing a new guidance document to improve the accessibility and inclusivity of public spaces in the city, with the help of Mott MacDonald and input from various stakeholders.*
- ***Stakeholder workshop:*** *The workshop aimed to understand the needs and experiences of different social groups when using public spaces, and to gather feedback on specific design elements and features that could be included in the guidance.*
- ***Accessibility vs inclusive design:*** *The workshop discussed the definitions and differences between accessibility and inclusive design, and how the guidance should aim to create a more equitable user experience for everyone.*
- ***Challenges and preferences in urban environments:*** *The workshop participants shared their views on what types of spaces they like or avoid, and what factors affect their comfort, safety and enjoyment. Some of the common issues raised were street clutter, inconsistent crossing design, shared use spaces, lack of accessible toilets, and temporary bus stops. 4*
- ***Suggestions and recommendations for improvement:*** *The workshop participants also suggested some changes and measures that could make the public spaces more accessible and inclusive, such as better lighting, signage, parking, greenery, speed limits, surveillance, and communication.*

Generated by Copilot. Make sure to check for accuracy.

Here are some detailed meeting notes based on the transcript:

- *The meeting was a stakeholder workshop for Westminster's inclusive public realm guidance, facilitated by* [redacted] *from Mott MacDonald, and attended by* [redacted] *from Westminster City Council, and representatives from various organisations that work with or for different social groups.*
- *The session objectives were to understand the needs of different social groups when using public spaces in Westminster, to gather feedback on specific elements within these spaces, and to identify what should be included in the new guidance to achieve better public spaces for everyone.*
- *The participants introduced themselves and gave a visual description of themselves, if they felt comfortable doing so.*
- [redacted] *explained the definitions of streets and public realm, and the Equality Act, and how they relate to the scope of the guidance.*
- [redacted] *presented the findings of the evidence review that Mott MacDonald conducted, which looked at the demographic profile of Westminster, the literature on the impacts of accessibility and inclusive design on different groups, and the best practice and national standards for various design measures.*
- *The participants had a chance to ask questions and comment on the evidence review, and raised several issues and challenges, such as the pedestrianisation of areas, the design and location of bus stop bypasses, the inconsistency and clarity of tactile surfaces and crossings, the use of technology and communication, the impact of street clutter and shared use*

spaces, the availability and accessibility of toilets, and the safety and security of public spaces.

Some possible issues discussed in the meeting are:

- *The accessibility and inclusivity of public spaces in Westminster and the importance of involving different groups in the design process.*
- *The use of technology, such as mentee.com, apps, QR codes, and Bluetooth, to provide information and guidance, and the challenges and limitations of these methods for some groups.*
- *The impact of pedestrianisation, shared use spaces, cycle infrastructure, and street clutter on the safety and convenience of different modes of transport, especially for those with disabilities, older people, children, and ethnic minorities.*
- *The inconsistency and clarity of tactile surfaces and crossings, and the need for a consistent approach across Westminster and other boroughs.*
- *The availability and accessibility of toilets, and the need for more provision and communication for those who need frequent toilet access.*
- *The design and location of bus stops and bus stop bypasses, and the difficulties and risks for those who use buses or have visual impairments.*
- *The lighting, wayfinding, and signage in the public realm, and how they affect the orientation and confidence of different groups.*
- *The benefits of green infrastructure for the well-being and health of different groups, and the disparities in the location and quality of green spaces.*
- *The safety and security of public spaces, and the role of CCTV, speed limits, and enforcement."*

D.2 Workshop two results

Key Topics:

- ***Introductions and objectives:*** *The meeting was facilitated by* [redacted] *from Mott MacDonald, who are working with* [redacted] *from Westminster City Council to develop inclusive public realm guidance. The participants included* [redacted] *from Westminster Learning Disability Network Youth Council,* [redacted] *from Wheels for Wellbeing,* [redacted] *from London, and* [redacted] *from RNIB.*
- ***Signage and wayfinding:*** *The participants shared their experiences and challenges with signage and wayfinding in public spaces, such as confusing, inconsistent, or inaccessible signs, lack of symbols or images, and different language needs. They suggested some possible solutions, such as using QR codes, colours, and legible fonts, and avoiding too much information or reflection.*
- ***Accessibility and inclusive design:*** *The participants discussed the difference between accessibility and inclusive design, and the importance of considering the needs of different social groups and protected characteristics when designing public spaces. They also highlighted the need for participation and consultation of diverse users in the design process.*
- ***Evidence review:*** [redacted] *presented the findings of the evidence review that looked at various design measures and their impacts on different protected characteristic groups, such as pedestrian infrastructure, level changes, road crossings, rest spaces, parking, cycling infrastructure, shared use spaces, green infrastructure, lighting, wayfinding, information, toilets, handrails, safety, and public transport.*

- ***Priorities and preferences:*** *The participants used an online board to indicate their priorities and preferences for public spaces, such as safety of crossings, public transport access, seating and resting places, pedestrian experience, and nature and greening. They also shared some examples and ideas of what would make public spaces more accessible and inclusive, such as heritage and cultural celebrations, public toilets and changing places, cycle parking, and lighting levels.*

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Some more detailed meeting notes:

- *The meeting was a stakeholder workshop on Westminster's inclusive public realm guidance, which aims to create better and more accessible public spaces for different social groups.*
- *The meeting had the following objectives and agenda:*
  - *To understand the needs of different social groups when using public spaces in Westminster*
  - *To gather feedback on specific elements within these spaces, such as seating, greening, lighting, signage, etc.*
  - *To identify what should be included in the new guidance to achieve better public spaces.*
  - *To introduce the evidence review and the guidance development process.*
  - *To have an interactive session using a whiteboard to collaborate on what is important for designing public spaces.*
- *The meeting was attended by* [redacted] *from Westminster City Council,* [redacted] *from Mott MacDonald, the commissioned consultant team, and representatives from Wheels for Wellbeing, Learning Disability Network London, Westminster Youth Council, and RNIB. The meeting was recorded and the participants were asked to provide a visual description of themselves and their pronouns.*
- *The meeting started with some introductions and a quick icebreaker poll, where the participants shared how they typically travel in London and what situations or places they find difficult to navigate or uncomfortable in the public realm. Some of the issues that were raised included:*
  - *Terrible, confusing, or inaccessible signage*
  - *Overly busy spaces with no quiet hours*
  - *Lack of ramps and too many stairs*

Generated by Copilot. Make sure to check for accuracy.

Some possible issues that were discussed in the meeting are:

- *The objectives and agenda of the stakeholder workshop on Westminster's inclusive public realm guidance, which aims to create better and more accessible public spaces for different social groups.*
- *The needs and challenges of different protected characteristic groups when using public spaces in Westminster, such as signage, wayfinding, accessibility, and inclusive design.*
- *The findings of the evidence review that looked at various design measures and their impacts on different protected characteristic groups, such as pedestrian infrastructure, level changes, road crossings, rest spaces, parking, cycling infrastructure, shared use spaces, green infrastructure, lighting, wayfinding, information, toilets, handrails, safety, and public transport.*
- *The priorities and preferences for public spaces, such as safety of crossings, public transport access, seating and resting places, pedestrian experience, and nature and greening.*

The highest priority discussed in the meeting was the safety of crossings for pedestrians, cyclists, and people with disabilities. Several participants mentioned the need for adequate step-free access, level surfaces, tactile paving, and audible signals at crossings [please check this comment]*. They also expressed concerns about electric vehicles, shared use spaces, and bus stop bypasses that could pose a danger for people with visual or mobility impairments".*

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Inclusive Design Guidance

For Streets and Public Realm in Westminster

August 2024

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Westminster City Council

Inclusive Design Guidance

For Streets and Public Realm in Westminster

August 2024

Issue and Revision Record

Revision	Date	Originator	Checker	Approver	Description
1	12/07/24	OB	SM/SS	JB	First draft
2	09/08/24	OB	SS	JB	Second draft
3	27/08/24	OB	SS	JB	Third draft

Document reference:

Contents

Figures

Tables

Photos

Figures – Appendices

Tables – Appendices

1 Introduction

1.1 Overview

Westminster City Council (WCC) have commissioned Mott MacDonald to provide independent guidance that can be used to support project managers, architects, engineers and designers (project teams) in designing and managing accessibility and inclusive design in infrastructure, highway, and public realm schemes; and in undertaking, completing, and reviewing Equality Impact Assessments (EqIAs) of public realm schemes.

1.2 Purpose of guidance

The City of Westminster (Westminster) is an Inner London borough, home to approximately 261,000 people, who make up highly diverse local communities. Its daytime population increases with the influx of workers, students, shoppers and tourists throughout the day. Within the city there are significant inequalities between wards with respect to housing, health, the local economy, and accessibility and inclusivity of public realm.

Providing inclusive and accessible public spaces is a stated priority for WCC. Designing and implementing infrastructure, highways and public realm that can be used by everyone will ensure that Westminster continues to be a desirable place to live, work and visit. At any given time, there are over 200 public realm, transport policy and planned/preventative maintenance schemes underway within the borough. These are managed by WCCs Highways team within the Council's Environment and Communities department, who have responsibility for designing, managing, and maintaining streets and public spaces within the City. These schemes have the potential to impact millions of people, including residents, visitors, workers, communities, and businesses. They underscore the importance of maintaining accessible public spaces during construction and operation, thereby enhancing opportunities for everyone to enjoy Westminster

To achieve this, WCC are developing an updated Supplementary Planning Document (SPD) on public realm. This document will be used to inform future planning, design and development of the public realm within the City. To inform the SPD, this report sets out inclusive design guidance which can be used to support project teams in designing more inclusive and accessible public realm. This report also outlines guidance on undertaking EqIAs, to ensure that impacts on protected characteristic groups[1] (as defined by the Equality Act, 2010) are adequately identified, and mitigated as changes are made to public realm. The approach which was used to create this guidance is set out in Appendix A.

This guidance enables project teams to identify mitigations and, where possible, enhancements to equality impacts caused by highways schemes. Once identified, these measures can be implemented to create public realm in Westminster which is truly accessible and inclusive. Creating spaces that are inclusive for all will help to futureproof assets, promote a wider sense of belonging, and improve the user experience, helping to make Westminster a leading example of embedding best practice in the external built environment.

Photo 1.1: Westminster is home to some of the most famous public spaces in the world

1.3 Policy relevant to the guidance

This section provides the legislative context of WCC's obligation to take equality into account when producing EqIAs and when ensuring public realm is accessible and inclusive for all.

A full review of all relevant national, regional and local policy related to the development of public realm can be found in Appendix B.

1.3.1 National equality legislation - The Equality Act (2010)[2]

The Equality Act is the legal foundation for tackling disadvantage and improving equality of opportunity for people in Britian. It requires that potential disadvantages experienced by people with certain 'protected characteristics' are considered and minimised, and that steps are taken to meet the needs of different sections of society. It also requires that participation from these groups is encouraged, where participation is disproportionately low.

The Equality Act mandates fair treatment for all, regardless of characteristics such as age, disability, gender, race, religion, or sexual orientation.

[1] Protected characteristic groups are defined as demographic groups which are legislated under the Equality Act, including age, disability, gender, marital status, pregnancy and maternity, race, religion, sex and sexual orientation.

[2] His Majesty's Government (2010) 'The Equality Act 2010'. Available at: Equality Act 2010 (legislation.gov.uk) (Last accessed March 2024).

1.3.1.1 Public Sector Equality Duty

EqIAs are completed by, or on behalf of, a public authority in response to their obligations under the Equality Act (Section 2.1.2). A Public Sector Equality Duty (PSED) is established at section 149 of the Equality Act 2010, the requirements of which are set out below in Figure 1.1.

Figure 1.1: Article 149 of the Equality Act 2010: The Public Sector Equality Duty

(1) A public authority must, in the exercise of its functions, have due regard to the need to

(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

(b) advance equality of opportunity between persons who share a relevant protected characteristics and persons who do not share it.

(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

(2) A person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection (1).

(3) Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to –

(a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;

(b) take steps to meet the needs of persons who share a relevant protected characteristic that are different form the needs of persons who do not share it;

(c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

1.3.1.2 Disability and reasonable adjustment

EqIAs are also completed by, or on behalf of a public authority, in response to their obligations under Section 20 of the Equality Act ‘Disability and reasonable adjustment’. This section ensures that reasonable adjustment is taken by a public authority so that disabled people are not disadvantaged compared to those who are not disabled. The requirements of which are set out below in figure 1.2.

Figure 1.2: Section 20 of the Equality Act 2010: Disability and reasonable adjustment

(1) Where a provision, criterion or practice puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, a public authority must take such steps as it is reasonable to have to take to avoid the disadvantage.

(2) Where a physical feature puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, a public authority must take such steps as it is reasonable to have to take to avoid the disadvantage.

(3) Where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, a public authority must take such steps as it is reasonable to have to take to provide the auxiliary aid.

(4) When the first or third requirement relates to providing information, a public authority must ensure that the information is accessible.

(5) A person subject to the duty cannot require a disabled person to pay for a public authorities’ costs of complying with the duty.

Photo 1.2: Public realm in Westminster

1.3.1.3 Protected characteristics

The protected characteristics which are legislated under the Equality Act are listed in Table 1.1 below.

Table 1.1: Protected characteristics under the Equality Act (2010)

Protected characteristic	Equality and Human Rights Commission (EHRC) definition
Age	A person belonging to a particular age (for example 32-year olds) or range of ages (for example 18 to 30-year olds).
Disability	A person is disabled if she, he or they has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.
Gender reassignment	The process of transitioning from one gender to another.
Marriage and civil partnership	Marriage is a union between a man and a woman or between a same-sex couple. Couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples (except where permitted by the Equality Act).
Pregnancy and maternity	Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.
Race	Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.
Religion and belief	Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (such as Atheism). Generally, a belief should affect someone's life choices or the way they live for it to be included in the definition.
Sex	A man or woman
Sexual orientation	Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.
In addition to the groups legislated under the Equality Act, WCC views low income households and care leavers as protected characteristic groups.	
Low Income Households [3]	Households are classed as being in low income if they experience economic deprivation and live on less than 60% of the median net disposable equivalised UK household income.[4]
Care leavers [5]	Care Leaver a young person (aged 16-25) who has been in the care of the Local Authority for a period of at least 13 weeks, between the ages of 14-16, including their 16th birthday.[6]

1.4 Report structure

Chapter 2 – Inclusive Design Guidance: Sets out a summary of best practice guidance on the development of public realm schemes and provides inclusive design guidance to support project teams in designing public realm which is accessible and inclusive for all.

Chapter 3 – EqIA Guidance: This chapter provides a road map to support project teams at WCC undertaking EqIA at the planning stage of schemes which involve the development of the public realm. The chapter sets out WCCs legal obligations under the Equality Act (2010), guidance on undertaking an EqIA, and summarises the proportion of protected characteristic groups within Westminster, a full outline of which can be seen in Appendix C.

Chapter 4 - Engagement guidance: Sets out relevant literature from government, academic and third sector sources to identify potential issues when undertaking equality engagement with protected characteristic groups; and provides guidance for the provision of engagement with protected characteristic groups identified.

[3] People of low incomes are not legislated under the Equality Act (2010). There is therefore no legal requirement to show due regard to this demographic. However, the Act acknowledges that there are gaps in the legislation in terms of disadvantaged groups who should be considered. As a result, WCC has determined it best practice that this groups should be included in the decision making process.

[4] Office of National Statistics (2023): 'People in low income households' [Online]. Available from: https://www.ethnicity-facts-figures.service.gov.uk/work-pay-and-benefits/pay-and-income/people-in-low-income-households/latest/#:~:text=Households%20are%20classed%20as%20being%20in%20low%20income,the%20median%20net%20disposable%20equivalised%20UK%20household%20income. [last accessed April 2024]

[5] Care leavers are not legislated under the Equality Act (2010). There is therefore no legal requirement to show due regard to this demographic. However, the Act acknowledges that there are gaps in the legislation in terms of disadvantaged groups who should be considered. As a result, WCC has determined it best practice that this groups should be included in the decision making process.

[6] Westminster City Council (2022): ' A guide to leaving care' [Online]. Available from: https://www.westminster.gov.uk/sites/default/files/becoming_a_care_leaver.pdf. [last accessed April 2024].

2 Inclusive design guidance

This chapter sets out inclusive design guidance on the development of public realm schemes, to support project teams in designing public realm which is accessible and inclusive for all. This inclusive design guidance sets out the relevant design measures, definitions for these measures, provides best practice inclusive design guidance related to each design measure, and findings from engagement with protected characteristic groups (See Appendix A). The guidance has been completed through an equality lens and identifies best practice guidance related to a specific protected characteristic group, where this occurs, the protected characteristic group related to specific guidance will be **bolded.**

2.1 Design measures included in the guidance

The design measures for which inclusive design guidance is provided for is set out in Table 2.1 below. These are measures typical of public realm schemes in Westminster. The full evidence base for this inclusive design guidance can be found in the Inclusive Design Guidance Evidence Review and the Stakeholder Engagement Report.

Table 2.1: Design measures

Design measure	Design measure summary
Pedestrian infrastructure (pavements and street furniture)	Design measures related to the pedestrian infrastructure in the external built environment.
Level changes and stairs, ramps and lifts	Design measures which facilitate the movement of pedestrians and cyclists where there is a change of level.
Road crossings	Design measures which facilitate the crossing of highways by pedestrians and cyclists.
Walking distances	Design measures related to the distances that pedestrians have to walk between transport nodes (such as car parking and public transport facilities) and residential, community or business receptors in the external built environment.
Rest places	Design measures related to providing areas for pedestrians and cyclists to rest in the external built environment.
Parking	The provision of on-street, off-street, car parks, blue badge, designated and child parking in the external built environment.
Cycling infrastructure	Design measures related to cyclist movement, safety and parking on highways and in the public realm.
Shared use spaces	Design measures related to spaces which can be used by more than one user type (e.g., pedestrians and cyclists) for movement.
Green Infrastructure in the public realm	Design measures relating to the provision of green and blue infrastructure and landscaping measures to improve the public realm (e.g., Sustainable Urban Drainage Systems, rain gardens and trees).
Lighting	Design measures which contribute to ensuring public spaces, public transport infrastructure and wayfinding information are appropriately lit.
Wayfinding and signage	Design measures which contribute to all users' ability to navigate the external built environment.
Information and communication	Measures related to the provision of information and engagement with the local community
Accessible toilets and Changing Place facilities	Design measures which facilitate the needs of those who require accessible or Changing Places
Handrails	Design measures related to the provision of handrails in the external built environment.
Safety and security	Design measures which facilitate the actual and perceived safety of all public realm users in the external built environment.
Public transport	Design measures related to the provision, and access to, modes of public transport.

2.2 Guidance documents

Table 2.2 below outlies the accessibility and inclusive design guidance that was used to gather an evidence base, to inform the development of this Inclusive Design Guidance. Further guidance sources and standards are referenced in the WCC Public Realm Guidance SPD.

Table 2.2: Documents reviewed to inform the guidance

Accessibility and inclusive design document	Document Summary
BS 8300-1: Design of an accessible and inclusive built environment. Part 1: External environment - Code of practice[7]	British Standards Institution guidance on building standards in the external environment.
BS 8300-2: Design of an accessible and inclusive built environment. Part 2: Buildings - Code of practice[8]	British Standards Institution guidance on building standards in the internal environment.
PAS 6463: Design for the mind – Neurodiversity and the built environment[9]	Design guidance from British Standards Institution (BSI) on designing the built environment to be accessible for people with neurodiverse needs.
Local Transport Notes (LTN 1/20[10], LTN 2/09[11], LTN 1/09[12], LTN 3/08[13], LTN 1/08[14], LTN 1/24[15])	Department for Transport (DfT) guidance which sets out transport guidance for Cycle infrastructure design; Using railings to make roads safer for pedestrians; Signal Controlled roundabouts; Developing safe streets for mixed use; Traffic management and streetscapes; and Keeping buses moving.
Inclusive Mobility: making transport accessible for passengers and pedestrians (Inclusive Mobility) [16]	DfT guidance on best practice regarding access to pedestrian and transport infrastructure.
London Cycling Design Standards [17]	TfL requirements and guidance for the design of cycle-friendly streets and spaces.
Healthy Streets toolkit [18]	TfL guidance on creating neighbourhoods which promote physical activity and a healthy lifestyle for all users.
The Planning for Walking Toolkit [19]	TfL guidance for the design of public realm. The guidance highlights urban design best practice principles to ensure all public spaces are accessible for all users.
New Cycle Route Quality Criteria [20]	TfL requirements for cycle route provision.
Introductory Guide to Low-traffic Neighbourhood Design [21]	Sustrans design guidance on creating low traffic neighbourhoods, and how to make these neighbourhoods accessible for all users.
Manual for Streets [22][23]	DfT guidance on designing streets which embody the principles of inclusive design for all users and the communities which they serve.
Slow Streets Sourcebook [24]	Urban Design London guidance on creating accessible spaces with a high standard of quality of place.

[7] British Standards Institute. (2018): 'Design of an accessible and inclusive built environment, Part 1: External environment - Code of practice'. Web link unavailable, available to purchase online. (Accessed: April 2024)

[8] British Standards Institute. (2018): 'Design of an accessible and inclusive built environment, practice'. Web link unavailable, available to purchase online. (Accessed: April 2024)

[9] Transport for London. (2022): 'PAS 6463:2022:Design for the mind – Neurodiversity and the built environment – Guide' Available at: Design-for-the-mind-Neurodiversity-and-the-built-environment-Guide.pdf (housinglin.org.uk) (Accessed: April 2024)

[10] Department for Transport. (2020): 'Cycle Infrastructure Design'. Available at: Cycle Infrastructure Design (publishing.service.gov.uk) (Accessed: April 2024)

[11] Department for Transport. (2009): 'Local Transport Note 2/09: Using railings to make roads safer for pedestrians'. Available at: Local Transport Note 2/09 Pedestrian Guardrailing (publishing.service.gov.uk) (Accessed: April 2024)

[12] Department for Transport. (2009): 'Local Transport Note 1/09: Signal controlled roundabouts' Available at: Local Transport Note 1/09 Signal Controlled Roundabouts (publishing.service.gov.uk) (Accessed: April 2024)

[13] Department for Transport. (2008): 'Local Transport Note 3/08: Developing safe spaces for mixed use' Available at: Mixed Priority Routes: Practitioners' Guide (publishing.service.gov.uk) (Accessed: April 2024)

[14] Department for Transport. (2008): 'Local Transport Note 1/08: Traffic management and streetscapes' Available at: ltn-1-08_Traffic-management-streetscape.pdf (publishing.service.gov.uk) (Accessed: April 2024)

[15] Department for Transport. (2020): 'Local Transport Note 1/24: Bus User Priority Available at: Local Transport Note 1/24: Bus User Priority (publishing.service.gov.uk) (Accessed: April 2024)

[16] Department for Transport. (2021): 'Inclusive mobility: A guide to Best Practice on Access to Pedestrian and Transport Infrastructure'. Available at: Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (publishing.service.gov.uk) (Accessed: April 2024)

[17] Transport for London (2014):' London Cycling Design Standards' Available at: LCDS Chapter 1 Design Requirements (tfl.gov.uk) (Accessed: April 2024)

[18] Transport for London (2017): 'Healthy Streets for London' Available at: Healthy Streets for London (tfl.gov.uk) (Accessed: April 2024)

[19] Transport for London (2020): 'The Planning for Walking Toolkit' Available at: The Planning for Walking Toolkit (tfl.gov.uk) (Accessed: April 2024)

[20] Transport for London. (2019): 'New cycle route Quality Criteria' Available at: New Cycle Route Quality Criteria - Accompanying technical note v1 (tfl.gov.uk) (Accessed: April 2024)

[21] Sustans. (2023): 'Introductory Guide to Low-traffic Neighbourhood Design' Available at: An introductory guide to low traffic neighbourhood design - Sustrans.org.uk (Accessed: April 2024)

[22] Department for Transport. (2007) 'Manual for Streets' Available at: Manual for the Streets (publishing.service.gov.uk) (Accessed: April 2024)

[23] The Chartered Institution of Highways and Transportation. (2010). 'Manual for Streets 2: Wider application of the principals' Available at: Layout 1 (ciht.org.uk) (Accessed: April 2024)

[24] Urban Design London. (2014): 'Slow Streets sourcebook'. Available at: Manual (wordpress.com) (Accessed: April 2024)

Streetscape Guidance [25]	TfL guidance for the design of streets and spaces by applying best practice design principles.
Achieving lower speeds: the toolkit [26]	TfL guidance on creating more accessible and safer streets through speed reduction measures.
Changing Places a Practical Guide [27]	Guidance on providing practical guidance on the design and management of a Changing Places toilets, as well as an understanding of why they are needed and who is likely to benefit from them.
RIBA Inclusive Design [28]	RIBA guidance on in promoting access for disabled people in the built environment.
Getting Home Safely [29]	Guidance on creating streets and public spaces which are safe for women.
Making London Child Friendly [30]	Guidance on ensuring the design of the built environment can increase opportunities for children and young people to become happier and healthier, by becoming independently mobile within their neighbourhoods and the city.
Guidance on the use of Tactile Paving Surfaces[31]	DfT guidance on where and how tactile paving should be used to ensure correct and consistent application.

