

# Better Streets Delivered

Learning from  
completed schemes



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## Introduction

Since 2009 the Mayor's London's Great Outdoors and Better Streets programmes have helped transform the Capital's public spaces and street network. A range of interventions are making streets work and feel better for all, while increasing the vitality and sense of place in communities across the city.

In recognition of the importance of roads and streets to the successful future of the Capital, and to support the continuing investment and improvement to public spaces, the Mayor of London set up a Roads Task Force, comprising experts representing many interests.

Its vision for London's roads and streets is that they are planned, managed and developed to support the Capital as a vibrant and competitive city, offering a good quality of life, as well as efficient and effective transport. A key part of this is raising the ambition for improving places, and recognising the value of good street design in supporting local vitality and the attractiveness of London as a world city.

This book is a celebration of that ambition and the success of recent public realm projects across London. They show how moving around and living in the Capital can be improved significantly by careful planning, creative thought and good design, applied to different locations and settings at a range of scales. Many of these schemes have not previously been widely documented, but are nevertheless making a dramatic contribution to the quality of the local environment and London's public spaces and streets.

This publication also outlines the unique partnerships and approaches used to achieve these exemplary results, demonstrating a shared understanding of how to work together to plan and carry out street works. The examples also provide lessons from which to learn and build on, especially in light of the Road Task Force's vision for a forward-thinking, strategic approach to better street planning, design and management.

## **Better Streets Delivered**

Since 2009 the Better Streets programme has ensured the delivery of more than 80 diverse and innovative projects. These include internationally significant schemes, such as the redevelopment of Leicester Square, and locally important designs like the shared surface scheme at Venn Street.

This document highlights the success of the programme, showing how projects often transform not just the road surface, but the way in which the street works and facilitates other uses.

Many more public realm projects are in development. They are building on the principles of Better Streets, and are in turn contributing towards improving the standard of the Capital's street network, and the quality of life for Londoners and its millions of visitors every year. It is not just the end results that deserve recognition. Good planning and management have ensured the majority of recent public realm works have been delivered on time and on budget.

This book therefore not only provides a catalogue, showing what has been completed, but also celebrates the achievements of many teams, borough officers and communities that have come together to deliver projects of exceptional quality. This resource showcases experiences from which we can all learn, and it is hoped that it will inspire future projects guided by the vision of the Roads Task Force.