[25] Transport for London. (2022): 'Streetscape guidance' Available at: content.tfl.gov.uk/streetscape-guidance-2022-revision-2.pdf (Accessed: April 2024)
[26] Transport for London. (2019): 'Achieving lower speeds: the toolkit 'Available at: Achieving lower speeds: the toolkit (tfl.gov.uk) (Accessed: April 2024)
[27] Changing Places Consortium. (2021): Changing places: The practical guide' Available at: Changing Places a Practical Guide.pdf (amazonaws.com) (Accessed: April 2024)
[28] RIBA. (2023). 'Are you an inclusive designer'. Web link unavailable, available to purchase online. (accessed April 2024).
[29] AtkinsRealis. (2021): Getting Home Safely: Safe by Design by Women Transport Planners' Available at: Getting home safely (atkinsrealis.com) (Accessed: April 2024)
[30] Greater London Authority. (2020): 'Making London Child-Friendly – Designing for Children and Young People' Available at: ggbd_making_london_child-friendly.pdf (Accessed: April 2024)
[31] Department for Transport (2021): 'Guidance on the Use of Tactile Paving Surfaces'. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1046126/guidance-on-the-use-of-tactile-paving-surfaces.pdf

2.3 Pedestrian infrastructure (pavements, pedestrian route design and street furniture)

This section provides inclusive design guidance for the provision of the following aspects of pedestrian infrastructure:

- Pavements and footways: considers all design features related to the provision of a surface that is used to facilitate movement in the pedestrian environment.
- Pedestrian access routes: pedestrian access route is a continuous and unobstructed path of travel provided for pedestrians. These routes ensure safe and barrier-free movement for pedestrians, especially those with **mobility impairments.**
- Street furniture: Street furniture refers to objects and pieces of equipment installed along streets and roads for various purposes. It includes benches, traffic barriers, bollards, post boxes, phone boxes, lamp posts, traffic lights, traffic signs, public transport stops, public toilets, memorials, public sculptures, and waste receptacles. The design and placement of street furniture take into account, function, pedestrian mobility and road safety, aesthetics, and visual identity.

2.3.1 Inclusive Design Guidance for pedestrian infrastructure

Table 2.3 below sets out inclusive design guidance, and stakeholder feedback for the provision of pedestrian infrastructure in schemes which involve the provision or development of public realm.

Table 2.3: Inclusive design guidance for pedestrian infrastructure

Category	Design feature	Best practice guidance and stakeholder feedback	Source (if not BS:8300)
Pavements and footways	Pavement Width	• Footways should be no less than 2000 mm wide to allow two **wheelchair users** and **pedestrians with prams of pushchairs** to pass one another. • The recommended widths should be maintained up to a height of at least 2500 mm above ground level.	• Inclusive Mobility • LTN 2/09
	Passing Places	• Where the surface width of an access route is less than 1800 mm, passing places should be provided to allow two wheelchair users to pass each other. Passing places should also be provided at junctions (e.g. corners) along an access route. A passing place should be 2000 mm long ×1800 mm wide and located within direct sight of another passing place, or at a maximum distance of 25 m from another, whichever is the closer.	
	Pavement materials	• Pavement materials should respond to the distinctiveness of the area. To achieve this, a simple and durable selection of footway materials in standard sizes should be utilised. Materials used should be Concrete, Granite, Yorkstone or Asphalt.	• Streetscape guidance
	Slip resistance	• A wet slip resistance value (SRV) of greater than 36 is recommended, increased to greater than 40 where **wheelchair user** or **pedestrian with a pushchair or pram** is likely to be turning.	
	Overhangs	• Elements such as eaves to single storey buildings or sculptures with overhanging features that are lower than 2.5 m should not protrude into pedestrian routes by more than 150 mm.	
	Roughness	• A roughness of >20 microns reduces the risk of those with **mobility impairments** or **visual impairments** slipping in dry conditions.	
	Construction works and diversions	• The use of footways by construction hoardings can push pedestrians out into the road into single-file areas, putting pressure on wheelchair users and those who have mobility issues to negotiate the narrow space, often with missing or improvised dropped kerbs. This is an impact which can occur during the scheme construction and can be easily mitigated through the use of Considerate Contractor Streetworks Schemes. • Workshop participants stated that during construction works in the pedestrian environment, diversions often do not ensure that minimum footway widths are provided, making many diversions inaccessible, particularly for those with **mobility difficulties**.	• RIBA Inclusive design
	Maintenance	• All external paved routes need to be regularly checked to ensure that they are not damaged or worn and that they retain their slip resistance, stability, flatness and colour, and can be used easily and safely.	
Pedestrian access routes	Continuous accessible routes	• Continuous accessible routes should be provided in the following locations: from public transport stops, cycle parking and designated accessible car parking spaces to all accessible entrances to sites and buildings; to and from facilities associated with, and in the immediate vicinity of, buildings, including emergency egress assembly points; between accessible entrances and any other subsidiary entrances and buildings, if external movement is provided between them; and between buildings. • Pedestrian access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to **disabled people**, unless a suitable means for bypassing the barrier has been provided close by and is always available for use.	
	Overhangs	• There should be no projections or overhangs on a pedestrian access route that could pose a hazard. • See above for more detail on overhangs in the pedestrian environment.	
	Level changes	• Footways should be level, but not steeper than 1 in 21. • Where a footway has a hazard such a step slope, guardrails should be installed in line with LTN2/09 guidance. These should not reduce the width of the footway. • BS:8300 -1 states that where a pedestrian access route has a gradient steeper than 1:60, but not as steep as 1:20, it should usually have a level landing for each 500 mm rise of the access route. • The cross-fall gradient across a level access route should not exceed 1:50, except when associated with a dropped kerb or adjacent resting place.	• Inclusive mobility • LTN2/09
	Sightlines	• Have clear sightlines and visibility towards destinations and intermediate points, to improve wayfinding and personal security.	• Manual for streets

		• Stakeholders stated that clear sightlines improve their confidence when travelling through busy areas, particularly for those with **learning disabilities**, **visual impairments** and **neurodiverse conditions.**	
	Multifunctional access routes	• Where possible, pedestrians should be accommodated on multifunctional streets rather than on routes segregated from motor traffic.	• Manual for streets
	Relief areas for guide dogs	• Secure relief areas for assistance dogs should be provided close to station buildings, with a step-free access route to it. This area should be at least 3000mm x 4000mm, surrounded by a secure fence 1200mm in height. The entrance gate to the enclosed area should have a catch that is secure and simple to operate. • A relief area should have at least two different surfaces: – One hard and located immediately inside the entrance to allow **wheelchair** access. This surface should be delineated in a manner to indicate the portion intended to be traversed by people, and the portion intended for animal relief; and – An appropriate softer surface, such as gravel or mulch and artificial turf specifically designed as an animal relief surface, treated to inhibit the spread of disease. • Relief areas should contain the following plumbing measures: – Sink with a faucet for hand washing. Water must be potable as a drinking water supply for animals. – A separate water supply must be included for use in cleaning the surface. – The surface must be constructed with adequate drainage to facilitate regular cleaning.	• Inclusive Mobility • Service Animal Relief Areas[32]
Street furniture	Street Furniture Strategy	• The provision of a clear street furniture strategy which is focussed on maintaining pedestrian route widths; avoiding encroachment on pedestrian desire lines; and the style and positioning of furniture is recommended to ensure that a developer has a clear strategy to facilitate the provision of street furniture.	
	Visual design	• To assist people who are **blind** or **partially sighted**, the siting of street furniture should be easily detected during the sweep of a cane and there should be a good visual contrast with the background against which they will be seen, to reduce the risk of collision along pedestrian access routes. • Street furniture should utilise tonal and colour contrast for identifications. Colours must contrast with their surroundings. • Workshop participants stated a preference for a clear visual contrast between street furniture and the rest of the pedestrian environment. • The visual design guidelines for specific design features are set out below in this table.	• Inclusive Mobility
	Upstands	• Upstands for street furniture should be a minimum of 150 mm in height, which can then act as a tapping rail for long cane users as well as a safeguard for wheelchair users.	
	Location	• Any feature which could constitute a hazard should wherever possible not project into or be located within an access route. However, if this is unavoidable, hazard protection should be provided unless objects: – project not more than 100 mm into an access route, or not more than 100 mm from their base if the base projects not more than 100 mm into the access route; or – project more than 100 mm into an access route, but their lower front edge is less than 300 mm above the ground and their upper front edge is at least 1200 mm above the ground • Street furniture (excluding benches) should be aligned and typically at the outer (roadside) edge of the pavement allowing pedestrians to avoid close proximity with moving vehicles, associated traffic noise and fumes. • Street furniture should be laid out so that pedestrian routes along and across pavements are kept clear. • **Young children** usually start walking when they are around 80 cm in height; this creates potential safety issues relating to visibility. Unobstructed visibility at a height of 60 mm should be provided, by relocating street furniture wherever there is a risk of children crossing informally around schools or on the approach to formal crossings. • Street furniture should be removed from the frontage zone (area adjacent to the property line) to enable visually impaired people who use canes to navigate the street using the building line.	• PAS 6364 • Manuel for Streets • Streetscape guidance
	Hazard protection	• Hazard protection should be provided if objects project more than 100 mm into an access route and their lower front edge is more than 300 mm above the ground. • The hazard protection should not extend beyond the front edge of the object, nor should it be set back more than 100 mm from its front edge. • Hazard protection should contrast visually with the surrounding background against which it will be seen. • This can be provided in the form of an upstand (see above) or guarding at a level between 900 mm and 1100 mm from the surface of the accessible route should be installed each side of the obstruction.	
	Material finish	• Street furniture should not have a highly reflective finish. • Workshop participants stated that highly reflective finishes can cause glare which can be confusing for those with **neurodiverse conditions** and those with **visual impairments.**	
	Low level walls	• Low level walls, typically below 1000 mm, should contrast visually with the background against which they are seen; should not hide changes in level; and should not present a trip hazard.	
	Lighting columns /free standing posts	• Each free-standing post, e.g., a lighting column, within an access route should contrast visually with the background against which it is seen. • It is desirable to incorporate a band, 150 mm high, whose bottom edge is 1 500 mm above ground level, and which contrasts visually with the remainder of the column or post. • Free-standing columns that support an entrance canopy should not be positioned within the width of an access route	
	Low level posts (bollards)	• Low level posts, e.g., bollards, should not be located within an access route. • Low level posts should be at least 1000 mm high and should contrast visually with the background against which they are seen. • To ensure visual contrast, project teams should incorporate a 150 mm deep contrasting strip at the top of low-level posts and bollards. • Low level posts should not be linked with chains and should have no horizontal projections; they may taper towards the top but should not taper towards the ground	

[32] Van Horn. 2016. ‘ Service Animal Relief Areas: Guidance and Best Practice.’ [Online]. Available from: https://www.faa.gov/sites/faa.gov/files/about/office_org/headquarters_offices/acr/ADCP_ODO_PPT_SARAs.pdf

Utility cabinets	• Utility cabinets should be located at or beyond the boundaries of an access route, in line with other items of street furniture, minimizing inconvenience or obstruction caused for pedestrians. • Utility cabinets should be at least 1000 mm high, and should have a consistent width up their height to ensure accurate ground level detection	
Drainage channels	• Drainage channels and service outlets/covers can be particularly problematic for people **using mobility aids** such as sticks, canes, wheelchairs or wheeled walking frames. • Drainage channels and service outlets/covers should be positioned such that they do not form a hazard. • Drainage channels and service outlets should be slip resistant with similar frictional characteristics to the surrounding ground surface, in both wet and dry weather conditions. • If feasible, drainage gratings should be positioned beyond the boundaries of the access route. Gratings within an access route should be set flush with the surrounding surface. • Slots in gratings should be not more than 13 mm wide and should be set at right angles to the dominant line of travel. Circular holes in gratings should have a diameter not more than 18 mm	
Waste bins	• Waste bins should be positioned to be recognizable, convenient and usable. • Waste bins should have a minimum height of 1000 mm from ground level, with a bin opening 1000 mm from ground level. • Waste bins should be detectable at ground level, incorporating a consistent profile throughout their height from ground level, or a form of ground level detection, plinth or tapping rail should be provided to assist people who are **blind** or **partially sighted** in detecting the bin. • Developments should incorporate sufficient and conveniently placed storage facilities for waste bins, where waste bins can be secured and easily accessed away from the pedestrian environment and pedestrian routes, to prevent them providing an obstruction to pedestrians or a narrowing of pedestrian routes.	
Tree grilles	• Tree grilles can be particularly problematic for people using **mobility aids** such as sticks, canes, wheelchairs or wheeled walking frames, or for **people with assistance dogs.** • Tree grilles should be avoided. Smooth or paved permeable surfaces should be used wherever practicable	
Perimeter protection	• Many buildings and outdoor seating areas require a high degree of perimeter protection. Where bollards, features and planters are used to create protective distance, the effective clear width between such features should be not less than 1200 mm.	
Al Fresco Dining	• Streetscape guidance advised that outdoor seating will be promoted where space allows and where it will animate and add character to the street. Wider footways make this more achievable. The footway adjacent to the café seating should provide a minimum unobstructed width of 2000mm. • Temporary structures such as street market stalls and pavement café tables should be placed so as to leave clear pedestrian routes. • BS:8300-1 Guidance states that: – Where the placement of tables and chairs is licensed, all aspects of accessibility need to be considered including spacing, position, style and contrast of individual tables and chairs. – Priority seating should be provided for disabled people in all refreshment and dining areas in buildings visited by the general public. – A self-service area should have a continuous counter at a height of 850 mm to allow a disabled person to manoeuvre a tray, and a suitable table should be provided within proximity of the till. A range of table heights should be available, with the clear space to the underside of the tables between 700 mm and 800 mm.	• Streetscape guidance • Manual for streets
Reducing Street Clutter	• Street furniture should be not contribute to street clutter and be minimised where possible. • Encroachment of infrastructure onto footways that does not directly serve pedestrian needs should be minimised. For example, electric vehicle charging points or street furniture should be positioned such that they do not reduce the effective clear width of the footway below minimum recommended levels. • Excessive use of street furniture should be avoided. Street furniture on footways can be a hazard for vulnerable people. • Street furniture should maximise unobstructed widths for comfortable pedestrian movement by merging or combining street furniture components on a single post where practicable to reduce clutter. • Stakeholders stated that street clutter was the largest barrier they faced when accessing pedestrian infrastructure and recommended street clutter is reduced wherever possible.	• Planning for walking toolkit • Streetscape guidance • RIBA Inclusive Design guidance

2.4 Level changes and stairs, ramps and lifts

This section provides inclusive design guidance for the provision of ways to navigate level changes, including stairs, ramps and lifts in the external built environment. Level changes in the built environment refer to variations in elevation or height within external constructed spaces, and be facilitated by the provision of stairs, ramps and lifts.

2.4.1 Inclusive design guidance for level changes and stairs, ramps and lifts

Table 2.4 below sets out inclusive design guidance, and stakeholder feedback for ways to help pedestrians navigate level changes, including stairs, ramps and lifts in schemes which involve the provision or development of public realm.

Table 2.4: Inclusive design guidance for the provision of level changes and stairs, ramps and lifts

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Stairs in the external environment	Weather protection	• Weather protection should be provided on all exposed external stairways and if steps are wider than 2000mm apart, a handrail should be placed so it is no wider than 1m wide.	
	Rise and going	• The rise and going in stairs need to be uniform. Each stepped access route should contain no more than 20 rises. The rise should be between 50mm and 180mm and the going should be between 300m and 450mm. • Tapered risers should not be used as people who are blind or partially sighted require an even height. • A stair should always be provided in addition to a ramp, unless the change in level is less than 300 mm, where it would otherwise be necessary to have a single step. • There should be a minimum 30° change in the direction between flights of stairs if there are more than 36 risers in consecutive flights	
	Tactile paving	• **People who are blind or partially sighted** risk tripping or losing their balance if unaware of steps, requiring the provision of tactile paving. • Tactile paving needs to be placed sufficiently in advance at the head and foot of the steps to allow time to stop and not so narrow that it might be missed in a single stride. • Tactile paving should be provided at the top and bottom of all stairs in the external environment, to provide warning for people approaching any stairs of a change in level. • A corduroy tactile surface should be used as this surface conveys the message 'hazard, proceed with caution'. • Corduroy tactile paving should be provided to the following requirements: – The profile of the corduroy surface should comprise of rounded bars running transversely across the direction in which people will be walking. – The bars must be 6mm (± 0.5mm) high, 20mm wide and spaced 50mm from the centre of one bar to the centre of the next – The corduroy surface can be made of any material suitable for and with slip resistance appropriate for footway use. – It is normally buff coloured, but can be any colour, other than red, that achieves good visual contrast with the surrounding area. – The corduroy surface should extend across the full width of the steps at both the top and bottom of the flight. – Where possible, the surface should start 400mm from the first nosing, to give people time to adjust their walking speed. – The surface should extend at least 400mm beyond the width of the steps on either side, to allow for people approaching the steps at an angle. – Where ramped access is provided immediately adjacent to steps then care should be taken to ensure that the access for **wheelchair** and other **mobility aid** users is unimpeded.	• Inclusive Mobility • Guidance on the use of Tactile Paving Surfaces
	Nosing	• Using stainless steel or brass strips or studs along the tread of steps is common, but arguably does not provide a good enough contrast, particularly in strong sunlight, and it can be perceived to be slippery, so is not nearly as useful or as safe as a contrasting, matt non-slip nosing that wraps around the riser.	• RIBA Inclusive design guidance
	Rest places	• If more than one flight of stairs is required, a level rest place between the flights must be provided.	• Inclusive Mobility
Ramps in the external environment	Gradient	• Where any change of level of 1:20 occurs in an access route, ramped access should be provided, within a range of 1:20-1:12 • If a change in level along pedestrian routes is unavoidable, it is necessary to provide gently sloping or ramped options. However, as some people with an ambulant **mobility impairment** have difficulty using ramps, it is undesirable for a ramp to be the only route. • Ramps cannot be used for level changes of more than 2000 mm. In these scenarios, the provision of a lift is required. • Where the change in level is less than 300 mm, a ramp is the only viable means of access, as it avoids the need for a single step. • Steeper requirements of 1 in 10 is acceptable for very short distances. This gradient is, however, physically difficult to manage for some **wheelchair users.** • If a lengthy ramp is required, designs with frequent landings and lesser slopes for each successive segment should be considered. • A full breakdown of the maximum permissible relationship between going, gradient and rise of ramps can be found in Table.3 of BS:8300-1. This should be used by project teams to determine appropriate provision of ramps in the external built environment.	• Inclusive Mobility
	Identification/signage	• Ramps must be clearly identifiable through clear signage (see section 4.13), especially if a ramp if located off the main pedestrian route. • Where a ramp is necessary, its existence and location should be clearly indicated as a person approaches. • If the beginning of the ramp cannot be located close to the accessible entrance, information should be provided at that point to direct users to the correct location. The text should be in large characters, contrasting visually with their background, and be accompanied by the International Symbol for Access.	
	Landings	• Landings should be provided at the foot and head of a ramp. They should be at least the width of the ramp and not less than 1500 mm long, clear of any door swing or other obstruction.	

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
		• Any intermediate landings along a series of flights in a straight line should be at least 1500 mm long, clear of any door swing or other obstruction. If an intermediate landing is a quarter-turn or half-turn landing, the width of the ramp should be maintained throughout the turn or turns. • Intermediate landings at least 1800 mm wide × 1800 mm long should be provided as passing places where there is no clear line of sight from one end of the ramp to the other, or where there are three or more flights.	
	Ramp width	• The surface width of a ramp, between walls, upstands or kerbs, should be not less than 1500 mm. • Where wider ramps are divided into separate channels, no channel should have a surface width less than 1500 mm	
	Tactile paving	• A corduroy tactile surface should be used as this surface conveys the message 'hazard, proceed with caution' • Corduroy tactile paving should be provided to the following requirements: – the surface should be installed across the full width of the ramp, at the bottom only. – the corduroy surface should be laid to a depth of 800mm and set back 400mm back from the bottom of the ramp, to give people time to adjust their walking speed	• Guidance on the use of Tactile Paving Surfaces
	Surface materials	• Surface materials should be chosen to be durable and easy to maintain, and should be slip-resistant when wet, to allow for rain and other environmental factors. • The surface of a ramp should contrast visually with the landings and the edge protection so that its presence is discernible by people who are **blind** or **partially sighted.**	
	Upstand / Edge protection	• Wherever a ramp is provided, a continuous upstand at least 100 mm high should be provided at any open edge of a ramp. • The upstand should contrast visually with the surface of the ramp	
Lifts in the external environment	Lift type	• Where there is a substantial change in level, lifts are essential for **wheelchair users, those with guide dogs** and for those with a **mobility impairment**. • Lifting appliances appropriate for the external environment are conventional passenger lifts or slow speed lifts. Conventional passenger lifts are preferable. • Lifts should be made available for inaccessible obstacles such as stairs, bridges and subways over 2000mm	• Inclusive Mobility
	Lift doors	• Lift doors should have a clear tonal and colour contrast with the surrounding wall to benefit visually impaired people. • Lift doors should have a clear space of 900mm for **wheelchair users** to enter and exit the lift 900mm.	
	Signage	• Lifts must be clearly identifiable through clear signage (see section 4.13), especially if a lift if located off the main pedestrian route	
	Dwell time	• Lifts should have a minimum dwell time (the time the lift doors remain open when loading or unloading passengers) of 5 seconds to allow **for mobility impaired people** to enter and exit the lift.	
	Electronic displays	• For electronic displays of information in a lift, lettering should be yellow or light green with a black background. Information should be provided at head height.	
	Emergency call system	• All lifts provided in the external built environment must have an emergency call system located inside the lift.	
	Location	• Lifts remote from stairs or ramps can result in excessive travel distances for the very people who need travel distances to be kept to a minimum and should therefore be located as close to these features as possible.	• RIBA Inclusive design

2.5 Road crossings

This section provides inclusive design guidance for the provision of road crossings. Guidance will be provided for type of crossing, crossing surfaces and the provision of central reservations.

2.5.1 Inclusive design guidance for road crossings

Table 2.5 below sets out inclusive design guidance, and stakeholder feedback for the provision of road crossings in schemes which involve the provision or development of public realm.