## **A vision for London's streets and places**

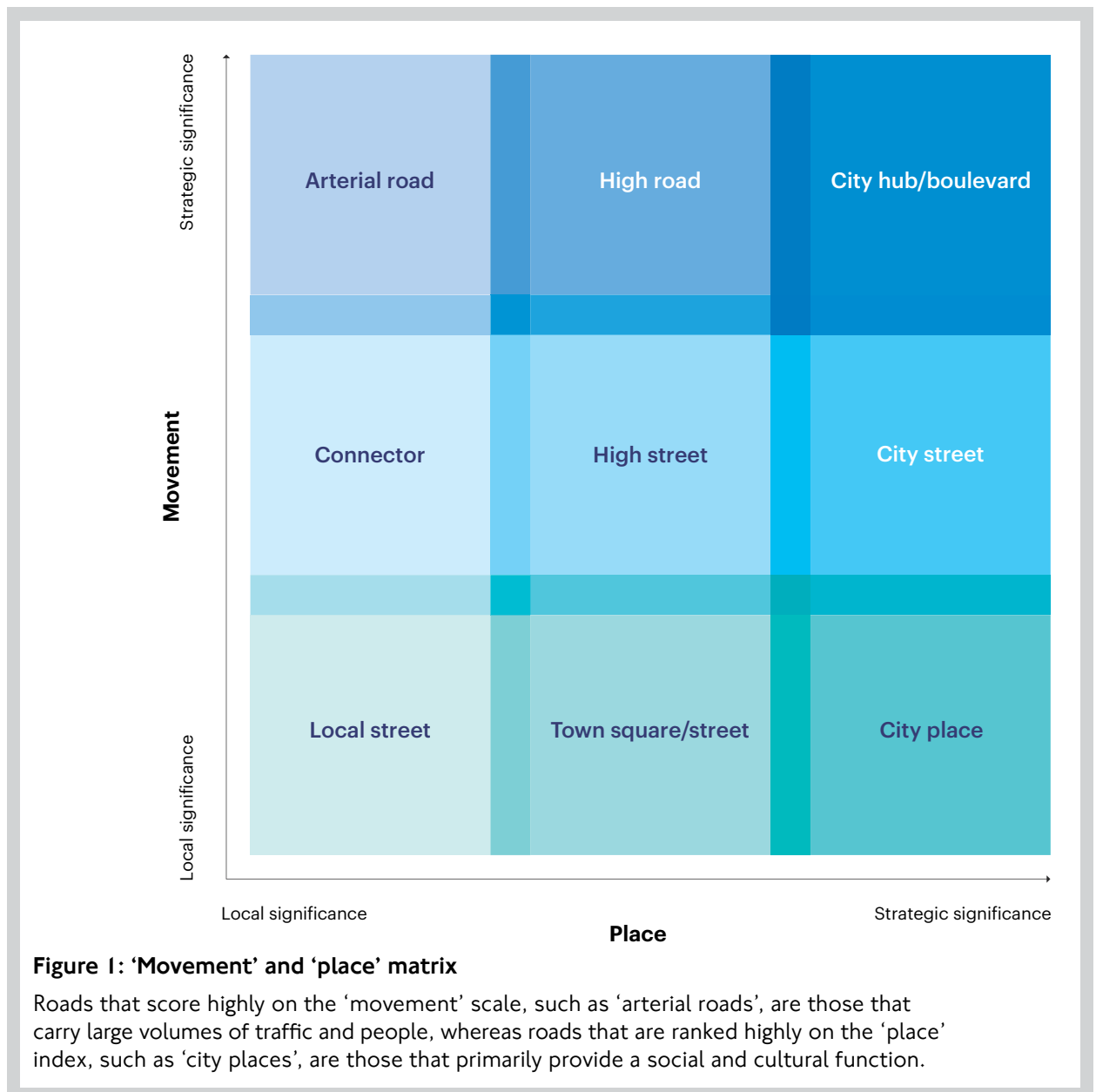
London is knitted together by a vast network of streets, public squares, interchanges and junctions. These spaces play an important part in our lives: as places where we live, work and travel through, and environments in which we interact with others.

Well-designed and maintained streets must function effectively and support economic vitality, social wellbeing and environmental sustainability. With London's population expected to reach 10 million by 2031, and growing aspirations to improve the quality of London's streets and places, it is vital we balance place-specific needs with an efficient road network. We must develop the right tools to achieve the vision both locally and across the network.

The Roads Task Force has proposed a framework for balancing these needs and ensures that we have the right solutions in the right place. The overarching objectives of the Roads Task Force report reflect many of the aims of the Better Streets agenda. The primary focus is on achieving better balanced streets that improve the experience for all users and transport modes. This book showcases several schemes completed under the Better Streets programme. They show how the aspirations of the Roads Task Force are entirely achievable and are already well under way. They represent a wide diversity and spread of projects, the ambition and quality of which have been consistently high. This is a significant accomplishment in a period of economic restraint.

## Roads Task Force street-types

Roads primarily perform two functions: as a link for movement and as a place for living. An understanding of the role of a specific street within the road network is important for considering the ideal balance between the ‘movement’ and ‘place’ elements of this matrix. The Roads Task Force has set out a matrix of nine street-types that provides a useful tool to explore functions and priorities (Figure 1). This is intended to aid Transport for London’s (TfL) and borough planning’s decision-making, especially with regard to road space allocation and traffic management.



The nine street-types represent the spectrum of 'movement' and 'place' functions, and provide a strategic framework from which to apply context-sensitive approaches. This can in turn be used to identify the main purposes of a particular street, and helps us design interventions that best respond to these priorities.

In some cases it may be appropriate to rebalance or change the movement and place functions of a street, so it fulfils a new role in the network. In other cases a road may already be performing its intended role, but not to its full potential. In this case interventions can focus on improving the quality and efficiency of existing functions.

The vision of the Roads Task Force is to identify the opportunities and constraints of these various street-types and to design a network of streets that fulfil different, yet complementary functions.