Table 2.5: Inclusive design guidance for the provision of road crossings

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Surfaces	Tactile Paving at controlled and uncontrolled crossings	• The consistent application of tactile paving is crucial for ensuring that pedestrians with **visual impairments** are supported in navigating the street environment safely and confidently. Tactile paving should consist of blister, corduroy, ladder and tramline and lozenge. • BS 8300 -1 states that blister paving should be installed only at the dropped kerbs of both controlled and uncontrolled crossings. The colour of the paving should contrast be red for controlled crossings (e.g., signal-controlled and give-way crossings) and generally buff at other crossings. • Some relaxation of the colour requirements may be acceptable in conservation areas or in the vicinity of a listed building. In these limited circumstances only, the tactile surface may be provided in a colour that is in keeping with the surrounding material. Project teams should note that this relaxation does not extend to the use of red at uncontrolled crossing points.[33] • Visual contrast between different surfaces should be used to signal a change of surface purpose, for example a road surface compared with a pavement at a road crossing. • Blister surface is only for use at designated pedestrian crossing points, and its purpose is two-fold: – Firstly, to provide a warning to **visually impaired** people who, in the absence of a kerb upstand greater than 25mm high, may otherwise find it difficult to differentiate between where the footway ends and the carriageway begins. – Secondly, at controlled crossing points only the blister surface is also used to act as a guide (usually referred to as a stem) that leads **vision impaired** people to the crossing point itself. • The blister surface should be installed at designated controlled and uncontrolled crossing points: – where the footway has been dropped flush with the carriageway: or – where the carriageway has been raised to the level of the footway • At controlled crossings only, the blister surface should also used to provide stems that lead **vision impaired** people to the crossing point. • The back edge of the tactile surface should be at right angles to the direction of crossing (and therefore will sometimes not be parallel to the kerb) • Where the dropped kerb at a controlled crossing is in the direct line of travel for people walking, e.g., at crossing points on junctions, the tactile surface should be laid to a depth of 1200mm. At all other controlled crossings, a depth of 800mm. • At controlled crossings only, a stem of the surface 1200mm wide, should extend from the flush dropped kerb to the back of the footway. • At uncontrolled crossings the blister surface should be installed across the full width of the flush dropped kerb and: – where the crossing is inset into the side street and is not in the direct line of travel for people walking, the tactile surface should be installed to a depth of just 400mm, as people will encounter it at an acute angle. – where the crossing is in the direct line of travel for people walking, the tactile surface should be installed to a depth of 1200mm. • Stakeholders stated that Westminster does not have a consistent application of tactile paving at road crossings, which can reduce safety and confidence when accessing road crossings. Stakeholders noted that this barrier particularly impacts those who are visually impaired and recommended a tactile paving strategy to ensure consistent application.	• Manual for Streets • DfT's guidance on the Use of Tactile Paving Surfaces
	Audio and visual signals	• Audio and visual signals should be utilised at all controlled crossings. This is particularly beneficial for **visually impaired** people and those with **hearing impairments.**	• Inclusive Mobility
	Visual contrast	• Visual contrast between different surfaces can be helpful if used appropriately to signal a change of surface purpose, for example a road surface compared with a pavement at a road crossing	• PAS 6463
	Ramps	• It is important that ramps are designed appropriately: the maximum gradient in the direct line of travel should not exceed 1:12, and where space allows, a gradient of 1:21 should be achieved.	• Inclusive mobility • DfT's guidance on the Use of Tactile Paving Surfaces
	Dropped kerbs	• For the safety of **visually impaired** pedestrians, a dropped kerb should not be installed at an uncontrolled road junction. • Where level access at a crossing is achieved by means of a dropped kerb (rather than a raised crossing), the base of the dropped kerb should preferably be flush with the carriageway but can have a maximum upstand of 6mm provided that a rounded bullnose is provided at the interface with the carriageway. • The gradient of the lateral taper (or dropper) kerbs on either side of the flush section should not exceed 1:11. • The flush section of the dropped kerb should have an absolute minimum width of 1200mm, but the minimum width should be 3000mm where there are heavy pedestrian flows. • There should preferably be a level space of at least 900mm to the rear of a dropped kerb to allow easy passage for wheelchair users and others who are not crossing the road.	• Inclusive Mobility
	Gradient	• The provision of level access at all road crossings is essential, particularly for **wheelchair users**, whether by a dropped kerb or a raised crossing.	• Inclusive Mobility

[33] As a significant proportion of Westminster lies within a Conservation Area a consistent approach needs to be taken across the city, as set out in the Public Realm Guidance SPD.

Crossing type	Consistent provision of crossing type	• Stakeholders stated that inconsistent application of road crossings within Westminster can cause confusion for those who have **visual impairments**, have **learning difficulties** or **neurodiverse conditions**. Stakeholders stated a clear preference for WCC to utilise a more consistent approach when providing road crossings in the public realm.	
	Uncontrolled crossings	• Uncontrolled crossings should only be used at lower traffic flows and speeds and where there are no more than two traffic lanes to be crossed.	• LTN 1/20
	Toucan Crossings	• Toucan crossings should be used where it is necessary to provide a shared facility, for example when there are space restrictions or where there is a shared use path or area leading to the crossing	• LTN 1/20
	Signalised crossings	• Where there are pedestrian movements in at a roundabout, signalisation provides a good opportunity for providing safe crossing places. • Controlled crossings can be particularly important to **disabled people**, **older people** and vulnerable road users. • **Older people** and people with **reduced mobility** may struggle to cross a signalised crossing at the designated 1.2m per second standard walking speed often assigned to signal timings, and consideration should be given to allow for additional time on busy pedestrian crossings	• LTN 1/09 • Inclusive Mobility • The Planning for Walking Toolkit
	Provision of guard railing	• Guard railings used to channel pedestrians to a point where they can cross safely and can increase pedestrian safety when crossing, particularly in areas with high traffic.	• LTN 1/24
	Assessment of road crossing type	• Any assessment of road crossings should therefore consider the needs of these all protected characteristic groups. Demographic data should be utilised in any assessment to determine the viability of a crossing type.	• Inclusive Mobility
Central reservation provision	Central reservation width	• The width of central reservations at road crossings should be designed to fulfil the following criteria: – 1200mm to accommodate pedestrians only, with no street furniture on the island. – 1500mm to accommodate **wheelchair users.** – 2000 mm to allow **wheelchair users** and cyclists to pass one another. • Stakeholders in the workshop stated that the provision of bollards in central reservations can create safety hazards for those with limited horizontal movement, such as **wheelchair users**, who may get caught behind bollards when crossing.	• Manual for Streets
	Tactile paving at central reservations	• The red blister surface should only be used on refuges at controlled crossings. On refuges, or splitter islands, where it is intended that pedestrians should not usually stop, it is important that the blister surface is not installed. • On refuges where a pedestrian is intended to stop, where the refuge where is less than 2m depth, the blister surface should be laid across the full width, set back behind the kerb or 150mm from the edge of the carriageway (where the refuge is at carriageway level) on both sides. • Where the refuge is two metres or more in depth, two rows of the blister surface 800mm deep should be provided. Each row should be set back behind the kerb or 150mm from the edge of the carriageway (where the refuge is at carriageway level) on both sides. • For a staggered crossing, the blister surface should be laid to a depth of 800mm behind the kerb, or set back 150mm from the edge of the carriageway, on both sides. • For triangular pedestrian islands, the blister surface should be installed across the full width of each dropped kerb to a depth of 800mm, set back behind the kerb, or 150mm from the carriageway on all sides.	• Inclusive mobility • DfT's guidance on the Use of Tactile Paving Surfaces

2.6 Walking distances and rest places

This section provides inclusive design guidance for the provision of walking distances and rest places. Guidance will be provided for the provision of walking distances in accordance with best practice guidance, rest place provision and guidance on reducing walking distances where appropriate.

2.6.1 Inclusive design guidance for walking distances and rest places

Table 2.6 below sets out inclusive design guidance, and stakeholder feedback for the provision of walking distances and rest places in schemes which involve the provision or development of public realm.

Table 2.6: Guidance for the provision of walking distances and rest spaces

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Walking distances in the public ream	Best practice guidance on walking distances for different protected characteristic groups	• Walking distances to public transport and car parking facilities should be kept to a minimum where possible. • **For People with a physical disability** who are able to walk, approximately 30% can manage no more than 50m without stopping or severe discomfort, and a further 20% can only manage between 50m and 200m. • The following guidance sets out walking distance limits for different protected characteristic groups: – 150m for wheelchair users; – 150m for visually impaired people; – 50m for mobility impaired people using a stick; and – 100m for mobility impaired people without a walking aid	• Inclusive Mobility
Rest places	Rest place provision in the public realm	• Access routes on level ground should have resting places not more than 50 m apart for people with **limited mobility**. • Best practice for rest places is to position formal seating at 50m intervals in commonly used pedestrian areas where practicable.	• The Planning for Walking Toolkit

2.7 Parking

This section provides inclusive design guidance for the provision of parking in the external built environment. Guidance is provided for the provision of parking for a range of protected characteristic groups, for on and off-street parking.

2.7.1 Inclusive design guidance for parking

Table 2.7 below sets out inclusive design guidance, and stakeholder feedback for parking in schemes which involve the provision or development of public realm.

Table 2.7: Guidance for the provision of parking

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Setting down and picking up points	Setting down and picking up points	• A designated setting-down point or picking-up point, suitable for **disabled** passengers, should be provided on firm and level ground, close to the accessible entrance to a building. • The location of setting-down or picking-up point should be indicated through clear signage. • This setting-down point should be provided in addition to designated accessible parking spaces and taxi waiting zones	
On street accessible parking provision	Provision of large designated accessible spaces	• Where space permits, at least one large designated accessible parking space, 4800 m wide × 8000 .m long, should be provided to cater for commercial vehicles converted for side or rear access using hoists or ramps. • Where possible, enlarged bays should be provided to the following specifications: 6000 m long by 3600 mm wide. Height required for HTCVs: 2600 mm.	
	Provision of accessible parking spaces	• Designated accessible parking spaces should be provided as a minimum of 10% of total parking spaces (5% designated spaces and 5% enlarged spaces). Where there is evidenced local need that a higher percentage is required, this should be provided accordingly. • Where there is evidenced local need that a higher percentage is required, this should be provided accordingly. Local need should be determined through analysis of local demographic data. • The overall number of designated accessible parking spaces needs to take account of existing planning guidance. • Stakeholders stated that within Westminster, there is a lack of accessible parking, especially in busy areas of the Borough. This reduced accessibility for those who rely on the use of private vehicles, such as **older people** and those with **mobility impairments**, to access these areas.	
	Provision of accessible child parking	• Designated accessible parking spaces should be solely for the use of disabled people. If there is an evidenced need, parent and child parking spaces should be provided in addition to any other designated/assigned parking spaces. • The provision of parent/guardian and child parking (with equivalent layout as designated accessible parking spaces) located in car parks so as to avoid users having to cross roadways. • For buildings likely to be used by people with small children, for example retail and leisure facilities, some designated accessible parking spaces should be provided for motorists accompanied by a small child in a pushchair or stroller.	
	Accessible parking location	• On street accessible parking spaces should be located within 50m of an accessible building entrance. Public open spaces and any other public facilities, and not further away than 150m. • Designated accessible parking spaces in uncovered parking areas should be located on firm and level ground, as close as is feasible to the accessible entrance to the building with which the parking spaces are associated. • The location of accessible parking spaces should be clearly signposted.	
	Safety of accessible parking spaces	• Accessible parking spaces should include an access route to avoid travel behind cars and safety zone at the rear of the car to allow access for rear access.	
	Accessible parking space specification	• Where designated on street parking spaces are provided, they should be sited where road gradient and camber are reasonably level(e.g., 1:50). A dropped kerb (with associated blister paving) or level surface should be provided to permit convenient access from the parking space onto the pavement. • The dimensions of such parking spaces, parallel to the kerb, should be 3600 mm wide × 6600 mm long, to permit access to the rear of a vehicle to use a ramp or tail-lift and to enable the driver or passenger to alight on the side where traffic might be passing.	
Pay and display systems	Pay and display systems	• Accessible pay and display systems should be positioned close to accessible parking spaces. • Ticket machines should not be placed on a plinth where possible for **wheelchair** users' access, and the height of accessible parking should be 2600mm as some wheelchair users may stow a wheelchair on the top of the car.	• Inclusive mobility

2.8 Cycling infrastructure

This section provides inclusive design guidance for the provision of cycle infrastructure in the external built environment. Guidance is provided for the cycling infrastructure which is accessible for all and the provision of cycle parking.

2.8.1 Inclusive design guidance for cycling infrastructure

Table 2.8 below sets out inclusive design guidance, and stakeholder feedback for cycle infrastructure in schemes which involve the provision or development of public realm.

Table 2.8: Guidance for the provision of cycling infrastructure

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Cycling infrastructure	On carriageway vs off carriageway	• On carriageway cycle paths are generally less preferred to off carriageway routes, however they can be safe on roads with less volumes of traffic and low speed limits.	
	Lighting of cycle infrastructure	• Cycleways should be appropriately illuminated.	
	Colour	• Visual contrast between different surfaces can be helpful if used appropriately to signal a change of surface purpose, for example a road surface compared with a path, a cycleway compared with a bus lane.	
	Cycle parking	• Cycle parking should be located in a clearly defined area, should contrast visually with the background against which they will be seen, provide ground level detection and the provision of spaces for adapted cycles. • The design of cycle parking needs to provide a number of fix heights for adapted cycles to access. • Cycle stands should be positioned such that when in use they do not reduce the access route width. • Cycle parking should be surrounded by tactile paving to ensure it is identifiable for people with visual impairments. • 5% Accessible cycle parking should be provided such as space for three wheeled cycles and this should be located close to accessible car parking spaces. • Cycle parking facilities should meet current and future demand, have step free access and be secure, well overlooked and lit at night. • Stakeholders stated that pay as you go cycle parking (such as Santander Cycles) and e-scooter parking (such as Limes) add to street clutter and increase the potential for collisions between pedestrians and cyclists.	• Inclusive mobility • London Cycling Standards • RIBA Inclusive Design
	Cycle lane width	• Cycle lanes should have a minimum width of 2000mm	• LTN 1/20 • London Cycling Standards
	Cycle lane gradient	• A gradient of 5% should be regarded as the desirable maximum for slopes of up to 30m in length and will often be optimum for limiting the diversion distance while ensuring the ramp is easy to climb. An absolute maximum of 8% should be used for ramps. • Cycle lanes can be constructed with either a crossfall across the whole width or a central camber to help surface water to clear, but in either case the gradient should not exceed 2.5% as this could cause wheels to slide in icy conditions	• LTN 1/20
	Cycle lane surface	• Smooth, sealed solid surfaces, such as asphalt or macadam, offer the best conditions for everyday cycling. • Textured surfaces such as block paving and setts can help reinforce speed reduction. They provide a visual and audible reminder that the section of carriageway is a low-speed environment.	• LTN 1/20
	Cycle route design	• Cycle infrastructure should be legible, intuitive, consistent, joined up and inclusive. It should make cycling useable, safter and understandable for all users. • Cycle routes should be designed to be logical and continuous, without unnecessary obstacles, delays and diversions. • Cycle infrastructure should not contrast with the visual character of an area or add unnecessarily to street clutter and should enhance urban and public realm. • The design of new cycle routes should only mix people cycling with motorised traffic where there are fewer than 500 motor vehicles per hour (two-way) at peak times, and preferably fewer than 200 vehicles per hour. • New routes must not mix people cycling with motorise traffic where the 85th percentile speed is more than 30mph, unless speed reduction measures are proposed. • New routes separate from other traffic should be a minimum of 2.2m for one way and 3m for two way.	• London Cycling Design Standards • Manual for Streets • New Cycle Route Quality Criteria • Streetscape guidance

2.9 Shared use spaces

This section provides inclusive design guidance for the provision of shared use spaces in the external built environment. Guidance is provided on shared use spaces for all travel modes and shared use spaces for pedestrians and cyclists.

2.9.1 Inclusive design guidance for shared use spaces

Table 2.9 below sets out inclusive design guidance, and stakeholder feedback for shared used spaces in schemes which involve the provision or development of public realm.

Table 2.9: Guidance for the provision of shared used spaces

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Shared use spaces for all travel modes	BS:8300 guidance	• BS 8300-1 does not include any recommendations around shared use spaces, it concludes that the subject is controversial, and further research is required before the subject can be covered in any detail within the standard.	
	Speed reduction	• Best practice measures for shared use routes and spaces includes measures which reduce vehicle speeds in these environments. • Stakeholders stated a preferences for 20mph speed limits in areas where there are interactions between vehicles and pedestrians. Stakeholders highlighted that **children** and those with **visual** and **mobility** impairments will benefit from a reduced speed limit in these scenarios. • Relocating carriageway space for pedestrians and cyclists can improve the public realm, pedestrian and cyclist comfort and slow the speed of carriageway traffic.	• LTN 3/08
Shared use spaces between pedestrian and cyclists	Tactile paving	• Tactile paving, specifically a delineator strip, should be used in shared use spaces, where shared use spaces cannot be avoided, to assist **visually impaired** people. • The use of tactile paving at transitions to carriageways where a cycle track merges or diverges from carriageway level to footway level so that **visually impaired** people do not inadvertently follow the cycle track into the carriageway. • It is recommended that a detectable kerb upstand of at least 60mm is provided between footway and carriageway on relatively high trafficked streets to allow all people to know where the footway ends. • The central delineator strip should be 20 mm high, 150mm wide with sloping sides and a flat top of 50mm. It should run the entire length of the route. • The profile of the segregated shared cycle track/footway tactile paving surface comprises a series of raised, flat-topped bars, each 5mm (±0.5mm) high, 30mm wide, and spaced 70mm apart. There are four bars on a standard 400mm by 400mm module. • The surface should extend across the full width of the footway (ladder) and cycle track (tramline) and should extend to a depth of 2400mm. • Tactile paving surface can be made of any material suitable for and with slip resistance appropriate for footway use. • Tactile paving is normally buff coloured, but can be any colour, other than red, that achieves good tonal and colour contrast with the surrounding area.	• DfT guidance on the Use of Tactile Paving Surfaces • LTN 1/20
	Width	• Shared use spaces between pedestrians and cyclists must be a minimum of 3500mm wide.	• LTN 1/20
	Identified limitations in design of shared use spaces	• The application of shared use footpaths and footways which permit cycling should be minimised, as it is likely to significantly affects the pedestrian experience. • Shared pedestrians and cyclist spaces should be avoided where possible and as it makes infrastructure incoherent, unsafe and less comfortable for all users. • Stakeholders state that shared use spaces reduce confidence when accessing these spaces. Those with **visual impairments** and **older people** felt that shared spaces reduced feelings safety due to increased risk of collision with cyclists.	• The Planning for Walking Toolkit • Inclusive Mobility

2.10 Green infrastructure in the public realm

This section provides inclusive design guidance for the provision of green infrastructure in the external built environment. Guidance is provided on the provision of green infrastructure in the pedestrian environment, parks and open spaces, nature trails and play spaces.

2.10.1 Inclusive design guidance for green infrastructure

Table 2.10 below sets out inclusive design guidance, and stakeholder feedback for shared used spaces in schemes which involve the provision or development of public realm.

Table 2.10: Guidance for the provision of green infrastructure

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Provision of green infrastructure	Reduction of noise pollution	• To assist with reducing sound pollution from external sources, exterior green facades or living walls and roofs should be taken into account.	• Design for the Mind - Neurodiversity and the built environment
	Reduction of air pollution	• Introducing green infrastructure and greenery creates more attractive public spaces, increases biodiversity and helps to mitigate the impacts of air pollution. • Green infrastructure such as vegetated systems like green roofs and tree barriers can contribute to improved air quality in the public realm. This can provide benefits to **children** with asthma who live close to green spaces, as they are likely to present fewer symptoms later in life.	• Slow Streets Sourcebook
	Design of green infrastructure in the pedestrian environment.	• Where possible, the provision of widened footways can accommodate valuable green infrastructure such as tree planting and sustainable urban drainage systems (SuDS). • Existing and potential new green infrastructure must be considered as part of any major street improvement project in order to ensure that environmental, economic and social benefits are delivered to contribute towards creating an attractive walking environment. • The replacement of hard surfaced areas with new grassed or planted areas can contribute to SuDS, landscape integration, enhancing the built environment and visual amenity, nature conservation and biodiversity, and providing areas to support larger trees. • Biodiversity and greenery should be incorporated into the design of streets and spaces, to increase climate resilience whilst fostering an understanding of ecology in everyday mobility contexts.	• The Planning for Walking Toolkit • Streetscape Guidance • The Healthy Streets for London Guidance
	SuDS	• SuDS can be utilised to improve public realm by addressing surface water flood risk, improving air quality and contributing to a higher quality of life. • SuDS can help address flooding risks by managing surface water runoff in a way that mimics natural processes, slowing down the runoff rate while providing wider benefits, such as public realm improvements and should look to be provided where the opportunity allows. • SuDS design should be based on the four pillars as set out in CIRIA C753 The SuDS Manual.[34] These are: – water quantity; – water quality – amenity – biodiversity • Depending on the available space and prevailing conditions, existing streetscapes can be adapted or retrofitted with a variety of interventions, improving the quality of the public realm where possible. The following may offer opportunities to retrofit SuDS: – during annual road maintenance works; – during road reconstruction or resurfacing; – as part of road drainage improvements; – as part of planned road modernisation; – integrated as part of development, redevelopment or regeneration; – as part of investment in the public transport network, such as station forecourts; and – improving London's cycle route infrastructure – The provision of SuDS in London should be delivered according to CIRIA C753 The SuDS Manual.	• SuDS in London, a guide requirements.[35] • Streetscape guidance
	Tree planting and soft landscaping	• Trees, planting and soft landscaping features should not be located within a clear pedestrian route or desire line. Roots and branches should also not provide an obstruction. • Surface- or ground mounted tree pits should provide a smooth transition and accessible surface from the surrounding ground level/finish. • Raised planters should contrast visually with the surrounding surface finishes to ensure that they are recognizable. They should not taper downwards, so that the ground level detectable outline is an accurate reflection of the extent of the planter throughout its height. • Raised planters should be at least 150 mm high from ground level. • Care should be taken to ensure that trees and large shrubs do not affect the functionality of lighting	

[34] Circa. (2015). 'CIRIA C753 The SuDS Manual'.

[35] Transport for London. (2016). 'SuDS in London - a guide'. [Online]. Available from: https://content.tfl.gov.uk/sustainable-urban-drainage-november-2016.pdf [Last accessed July 2024].