The Better Streets agenda aims to deliver some of these benefits with a timely and innovative approach that achieves a good balance in the movement and place function of our streets. The Roads Task Force builds on this approach, providing a strategic framework that can be applied in a context-sensitive way to better develop and manage London's roads and streets.

## **Principles of Better Streets**

Good public realm and street design must acknowledge the functional diversity of different places and their notable characteristics and purposes.

For example, on London's high streets there are often significant numbers of people other than motorists, occupying a dense urban space of commercial significance. These public spaces and the surrounding network of interconnecting streets must meet a myriad of social and economic needs for many different user groups.

By contrast, a transport interchange may have a different set of objectives, focusing on the most efficient way to move people between different transport modes, and generally prioritising movement as a function, while still maintaining a high-quality urban realm.

The Better Streets agenda advocates a staged approach to tackling these intrinsic differences in function, scale and urban form. It is not always necessary to completely redesign a space. Sometimes simple, light-touch measures are all that is needed to make a place more functional and attractive.

Understanding both the context of a space and the demands placed on it helps us understand how best to achieve substantial improvements through the right type and scale of intervention.

These measures, increasing in complexity and cost, are the main actions that people and organisations can use to achieve better streets:

- **Tidy up** – look to remove unnecessary road markings or broken street furniture which is simple to clear up and will not damage the footway
- **De-clutter** – requires a more strategic justification for every individual piece of equipment in the street, with the presumption of removal unless a clear reason for retention is given
- **Relocate or merge functions** – any remaining features should be rationalised to combine signage and lighting or better locate street furniture to fulfil its intended use
- **Rethink traffic management options** – by considering user priority, changes to carriageway widths or removal of traffic signals
- **Recreate the street** – complete remodelling of the street may be suitable if a new set of objectives or character is desired, such as by creating a shared surface. This approach is not suitable in all locations and requires extensive consultation

For each scheme in the document a simple scale is included to highlight the measures used during development. Coloured lines and boxes indicate methods that were used, while grey text and white boxes show those that were not used.

## **Categorising the schemes**

The examples in this publication show the broad diversity of Better Streets projects achieved as part of the London's Great

Outdoors programme. All were implemented using the aforementioned staged approach, so that each received the right intervention for their context. Most of the schemes featured in this book underwent marked changes beyond the lower end of the intervention scale, receiving more than a 'tidy up' or 'de-clutter' of the streetscene. As a result the projects have been thematically categorised to highlight schemes with some shared, core characteristics:

- **Streets** – projects that show how to gain a better balance of functional needs by applying significant changes to a street's design
- **Public spaces** – open spaces that have been redesigned to provide better amenity, space and increased functionality
- **Interchanges** – schemes with a focus on improving the ease of pedestrian movement and the relationship between different modes of transport
- **Junctions and links** – complex street arrangements redesigned to give better balance between the needs of different user groups
- **Town centres** – high street projects that took a strategic approach to streetscape redesign.

Certain projects may contain more than one intervention type, often because of the need to tackle several complex issues. Where this is the case the project has been categorised according to what most makes the scheme exemplary, highlighting the notable, innovative methods used in design, consultation and delivery.







# Streets

These projects identified opportunities to improve the quality of the place by decreasing or rationalising road traffic. Widely advocated by many urban planners to encourage more walking and cycling, this approach looks to reorganise an existing street to improve public realm, and provide safer, more sustainable and socially attractive spaces. Less traffic movement allows for an increase in pedestrian flow and communal activities, often supported by widened footways, soft landscaping features and street furniture.

<b>Braham Street Park</b> 10	<b>Exhibition Road</b> 12	<b>Great Queen Street</b> 16	<b>Kender Triangle</b> 18	
			<b>Mollison Way</b> 20	<b>Venn Street</b> 22

Before



After





## Braham Street Park

**London Borough of Tower Hamlets**  
**E1**

**Completion date:** February 2010

**Cost:** £2.35m

**Funding sources:**

£350,000 London Development Agency

£2m Tishman Speyer

**Consultants:**

**Landscape architects:**

EDCO Design London

**Architects:** Wilkinson Eyre

**Engineer:** JMP Consultants

**Quantity surveyor:** EC Harris

**Fountain designer:** Fountain Workshop

**Contractor:** Skanska

**Soft landscape contractor:** Hasmead

**Stakeholders:**

Design for London

Greater London Authority (GLA)

Local residents

London Borough of Tower Hamlets

London Development Agency

Tishman Speyer

TfL

Braham Street Park was the first project completed under the 'High Street 2012' programme, which aimed to improve links between the Olympic Park and the rest of London.

This scheme is also part of a wider transformation of the Aldgate gyratory into a two-way system. The redirection of four lanes of traffic, by reverting Whitechapel High Street back to a two-way street, freed up road space owned by TfL for the development of new offices.

Through a public private partnership between the developer Tishman Speyer, and TfL, a long, narrow park was created. The park development includes features that members of the public asked for during the consultation stage. There is a large expanse of green space with sloping grass mounds, hedges, trees, a water feature and Europe's longest bench.

**Improvements**

Recreate the street	■
Rethink traffic management	■
Relocate/merge functions	■
De-clutter	■
Tidy up	■

**Royal Borough of Kensington and Chelsea  
SW7**

**Completion date:** December 2011

**Cost:** £29m

**Funding sources:**

£14.6m Royal Borough of Kensington and Chelsea

£13.4m TfL

£1m City of Westminster

**Consultants:**

Architecture and masterplanning:  
Dixon Jones

Traffic, highway and lighting engineering:  
Project Centre

Project management: Schal

Structural engineering: Arup

Quantity surveying: Davis Langdon

**Contractor:** Balfour Beatty Regional  
Civil Engineering Ltd

**Stonemason/stone subcontractors:**  
GU Contracts and T&T Groundworks Ltd

**Street lighting subcontractor:**  
Volker Highways

**Stakeholders:**

City of Westminster

English Heritage

Exhibition Road Cultural Group

GLA

Royal Borough of Kensington and Chelsea

TfL



## Exhibition Road

Exhibition Road, which runs south from Hyde Park to South Kensington, is home to some of London's top educational and cultural institutions, including the Victoria and Albert Museum, the Natural History Museum, the Science Museum, the Royal Albert Hall and Imperial College London.

Until recently, Exhibition Road had a poor urban environment. It was dominated by traffic, and narrow footways were often blocked by parked coaches, cars and street clutter. With more than 11 million visitors a year, the poor pedestrian facilities frequently became overcrowded with people spilling out on to the busy carriageway.

The Royal Borough of Kensington and Chelsea, in partnership with English Heritage, Exhibition Road Cultural Group, City of Westminster and TfL, worked to transform the busy traffic-dominated road into an elegant pedestrian boulevard. The bold design features a kerb-free surface, with tactile materials to distinguish boundaries between areas for pedestrians and vehicles, plus removing street clutter. Improvements also included removing the gyratory system around South Kensington station and reducing speed limits to 20mph.

The scheme demanded extensive public and stakeholder consultation to ensure not only increased accessibility but also a design that reflected the historical context of the street and the needs of the local residents and institutions. As the layout of the street is unique, it presents challenges for visually impaired people. Because of this, rigorous testing of tactile delineation took place, and Exhibition Road has been closely monitored since completion to assess vehicle speeds and user behaviour.

### Improvements

Recreate the street	■
Rethink traffic management	■
Relocate/merge functions	■
De-clutter	■
Tidy up	■





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## London Borough of Camden WC2B

**Completion date:** September 2009

**Cost:** £750,000

**Funding source:**

£750,000 TfL

**Consultants:**

Original concept: Garnett and Partners

Masterplanning: Burns + Nice.

TfL Signals Team

Lighting design: WSP Civils

Economic analysis: JMP

Benches and bins: Factory Furniture

**Designer:** London Borough of Camden  
and City of Westminster (Clear Zone  
Partnership)

**Contractor:** Volker Highways

**Stakeholders:**

City of Westminster

Local landowners

London Borough of Camden

## Great Queen Street

The Great Queen Street scheme set new standards in public realm and street furniture design by transforming a junction that is a principal pedestrian route. Located between Covent Garden and Holborn, Great Queen Street is a main thoroughfare used by people walking to and from Leicester Square, to Lincoln's Inn Fields and Holborn Circus.