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Play areas	Green infrastructure play spaces	• Green infrastructure play spaces should be stimulating and overlooked to enable passive surveillance, incorporate greenery and form part of the surrounding neighbourhood. • Play spaces must be able to be safely accessed from the street by children and young people independently.	• Making London Child Friendly
	Sensory play opportunities	• Play parks should include sensory play opportunities, including visual, audible and tactile facilities.	
	Access	• Play areas should contain: – clear routes through the play area, designed to be accessible for people with **mobility impairments**; – an interesting landscape with a variety of accessible ground levels; – accessibility to water and sand opportunities where these are provided; – the ability to get close to and interact with climbing units which might not themselves be accessible; – accessible observation points, where parents or carers can observe their children without being – involved in play activities; and – easy access to toilets.	
	Quiet areas	• Play areas should contain: – quiet areas that incorporate gentle sensory experiences; and – quiet areas to allow those who require them to retreat to	
Nature Trails	Access	• Nature trails should be designed to be as usable as possible for as many people as possible, taking into account the requirements of a variety of users. • Toilets should be provided at the start of a trail within the car park. • All accessible paths to nature trails should be designed in accordance BS: 8300. • Where ramps are required, they should be designed in accordance with BS: 8300	
	Signage	• Information should be provided at the beginning of a nature trail to indicate the accessibility of the trail, including the availability of facilities such as seating, or barriers such as steps where these are unavoidable. • Signage should be designed in accordance with BS:8300-1. Tactile signs and symbols should be used throughout.	
Parks and open spaces	Access	• Parks and gardens can be both formal and informal, and vary in size from the small local parks on housing estates, large municipal parks with facilities such as cafes, tennis courts, paddling pools, orangeries, etc., through to country parks and large historic gardens covering many acres. It is important to review all functions to ensure that accessibility is maximized. • Appropriately located car/cycle parking, access to toilets, barrier-free level routes should be provided in all parks and open spaces. • Independent, free access to nature should be provided, where possible, to people with sensory and/or information processing differences to recover from overwhelming busy places.	
	Routes	• The nature of the park or garden is likely to dictate the type of route but features such as circular routes and short cuts can improve accessibility. • Seating and resting points and clear tactile maps of a route should be provided on all routes through parks and open spaces. • Stakeholders stated that routes through parks which are shared with cyclists and e-scooters can constitute a key barrier when trying to access parks. Those with **visual impairments** and **older people** in particular, felt as if they were less likely to enjoy park environments and had reduced perception of safety while on these routes.	
	Pocket parks	• Pocket parks are small urban open spaces that can be used to serve as extensions to the footway to provide a face and inviting green space in busy public environments.	• Streetscape guidance

2.11 Lighting

This section provides inclusive design guidance for the provision of lighting in the external built environment. Guidance is provided on minimum lighting levels of a range of design features in the public realm, the provision of lighting in the public realm and the provision of lighting strategies.

2.11.1 Inclusive design guidance for lighting

Table 2.11 below sets out inclusive design guidance for lighting, and stakeholder feedback in schemes which involve the provision or development of public realm. WCC's Lighting Masterplan provides further guidance and should also be referenced.[36]

Table 2.11: Guidance for the provision of lighting

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Provision of a lighting strategy	Lighting signage	• Lighting design strategies should serve both way-finding and safety, the latter usually through illuminated signage and that bus shelters should be well lit with sufficient illumination to enable reading.	
Lighting	Lighting type	• Artificial lighting systems should be designed to maintain a level of illumination that is comfortable and provides a safe environment which is suitable for people who are **blind** or **partially sighted.** • The artificial lighting should avoid any perception of flicker and not give rise to light pollution. • Artificial lighting in the external environment should give good colour rendering of all surfaces	
	Glare reduction	• Design should avoid excessive illuminance and glare from daylight or sunlight on critical surfaces and elements. This should be achieved through avoidance of highly reflective surfaces, changes in their orientation and direction, and the use of shading devices	
	Lighting cycle routes	• Cycle routes across quiet parks or canal routes that are not well lit should consider a suitable streetlight on road alternative that matches desired route. • Cycle parking and routes to and from it, should be clearly marked, overlooked, well-maintained, well-lit and integrated into the built environment	• LTN 1/20
	Lighting provision in the public realm	• Approaches to buildings should be lit. • Downward light distribution lighting should be used. • Level changes in external environment should be illuminated. • The combined effect of lighting, noise and visual stimulation through surface finishes or pictures should be considered as they can cause bombardment on the senses and consequential distress and overload. • Higher levels of lighting are recommended at junctions and pedestrian route crossing points. • Good lighting is particularly important for **disabled people** for reasons including personal security, the feeling of being safe and for helping people see and read signage. • Lighting should be planned as an integral part of the street layout, including any planting. The potential for planting to shade out lighting through growth should be considered when deciding where and what to plant. • Lighting should be appropriate to context and street function and should illuminate both the carriageway and footway. • The height of street lighting should be appropriate to the cross-section of the street. Lowering the height of lighting can make the scale more human but this will mean that more lighting units are required. • Lighting columns should be placed so that they do not impinge on the available widths of footways	• Inclusive mobility • Manual for Streets • LTN 1/20
Minimum luminescence	Minimum Lux of design features	• Subways (open) (night): 25 lux • Subways (enclosed) (night): 50 lux • Subways (enclosed (day): 150 lux • Footbridges (open) (night): 15 lux • Footbridges (enclosed) (night): 50 lux • Footbridges (enclosed) (day): 150 lux • Stairways and ramps (open) in the external environment: 15 lux • Stairways and ramps (open) adjacent to the entrances/exits of buildings: 100 lux	

[36] Westminster City Council. (2020): 'Lighting Masterplan 2020-2040' [Online]. Available from: https://committees.westminster.gov.uk/documents/s38067/2.%20200610%20Westminster%20Lighting%20Master%20Plan.pdf [last accessed August 2024].

2.12 Wayfinding and signage

This section provides inclusive design guidance for the provision of wayfinding and signage in the external built environment. Guidance is provided on wayfinding, the process which enables people find their way through an environment, and signage, the physical markers used for visual communication within an environment.

2.12.1 Inclusive design guidance for wayfinding and signage

Table 2.12 below sets out inclusive design guidance, and stakeholder feedback for wayfinding and signage in schemes which involve the provision or development of public realm.

Table 2.12: Guidance for the provision of wayfinding and signage

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Wayfinding strategy	Provision of a wayfinding strategy	• A wayfinding strategy should be developed as part of the inclusive design strategy. This should include: – Graphic communication (signage, information, maps) – Tactile communication (e.g., embossed and braille signage) – Audible communication (announcement systems, talking apps, GPS apps) – Lighting design used for both way-finding and safety (illuminated signage) – Signage types used to support wayfinding include information, directional, identification (location/arrival), and safety (fire and mandatory) signage.	
Signage strategy	Provision of a signage strategy	• In addition to a wayfinding strategy, a signage strategy should be provided to identify the routes to, and location of all accessible facilities. This should include: – The shape, material and typeface of all planned signage – The location of all signage – Identification of routes that are accessible and step-free – Distances and gradients to accessible facilities	
Wayfinding	Provision of wayfinding information	• Wayfinding should use consistent signage and surface materials; ensure that signage and facilities are adequately lit; be provided at areas with high footfall through pedestrian decision-making points and be planned through a co-ordinated network of signage. • Routes to, and the location of, key accessible facilities such as parking, transport hubs, information centres and sanitary facilities, should be clearly identified.	• The planning for walking toolkit
	Meeting points	• Meeting and information points should be interspersed throughout the environment. Informal meeting points should be located at places such as transport termini, the junctions of pedestrian routes, near landmarks and at the entrances to key buildings or amenities, both when arriving and leaving.	
	Wayfinding for cyclists	• Wayfinding for cyclists should avoid cyclists having to make sharp turns when they leave the carriageway and avoid layouts which make cyclists stop, slow down, or deviate unnecessarily from their desired route	• LTN 1/20
	Tactile and audible maps	• Tactile and audible maps provides both visual and audible information which aid wayfinding for **visually or hearing impaired** people and should be provided in areas with high footfall. • The use of tactile, visual, and audible wayfinding information should be clearly set out, with consideration given to the opportunity to preview information, avoiding sensory overload, use of appropriate lighting to aid navigation, logical layouts and clear sightlines	• RIBA Inclusive design
	London legible Assets	• Legible London Assets[37] should be utilised where possible to provide wayfinding guidance in areas with high pedestrian traffic	• Streetscape guidance
Signage	Signage for step-free access	• Directional signs should specifically identify routes that are accessible and step-free and should give as much information as possible to assist people in planning and navigating their route, including distances and gradients where appropriate.	
	Signage over long routes	• Signage should reaffirm directions on a route that continues over a long distance or at changes in direction. The shape, materials, colour and typeface of signs should be consistent throughout an area.	
	Safe Havens	• established Safe Havens, defined as designated areas within public spaces, where individuals can feel secure and protected, should be present and well-signposted at transport interchanges such as through a station safe neighbours scheme.	
	Provision of signage	• Wayfinding should be easy to interpret, through the consistent use of symbols and include wording in contrast from the mounted surface; and that signage should be located at a comfortable viewing height (1,400mm to 1,700mm standing and 750mm to 1,350mm for seated adults or children).	• PAS 6463
	Signage for cyclists	• Signage for cyclists should not overhang cycling infrastructure and be set out using the following guidelines: • If a sign does overhang the cycle infrastructure, the minimum height of this should be 2.3m • Signage posts should be located 0.5m clear of the riding surface	

[37] Transport for London (2024): 'Legible London'. Available at: https://tfl.gov.uk/info-for/boroughs-and-communities/legible-london

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
	Street clutter	• Signage can contribute to street clutter. Wherever possible, unnecessary signage should be identified, reviewed and removed on a regular basis as a cost-effective means of improving the streetscape. • Street furniture should not negatively impact on wayfinding for **mobility** and visually **impaired pedestrians**.	• LTN 1/08 • Slow Streets Sourcebook
	Signage language	• Signs and information must be in forms that can be used by **disabled people**, particularly the needs of **visually impaired** and **hard of hearing** people. To achieve this, information should be provided in a way which is as simple and easily understood as possible. • Verbal and text messages should be precise and include key information in clear language. • There should be consistency between audible and visual messages. • Stakeholders stated that signage language should be provided in a way that can be understood by all, particularly those with **learning disabilities** or those who **don't speak English as a first language**. Stakeholder feedback that complicated signage can result in issues wayfinding in the public realm, and can be a key barrier to access.	• Inclusive Mobility
	Traffic signage	• Traffic signage should be sufficient to enforce regulations but not excessive in terms of numbers and signs. • Measures are taken to reduce street clutter, such as placing signage on lighting or CCTV columns should be implemented. • Road markings can be utilised to achieve reductions in speed. Measures include vehicle activated signs; virtual speed humps[38] and a variety of surface treatments.	• Manual for Streets

[38] Virtual speed bumps are flat, thermoplastic road markings that create an optical illusion, appearing raised or 3-D to drivers as they approach, giving the impression that speed humps lie ahead.

2.13 Information and communication

This section provides inclusive design guidance for the provision of information and communication in the external built environment. Guidance is provided on real time information, consultation and engagement methods and the provision of information.

2.13.1 Inclusive design guidance for information and communication

Table 2.13 below sets out inclusive design guidance, and stakeholder feedback for information and communication in schemes which involve the provision or development of public realm.

Table 2.13: Guidance for the provision of information and communication

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Provision of information in the public realm	Provision of real time information on public transport	• Real-time information about public transport routes and departures should be provided in both visible and audible formats (including assistive listening systems), both at stops and on vehicles. • Digital technology should be used to enhance the accessibility of public transport and the pedestrian environment. The following digital technologies should be utilised to provide information and communication: touchscreens; contactless ticketing; real time information; and wayfinding technologies.	• Inclusive Mobility
	Provision of information at car parks	• Information on the conditions and requirements for car parking, including height restrictions, payment terms, cost, payment methods, contact details for support, etc., should be clearly displayed at the entrance to a car park. Car park ticket dispensers should be operable using audible information.	
	Information points and boards	• Information points should be provided at all public transport arrival points, entry points to a development or particular area, and key visitor attractions. • Free-standing information boards or plaques should not obstruct pedestrian routes and should be positioned such that there is adequate space around them for people to stand and read the information without causing an obstruction. • Information boards and plaques should be adequately lit so that they are easily readable. The lighting should be positioned to avoid bright patches of reflected light and glare in the direction of the reader.	
	Emergency communication systems	• All communication systems, particularly those for emergency use in lifting appliances, on escalators and moving walks, at access control systems and in accessible toilets and Changing Places toilets, need to be checked regularly to ensure that they are usable, reachable and in working order at all times.	
	Provision of accessible information	• Accessible information should be provided in one or more of the following ways: – websites with flythrough videos; and – audio description provision for all documents, including appointment letters and invitations.	• PAS 6463
Engagement	Provision of engagement	• Local authorities should initiate early consultation and engagement with strategic user groups representing people with protected characteristics at the outset of a development. • Engagement increases ownership and stewardship of proposed schemes amongst local residents. For example, with community groups in the design of public spaces as when people feel engaged and involved in their communities they work better to help protect it and their neighbours. • See section 4 for best practice measures related to equality engagement.	• PAS 6463 • Getting Home Safely
	Provision of accessible engagement events	• The involvement, communication, and effective consultation with stakeholders and the diverse communities surrounding a proposed scheme is vital for any development to fulfil its obligations under the Equality Act. • For consultation events a link to information about the environments that are clear, consistent and up to date and displaying a simple plan of the interior at the entrance to a building. • Stakeholders emphasised the importance of sending out consultation materials prior to an engagement event, to allow participants to become familiar with the engagement topics. • For online sessions, stakeholders stated that all engagement materials should be accessible to those with **learning difficulties, visual impairments** and those who **do not speak English as a first language**. This can be facilitated through use of simple language and reducing the amount of text in the engagement materials and providing engagement materials in an accessible format.	• PAS 6463 • RIBA Inclusive Design

2.14 Accessible toilets and Changing Places facilities

This section provides inclusive design guidance for the provision of accessible toilets and Changing Places in the external built environment. Guidance is provided on provision, location and design of these facilities in the public realm.

2.14.1.1 Inclusive design guidance for accessible toilets and Changing Places facilities

Table 2.14 below sets out inclusive design guidance, and stakeholder feedback for accessible toilets and Changing Places facilities in schemes which involve the provision or development of public realm.

Table 2.14: Guidance for the provision of accessible toilets and Changing Places facilities

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Accessible toilets	Accessible toilet size	• The size of the toilet should comply to dimensions of 2200mm x 1700mm • Flat-topped closed-coupled cistern providing a back rest and a colostomy bag changing surface for standing users must be provided. Colostomy bag changing shelf should be located at 0.95m above finished floor level. • The top surface of a WC seat should be set at a height of 480mm above finished floor level. The flush should be operated manually by a spatula type lever located between 0.8m and 1m above finished floor level.	
	Wheelchair turning space	• Provision of a wheelchair turning space to the dimensions of 1500mm x 1500m	
	Wash basin provision	• Wash basin located 800m above the finished floor level with mirror must be provided. • Hand rinse basin projecting not further than 250mm from the wall must be provided.	
	Mirror	• A long mirror should be located away from washbasin suitable for **wheelchair users** and **people with mobility impairments.**	
	Horizontal mirror	• A horizontal grab rail should be located on the side wall with a 500mm to 600mm clearance between the rail and the wall	
	Vertical grab rail	• A vertical grab rail should be provided 600mm high located either side of basin mirror	
	Alarm chord	• An emergency alarm pull chord, with two red bangles, must be provided in an accessible toilet	
	Disposal bin and sanitary dispenser	• A disposal bin must be provided. • Provision of a sanitary dispenser located on wall adjacent to door, with coin slot between 750mm and 1000mm above the floor.	
	Clothes hooks	• Two clothes hooks, located at 1050mm and 1400m above the floor, must be provided.	
	Drop down support rail	• A drop-down support rail should be fixed with its centre line 320mm from the centre line of the WC and should extend 0.5m to 1m beyond the front of the WC.	
	Accessible toilet location	• Public toilets should be provided at locations where people meet, wait or spend time, such as arrival points, car parks, public transport interchanges, retail areas and cafés • Complex routes to accessible toilets should be removed. • Stakeholders stated that the provision of accessible toilets in Westminster is currently inadequate. The need for greater provision was emphasised, particularly in Westminster's parks and green spaces.	
	Non-gender specific	• Accessible toilets should be designed as being non-gender specific, allowing for disabled persons to be accompanied by someone of a different gender.	• Inclusive Mobility
	Guide dogs	• The guidance states that accessible toilets should be accessible for people with assistance dogs.	• Inclusive Mobility
Changing Places toilets	Changing Places toilets provision	• The Changing Places toilet should be in addition to, not instead of, the provision of standard and accessible toilets • A Changing Places facility must include: height-adjustable toilet seat, adult-sized changing bench; ceiling track hoist system; adequate space for the disabled person and up to two assistants; peninsular toilet with space both sides for assistants; privacy screen; wide paper roll; large waste disposal bin; washbasin, preferably height adjustable; and a back rest on toilet seat. • Changing Places facilities should allow for direct access from the door into the manoeuvring space; equipment positioned to maximise manoeuvring space; easy and direct transfer using hoist between different areas; sufficient room for an assistant on either side of the toilet; shower unit close to head of changing bench; floor drain positioned to prevent water flowing across room; privacy curtain or screen; reference made to changing places layout and guidance; accessible routes to the facility; clear signage indicating the facilities location; clear information about access arrangements and guidance for use including sling compatibility; additional information explaining the facilities purpose • A Changing Places facility should be provided in sport and leisure facilities, including entertainment arenas, stadiums, large hotels, large theatres and multiplex cinemas; cultural centres such as museums, concert halls and art galleries; shopping centres, large retail developments and Shopmobility centres; key public buildings within town centres such as town halls, civic centres and principal public libraries; educational establishments, including universities.	• Changing Places a practical guide
	Changing Places toilets size	• The Changing Places toilet should be at least 3000mm wide and 4000mm long, with a ceiling height of 2400 m.	
	Doorways	• The doorway should have a minimum effective clear width of 1000 mm, with a level threshold. Where practicable, recessed single leaf single swing doors should open out and be fitted with a horizontal pull rail on the interior face of the door. Where they need to open inwards, the door position should not restrict access.	

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
	Turning space	• A turning space of 1800 mm should be provided to enable someone to enter safely before the door is closed.	
	Hoist system	• Changing Places facilities should have a full room cover overhead tracked hoist system. The room structure and the track should be capable of supporting a safe working load of 200 kg.	
	Drop down support rails	• A peninsular layout should be provided, with drop down support rails either side.	
	Privacy screen	• A retractable privacy screen (not ceiling mounted) should be provided to allow the disabled person to maintain their dignity when using the toilet, as an assistant will always be present.	
	Extraction fans	• Ventilation extract fans should be as quiet as possible in operation as their noise can cause distress to some people and can be a barrier to communication.	
	Heating	• The Changing Places toilet should be heated, as users might be undressed and in the facility for a long period.	
	Lighting	• The illuminance in the room should be maintained at 300 lux at changing bench level. Timed lighting should not be used as, if the lighting switches off, the assistant has to leave the disabled person unattended to re activate the lighting.	

2.15 Handrails

This section provides inclusive design guidance for the provision of accessible toilets and changing places in the external built environment. Guidance is provided on provision and design of handrails in the external built environment.

2.15.1 Inclusive design guidance for handrails

Table 2.15 below sets out inclusive design guidance, and stakeholder feedback for accessible toilets and changing place facilities in schemes which involve the provision or development of public realm.

Table 2.15: Guidance on the provision of handrails

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Provision of handrails	Material	• Handrails should made of a material that is resistant to heat and cold. • Handrail material should be smooth, not too small in diameter and comfortable for use for **people with arthritic hands**. • Handrail material should be strong enough to withstand inadvertent impact from an electrically powered **wheelchair or electric mobility scooter.**	• Inclusive Mobility
	Visual	• Handrails must be visually contrasting against their surroundings, to enable accessible use for those with **visual impairments**. • Handrails to be tonally and colour contrasted with their background	• Inclusive Mobility
	Design	• Handrails should be designed to be no more than 1m apart on stairs. • Handrails should be between 900-1000mm in height. • The provision of handrails should continue beyond the end of the stairs, or the sloping part of the ramp, by at least 300mm. • It is important that handrails extend beyond the last step for **people with visual impairments** who require indication that they are now on level ground and **older people** who require support to the very end of the stairs. • Warning signs should be suitably placed, restricting vehicle speed to 4mph on all pedestrian walkways providing access to members of the public where guarding or balustrades are required.	• Inclusive Mobility • RIBA Inclusive Design
	Balustrades	• Balustrades should be designed in accordance with BS 6180:2011.	• BS:6180:2011.

2.16 Safety and security

This section provides inclusive design guidance for the provision of safety and security measures in the external built environment. Guidance is provided on designing out crime, maintenance of the public realm and hostile vehicle mitigation.

2.16.1 Inclusive design guidance for safety and security

Table 2.16 below sets out inclusive design guidance for safety and security measures in schemes which involve the provision or development of public realm.

Table 2.16: Guidance for the provision of safety and security

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Hostile Vehicle mitigation	Design	• High importance sites may require Hostile Vehicle Mitigation structures to protect them from vehicle borne attack. • Their position should be optimised as far from the vulnerable site as possible. • Distance between the structures should be no less the 1m, to allow pedestrian access.	• Manual for streets
Designing out crime	Meeting points	• Meeting points should be lit to ensure physical and perceived safety, facilitate surveillance, and discourage antisocial behaviour. • Safe Havens should be provided at suitable venues and publicised to provide refuge and support for those who have safety concerns. • Station staff and community officers should be present at stations and transport interchanges at all times	• Getting Home Safely
	Provision of natural surveillance	• Natural surveillance can be provided through the following design measures: – Avoidance of shadows and potential hidden locations; – clear views from one side of the route to the other; – materials and barriers that enhance sight lines; – ensure that main walking routes are overlooked, with no dark corners or hidden areas where people can ‘lurk’; – streets and paths should be well lit, without hidden corners, have good permeability and visual connectivity; – the location of large bins (especially commercial waste bins) should be carefully managed to prevent potential security concerns as well as blocking paths; and – Spaces should not be overly fortified with walls and barriers, which can obstruct visibility and have the effect of making spaces feel less safe.	• Getting Home Safely • Inclusive Mobility
	Active frontages	• Active building frontages, such as that found in shops, cafes and restaurants, and even offices, can contribute significantly to this sense of activity and security through mutual observation and therefore should be provided where possible.	• Getting Home Safely
	CCTV	• Security cameras are a key feature that can improve security and create a feeling of safety. • CCTV should be present in all public spaces with high pedestrian traffic. • All car and cycle parking facilities should include provisions for security such as CCTV. • Stakeholders stated that there are areas within Westminster which they consider as CCTV Blind Spots. Stakeholders emphasised a lack of perceived safety in these areas, and argued that greater provision of CCTV was required in the City.	• Getting Home Safely
Maintenance	Lighting	• Lighting needs to be regularly checked to ensure that all lamps are working. Broken lamps need to be replaced as quickly as possible so that lighting levels are not reduced and safety, surveillance and security are maintained.	
	Public spaces	• Good maintenance and upkeep of public spaces is important to reduce the potential for crime. Where damage and vandalism does occur, they should be addressed promptly.	• Getting home safely

2.17 Public transport

This section provides inclusive design guidance for the provision of public transport in the external built environment. Guidance is provided on the design of accessible public transport and provision of real time and route information.

2.17.1 Inclusive design guidance for safety and security

Table 2.17 below sets out inclusive design guidance, and stakeholder feedback for the provision of transport in schemes which involve the provision or development of public realm.