Before the improvements the junction was dominated by vehicles, wide roads, a traffic signal-controlled gyratory and clutter including guard railings, signals and lamp posts – all severely restricting pedestrian movement. A stakeholder group was created with landowners to develop the scheme, and worked with TfL's traffic signals team to check on the impact of the agreed interventions.

To remove the signals and increase pedestrian crossing points, the scheme used shared space principles by analysing existing movement patterns to pinpoint the measures that would work best. A new public space, located opposite the front entrance to Freemasons' Hall, was created by reconfiguring the carriageway from a gyratory to a crossroads, and removing the signalised junction.

All unnecessary clutter was removed, with dropped kerb crossings added on desire lines and low kerbs elsewhere.

The space now has clearer, safer pedestrian routes. The area is also more attractive to tourists, as the removal of street clutter helps showcase the grand architectural setting framing three sides of the square. Furthermore, the scheme has contributed to an economic uplift for retail and residential premises in the area of up to £28m, excluding the substantial value added to nearby commercial property.

### Improvements

Recreate the street	■
Rethink traffic management	■
Relocate/merge functions	■
De-clutter	■
Tidy up	■



Before



After





## Kender Triangle

### London Borough of Lewisham SE14

**Completion date:** November 2011

**Cost:** £7m

**Funding sources:**

£5m TfL Roads

£2m TfL (Local Implementation Plan scheme funding)

**Consultants (over two phases):**

Urban Design: Urban Practitioners

Urban Design: Faber Maunsell

Landscape Architects: Gillespies

Landscape Architects: East

**Contractor:** FM Conway

**Stakeholders:**

Design for London

London Borough of Lewisham

New Cross Gate New Deal for

Communities

TfL

Prior to the improvements, Kender Triangle's one-way circular road system, between Queen's Road, New Cross Road and Kender Street, was an accident hazard zone. The gyratory was removed in 2010 in an effort to reduce traffic flow through a residential area and improve the pedestrian experience with better pavement space and crossings.

Following the reinstatement of the two-way system, the London Borough of Lewisham put in place a scheme aimed at enhancing the built environment for pedestrians, cyclists and road users. This was achieved by improving pavements, planting trees, providing safer crossings, reducing traffic speeds to 20mph and increasing controlled parking, including extra spaces for the local car club.

### Improvements

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input checked="" type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>

**London Borough of Harrow  
HA8**

**Completion date:** April 2012

**Total cost:** £1.1m

**Funding source:**

£1.1m TfL (Local Implementation Plan scheme funding)

**Designer:**

London Borough of Harrow

**Contractor:**

J&B Construction, O'Hara Bros Surfacing

**Lighting:** Hobbs Lighting

**Landscape:** Lockwood

**Stakeholders:**

Business Community  
Canons High School  
Dale Avenue Nursery and Rochdale Scouts  
Design for London  
Harrow Association of Disabled People  
Living Streets  
Local churches  
Local mosque  
London Buses/Harrow Public Transport Users Association  
North West London Chamber of Commerce  
Resident groups  
Safer Neighbourhood Teams and Panels - Edgware and Queensbury  
Stag Lane School  
TfL  
William Ellis Residents Association, Edgware High Street



## Mollison Way

Mollison Way is a predominantly residential street that includes a small parade of shops at its midway point. The area suffered from transport congestion because of an absence of formal crossing points and parking restrictions. These deficiencies caused delays to buses, poor access to bus stops, a lack of parking spaces for disabled people, limited loading facilities, no short-term parking for shoppers and a poor pedestrian environment.

London Borough of Harrow involved residents, local businesses and schools throughout the development of the Mollison Way project, to ensure it met their needs.

The result is a package of streetscape improvements aimed at enhancing the environment. There are new public spaces, better routes to schools, improved road safety, reduced crime and a redeveloped town centre.

This was achieved through significant remodelling of Mollison Way, removing two large roundabouts at each end of the parade, and constructing easily accessible public spaces. Parking and loading bays have been reorganised and placed in clearly defined bays away from junctions and crossings, creating larger bus stops that help keep the main carriageway clear for moving traffic. Vehicle speeds have been reduced through the use of raised platforms, a narrowed carriageway and the addition of central islands. Two new zebra crossings and a raised crossing have been added to improve pedestrian safety. De-cluttering and new pavements throughout the parades has improved sight lines and accessibility.