Table 2.17: Guidance on the provision of public transport

Category	Design feature	Best Practice Guidance / Stakeholder Feedback	Source (if not BS:8300)
Design of public transport stops	Location	• Public transport stops should be within a walking distance to key facilities, adjacent to, but not obstructing pedestrians. • In town centres it is important that bus stops are located conveniently for the main shopping and business areas, and preferably nearer to those areas than major car parks. This makes services more convenient for passengers, particularly **older people** and **disabled people**. The safety of passengers is most important, both while waiting at stops and whilst walking to and from them. For these reasons it is preferable that passengers do not have to cross major traffic flows to reach their destination. • Public transport stops should be located as close as possible to community facilities and located no more than 400m from a person's home who has **mobility issues** or is a **wheelchair users.** • Public transport stops should be provided at intervals of 300-400m along a route. • Pedestrians should be able to access bus stops without crossing cycle routes. • Stakeholders state that bus lane bypasses are a key barrier for people with **visual impairments**, **older people** and people with **mobility impairments** accessing public transport stops.	• LTN 1/20 • Streetscape guidance
	Kerb heights	• Kerb heights and alignments at bus stops should minimise the vertical and horizontal stepping distance for users.	
	Weather protection	• Public transport shelters should provide suitable weather protection for users and be positioned such as not to reduce the access route width. The minimum extent of the weather protection they provide should be at least 1200 mm deep for open shelters and 1,500 mm for shelters enclosed on all sides	
	Visual contrast	• Public transport shelters should contrast visually with the background against which they are seen. • Shelter structures should contrast visually with the background against which they are seen, and where full height glazing is provided, this should be clearly highlighted with a manifestation. This manifestation should be a minimum of two colours which contrast visually with each other and their backgrounds under both natural and artificial lighting conditions. It should be located within two zones, from 850 mm to 1000 mm from ground level and from 1400 mm to 1600 mm from ground level.	
	Interchange spaces	• Journeys on public transport frequently involve passengers transferring between different modes of public transport, as well as being set down or collected by another means of transport, therefore the accessibility of interchange spaces is vital and should be carefully considered and planned. Interchange spaces between different transport services wherever possible, should be under cover and contain up-to-date information system.	
	Seating	• Where seating is provided to public transport shelters it should be usable for a variety of people and should therefore incorporate arm rests and back support.	
	Boarding area	• The unobstructed boarding area at a bus stop (onto which a ramp is lowered) should be 2000 mm × 2000 mm.	
	Lighting	• Public transport stops should be well lit for road safety and personal security reasons	• LTN 1/20
Bus lanes	Provision of bus lanes	• Where roads are wide enough the bus lane should be 4250mm wide and the minimum preferred width is 4000mm; this allows buses to overtake cyclists safely and reduces the likelihood of interference from general traffic in the adjacent lane. • There may be certain locations (e.g., at bus stops without lay-bys) where bus flow can be eased by providing a double-width lane.	• LTN 1/20 • LTN 1/24
	Traffic management measures	• The movement of buses can often be assisted significantly by measures aimed at reducing congestion and improving the flow of traffic in general. • The potential impact of new traffic management measures on bus services should always be considered at an early stage in the planning of any scheme, whether its main intention is to improve bus services or not.	• LTN 1/20
Provision of information	Real time information	• Real time information about routes and departures should be provided in both visible and audio formats. • Information displays should be made of non-reflective materials and should be designed to take account of: viewing distance in relation to text sizes; and display heights suitable for seating and standing.	
	Route information	• Route information should provide route number/name, pictogram of bus or tram, direction of travel, contact details for assistance. • Clear information about the services using the stop, either by static displays or by the use of real time information panels, or both should be provided at every public transport stop.	• LTN 1/20

3 EqIA guidance

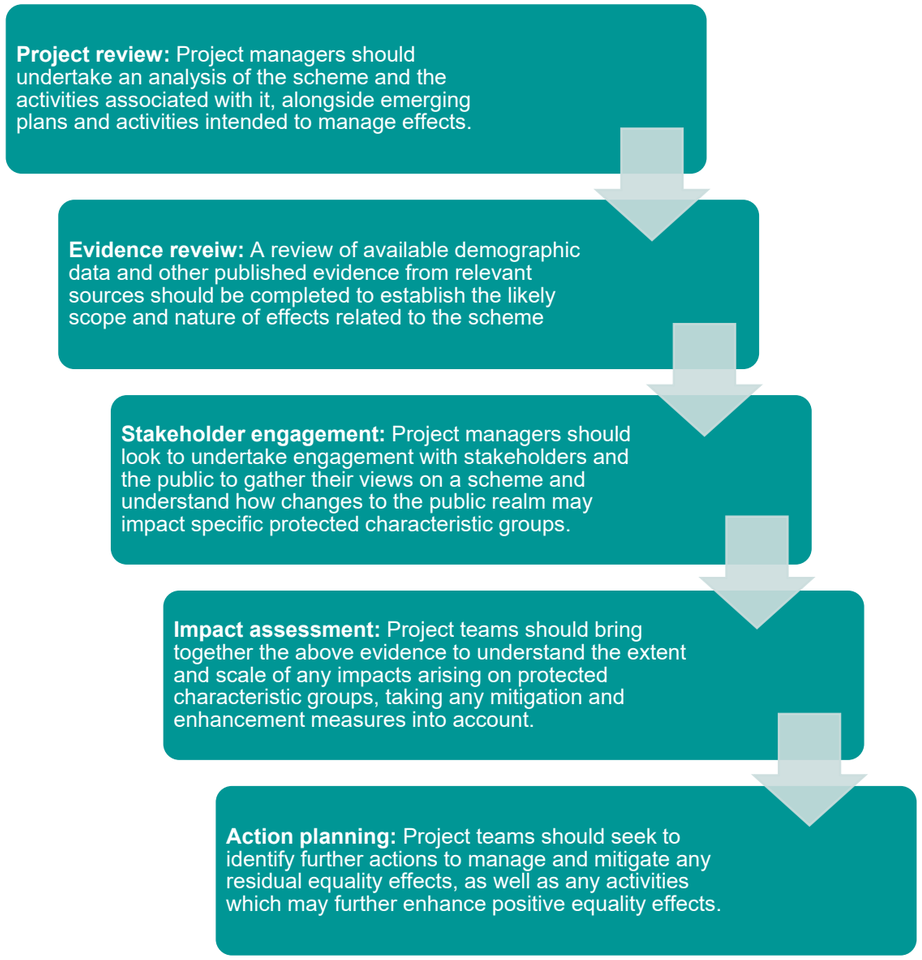
This chapter provides guidance to support project teams in undertaking EqIAs at various stages of projects which seek to make changes to the public realm. This chapter sets out information on best practice approaches for completing an EqIA, to support WCC in clear and robust presentation of evidence to support decision-making.

3.1 Completing an EqIA

The following section sets out guidance on the steps required for project teams at WCC to undertake an EqIA in a manner that is compliant with the equality legislation set out above.

The overall approach to an EqIA should employ the following 5 principal steps, set out in figure 3.1 below:

Figure 3.1: Principal steps of EqIA



3.2 Project review

To fully identify and access potential equality impacts, a project team should have a complete understanding of a proposed scheme. This requires a robust analysis of the scheme itself, including the proposed plans and activities, designs, including planned before and after layouts and furniture arrangements, construction proposals including hoarding lines and, re-routing and temporary sign-posting, and planned use of the scheme, but also a wider range of background information which is required including the local context of the scheme, current and expected users of the space/s, and any political considerations or sensitives related to a proposed scheme.

Project teams should consider necessary meetings (for example with relevant interfacing project teams), site visits, and a review of relevant scheme documentation to ensure a robust understanding of a proposed scheme from the outset.

3.2.1 Evidence review

Producing a desk-based evidence base which includes local socio-demographic information, relevant national and local policy, and published literature on how people experience the public realm differently based on who they are , is a key initial step toward understanding the causal relationship between scheme activities and potential equality impacts. It helps establish the potential scope and nature of scheme effects, and better understand which protected characteristics may be impacted by these effects.

This section provides guidance for the following tasks, which should be completed by project teams to establish the likely scope and nature of effects:

- Desk based policy review
- Desk based literature review
- Socio – demographic analysis

3.2.2 Desk-based policy review

Project teams should complete a full review of current national, regional and local policy available at that time to ensure that the strategic context of a proposed scheme is fully understood. This will enable a project team to understand which sections of society a proposed scheme is intended to support, and the rationale of policy that a proposed scheme is intended to achieve.

Completing a policy review is an iterative process, project teams should therefore complete a full policy review for each new proposed scheme to ensure that the policy reviewed is current. For a policy review of a proposed scheme occurring in Westminster, some examples of the national, regional and local policy which a project team should look to review are listed below (please note that these examples are considered to be the most relevant at the time of this document production):

- Equality legislation (e.g., The Equality Act, 2010)

- National Planning Guidance (e.g., National Planning Policy Framework, 2021) [39]
- Regional plans, strategies, and policies (e.g., The London Plan, 2021)[40]
- Westminster plans, strategies, and policies (e.g., Westminster City Council's City Plan 2019-2040,[41] Westminster City Council's made neighbourhood plans[42], Westminster City Council Local Development Scheme 2024 – 2027,[43] Creating a Fairer Westminster, [44] and Westminster's updated Public Realm Guidance SPD and other related adopted SPD's)
- National and Local Design Guidance (see Table 3.2.)
- Further information sources are set out in the Public Realm Guidance SPD.

3.2.3 Desk-based literature review

To understand the potential impacts arising from a scheme, and to help to identify appropriate management measures and enhancement opportunities, relevant published literature from government, academic, and third sector sources should be reviewed.

Project teams should look to review appropriate literature through an equality lens. This means that the principle aims of the literature review should be to determine which protected characteristic groups have different needs to others in relation to a scheme; and potential positive and negative effects on protected characteristic groups related to the changes to public realm which have been identified in relevant published literature. In addition, understanding of potential impacts on protected characterise groups can be supplemented through engagement (see section 3.1.3).

The evidence and literature review should be framed to reflect the nature of a proposed scheme. For a scheme which proposes development of public realm, key topics which should be included in the literature review may be, but are not limited to: access, inclusion, safety and security, active and sustainable travel and public transport provision. A proposed scheme which will result in the loss or re-location of residential, visitor, businesses or community infrastructure or services must include a review of the impacts of this on protected characteristic groups. An outline example of a desk-based literature review is set out in figure 3.2 overleaf.

This process supports project teams in the characterisation of potential risks and impacts typically associated with development of public realm, as well as impacts associated with protected characteristic groups to understand whether they apply in each instance.

Figure 3.2: Example of desk-based literature review

Worked example of a literature review for a proposed scheme on the development of public realm

For a proposed scheme which aims to develop public realm, it is recommended that the below subject areas are researched in the literature review, and potential impacts on protected characteristic groups set out using relevant government, academic and third sector sources. Completing a literature review is an iterative process, project teams should therefore use project specific information, set out in the 'Project review' phase, engagement, and information outlined in relevant sources in literature to determine whether additional subject areas need to be included.

- Pedestrian and cyclist environment
- Access to services and facilities
- Safety and security
- Public realm and access to public realm
- Green and open spaces
- Employment and access to employment (e.g., approaches to the businesses/offices)
- Information and communication
- Environmental conditions (e.g., air quality, noise and vibration, and landscape and the visual environment)
- Impact on businesses and community receptors
- Traffic
- Public transport
- Impact on residents

[39] Communities and Local Government (2021) National Planning Policy Framework [online] .Available at: National Planning Policy Framework (publishing.service.gov.uk) (Last accessed March 2024).

[40] Mayor of London (2021): 'The London Plan: The Spatial Development Strategy for Greater London' [online] Available at: the_london_plan_2021.pdf [last accessed March 2024]

[41] Westminster City Council (2021): 'City Plan 2019-2040' [Online]. Available from: https://www.westminster.gov.uk/sites/default/files/media/documents/City%20Plan%202019-2040%20-%20April%202021.pdf [last accessed March 2024]

[42] Westminster City Council (No date): 'Neighbourhood areas, forums and plans' [Online]. Available from: https://www.westminster.gov.uk/planning-building-control-and-environmental-regulations/planning-policy/neighbourhood-areas-forums-and-plans [last accessed July 2024].

[43] Westminster City Council (2024): 'City Plan: Westminster Local Development Scheme 2024-2028' [Online] Available at: https://www.westminster.gov.uk/sites/default/files/media/documents/Local%20Development%20Scheme%202024-27.pdf [last accessed May 2024]

[44] Westminster City Council. (2023): 'Creating a Fairer Westminster' [Online]. Available from: https://www.westminster.gov.uk/fairer-westminster [last accessed March 2024]

3.2.4 Socio-demographic analysis

Project teams should undertake socio-demographic analysis to create a comprehensive demographic profile of residents in the vicinity of a proposed scheme. Collating publicly available data can help to identify potential disproportionate or differential equality effects (see section 3.1.4.1). This allows for the early identification of where effects are likely to occur, and which demographic groups are likely to experience them. This approach does however not account for determining a baseline for potential effects on visitors, businesses, community facility users who do not live in the study area. To mitigate this, understanding of the profile of these groups can be supplemented through engagement (see section 3.1.3).

To complete a robust socio-demographic analysis, project teams should look to complete the following tasks:

- Create a study area: A study area should be created to determine the area where effects of a proposed scheme are likely to occur. The area located within 1km[45] of the footprint of the proposed scheme options is usually considered as best practice for EqIA. This allows for analysis at the approximate scale of a neighbourhood (a 15-minute walk from a proposed scheme location) and is the area where the majority of effects are likely to be experienced.
- Desk-based socio-economic analysis: Publicly available data (Census, mid-year population estimates, etc.) should be utilised by project teams to determine the proportion of protected characteristic populations in the study area. The proportions of each protected characteristic group in a study areas should be compared to local (e.g., London), regional (e.g. South East) and national (e.g. England) figures. Where there is a significant difference in the study area proportions and the local, regional, or national indicators (where study areas deviate by over 3% from geographic figures), this should be highlighted and reported as such. In addition, all businesses and community facilities which serve the needs of specific protected characteristic groups within the study area should be identified. Examples of these receptors include nurseries, schools, places of worship, ethnic food stored etc. This will support project teams in understanding which protected characteristic groups in the vicinity of the scheme are more likely than others to be affected by a scheme.

A worked example of a socio-demographic analysis on the protected characteristic group age, for a proposed scheme is set out overleaf in table 3.1. Demographic data from Westminster, South East England and England utilises 2021 Census data from the Office for National Statistics. A full socio-demographic analysis of Westminster can be found in Appendix C.

Table 3.1: Worked example of socio-demographic baseline on the protected characteristic of age, for a proposed scheme in Westminster

Demographic group	Study area	Westminster	London	South East	England
Total population of children	Based on scheme specific socio-demographic analysis	26,768	1,695,740	1,723,485	10,483,094
Proportion of children	As above	**13%**	17%	19%	19%
Total population of young people (aged 16-24)	As above	28,227	978,722	933,570	5,989,231
Proportion of young people (aged 16-24)	As above	14%	11%	10%	11%
Total population of older people (aged over 65)	As above	24,782	1,043,416	1,804,259	10,401,300
Proportion of older people (aged over 65	As above	**12%**	**12%**	19%	19%

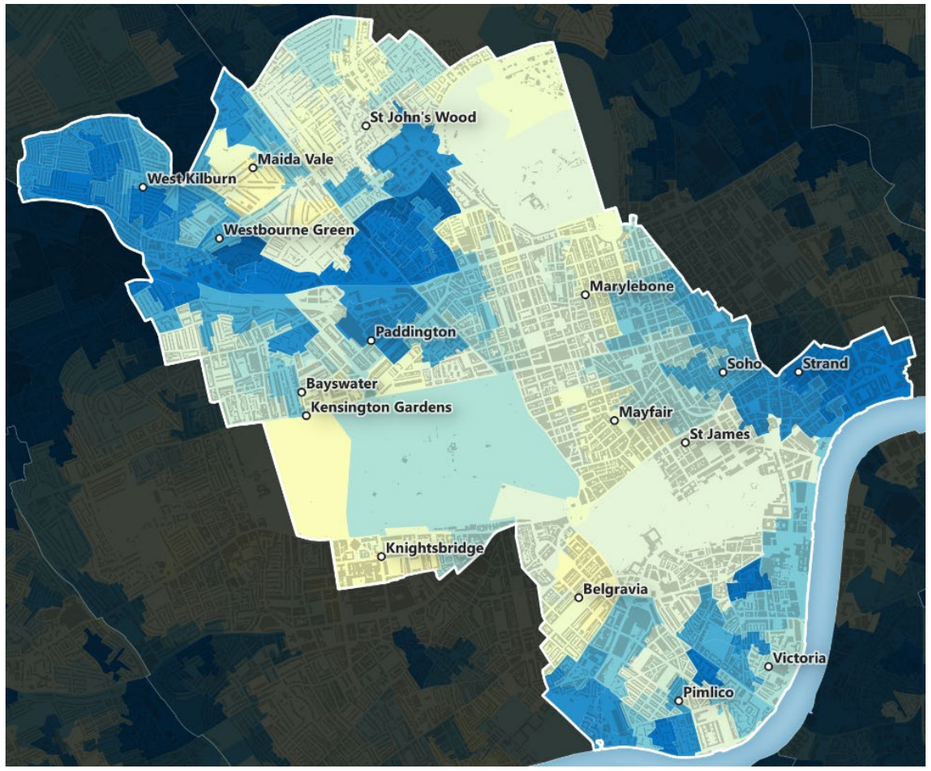
Source: Office for National Statistics, 2021

- Desk-based spatial distribution analysis: Project teams should look to map the spatial distribution of protected characteristic groups, and businesses/community facilities which serve specific protected characteristic groups within the study area. This will support project teams to identify where, within the study area, potential effects of a proposed scheme are likely to occur. It is acknowledged that project teams at WCC may not have access to detailed mapping resources, however, this is considered a best practice measure and should be undertaken or commissioned where possible. If these resources are not available, project teams should complete a high-level spatial distribution analysis of businesses and community facilities in a study area through using publicly available resources such as google maps.

An example of an output from a spatial distribution analysis is provided in figure 3.3 below. This example should only be used by project teams to gain an understanding of the outputs of a spatial distribution analysis, and what needs to be provided as part of an EqIA. The figure below outlines a spatial distribution analysis for index of multiple deprivation in Westminster. When undertaking an EqIA, a spatial distribution map should be undertertaken for the study area (rather then the whole City set out in the example below), and be provided for each protected characteristic group (where data is avaliable).

[45] For reference, this is just over half the length of Oxford Street, with extends 1.9km

Figure 3.3: Example of outputs of a spatial distribution analysis - spatial distribution analysis for index of multiple deprivation in Westminster



Source: Ministry of Housing, Communities and Local Government, 2019.[46]

3.2.4.1 Summary of Westminster Socio-demographic analysis

This section provides a socio-demographic baseline of Westminster, which was completed using up-to-date data sources as of May 2024. This can be used by project teams to gain an understanding of the current demographics of Westminster, although it is recommended that a new socio-demographic baseline is completed for individual projects to ensure the socio-demographic data used to inform an EqIA accurately represents demographics at the time of the analysis.

A summary of the demographic profile of Westminster is summarised below, utilising 2021 Census data from the Office for National Statistics. The profile presents the resident proportion of people with different protected characteristics and provides the London and the South East region, and England as comparators. This summary is intended to provide a snapshot of the current demographics of Westminster. The full socio-demographic analysis is available in Appendix C.

- The population residing within Westminster is approximately 261,000 with an average of 118 people per hectare (ha) which is almost double that of the London average of 57 people her ha. Westminster's resident population is not evenly spread across the city, and the density of resident population is greatly increased in parts of the city.
- The population increases to 1.1 million people with the influx of workers, shoppers and tourists in the daytime.[47] This additional population is not included in the baseline below, but it is noted that this influx of people will be highly likely to access and use Westminster's public realm during their visit.
- The demographic profile below indicates that Westminster has a higher proportion of younger people than London, the South East and England.
- Westminster has a considerably higher proportion of people from an ethnic minority background and who are Muslim than London, the South East and England.
- Westminster has a considerably higher proportion of people without access to a private car or van than London, the South East and England.

3.3 Stakeholder engagement

It is recommended that engagement is conducted to ensure that the views and demographic profile (to supplement publicly held data) of those who are likely to be affected by changes to public realm are captured as part of the EqIA. Engagement should outline the details of a proposed scheme and gather demographic information and stakeholder views on its potential effects.

This section sets out recommendations for undertaking engagement in relation to EqIA and provides guidance for undertaking the following tasks:

- Stakeholder mapping
- Undertaking equality engagement
- Analysis of equality engagement

3.3.1 Stakeholder mapping

A best practice stakeholder mapping process would include the following:

- Set out the key stakeholders that have been identified and how they were identified. For a public realm scheme, this could include visitors, residents, businesses, community facility users, cyclists, pedestrians, private vehicle users and organisations that represent the interests of protected characteristic groups.
- Consider factors such as geographical proximity to the project, the scope of the project's influence on different stakeholder groups, any previous engagement carried out with stakeholders, and seldom heard groups.
- Provide the following information: stakeholder category (resident, business owner, organisation representative etc.), relevance to a proposed scheme and existing relationship including previous engagement, proposed engagement method (workshop, interview, etc.) and timing of engagement.

[46] Ministry of Housing, Communities and Local Government, 2019. Index of Multiple deprivation 2019: Local authority Profile: Westminster. [Online] Available from: https://research.mysociety.org/sites/imd2019/media/lsoa_maps/E09000033_LAD-LSOA_IMD2019_Westminster.png [Last accessed July 2024].

[47] Westminster City Council (2021): 'City Plan 2019-2040' [Online]. Available from: https://www.westminster.gov.uk/sites/default/files/media/documents/City%20Plan%202019-2040%20-%20April%202021.pdf [last accessed March 2024]

3.3.2 Undertaking equality engagement

The following methods are considered typical for carrying out engagement with equality groups to ascertain information relevant to an EqIA. It is important that a project team identifies the most appropriate method of engagement to use, based on considerations specific to each proposed scheme:

- Surveys: A series of open and closed questions which can be provided to the public and relevant stakeholders. Surveys enable project teams to engage with a large number of people or stakeholders. Surveys can be delivered online, through the use of a consultation platform, through postal responses, or in person, at engagement events. Surveys are less likely to produce outputs which explore detailed opinions on a proposed scheme, however they can be used to understand the demographics of respondents (which helps to a) build a profile of those who are affected and b) understand concerns or opportunities raised through an equality lens. For example, respondent A said that there is inadequate rest place provision in the proposed scheme area. From asking demographic questions, we know that this person is disabled, and over the age of 65. Survey information can also be collected ahead of and to inform more detailed engagement exercises.
- Interviews (telephone or in-person): One-on-one interviews with selected stakeholders. An interview allows for an in-depth discussion, either in-person or over the phone, of topics related to a proposed scheme. Interviews offer participants the opportunity to elaborate on specific measures which are important to them and are often used where stakeholder insight on a specific issue or resource is required. For example, if a school has been identified as being significantly affected by a proposed scheme, interviews with children, school staff, parents and carers will provide insight into potential equality issues.
- Focus Groups / workshops: Discussions (either in person or online) with a range of stakeholders in a same session. Focus groups or workshops allow an in-depth discussion of a range of topics related to a proposed scheme. Focus groups use thematic discussion to understand stakeholder insights on a proposed scheme, whereas workshops aim to achieve specific outcomes, such as identifying impacts and mitigations. A key advantage of these techniques is that it allows stakeholders to consider the opinions of others when forming their own, which may result in more nuanced opinions. Key disadvantages of focus groups/workshops are the cost and time resources associated with running multiple sessions Stakeholders will often require an incentive / payment as compensation for their time.

To ensure that engagement is accessible for all, project teams should utilise the guidance on engagement methods for equality engagement, as set out in section 4 below.

3.3.3 Analysing engagement

In the majority of cases, equality engagement will produce qualitative data. The analysis is widely understood as the classification and interpretation of linguistic (or visual) material to make statements and draw conclusions on implicit and explicit meaning of the material. When completing the analysis of qualitative data analysis project teams should be guided by qualitative research best practice, to ensure that the views of stakeholders are understood and used to inform an EqIA in the correct manner, and should therefore follow the approach below:[48]

1. **Familiarisation:** Gain familiarity with the outcomes, objectives and overall content.
2. **Identify a thematic framework:** Extract reoccurring themes discussed within the workshop.
3. **Coding:** After identifying a thematic framework, count the number of times a particular theme arises (each theme is assigned a numeric code which can be counted), and develop new themes and sub-themes as they emerge.

Surveys are likely to provide quantitative data, particularly with questions related to demographic profiling. Quantitative analysis involves assessing numeric data to draw conclusions, using statistical techniques. When completing the analysis of quantitative data, project teams should follow the approach set out below:

1. **Familiarisation:** Gain familiarity with the outcomes, objectives and overall content.
2. **Analysis:** Identify which quantitative technique is most suitable to provide results from data, which can be used to inform an EqIA. For analysis of demographic surveys, this normally involves identifying the proportion of specific characteristics that have identified an issue or responded a certain way to a question.
3. **Reporting:** Identify which reporting technique is most suitable to visualise information, which can be used in an EqIA. This is normally in the form of quantitative graphs, or data tables.

3.4 Impact Assessment

Potential impacts of a proposed scheme should be identified and assessed by project teams using the research undertaken in the stages set out above. During this stage of assessment, project teams should look to assess each identified impact based on the type of impact and the protected characteristic groups which are impacted.

This section will outline the process project teams should look to follow when completing an impact assessment, providing guidance on:

- Types of equality impacts considered during an impact assessment
- Accessing equality impacts
- Reporting equality impacts

3.4.1 Types of equality effects considered

In the impact assessment section of an EqIA, potential effects arising from a proposed scheme are assessed as either differential or disproportionate. The definitions of these are below:

- Differential effects occur where people with protected characteristics are likely to be affected in a different way to other members of the general population. This may be because groups have specific needs or are more susceptible to the effect due to their protected characteristics. The majority of differential effects are identified in the evidence and literature review. Differential effects are not dependent on the number of people affected. For example, the installation of a floating bus stop will have a differential effect on those who are disabled, due to difficulties traversing the cycling lane to reach the bus stop.
- Disproportionate effects occur where there is likely to be a comparatively greater effect on people from a particular protected characteristic group than on other members of the general population. Disproportionate effects may occur if the affected community comprises of a higher-than-average proportion of people with a particular protected characteristic, or because people from a particular protected characteristic group are the primary users of an affected resource. For example, a proposed scheme which results in reduced access to a school will have a disproportionate impact on children.

[48] Mezmir, E.A., 2020. Qualitative data analysis: An overview of data reduction, data display, and interpretation. *Research on humanities and social sciences*, *10*(21), pp.15-27.

3.4.2 Assessing equality impacts

When assessing the impact of an equality effect a project team should look to assess and set out the potential impacts of a proposed scheme, their extent, and the protected characteristics groups likely to experience them. In this stage of the assessment, a project team should use evidence gathered in sections 2.1.1 - 2.1.3 to set out the type of impact, who is likely to be impacted, and a consideration of the equality impact itself. This should be achieved by using the following process:

1. Project teams should determine the **type** of impact through consideration of whether the potential impact is:
   - Differential, disproportionate or both;
   - permanent or temporary;
   - beneficial or adverse; and
   - direct or indirect

2. Project teams should determine **who** will be impacted. This could include, but is not limited to:
   - residents with protected characteristics living in the study area;
   - people who travel to the study area such as workers or visitors;
   - people who use public and active travel infrastructure in the study area;
   - local businesses whose owners, employees or customers include people with protected characteristics; or
   - users and operators of community facilities in the study area whose service users include people with protected characteristics

3. The assessment of equality impacts should consider the following, where possible and applicable:
   - whether the components of a proposed scheme will have a positive or negative effect on the lives of those who live in the study area;
   - the relationship of the effect to a proposed scheme (e.g. direct relationship such as relocation or indirect relationship such as loss of access to services);
   - the duration, frequency and permanence of the impacts;
   - the severity of the impact and the amount of change relative to the baseline; and
   - the capacity of the affected groups to absorb the impacts (their resilience), including their access to alternative facilities, resources or services.

Figure 3.4 overleaf sets out a worked example of how to assess equality impacts when completing an EqIA for a proposed public realm scheme

Figure 3.4: Worked example of assessing impacts in EqIA

Worked example of assessing an equality impact for a proposed scheme to enhance of the public realm

During the construction of a proposed scheme which aims to develop public realm, there will be temporary closure of a footway on one side of a street and permanent re-location of a zebra crossing, as the zebra crossing is currently located in an unsafe location. Both the impacted footway and zebra crossing are commonly used by children, in the study area, to access a school. During the closure, pedestrian diversions will be provided.

This impact should be assessed by project teams as:

- Disproportionate and differential:
  - There is likely to be a comparatively greater effect on people from a protected characteristic group than the general population due to the temporary closure of the footway and the zebra crossing, resulting in a potential disproportionate impact.
  - The temporary closure of the footway and zebra crossing is likely to differentially effect groups with protected characteristics who may find the longer journey distance caused by the pedestrian diversion difficult to navigate, resulting in a potential differential impact.
  - The relocation of the zebra crossing is likely to increase safety for those crossing the road. This will differentially effect groups who are more likely to be involved in road accidents, resulting in a potential differential impact.
- Temporary and permanent:
  - Temporary: The footway and zebra crossing will only be closed during the scheme's construction.
  - Permanent: The relocation of the zebra crossing will be permanent.
- Adverse and beneficial:
  - Adverse: The temporary closure of the footway and the zebra crossing will reduce access to the school causing an adverse impact.
  - Beneficial: The permanent relocation of the zebra crossing will result in a decreased risk of accidents when crossing, causing a beneficial impact.
- Direct: The closure of the footway and the relocation of the zebra crossing will directly impact access to the school.

The protected characteristic groups this will impact should be assessed by project teams as:

- The temporary closure of the footway and zebra crossing will impact access to a school, and will therefore disproportionately impact **children**, who are more likely than the general population to need to access this resource.
- The closure of the footway and zebra crossing will differentially effect groups with protected characteristics who may find the longer journey distance caused by the pedestrian diversion difficult. Literature states that this includes **disabled people, older people,** and **pregnant people.**
- The relocation of the zebra crossing is likely to increase the safety for those crossing the road. This will result in a differential impact for **children, older people** and **disabled** people, groups which literature states are more likely to be involved in road accidents.

The two impacts which should be reported by project teams should be:

1. A potential adverse, disproportionate impact on children
2. A potential adverse differential impact on children, disabled people, older people, and pregnant people.
3. A potential beneficial differential impact on children, disabled people and older people.

When reporting equality impacts, project teams should include the following:

- The potential impact: Set out the impact and explain the impact type and who may be affected.
- Impact rationale: Summarise evidence to justify the rationale for the impact and who may be affected. Evidence should be drawn from the evidence and literature review to provide an overview of which different groups could be impacted and why; summarise relevant feedback on this topic identified during the review of stakeholder engagement; and highlight whether any of the protected characteristic groups identified as being affected by this impact are disproportionately represented in the study area, either in the socio-demographic data or equality survey data.

3.5 Action planning

During every major development of public realm, there will be positive and negative impacts on different sections of society. Ensuring that measures are in place to manage or mitigate negative impacts and look for opportunities to further enhance positive impacts is a vital step toward delivering inclusive project outcomes.

This section will outline the process project teams should look to follow when completing the action planning phase of an EqIA, providing guidance on:

- Identifying mitigations and enhancements
- Identifying recommendations
- Identifying overall impact
- Action planning

3.5.1 Identifying mitigations, enhancements and recommendations

A project team should outline how they will attempt to mitigate, manage, or in the case of a potential positive impact, enhance, the possible impacts on local groups and people with protected characteristics. Mitigations and enhancements should be drawn from the policies and designs which are in place relevant to the impact, and can be identified from design documents, scheme policies, the project website, or agreements with sub-contractors. For example, impacts related to construction noise can be controlled as far as is practicable by the implementation of a Construction Noise Management Plan (CNMP), forming part of the Construction Environment Management Plan (CEMP).

If a scenario occurs where a mitigation does not adequately mitigate a potential impact, or if the enhancements could go further, project teams should look to add in recommendations as to how these factors could be further improved related to a specific impact. Project teams should draw on documents and case studies which utilise best practice in a similar scenario and consider if this is appropriate. Recommendations identified by project teams are then embedded into the action plan (see section 3.1.5.2). The effect of mitigations and recommendations on an impact should be assessed to determine an overall impact.

When reporting mitigations, project teams should include the following:

- Existing mitigations or enhancements: Set out identified mitigations and enhancements, and the rationale for these.
- Recommendations: Where appropriate, set out identified recommendations, and the rationale for these.
- Overall impact: Outline the overall impact if the mitigations, enhancements and recommendations proposed are taken forward into the scheme.

Figure 3.5 below sets out a worked example of how to incorporate mitigations and recommendations to produce an overall impact. This worked example continues the scenario set out in figure 3.4.

Figure 3.5: Worked example to determine overall impact in EqIA

Worked example of assessing overall impact for a proposed scheme on the development of public realm

During the construction of a proposed scheme which aims to develop public realm, there will be temporary closure of a pavement on one side of a street and permanent re-location of a zebra crossing, as the zebra crossing is currently located in an unsafe location. Both the impacted pavement and zebra crossing are commonly used by children, in the study area, to access a school. During the closure, pedestrian diversions will be provided.

The three impacts which have been reported by project teams are:

- A potential adverse, disproportionate impact on children
- A potential adverse differential impact on children, disabled people, older people and pregnant people.
- A potential beneficial differential impact in children, disabled people and older people.

Identified mitigations for impacts related to the temporary closure of the footway and zebra crossing include:

- Pedestrian diversions will be implemented during the construction phase to continue to provide access to the school.
- Associated signage will be used to highlight the temporary diversion route.
- Messaging will be provided for the school to circulate to highlight the temporary changes.
- Liaison with stakeholders prior to commencement of construction works, particularly with residents, community facilities, and businesses likely to experience temporary delays or changes to access their properties, community facilities or businesses as a result of the scheme.

Identified enhancements for impacts related to the relocation of the zebra crossing include:

- Ensure that plans for the relocation of the zebra crossing are appropriately communicated to all stakeholders, through engagement, including seldom-heard groups.

Considerations which a project team should assess when determining the overall impact include:

- The length of the diversion provided as mitigation.
- The length of time that the footway will be closed.
- The ease of the diversion route for protected characteristic groups with limited mobility.
- The associated signage used to highlight the temporary diversion route, plus messaging for the school to circulate to highlight the changes.

If the measures are insufficient to completely mitigate or remove the overall effect of the temporary closure of the footway and zebra crossing, it should be reported using wording similar as set out below.

"In light of the existing mitigations, there is still the potential for some temporary but direct adverse disproportionate effects on children during construction as a result of changes to the pedestrian environment. "

The impact of the relocation the zebra crossing should be reported using wording similar as set out below.

"There is the potential for permanent direct beneficial differential effects, due to increased safety when crossing, on children, older people and disabled people as a result of the relocation of the zebra crossing "

3.5.2 Conclusion and action plan

Once the overall impact has been determined, project teams should look to summarise the identified impacts, in the form of a conclusion, and outline their road map to actioning the mitigation and enhancement steps set out. Guidance for these steps are set out below:

Conclusion: A project team should look to summarise the aims of the EqIA; the potential beneficial impacts that have been identified; and the potential adverse impacts that have been identified. The conclusion should also identify which protected characteristic groups will be affected by each impact.

Action Plan: A project team should look to set out a series of actions to achieve the recommendations set out in the Impact Assessment. For each recommendation, a project team should follow the S.M.A.R.T objectives framework of being specific, measurable, achievable, relevant and timely. Governance of each action should be embedded at this stage, by providing timescales for completion and determining who within a scheme is responsible for each action.

3.5.3 Proportionality

When completing an EqIA, project teams must determine the level of equality analysis required for each scheme. To classify schemes, WCC use three distinct scheme types for public realm schemes. These scheme types are used to classify the scale; the provision of works; and EqIA requirement associated with a specific scheme type. Table 3.2 overleaf sets the three scheme type classifications used by WCC, a description of each scheme type, and the EqIA requirement for each of the three scheme types. This table should therefore be used by project teams to when determining the level of EqIA assessment required for a proposed scheme in Westminster.

Table 3.2: WCC EqIA requirement for scheme type

Scheme Type	Description	EqIA requirement
Type 1	Small scale, minor works such as: footway paving, carriageway resurfacing. Paving or resurfacing to be replaced like for like (materials, colour etc.), so that there is no significant change in terms of impact to end users.	• Consideration of equality impacts through the provision of WCC EqIA form
Type 2	Any project involving changes to: pedestrian, cyclist, bus passenger movements; pedestrian crossing facilities; parking; loading; and mass-action programmes An example of a type 2 scheme would involve the provision of dropped kerbs, tree buildouts, cycle stands, provision of on-street residential cycle hangars; on-street provision/space for dockless e-scooters/bikes, new school streets, play streets, Legible London – pedestrian wayfinding signage, Neat Streets 2).	• Consideration of equality impacts through the provision of WCC EqIA form
Type 3	Major scheme, e.g. large or transformational developer/place shaping/public realm schemes which will significantly change the design and layout of a space, potentially with new or change street furniture and pedestrianisation; pedestrianised/shared space schemes.	• Commission a consultant to undertake a full EqIA.

4 Engagement guidance

This chapter sets out guidance to project teams when completing equality engagement. This guidance will support project teams in determining potential equality issues related to engagement and set out best practice measures which should be used to mitigate these impacts. To achieve this, this chapter will:

1. Outline relevant literature from government, academic and third sector sources to identify potential issues when undertaking equality engagement with protected characteristic groups; and
2. Set out guidance for the provision of engagement with protected characteristic groups identified.

4.1 Inaccessibility of engagement information

Complex material and information may present a challenge to those who have different information and communication needs, this includes but is not limited to **people with learning disabilities**, **people with low literacy levels**, **older people, people with visual or hearing impairments** and **people who use English as a second language.**

Research exploring the barriers that **individuals with visual or hearing impairments** face during engagement has identified that lack of awareness surrounding British Sign Language (BSL) and measures to communicate with people who are visually impaired generates barriers to engagement. The range and specific nature of the communication methods and support offerings that deafblind people depend on are broad and require researchers and involvement practitioners to reach out to deafblind contributors earlier on, in order to appropriately tailor approaches and put the most suitable support in place. [49]

4.1.1 Guidance on the provision of accessible engagement materials

To ensure that engagement information is accessible for all, project teams should undertake the following measures:

- Provide engagement materials and information which:
  - Is short, concise and without jargon;
  - includes pictures to support the text;
  - considers the format, layout and length of materials provided and ensure they can be understood by all;
  - is upon request, available in easy read, braille, audio and large; and
  - is upon request, translated into people's first language.
- Ensure that all engagement material follows the guidelines of the Crystal Mark standard.[50]
- Ensure that engagement materials are made available in diverse formats upon request. This should include audio, and electronic versions, to accommodate individuals with **visual** or **hearing impairments**, as well as pictograms to accommodate **lack of English language proficiency** and people with **cognitive impairments**.
- 'Easy Read' [51]is a method of presenting written information using simple words supported by images, to make it easier to understand, by people with **learning disabilities**. It can also be useful for other people too, for example people with low literacy levels and / or **English as a second language**, people who have had a **stroke or people with dementia**. The images used to create easy read documents vary, for example photographs, drawings, or symbols. This approach accommodates the preferences of easy read users, who may be used to different styles of easy read, in different sectors, and use of different easy read providers across the country.[52] WCC should seek to understand the most commonly used easy-read styles in the locality to suit the needs of the population.

4.2 Digital accessibility and online engagement events

The COVID-19 pandemic resulted in a long-term shift towards increased use of digital tools to aid information and communication during engagement programmes. However, some groups are more likely to be digitally excluded, and an over-reliance on these forms of information communication could exclude many from the regeneration conversation. A third of **older people** are not online; whilst a fifth of **disabled people** are not internet users.[53] Level of education (associated with **deprivation**) is often also a factor in digital exclusion- just 36% of people with no qualifications are internet users.[54]

Accessing online/digital engagement provides an accessible platform for individuals who have a **disability**, that makes verbal communication challenging, to communicate autonomously.[55] Additionally, online/digital engagement provides an accessible platform for those who may struggle to physically access engagement events, such as those with **mobility impairments**. However, online material may also present barriers to individuals who face accessibility barriers, such **as those with visual impairments, learning difficulties, those who are neurodiverse and people who use English as a second language**, in addition to groups that are less likely to be digitally literate including **older people** and **individuals from a deprived background.** As such, digital resources should adopt clear and simple language in addition to web guidance considerations including audio and easy-read 'addons' which are software tools supporting the cognitive accessibility of web content.

During the engagement process both online and in-person events should be made available where possible. Individuals **with disabilities and/or learning difficulties** may opt for certain preferred communication styles which, if not available, can cause distress and anxiety. In addition, online events may be more accessible for **parents caring for young children or those with mobility impairments** who may not be able to attend in-person events due to childcare or physical constraints.

The Cardiff University report, Community Voices Cardiff, found that online engagement is beneficial as online access can be more convenient and accessible for individuals with a **disability, learning disability or cognitive decline (e.g., dementia).**[56]

Research outlines that people with **learning disabilities** and/or who are **neurodivergent**, such as those with autism, may face barriers to in-person events due to different preferred communication styles. Qualitative data indicates that preferred forms of communication amongst autistic adults can present accessibility issues to

[49] Skilton, A., Boswell, E., Prince, K. et al. Overcoming barriers to the involvement of deafblind people in conversations about research: recommendations from individuals with Usher syndrome

[50] The Crystal Mark Standard is an internationally recognised symbol that a document has reached a high standard of clarity in its language and layout by the Plain English Campaign. Crystal Mark (plainenglish.co.uk)

[51] NHS England (2018) 'Guide to making information accessible for people with a learning disability' Available at: LearningDisabilityAccessCommsGuidance.pdf (england.nhs.uk)

[52] NHS England (2018) 'Guide to making information accessible for people with a learning disability' Available at: LearningDisabilityAccessCommsGuidance.pdf (england.nhs.uk)

[53] Citizens Online (2020). 'Digital exclusion in population screening programmes'. Available at: https://www.citizensonline.org.uk/wp-content/uploads/2020/05/ScreeningEIAReportSummaryProofedSignedOff.pdf

[54] Citizens Online (2020). 'Digital exclusion in population screening programmes'. Available at: https://www.citizensonline.org.uk/wp-content/uploads/2020/05/ScreeningEIAReportSummaryProofedSignedOff.pdf

[55] Everyone Can (no date) 'Social media as a communication tool for disabled people' Available at: Social Media as a Communication Tool for Disabled People - Everyone Can

[56] Cardiff University (2023) 'Community Voices Cardiff Report' Available at: Community-Voices-Cardiff-report-ENG.pdf

engagement depending on the level of communication required, and that online engagement can allow people in these demographics to feel more comfortable during engagement. [57]

Online engagement events should adopt accessible web guidance, and in-person events should incorporate the presence of an equality specialist who has a greater understanding of diverse needs and perspectives.

4.2.1 Guidance on the provision of online engagement

When using online engagement, project teams should undertake the following measures to ensure that engagement information is accessible for individuals who are more likely to face barriers in this format including **older people, disabled people, people from a deprived background** and individuals who use **English as a second language**:

- Project teams should look to provide engagement materials which adhere to the Web Content Accessibility Guidelines (WCAG). This supports the removal of digital barriers for people with **disabilities**. The guidelines are focused on the providing online engagement with the principles of being perceivable, operable, understandable, and robust. [58]
- Provide consultation materials to all participants before engagement occurs. This allows appropriate time for participants who may not be able to fully access or understand engagement materials, to process and digest the information received and ask any questions of clarification.
- Upon request, make accommodations to ensure that online engagement is accessible, by providing opportunities to request the following ahead of time:
  - Opportunities for participants to request online engagement materials in alternative formats, such as large print, easy read and tactile maps.
  - Opportunities for participants to request supplementary engagement materials with audio and visual information (e.g., captured captions and audio descriptions).

4.3 Seldom heard groups

Reoccurring barriers to engagement often mean that seldom-heard groups are under-represented during engagement processes. This could result from a lack of political trust or perceived barriers to accessibility. Engagement processes should therefore aim to incorporate diverse engagement teams and equality specialists at events to encourage participation from seldom heard groups.

Research highlights that ineffective consultation and engagement can disproportionately involve those who find it easier to engage, while those who are time-poor or financially disadvantaged are less likely to engage, as are people with lower educational levels, people with less well-connected social networks, those with poorer language skills, people with childcare responsibilities, or those who are less confident in their ability to create change.[59] Research has indicated that seldom-heard groups also include **LGBTQI+ groups, younger people**, **people from deprived communities**, **disabled people**, **ethnic minorities** and **faith groups** though this can vary from area to area and project to project.[60][61] This can result in findings and feedback during consultation being unrepresentative of the wider population.

Some groups, such as **children and young people**, **disabled people**, and **people from ethnic minority backgrounds**, are more likely to face barriers to engagement. Engagement should 'go the extra mile' to speak with these groups, including holding events in a variety of different venues and times. [62]

4.3.1 Guidance on engaging with seldom heard groups

Seldom-heard' groups are at particular risk of exclusion from the engagement process. It is recommended that project teams adhere to the following engagement measures to ensure that the views of seldom heard groups are incorporated into EqIA and the design of schemes which develop the public realm:

- Make efforts to support participation by people from seldom heard and other underrepresented groups set out in section 4.3. This encourages a range of diverse voices to contribute to the engagement and, by extension, the consideration of potential impacts of a proposed scheme on all protected characteristic groups.
- Make efforts to engage with **young people** through the provision of online engagement. **Young people** are more likely to be digitally engaged – so opportunities to engage online, reducing any cost implications to meet in person should be utilised.
- Ensure that engagement makes efforts to reach seldom heard groups by meeting people 'on their own turf' and at times which suit them best. To achieve this, project teams should offer a range of meeting times including weekends and publicising events in languages other than English. [63]
- Collate equality data on participants, relating to their protected characteristics, through all engagement activity. This enables project teams to evaluate the success of measures aimed to ensure diversity and inclusivity of its engagement approach and review which protected characteristic groups are under-represented in an engagement process.
- Undertake regular reviews and updates to the engagement process. Lessons learnt should be implemented based on feedback and evolving best practice, ensuring ongoing compliance with the Equality Act.
- Consideration should be given to ensuring that a diverse representation of the community engaged is mirrored, as much as possible, by the diversity of the engagement team. Some attendees may have a preference to speak to a particular **gender** at a consultation event, or someone from a similar **ethnicity** or **religious background**.
- Ensure engagement events are provided by equality specialists available where possible. This ensures a comprehensive and inclusive approach to addressing diverse perspectives and needs, fostering an environment where all voices are heard and valued.
- Options for verbal discussions should be made clear at the offset of the workshop. This increases accessibility for individuals who may not be able to engage in online polls/digital engagement due **to visual impairments** or learning difficulties and increases confidence in their ability to contribute. This is a lesson learnt from the stakeholder workshops carried out to inform this guidance.