### Improvements

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input checked="" type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>



**London Borough of Lambeth  
SW4**

**Completion date:** September 2011

**Cost:** £465,000

**Funding source:**

£465,000 TfL

**Consultants:**

Concept design to RIBA stage D:

Urban Initiatives

Detail design and construction:

FM Conway

**Contractors:**

Lighting construction: DW Lighting

**Stakeholders:**

Clapham Old Town Regeneration Project

Steering Group

Clapham Picture House

Gastro restaurant

London Borough of Lambeth

TfL

Venn Street Records





## Venn Street

The streetscape improvements at Venn Street have created a significant new expanse of public realm for Clapham, introducing a central paved section using Yorkstone. Recycled cobbles adjacent to this area demarcate the road and provide on-street car parking bays at either end.

The shared surface approach helps to emphasise the character of the street and enhances the quality of the usable space for local businesses. The design also includes building mounted street lighting to reduce street clutter and electrical power points for market stalls.

The popularity of the monthly Venn Street market has inspired a scheme that now allows stalls to open weekly. It involves vehicle restrictions from Friday to Sunday, and prioritises pedestrian activity and café space during the rest of the week.

The scheme has provided an economic boost for local businesses, as well as reduced council costs through a bespoke maintenance agreement. This gives businesses greater management responsibility for the street, which includes the funding of a regular jet wash. The bars and restaurants rent footway space, and this money is invested in street cleaning and maintenance costs. Feedback from local residents and businesses has been positive, leading to calls for similar maintenance schemes in the neighbourhood.

### Improvements

Recreate the street	■
Rethink traffic management	■
Relocate/merge functions	■
De-clutter	■
Tidy up	■



# Public spaces

Public spaces and town squares are at the heart of London’s environmental and cultural heritage.

These spaces need to satisfy the many demands of a wide range of users. Upgrade projects can create a focal point for the community by improving the quality of the space while accommodating greater footfall. Improvements can include routes that are better oriented to follow desire lines, bespoke street furniture to provide a higher quality of finish and sense of place, and landscaping designed for more efficient, easier upkeep.

<b>Jubilee Gardens</b>	<b>Leicester Square</b>	<b>South Bank</b>	<b>St. Paul’s environs</b>	<b>Windrush Square</b>
26	30	34	38	42



**London Borough  
of Lambeth  
SE1**

**Completion date:** June 2012

**Cost:** £4.6m

**Funding sources:**

£1.5m TfL (Local Implementation Plan  
scheme funding)

£3.1m Section 106 contributions

**Consultants:**

Lead designer and landscape architect:  
West 8

Employer's agent and cost consultant:  
Davis Langdon

Civil and structural engineer:  
Adams Kara Taylor

Electrical and mechanical services  
engineer: BDSP

Access and inclusivity adviser:  
Tom Lister Associates

Planting adviser: Royal Parks

**Contractor:**

Frosts Commercial Landscaping

**Management:**

Jubilee Gardens Trust

**Stakeholders:**

Community safety

Counter terrorism security adviser

Crime Prevention design adviser

Jubilee Gardens Trust

Jubilee Trust Steering Group

London Borough of Lambeth

Metropolitan Police

Southbank Centre

South Bank Employers' Group

TfL



## Jubilee Gardens

Jubilee Gardens, on the popular South Bank, is one of central London's most intensively-used open spaces. Originally designed for The Queen's Silver Jubilee in 1977, the gardens were damaged during the construction of the Jubilee line extension in the 1990s.

Despite some refurbishment in 2004, the gardens remained featureless, with poor drainage, soil and grass – unable to withstand heavy use.

The upgrade was initiated and developed by a partnership board comprising the South Bank Employers' Group, Lambeth Council and TfL. Opened during the Queen's Diamond Jubilee celebrations in June 2012 and used as a cultural venue for the 2012 Games, the redesigned green space has become a major tourist attraction.

The path to redevelopment proved fraught with land ownership difficulties, requiring plans to be overseen by a steering group of statutory bodies, landowners, local businesses and community representatives.