[57] Howard, P. L., & Sedgewick, F. (2021). 'Anything but the phone!': Communication mode preferences in the autism community.
[58] GOV. UK (2023) 'Understanding WCAG 2.2' Available at: Understanding WCAG 2.2 - Service Manual - GOV.UK (www.gov.uk)
[59] Local Government Association (date unknown) 'Beyond the usual suspects' Available at: Beyond the usual suspects | Local Government Association
[60] Haringey Council (2010) Scrutiny Review of Engaging with 'Hard to Reach Communities'. Available at: Microsoft Word - HARDTOREACHCOMMUNITIESREPORT27.doc (haringey.gov.uk)
[61] Scottish Government (2017). ' Barriers to community engagement in planning: a research study. Available at: https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2017/05/barriers-to-community-engagement-in-planning-research/documents/barriers-community-engagement-planning-research-study-pdf/barriers-community-engagement-planning-research-study-pdf/govscot%3Adocument/Barriers%2Bto%2Bcommunity%2Bengagement%2Bin%2Bplanning%2B-%2Ba%2Bresearch%2Bstudy.pdf
[62] Scottish Government (2017). ' Barriers to community engagement in planning: a research study. Available at: https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2017/05/barriers-to-community-engagement-in-planning-research/documents/barriers-community-engagement-planning-research-study-pdf/barriers-community-engagement-planning-research-study-pdf/govscot%3Adocument/Barriers%2Bto%2Bcommunity%2Bengagement%2Bin%2Bplanning%2B-%2Ba%2Bresearch%2Bstudy.pdf
[63] Scottish Government (2017). ' Barriers to community engagement in planning: a research study. Available at: https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2017/05/barriers-to-community-engagement-in-planning-research/documents/barriers-community-engagement-planning-research-study-pdf/barriers-community-engagement-planning-research-study-pdf/govscot%3Adocument/Barriers%2Bto%2Bcommunity%2Bengagement%2Bin%2Bplanning%2B-%2Ba%2Bresearch%2Bstudy.pdf

A. Approach to developing this guidance document

A.1 Approach

This appendix sets out the approach used in developing the guidance. This includes a summary of previous work which has been undertaken by Mott MacDonald to inform the evidence base on which this guidance is based, and the approach used to complete both the guidance on the provision of EqIA and the inclusive design guidance for the development of public realm.

A.2 Summary of work previously undertaken to form guidance evidence base

WCC is producing updated public realm guidance for Westminster, which is due to be released in late 2024. To achieve this, WCC has set out a five-step process, of which the provision of this guidance forms step four. Step 5, to be completed in late 2024, is the production of an updated SPD on the public realm.

Prior to the production of this inclusive design guidance, Mott MacDonald have undertaken a range of desk-based research and stakeholder engagement activities to provide an evidence base to inform the guidance. This completed work forms steps one, two and three of WCCs workflow. The aim of these steps was to ensure that this guidance fully incorporates accessibility and inclusive design standards, best practice guidance on the provision of public realm related to protected characteristic groups, and the views of representative stakeholders. The approach to work completed in all previous steps of the workflow are set out below:

- Step 1: Evidence review: An evidence review was undertaken to provide a comprehensive overview of national and local accessibility and inclusive design guidance and standards, and a range of academic, government and third-party sources. The review examined all key infrastructure related to streetscape and public realm which is likely to result in beneficial or adverse effects for protected characteristic groups (as set out by the Equality Act, 2010), during the design, construction and operation of a scheme, setting out the standard required for compliance, guidance recognised as best practice, and specific guidance on meeting the needs of protected characteristic groups. The evidence review also included a demographic profile of the population of Westminster.
- Step 2: Stakeholder engagement: Stakeholder engagement, in the form of two workshops, was undertaken with representatives from protected characteristic groups. The findings of this engagement were used to inform this guidance and ensure that the complexity or nuance of a community's needs, in relation to their lived experiences of using public realm were fully captured.
- Step 3: Stakeholder engagement report: A stakeholder engagement report was produced to evidence our stakeholder engagement process, including our methodology, analysis techniques used, and reporting engagement findings. The report also includes guidance on best practice approaches for inclusion when undertaking engagement and consultation with different protected characteristic groups.

A.3 EqIA guidance approach

Desk-based Equality Act (2010) review: In order to better understand the drivers, process and requirements of an EqIA, a review of the Equality Act (2010) was completed. This provides a better understanding of the legal requirements placed on public bodies such as WCC under the Act. Sections of the Act which are directly related to undertaking an EqIA on a public realm scheme, including the Public Sector Equality Duty (PSED), Disability and reasonable adjustment and the 'Protected Characteristics' set out under the Act are also outlined.

Guidance on undertaking an EqIA: In order for WCC to meet its obligations under the Equality Act (2010), guidance has been set out in regard to undertaking an EqIA. Guidance outlines best practice processes in regard to establishing a robust evidence base, undertaking equality assessment, reporting equality impacts and action planning.

Socio-demographic analysis summary: A summary of the distribution of protected characteristic groups at a ward, borough, city and national level, which was previously completed at an earlier stage of the project, is provided to help WCC build a picture of Westminster.

A.4 Inclusive design guidance approach

Summary of Inclusive Design Evidence Review: A summary of a desk-based evidence review of relevant literature, statutory standards and best practice guidance related to protected characteristic groups and inclusive design is provided.

Inclusive design guidance: Inclusive design guidance for the provision and development of public realm is provided. The guidance is informed by the demographic analysis of Westminster, the evidence review of relevant literature, national standards and best practice guidance for accessibility and inclusive design in the public realm, and relevant findings from the equality led stakeholder workshops. A summary of how all previous work has informed the inclusive design guidance is set out in section A.2.

B. Local and national policy requirements

This Appendix provides an overview of local, regional and national policy which has is relevant for project teams when developing public realm in Westminster.

B.1 National Policy

B.1.1 The Equality Act (2010)[64]

The Equality Act is the legal foundation for tackling disadvantage and improving equality of opportunity for people in Britian. It requires that potential disadvantages experienced by people due with certain 'protected characteristics' are considered and minimised, and that steps are taken to meet the needs of different sections of society. It also requires that participation from these groups is encouraged where participation is disproportionately low.

The Equality Act mandates fair treatment for all, regardless of characteristics such as age, disability, gender, race, religion, or sexual orientation.

B.1.1.1 Public Sector Equality Duty

EqIAs are completed by, or on behalf of, a public authority in response to their obligations under the Equality Act (Section 2.1.2). A Public Sector Equality Duty (PSED) is established at section 149 of the Equality Act 2010, the requirements of which are set out below in Figure B1.

Figure B.1: Article 149 of the Equality Act 2010: The Public Sector Equality Duty

(1) A public authority must, in the exercise of its functions, have due regard to the need to

(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

(b) advance equality of opportunity between persons who share a relevant protected characteristics and persons who do not share it.

(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

(2) A person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection (1).

(3) Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to –

(a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;

(b) take steps to meet the needs of persons who share a relevant protected characteristic that are different form the needs of persons who do not share it;

(c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

[64] His Majesty's Government (2010) 'The Equality Act 2010'. Available at: Equality Act 2010 (legislation.gov.uk) (Last accessed March 2024).

B.1.1.2 Disability and reasonable adjustment

EqIAs are also completed by, or on behalf of a public authority, in response to their obligations under Section 20 of the Equality Act 'Disability and reasonable adjustment'. This section ensures that reasonable adjustment is taken by a public authority so that disabled people are not disadvantaged compared to those who are not disabled. The requirements of which are set out below in figure B.2.

Figure B.2: Section 20 of the Equality Act 2010: Disability and reasonable adjustment

(1) Where a provision, criterion or practice puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, a public authority must take such steps as it is reasonable to have to take to avoid the disadvantage.

(2) Where a physical feature puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, a public authority must take such steps as it is reasonable to have to take to avoid the disadvantage.

(3) Where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, a public authority must take such steps as it is reasonable to have to take to provide the auxiliary aid.

(4) When the first or third requirement relates to providing information, a public authority must ensure that the information is accessible.

(5) A person subject to the duty cannot require a disabled person to pay for a public authorities' costs of complying with the duty.

B.1.2 National Planning Policy Framework (2021) [65]

The National Planning Policy Framework (2021) sets out the government's planning policies for England and the requirements for the planning system. It provides a framework within which local authorities and residents can produce local and neighbourhood plans reflecting the needs and priorities of communities.

Section 8: sets out core planning principles of the NPPF to achieve healthy, inclusive and safe places by promoting social interaction, ensuring safety and accessibility of public areas, and supporting healthy lifestyles. This also includes addressing identified local health and wellbeing needs through the provision of safe and accessible green infrastructure.

The same section presents core principles to support access to a network of high-quality open spaces and opportunities for sport and physical activity.

Section 9: encourages development that provides opportunities for sustainable transport, particularly by giving priority to pedestrian and cycle movements, and providing access to high quality public transport facilities.

[65] Communities and Local Government (2021) National Planning Policy Framework [online] .Available at: National Planning Policy Framework (publishing.service.gov.uk) (Last accessed March 2024).

B.2 Regional policy

B.2.1 The London Plan[66]

At regional level, the use of accessibility and inclusive design best practice by WCC will contribute directly to several objectives and policies of the London Plan such as:

- Building strong and inclusive communities
  - Provide access to good quality community spaces, services, amenities and infrastructure that accommodate, encourage and strengthen communities, increasing active participation and social integration, and addressing social isolation.
  - Promote the crucial role town centres have in the social, civic, cultural and economic lives of Londoners, and plan for places that provide important opportunities for building relationships during the daytime, evening and night-time.
  - Ensure that new buildings and the spaces they create are designed to reinforce or enhance the identity, legibility, permeability, and inclusivity of neighbourhoods, and are resilient and adaptable to changing community requirements.
  - Support and promote the creation of a London where all Londoners, including children and young people, older people, disabled people, and people with young children, as well as people with other protected characteristics, can move around with ease and enjoy the opportunities the city provides, creating a welcoming environment that everyone can use confidently, independently, and with choice and dignity, avoiding separation or segregation.
  - Support and promote the creation of an inclusive London where all Londoners, regardless of their age, disability, gender, gender reassignment, marital status, religion, race, sexual orientation, social class, or whether they are pregnant or have children, can share in its prosperity, culture and community, minimising the barriers, challenges and inequalities they face.
- Inclusive design
  - Ensure that developments should support the creation of inclusive neighbourhoods by embedding inclusive design, and collaborating with local communities in the development of planning policies that affect them.
  - Ensure that inclusive design is considered at the earliest possible stage in the development conception through to completion and, where relevant, the occupation and on-going management and maintenance of the development.
  - Inclusive design principles should be discussed in advance of an application being submitted, to ensure that these principles are understood and incorporated into the original design concept. To demonstrate this, and to inform decision making, speed up the process and bring about better-quality development, an inclusive design statement is required as part of the Design and Access Statement.
  - Development proposals should help to create inclusive neighbourhoods that cumulatively form a network in which people can live and work in a safe, healthy, supportive and inclusive environment. An inclusive neighbourhood approach will ensure that people are able to easily access services, facilities and amenities that are relevant to them and enable them to safely and easily move around by active travel modes.
- Public Realm
  - Ensure the public realm is well-designed, safe, accessible, inclusive, attractive, well-connected, related to the local and historic context, and easy to understand, service and maintain.
  - Lighting, including for advertisements, should be carefully considered and well-designed in order to minimise intrusive lighting infrastructure and reduce light pollution.
  - Demonstrate an understanding of how people use the public realm, and the types, location and relationship between public spaces in an area, identifying where there are deficits for certain activities, or barriers to movement that create severance for pedestrians and cyclists.
  - Ensure both the movement function of the public realm and its function as a place are provided for and that the balance of space and time given to each reflects the individual characteristics of the area.
  - Ensure buildings are of a design that activates and defines the public realm and provides natural surveillance.
  - Where possible, incorporate green infrastructure such as street trees and other vegetation into the public realm.
  - Ensure that street clutter, including street furniture that is poorly located, unsightly, in poor condition or without a clear function is removed, to ensure that pedestrian amenity is improved.
- Public Toilets
  - To ensure the provision of suitable levels of choice, a range of toilet facilities should be provided. They should include unisex disabled persons' toilets, separate accessible baby change/family toilets, and cubicles for people with ambulant mobility impairments which can also be suitable for some older people or people who require additional space.
  - Where gender-specific toilets are provided, a gender-neutral option should also be provided wherever possible (in addition to unisex disabled persons toilets).
  - Public toilet facilities, whether provided inside buildings or externally, should be safe, well-lit and clean.
  - Where possible, ensure the provision of changing places toilets for people with profound and multiple impairments, and their companions, removing the barrier that the lack of provision can create.
- Cycling
  - Developments should help remove barriers to cycling and create a healthy environment in which people choose to cycle.
  - Development should facilitate and encourage cycling and reduce car dependency and the health problems it creates.
  - Cycle parking and cycle parking areas should allow easy access and provide facilities for disabled cyclists.
- Non-residential disabled persons parking
  - Disabled persons parking bays should be located on firm and level ground, as close as possible to the building entrance or facility they are associated with.
  - Designated bays should be marked up as disabled persons parking bays from the outset.
  - Enlarged bays should be large enough to become disabled persons parking bays quickly and easily via the marking up of appropriate hatchings and symbols and the provision of signage, if required i.e., if it can be demonstrated that the existing level of disabled persons parking is not adequate.

[66] Mayor of London (2021): 'The London Plan: The Spatial Development Strategy for Greater London' [online] Available at: the_london_plan_2021.pdf [last accessed March 2024]

- Creating a healthy city
  - Ensure that the wider determinants of health are addressed in an integrated and co-ordinated way, taking a systematic approach to improving the mental and physical health of all Londoners and reducing health inequalities.
  - Promote more active and healthy lives for all Londoners and enable them to make healthy choices.
  - Plan for improved access to and quality of green spaces, the provision of new green infrastructure, and spaces for play, recreation and sports.

B.3 Local policy

B.3.1 Westminster City Council City Plan 2019-2040[67]

At a local level, the use of accessibility and inclusive design best practice by WCC will contribute directly to several objectives and policies of the Westminster City Council City Plan 2019-2040, such as:

- Westminster's Spatial Strategy: WCC will look to support the growth of housing, community facilities, streectscapes, public realm, and businesses within the city by supporting development in the following spatial development priority areas:
  - West End and Leisure Special Policy Area
  - Tottenham Court Road Opportunity Area
  - Paddington Opportunity Area
  - Victoria Opportunity Area
  - North West Economic Development Area
  - Church Street / Edgware Road Renewal Area
  - Ebury Bridge Estate Housing Renewal Area
- Town centres, high streets and the central activities zone (CAZ): The development of town centres, high streets and the CAZ is supported by WCC, subject to impact on townscape and heritage. Proposals in existing town centres and high streets will enhance and diversify their offer as places to shop, work and spend leisure time.
- Visitor Economy: WCC will aim to maintain and enhance the attractiveness of Westminster as a visitor destination, balancing the needs of residents, visitors, businesses and local communities. This will involve opportunities for events in the public realm and the provision of public toilets which are safe, secure and publicly accessible.
- Sustainable transport: WCC will support a sustainable pattern of development which maximises trips made by sustainable modes, creates safer streets for all, reduces traffic and positively contribute towards the improvement of its public transport nodes in terms of accessibility and the improvement and delivery of walking and cycling routes that serve the City in order to create an environment where people actively choose to walk and cycle as part of everyday life.
- Walking and cycling: The plan states that all development must promote sustainable transport by prioritising walking and cycling in the City; prioritise and improve the pedestrian environment and contribute towards achieving a first-class public realm; contribute towards improved legibility and wayfinding including signage to key infrastructure, transport nodes, and green spaces; and be permeable, easy and safe to travel through.
- Public transport: WCC seeks better connectivity, legibility, quality, usability and capacity in public transport. All development must improve the accessibility to, and legibility of existing and proposed public transport by creating and improving walking and cycling links to stops or stations.
- Highway access and management: WCC state that new highway schemes should minimise the amount of footway, cycling space and kerb space lost for parking and / or servicing and should ensure no loss of street furniture lost for parking and / or servicing.
- Green infrastructure: WCC state that developments will, wherever possible, contribute to the greening of Westminster by incorporating trees, green walls, green roofs, rain gardens and other green features and spaces into the design of the scheme.
- Public Realm: WCC states that all development will contribute to a well-designed, clutter-free public realm with use of high quality and durable materials capable of easy maintenance and cleaning, and the integration of high-quality soft landscaping as part of the streetscape design so people can enjoy healthier, more active leisure time. All public realm must be safe, attractive and accessible to all. Development should contribute to improving connectivity, legibility and permeability of the public realm and the network of public spaces in the city.
- Security measures in the public realm: WCC state that all development will provide an integrated approach to ensure the security of the development site including buildings and any associated public spaces.
- Site Allocation Plan: WCC aim to develop a Site Allocations policy, as part of its City Plan, to guide sites in optimising land use to its full potential, realising benefits such as new homes, employment space, green areas and community facilities which are fully accessible to the community

B.3.2 Westminster Neighbourhood plans

At a local level, a series of neighbourhood plans have been developed by Westminster's Neighbourhood Forums and adopted by WCC to ensure communities are fully integrated in the decision-making process for the development of their local area. The following sections outlines the policies related to public realm in Westminster's existing Neighbourhood Plans. This section summarises all current neighbourhood plans, however further plans are in development. Once available, these plans should also be reviewed by project teams.

B.3.2.1 Mayfair Neighbourhood Plan [68]

The Mayfair Neighbourhood plan outlines the following policies related to public realm:

- MPR1: Applications for major new developments should demonstrate how they contribute to improving, or at least maintaining, the quality of the public realm within the vicinity of the proposed development through, where relevant, appropriate and subject to local site conditions, the following key principles:
  - Creating Additional Space for Pedestrians
  - Creating Attractive Streetscapes
  - Creating Multifunctional Streetscapes
  - Creating Accessible and Safe Streetscapes
  - Improved Walking Infrastructure

[67] Westminster City Council (2021): 'City Plan 2019-2040' [Online]. Available from: https://www.westminster.gov.uk/sites/default/files/media/documents/City%20Plan%202019-2040%20-%20April%202021.pdf [last accessed March 2024]

[68] Mayfair Neighbourhood Forum (2019): 'Mayfair Neighbourhood Plan 2018-2038' [Online], Available from: https://www.westminster.gov.uk/neighbourhood-areas-forums-and-plans/mayfair-neighbourhood-plan [last accessed August 2024].

- MGS 1.2: In public green spaces, Local Community Use is encouraged and will in principle be promoted.
- MGS 1.3: Proposals which enhance Mayfair's public green spaces as places of recreation for all users throughout the year, by the improvement of landscaping and public realm, will be supported.
- MGS 1.4: Enhancements to the public realm around Mayfair's green spaces, where those enhancements result in improved accessibility and usability of the green spaces, will be supported. Where relevant, developments should demonstrate how the proposed enhancements contribute to a coherent strategy to improve accessibility to the green space in question.
- MGI1: Development proposals in Mayfair should enhance and or protect existing green infrastructure and shall take such opportunities as are reasonably available to it to deliver new green infrastructure. Opportunities to incorporate green infrastructure on hoardings during construction of major developments will be encouraged. Development proposals which will deliver new urban green infrastructure will be required to: demonstrate how the provision of any green infrastructure has maximised its biodiversity and ability to adapt to climate change; and include a management plan demonstrating the sustainability (in terms of resilience and long-term value) of the green infrastructure.

B.3.2.2 Fitzrovia West Neighbourhood Plan[69]

The Fitzrovia West Neighbourhood plan outlines the following policies related to public realm:

- Policy GS1: Protect and Enhance Existing Open Spaces: Development proposals which protect and enhance existing open and green spaces, trees, and landscaping will be supported.
- Policy GS2: Creating New Green Spaces: All new major development should incorporate appropriate and well-designed new open or green space where possible. Appropriate provision should include living roofs, living walls and ecologically sensitive landscaping.
- Policy T1: Pedestrian Movement and Sustainable Transport: Development proposals shall be supported that provide for increased efficiency and sustainable movement of people and goods in the area. In particular proposals will:
  - Support improvements for those using pavements, cycling or accessing public transport in order to create 'healthy streets'.
  - Support on-street provision for cycle parking and the application of the Mayor's standards for off-street provision in all new development.
  - Support developments which provide off-street space for bicycle storage, deliveries, servicing and refuse collection.
  - Support the concept of a 'super-grid' which ensures that traffic uses the main distributor roads and restrict vehicular access on smaller streets except for essential servicing.

B.3.2.3 Soho Neighbourhood Plan [70]

The Soho Neighbourhood plan outlines the following policies related to public realm:

- Policy 23: New Pocket Parks: The creation of new green 'pocket parks' will be strongly supported in those parts of Soho with an open space and/or play space deficiency.
- Policy 24: Sustainable Green Infrastructure: Where feasible, development proposals should provide greening to the building and its curtilage including green walls and roofs.
- Policy 26: Pedestrian Movement in the Public Realm: All development proposals should be designed in such a way as to facilitate pedestrian movement and prevent it being impeded by other uses. Proposals should:
  - Seek to deliver safe, efficient and inclusive design in line with the Healthy Streets Approach and Vison Zero Strategy.
  - Create clear well lit and well signed pedestrian routes.
  - Provide even surfaces and minimise steps and level changes wherever possible; D. Design out blind spots and recessed doorways.
  - Provide well-lit and clean temporary passageways during construction and fitting out works.
  - Reduce vulnerability to flash flooding and ensure that the neighbouring public realm is well drained using sustainable urban drainage systems (SuDS) wherever possible.
  - Prevent tables and chairs on the pavement or highway impeding pedestrian movement.
  - Ensure new facades and entrances to premises clearly display the street number for each premises to facilitate better way finding.
- Policy 27: Securing New Pedestrian Routes: Development that provides carefully considered public access through developments over previously private and inaccessible land to improve pedestrian connectivity and convenience will normally be supported unless there are adverse impacts which cannot be mitigated.
- Policy 28: Cycle Parking: Proposals to provide additional suitable on street cycle stands for cyclists visiting the Soho Neighbourhood Area will be supported provided they do not impede pedestrian movement.

B.3.2.4 Queen's Park Neighbourhood Plan [71]

The Queen's Park Neighbourhood plan outlines the following policies related to public realm:

- Policy 6: Improving the cycling environment: Major development proposals will be required to be supported by measures to improve road safety, air quality, and facilities for cyclists, subject to the published cycle standards set out by the London Plan.
- Policy 7 Safeguarding pedestrian access in Harrow Road: Development proposals where appropriate, will be required to be supported by measures that provide for improved pedestrian access. They should ensure, that as much as is practicable, the area is accessible and inclusive. The measures will need to demonstrate that:
  - Sufficient pavement space is maintained for pedestrians; and
  - Accessibility for disabled people and those with pushchairs is safeguarded.

[69] FitzWest neighbourhood Forum. (2021): 'Fitzrovia West Neighbourhood Plan 2020 to 2040' [Online]. Available from: https://www.westminster.gov.uk/neighbourhood-areas-forums-and-plans/fitzrovia-west-neighbourhood-plan [last accessed August 2024].

[70] Soho Neighbourhood Forum. (2021). 'The Soho Neighbourhood Plan: 2019-2040'. [Online]. Available from: https://www.westminster.gov.uk/neighbourhood-areas-forums-and-plans/soho-neighbourhood-plan [last accessed August 2024].

[71] Queen's Park Community Council (2021): 'Neighbourhood Plan 2020-2040'. [Online] Available from: https://www.westminster.gov.uk/planning-building-control-and-environmental-regulations/planning-policy/neighbourhood-areas-forums-and-plans/queens-park-neighbourhood-plan [Last accessed August 2024].

B.3.2.5 Pimlico Neighbourhood Plan[72]

The Pimlico Neighbourhood plan outlines the following policies related to public realm:

- Policy PIM 16: Protection and maintenance of green spaces: Proposals for built development on or underneath Pimlico's Green Squares and Gardens should enhance their role and function as green spaces.
- Policy PIM 17: Open Spaces: Provision of infrastructure which increases the quality of the open space (e.g. seating, landscaping and planting) along with improvements to pedestrian accessibility will be supported. Proposals that would result in the loss of play space, especially if within a play space deficiency area, will only be permitted if an alternative play space of at least the equivalent size and standard is provided in a location in reasonable proximity and accessible to the community.
- Policy PIM 18: Public Realm: Where possible, development proposals will enhance the public realm, particularly where this rebalances space in favour of pedestrians. In particular, proposals should take opportunities to reduce street clutter created by physical infrastructure. This includes:
  - Seeking removal of telephone boxes (other than the ones that are statutorily listed) that are no longer in use for their original purpose.
  - Seeking removal of utility cabinets that are no longer required or its relocation to underground or adjacent buildings.
  - Provision of dedicated, fixed non-recyclable and recyclable waste collection infrastructure of a design, colour, material and scale in keeping with the character of the area.
  - Provision of sufficient short-stay cycle parking. Where it is not possible to provide suitable short-stay cycle parking off the public highway, identifying an appropriate on-street location for the required provision.
  - New developments providing cycle parking in line with the London Plan.