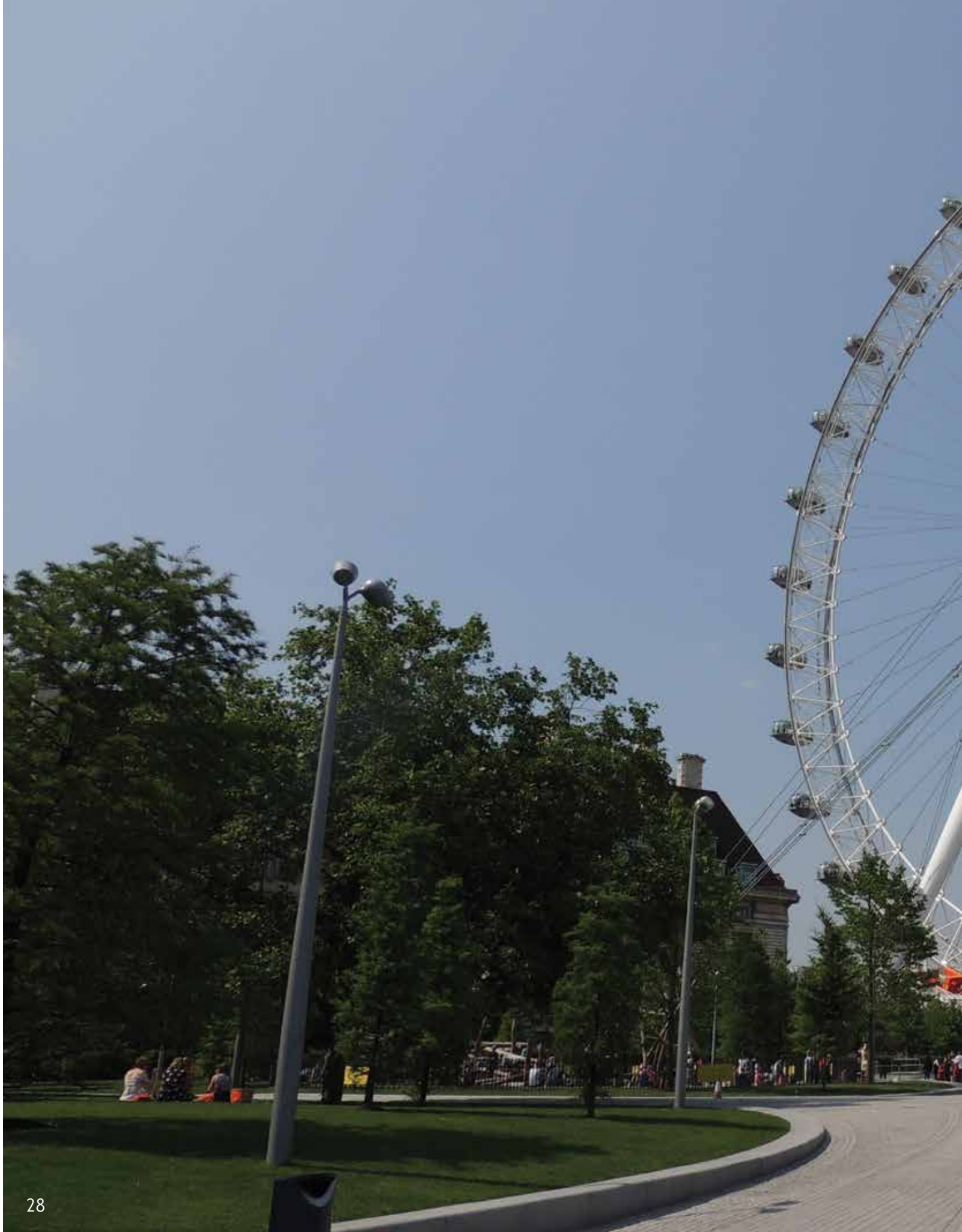
Despite receiving planning permission in 2006, the plan, which had been three years in the making, could not be implemented owing to concerns about infringing covenants or violating legal rights to land. To secure improvements that could be carried out, South Bank Centre – holder of a long lease on the gardens – reviewed the legal issues and worked with its immediate neighbours, Shell and the London Eye, to develop a revised scheme.

The 1.6 hectare park is now transformed to provide a new network of paths, including a central loop accessed by four pedestrian walkways. Topographic changes allow for better river views, enhanced by low retaining walls and granite edging. There is improved drainage and irrigation, plus extensive soft landscaping with trees, grass and flower bed planting.