B.3.2.6 Knightsbridge Neighbourhood Plan[73]

The Knightsbridge Neighbourhood plan outlines the following policies related to public realm:

- Policy KRB 27: Enabling Active Travel: All major development should demonstrate how it has sought to maximise opportunities for its occupiers, users and members of the public to engage in safe active travel by assessing the current active travel infrastructure and facilities and identifying improvements that are likely to encourage the uptake of active travel.
- Policy KBR28: Pedestrians Within the Movement Hierarchy: Development which provides new transport infrastructure or improves existing transport infrastructure should be designed to maximise use by: pedestrians and mobility impaired; cyclists; and public transport
- Policy KBR29: Assessing Significant Transport Impacts of Development Proposals: Development proposals that are likely to generate significant transport movements should demonstrate no significant adverse impacts on the following:
  - Air quality.
  - Road safety.
  - The pedestrian environment and movement.
  - Cycling infrastructure.
  - Disabled access.
  - The street network.

Mitigation measures for any adverse impacts should be informed by the findings of a Transport Assessment or Transport Statement in accordance with Westminster City Council policy.

B.3.2.7 Belgravia Neighbourhood Plan[74]

The Belgravia Neighbourhood plan outlines the following policies related to public realm:

- Policy BEL11: Space for Play and Group Social Activities: In recognition of the areas of play space deficiency in the southern half of the Belgravia Neighbourhood Area, the provision of new play space for children in these areas will be strongly supported.
- Policy BEL13: Streetscapes: Proposals to improve paved spaces (which may, where planning permission is required, include footways or carriageways) through the use of high-quality paving where appropriate and coal hole covers that are in keeping with that in the surrounding area and through reducing street clutter will be encouraged.

B.3.3 Westminster City Council Local Development Scheme 2024 – 2027[75]

At a local level WCC sets out which new planning documents they intend to produce between 2024 and 2027 either as part of the development plan, or to support its implementation, within the Local Development Scheme.

- Public Realm Supplementary Planning Document: WCC have committed to consolidating and updating guidance on the implementation of adopted City Plan policies related to public realm and setting out WWC's approach to making, changing and managing public realm to ensure a consistent approach is taken to the design, delivery and maintenance of the public realm across the borough. Consultation is due to take place in autumn 2024 with adoption in winter 2024.

B.3.4 Creating a Fairer Westminster[76]

At a local level, the use of accessibility and inclusive design best practice by WCC will contribute directly to several objectives and policies of the Creating a Fairer Westminster Delivery plan, such as:

- Fairer Environment: WCC will promote goals which seek to achieve a net zero city by 2040. Goals to promote WCCs environmental outcomes in accessibility and inclusive design include:
  - Encourage and promote active and sustainable travel to residents, businesses, and visitors by: Expanding electric vehicle (EV) charging spots; increasing diversity of EV charge points across the city; establishing new and improving existing cycle routes; fitting

[72] Pimlico Neighbourhood Forum (2022): 'Pimlico Neighbourhood Plan' [Online] Available from: https://www.westminster.gov.uk/planning-building-and-environmental-regulations/planning-policy/neighbourhood-areas-forums-and-plans/pimlico-neighbourhood-plan#:~:text=The%20draft%EE%80%80%20Pimlico%E2%80%AFNeighbourhood [last accessed August 2024].

[73] Knightsbridge Neighbourhood Forum. (2018): 'Knightsbridge Neighbourhood Plan' Available at: https://www.westminster.gov.uk/neighbourhood-areas-forums-and-plans/knightsbridge-neighbourhood-plan [last accessed August 2024].

[74] Belgravia Neighbourhood Forum. (2024): ' Belgravia Neighbourhood Plan 2023-2040'. [Online] Available at: https://www.westminster.gov.uk/planning-building-control-and-environmental-regulations/planning-policy/neighbourhood-areas-forums-and-plans/belgravia-neighbourhood-plan-0 [Last accessed August 2024].

[75] Westminster City Council (2024): 'City Plan: Westminster Local Development Scheme 2024-2028' [Online] Available at: https://www.westminster.gov.uk/sites/default/files/media/documents/Local%20Development%20Scheme%202024-27.pdf [last accessed May 2024]

[76] Westminster City Council. (2023): 'Creating a Fairer Westminster' [Online]. Available from: https://www.westminster.gov.uk/fairer-westminster [last accessed March 2024]

signalised junctions with green man phases where pedestrian usage is high; and developing a new Sustainable Transport Strategy to provide environmentally friendly and sustainable transport options.

  - Urban Green Space: WCC aim to increase tree canopy cover by planting more trees to enhance urban greenery, air quality, and biodiversity.
  - Public Toilets: WCC aim to fully modernise existing public toilets and explore options to expand availability.
- Fairer Economy: WCC will promote goals to deliver a strong and sustainable economy, with employment and inclusive growth that benefits everyone. Goals to promote WCCs economic outcomes in accessibility and inclusive design include:
  - High Streets Programme: WCC aim to deliver High Street Action Plans to support the development of accessible and safe high streets, in areas such as Harrow Road, Praed Street and Queensway
  - Westminster after Dark: WCC aim to develop an inclusive Evening and Night-time Plan to ensure community safety, sustainability, and accessibility in public spaces at night.

C. Full socio-demographic analysis of Westminster

The demographic profile of Westminster is summarised below, utilising 2021 Census data from the Office for National Statistics. The profile presents the resident proportion of people with different protected characteristics at ward level and provides the London and the South east region, and England as comparators. In comparing these regions, where the study areas deviate by less than 3%, the difference is considered to be broadly in line with other areas and is reported as such. Where the difference is notable, this has been **bolded.** The full demographic baseline is set out in Table C.1 below.

The population residing within Westminster is approximately 261,000 with 118 people per hectare (ha) which is almost double that of the London average of 57 people her ha. The population increases to 1.1 million workers with the influx of workers, shoppers and tourists in the day time.[77] This additional population is not included in the baseline below, but it is noted that this influx of people will be likely to access and use Westminster's public realm.

The demographic profile below indicates that Westminster has a higher proportion of younger people than London, the South East and England and a considerably higher proportion of people from an ethnic minority background, Muslim population and people without access to a private car or van than London, the South East and England.

Table C.1: Demographic baseline

Protected Characteristic	Westminster comparison with London, the South East and England
Age	• The proportion of children (>16 years) within Westminster (13%) is considerably lower than the proportion within London, the South East and England as a whole (19%). • The proportion of children within the wards of Church Street, Queen's Park and Westbourne (17%) is **higher** than the proportion of children within Westminster (13%). In contrast, the proportion of children within Lancaster Gate (9%) and the West End (8%) wards is lower than the proportion within Westminster (13%). • The proportion of young people (18-24 years) within Westminster (12%) is **higher** than within London (9%), the South East (8%) and England as a whole (8%). • The proportion of young people within the ward of Hyde Park (18%) is **considerably higher** than the proportion within Westminster (12%). The proportion of young people within the wards of Knightsbridge & Belgravia (16%) and St James's (16%) is **higher** than the proportion within Westminster. In contrast, the proportion of young people within the ward of Abbey Road (8%) is lower than Westminster (12%). • 75% of the population within Westminster are of working age (16-64 years), this is **considerably higher** than within London (69%), the South East (62%) and England as a whole (63%). • The proportion of the population who are of working age within the wards of Lancaster Gate, St James's and West End (80%) is **higher** than the proportion within Westminster (75%). In contrast, within the wards of Abbey Road (70%), Church Street (71%) and Pimlico South (71%) the proportion is lower than Westminster (75%). • The proportion of older people (65+ years) within Westminster (12%) is broadly in line with London (12%) however considerably lower than the proportion within the South East (19%) and England as a whole (18%).
Disability	• 14% of the population within Westminster are disabled, this is broadly in line with London (13%), lower than the proportion within the South East (16%), and considerably lower than England as a whole (17%). • Within the ward of Church Street (21%) the proportion of the population who are disabled is **considerably higher** than Westminster (14%). Within the ward of Westbourne (19%) the proportion of the population who are disabled is **higher** than Westminster overall. Whereas, in Knightsbridge & Belgravia and Marylebone the proportion of the population who are disabled (9% and 10% respectively) is lower than Westminster (14%). • 7% of the population who have a disability within Westminster are limited by day-to-day activities a lot, this is broadly in line with London (6%), the South East (6%) and England as a whole (7%). • Within the ward of Church Street 12% of the population who have a disability are limited by day-to-day activities a lot. This is **higher** than the proportion within Westminster (7%). • 7% of the population who have a disability within Westminster are limited by day-to-day activities a little, this is broadly in line with London (8%) however lower than the proportion within the South East and England as a whole (10%). • 82% of the population within Westminster have no long term physical or mental health conditions, this is broadly in line with London (82%) however **considerably higher** than the proportion within the South East (76%) and England as a whole (76%). • Within the wards of Knightsbridge & Belgravia and the proportion of the population who have no long term physical or mental health conditions (87%) is **considerably higher** than the proportion within Westminster (82%). The proportion within the ward of Marylebone (86%) is higher than Westminster. In contrast, within the wards of Westbourne, Queen's Park and Pimlico North (78%, 78%, and 78% respectively) is lower than Westminster (82%). Within Church Street the proportion of the population with no long term physical or mental health conditions (75%) is considerably lower than Westminster (82%).
Gender Reassignment	• 90% of the population with Westminster identify with the same gender they were assigned at birth; this is broadly in line with London (91%) however lower than within the South East and England as a whole (94%). • 0.4% of the population within Westminster identify with a different gender to the one they were assigned at birth, which is broadly in line with London (0.5%), the South East and England as a whole (0.2%). • Census data outlining gender reassignment at a ward level is not available. •
Marital status	• The proportion of the population who are married within Westminster (32%) is **considerably lower** than the proportion within London (40%), the South East (47%) and England as a whole (45%). • 54% of the population within Westminster have never married/ registered a civil partnership, which is **considerably higher** than within London (46%), the South East (35%) and England as a whole (38%). • 8% of the population within Westminster have a dissolved marriage or civil partnership, which is broadly in line with London (7%), the South East (9%) and England as a whole (9%). • 3% of the population within Westminster are widowed or a surviving civil partnership partner, this is broadly in line with proportions within London (4%), and lower than the South East and England as a whole (6%). • Census data outlining marital status at ward level is not available.
Fertility rate	• The Crude Birth Rate within Westminster (10.3) is broadly in line with London (12.6), the South East (10.1) and England as a whole (10.5). • The General Fertility Rate (GFR)[78] within Westminster (38.9) is **lower** than within London (52.7), the South East (54.7) and England as a whole (54.2). • The Total Fertility Rate (TFR)[79] within Westminster (1.10) is broadly in line with London (1.44), the South East (1.60) and England as a whole (1.55). • Census data outlining fertility rates at a ward level is not available.

[77] Westminster City Council (2021): 'City Plan 2019-2040' [Online]. Available from: https://www.westminster.gov.uk/sites/default/files/media/documents/City%20Plan%202019-2040%20-%20April%202021.pdf [last accessed March 2024]

[78] The number of live births in a year per 1,000 women aged 15 to 44 years. Measure of current fertility levels.

[79] TFR is the average number of live children that a group of women would have if they experienced the age-specific fertility rates for the calendar year in question throughout their childbearing lifespan

Protected Characteristic	Westminster comparison with London, the South East and England
Race and ethnicity	• Overall, 72% of the population within Westminster are from an ethnic minority background. This is **considerably higher** than within London (63%), the East (22%) and England as a whole (26%). • The proportion of the population who are from an ethnic minority background within Church Street (83%), Queen's Park (76%) and Westbourne (81%) is **considerably higher** than the proportion within Westminster (72%). In contrast the proportion within Pimlico South (64%) and St James's (65%) is considerably lower. the proportion within Knightsbridge & Belgrave (68%) and Vincent Square (67%) is lower than Westminster (72%). • 17% of the population within Westminster are Asian, this is **considerably higher** than the proportion within the South East (7%) and England (10%) however is considerably lower than the proportion within London (21%). • The proportion of the population who are Asian within the wards of Church Street (26%) and Hyde Park (23%) is **considerably higher** than within Westminster (17%). The proportion of the population who are Asian within the ward of Regent's Park (22%) is **higher** than within Westminster. In contrast, in the wards of Harrow Road (13%) and Maida Vale (12%) the proportion is considerably lower. • 8% of the population within Westminster are Black, this is **considerably higher** than within the South East (2%) and England as a whole (4%) however considerably lower than the proportion within London (14%). • The proportion of the population who are Black within the wards of Harrow Road (18%) and Queen's Park (19%) is **considerably higher** than the proportion within Westminster (8%). Within the ward of Church Street (12%), the proportion is **higher** than Westminster. In contrast, in the wards of Abbey Road (4%) and Marylebone (3%) the proportion is **lower.** • Within Westminster, a **considerably high proportion** of ethnic minority groups are 'Other White' (25%), which is **considerably higher** than the proportion within London (15%), the South East (6%) and England as a whole (6%). • The proportion of the population who are 'Other White' ethnic groups within the wards of Bayswater (32%), Lancaster Gate (33%), Marylebone (35%) and West End (31%) is **considerably higher** than the proportion within Westminster (25%). In contrast, within the wards of Church Street (14%), Harrow Road (19%), Queen's Park (14%) and Westbourne (18%) the proportion is considerably lower. • 8% of the population within Westminster are Arab, which is also **considerably higher** than the proportion within London (2%), the South East (0.3%) and England as a whole (1%). • The proportion of the population who are Arab within the ward of Church Street (16%) is **considerably higher** than the proportion within Westminster (8%). Within the wards of Hyde Park (12%) and Westbourne (13%), the proportion is higher than Westminster. In contrast, within the wards of Bayswater, Pimlico North, St James's and Vincent Square (4%) the proportion is lower. • The proportion of the population who are White British within Westminster (28%) is considerably lower than within London (37%), the South East (79%) and England as a whole (74%). • The proportion of the population who are White British within the wards of Church Street (17%), Hyde Park (20%) and Westbourne (20%) is considerably lower than the proportion within Westminster (28%). In contrast, Pimlico North (42%), Pimlico South (36%), St James's (35%) is **considerably higher.** Within Knightsbridge & Belgravia (32%) and Vincent Square (33%), the proportion is **higher** than Westminster (28%).
Religion	• 37% of the population within Westminster are Christian, this is broadly in line with London (40%) however considerably lower than the South East (47%) and England as a whole (47%). • The proportion of the population who are Christian within the wards of Bayswater (41%), Knightsbridge & Belgravia (45%), Pimlico North, Pimlico South and Vincent Square (44%) is **considerably higher** than the proportion within Westminster (37%). In contrast, the proportion within the wards of Abbey Road (33%), Hyde Park (30%), Regent's Park and Westbourne (33%) are considerably lower. • 20% of the population within Westminster are Muslim, this is **considerably higher** than the proportion within London (15%), the South East (3%) and England as a whole (7%). • The proportion of the population who are Muslim within the wards of Church Street (49%), Hyde Park (26%), Queen's Park (30%) and Westbourne (37%) is **considerably higher** than the proportion within Westminster (20%). The proportion in Harrow Road (25%) is higher than Westminster. In contrast, within the wards of Bayswater (10%), Knightsbridge & Belgravia (14%), Lancaster Gate (14%), Marylebone (13%), Pimlico North (13%), Regent's Park (14%) and West End (1%) the proportion is considerably lower.
	• 27% of the population within Westminster belong to a minority religious group. This is broadly in line with the proportion within London (25%), however **considerably higher** than the proportion within the South East (7%) and England as a whole (11%). • The proportion of the population who belong to minority religious groups within the wards of Church Street (51%), Hyde Park (35%), Queen's Park (33%), and Westbourne (41%) is **considerably higher** than the proportion within Westminster (27%). The proportion of the population who belong to minority religious groups within the wards of Abbey Road (31%) and Regent's Park (31%) is **higher** than Westminster (27%).
Sex	• 52% of the population within Westminster are female, this is broadly in line with London (52%), the South East and England as a whole (51%). • Within the wards of St James's and West End, 48% of the population are female. This is lower than the proportion within Westminster (52%). • 48% of the population within Westminster are male, this is broadly in line with London, the South East and England as a whole (49%). • Within the wards of St James's and West End, 52% of the population are male. This is **higher** than the proportion within Westminster (48%).
Sexual orientation	• Within Westminster, 83% of the population identify as straight/heterosexual. This is lower than within London (86%), and considerably lower than within the South East (90%) and England as a whole (89%). • 4% of the population within Westminster identify as Gay or Lesbian, this is broadly in line with the proportion within London, the South East and England (2%) as a whole. • Data outlining sexual orientation at a ward level is not available.

Source: Office for National Statistics

In addition to the groups legislated under the Equality Act, WCC view low income households and care leavers as protected characteristic groups. Table C.2 below outlines the demographic profile of these groups, as well as equality considerations related to accessibility and inclusive design in the external built environment. These include access to private vehicles, transport mode usage, ability to speak English and people who are not in full time education or employment. Data is from the 2021 Census from the Office for National Statistics, which particularly for transport mode usage may underestimate the proportions due to the COVID-19 pandemic.

Table C.2: Baseline of equality considerations related to accessibility and inclusive design in the external built environment

Equality consideration	Westminster comparison with London, the South East and England
Deprivation	• Utilising the Index of Multiple Deprivation, 50% of the households within Westminster are not deprived in any dimension, this is broadly in line with London (48%), the South East (52%) and England as a whole (48%). • The proportion of households not deprived in any dimension within the wards of Church Street (27%), Harrow Road (42%), Pimlico South (42%), Queen's Park (36% and Westbourne (34%) is **considerably lower** than Westminster as a whole (50%). In contrast, within the wards of Abbey Road (56%), Marylebone (63%), Regent's Park (58%) and St James's (57%) the proportion is **considerably higher.** The proportion in Bayswater (54%), is **higher** than Westminster. • 30% of households within Westminster are deprived within one dimension, this is lower than within London (33%), the South East (33%) and England as a whole (34%) • 13% of households within Westminster are deprived within two dimensions, this is broadly in line with London (14%), the South East (12%) and England as a whole (14%). • The proportion of households deprived within two dimensions with the wards of Church Street (26%), Queen's Park (21%) and Westbourne (22%) is **considerably higher** than the proportion within Westminster (13%). The proportion of households in Harrow Road (17%), Pimlico South (17%) is **higher** than Westminster.

Equality consideration	Westminster comparison with London, the South East and England
	• 5% of households within Westminster are deprived within three dimensions, which is broadly in line with London (4%), the South East (3%) and England as a whole (4%). • The proportion of households deprived within three dimensions within the ward of Church Street (13%), is **considerably higher** than the proportion within Westminster (5%). The proportion of households in Queen's Park (10%), and Westbourne (10%) is **higher** than Westminster. • 1% of households within Westminster are deprived within four dimensions, which is broadly in line with London (0.4%), the South East and England as a whole (0.2%)
Care leavers	• In 2023, there were 136 Care Leavers aged 18-25 living in Westminster. [80] • In 2023, there were 133 Looked after Children aged 0-17 living in Westminster. [81]
Vehicular access	• 66% of households within Westminster have no access to a car or van. This is **considerably higher** than the proportion within London (42%), the South East (17%) and England as a whole (24%). • The proportion of households with access to no private car or van within the wards of Lancaster Gate (73%), St James's (76%) and West End (74%) is **considerably higher** than the proportion within Westminster (66%). The proportion in the ward of Church Street (71%), is **higher** than Westminster. In contrast, the proportion within Abbey Road (59%) is **considerably lower**. • 28% of the population within Westminster have access to one car or van, which is **considerably lower** than the proportion within London (40%), the South East (41%) and England as a whole (41%). • The proportion of households with access to one car or van within the wards of Little Venice (33%) and Queen's Park (35%) is **considerably higher than** the proportion within Westminster (28%). Within the wards of Abbey Road (32%) and Maida Vale (32%), the proportion is higher than Westminster. In contrast, within the wards of Hyde Park (24%), Lancaster Gate (23%). Marylebone (24%), St James's (19%) and West End (20%) the proportion is **considerably lower.** • 5% of the population within Westminster have access to two cars or vans, which is considerably lower than the proportion within London (14%), the South East (31%) and England as a whole (26%).
Transport mode usage	• 56% of the population within Westminster work mainly from home, which is **considerably higher** than the proportion within London (42%), the South East (36%) and England as a whole (32%). • The proportion of the population who mainly work from home within the wards of Abbey Road (64%), Bayswater (63%), Marylebone (65%) and Regent's Park (64%) is **considerably higher** than the proportion within Westminster. In the wards of Knightsbridge & Belgravia (60%) and Lancaster Gate (60%), the proportion is higher than Westminster. In contrast, the proportion within the wards of Church Street (36%), Harrow Road (48%), and Westbourne (40%) is **considerably lower.** • 12% of the population within Westminster commute to work on foot, which is **considerably higher** than the proportion within London (6%), and **higher** than the South East (8%) and England as a whole (8%). • The proportion of the population who commute to work on foot within the ward of West End (18%) is **considerably higher** than the proportion within Westminster (12%). Within the wards of Church Street (17%) and St James's (17%) the proportion is higher than Westminster. In contrast, the proportion within Abbey Road (8%) is **lower.** • 10% of the population within Westminster use the underground to commute to work, which is broadly in line with London (10%), understandably, however **considerably higher** than within the South East (0.2%) and England as a whole (2%). • 7% of the population within Westminster use the bus to commute to work, which is broadly in line with London (9%), however **higher** than the South East (3%) and England as a whole (4%). • The proportion of the population who use the bus to commute to work within the wards of Church Street (15%), Harrow Road (13%). Queen's Park (14%) and Westbourne (14%) is **considerably higher** than the proportion within Westminster (7%). In contrast, within Marylebone (3%) the proportion is **considerably lower.** • 7% of the population within Westminster use a private car or van to commute to work, this is considerably lower than the proportion within London (21%), the South East (44%) and England as a whole (45%). • 13% of the population within Queen's Park ward use a private car or van to commute, this is **higher** than the proportion within Westminster (7%). • 4% of the population within Westminster use a bike to commute to work, which is broadly in line with London (3%), the South East and England as a whole (2%). • 2% of the population within Westminster use the train to commute to work, which is broadly in line with the South East and England (2%) however lower than the proportion within London (5%).
Languages spoken	• 74% of the population in Westminster speak English, which is **lower** than within London (78%), however **considerably lower** than the South East (93%) and England as a whole (91%). • Within Westminster, dominant non-English languages spoken include Arabic (4%), which is considerably higher than proportion within London (1%), the South East (0.2%), and England (0.4%). • Data outlining languages spoken at a ward level is not available.
Job Seeker's Allowance (JSA) Claimant Count	• As of February 2024, the proportion of the population who are aged 16-64 and claim Job Seekers Allowance (JSA) within Westminster (4%) is broadly in line with London (5%), the South East (3%) and England as a whole (4%). • At a ward level, there are no considerable differences to Westminster.

Source: Office for National Statistics

[80] Westminster City Council (2024): 'Care Leaver data'

[81] Westminster City Council (2024): 'Looked after Children data)