### Improvements

Recreate space	■
Rethink traffic management	■
Relocate/merge functions	■
De-clutter	■
Tidy up	■









## City of Westminster WC2H

**Completion date:** 2012

**Cost:** £15.3m

**Funding sources:**

£8m Westminster City Council (Local Implementation Plan scheme funding)

£3m The Mayor of London

£1.7m TfL (Local Implementation Plan funding)

£2.8m Leicester Square property owners

**Consultants:**

Landscape architects: Burns + Nice

Planning consultants: Rolfe Judd

Decorative lighting: Burns + Nice, i-Guzzini

Engineers: West One Infrastructure Services

Heritage: Paye Stone

**Contractor:**

SIAC Construction Limited

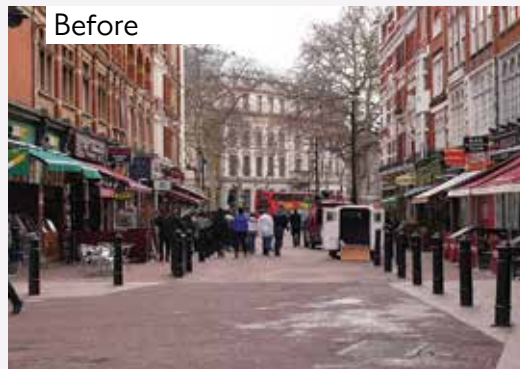
**Stakeholders:**

GLA

Heart of London Business Alliance

TfL

Westminster City Council



## Leicester Square

As the physical heart of London's West End, the square should function both as an entertainment hub and a destination in its own right. It is home to many venues including cinemas, bars, clubs, cafés, restaurants and hotels, and it regularly hosts major film premieres.

However, before the upgrade works, the urban environs of Leicester Square no longer reflected its international landmark status. The space struggled to encourage the 250,000 people passing through the square every day to dwell in the area.

Westminster City Council was committed to transforming Leicester Square. It ran a design competition in 2007, which was awarded to Burns + Nice, and extensive public consultation was carried out the following year.

During the development stages, local businesses and representative groups had many opportunities to voice their thoughts, contribute their ideas and learn about progress. There were weekly drop-in briefing sessions, monthly meetings with key groups, a website detailing the planned works, and information displayed on the construction hoardings. All this community liaison activity was coordinated by a dedicated communication officer.

The redesign of Leicester Square offered the opportunity to consider the gardens, the square and the connector streets as one entity, creating a coherent public realm that strengthens the identity of this part of the West End. Around the perimeter of the gardens are the curvilinear 'white and green ribbons', which allow the experience of the green London square to extend beyond its boundaries. Other significant improvements included new granite paving, seating, planting, lighting, railings, a consistent alignment of alfresco dining areas, new and improved signs and the refurbishment of the below-ground toilets.

Completed in time for the Queen's Diamond Jubilee and the Olympic and Paralympic Games, the square has since attracted a number of new businesses, providing a flexible and contemporary space that functions well for both everyday use and large events.

### Improvements

Recreate space

Rethink traffic management

Relocate/merge functions

De-clutter

Tidy up











Before



After



## South Bank

### London Borough of Lambeth SE1

**Completion date:** 2012

**Cost:** £4m

**Funding source:**

£4m GLA

**Consultants:**

Design: Witherford Watson Mann  
Architects

Project centre: Mouchel

**Contractors:**

FM Conway

**Stakeholders:**

Better Bankside  
City Operations Steering Group  
Coin Street Community Builders  
Department for Culture, Media and Sport  
Design for London  
English Heritage  
GLA  
London Borough of Lambeth  
London Borough of Southwark  
South Bank Centre  
South Bank Employers Group  
TfL  
Tate Modern  
Team London Bridge  
The London Organising Committee of the  
Olympic and Paralympic Games

The scheme exemplifies the principles of inclusive design, making the South Bank Thames Path more accessible for all, especially for people with mobility impairment.

The aim was to provide a high-quality, linear route that complied with the Equality Act 2010 and an attractive and consistent link along the river between major tourist attractions including the London Eye and Borough Market. The project has also created a framework for more improvements along the route as further redevelopment at key sites takes place.

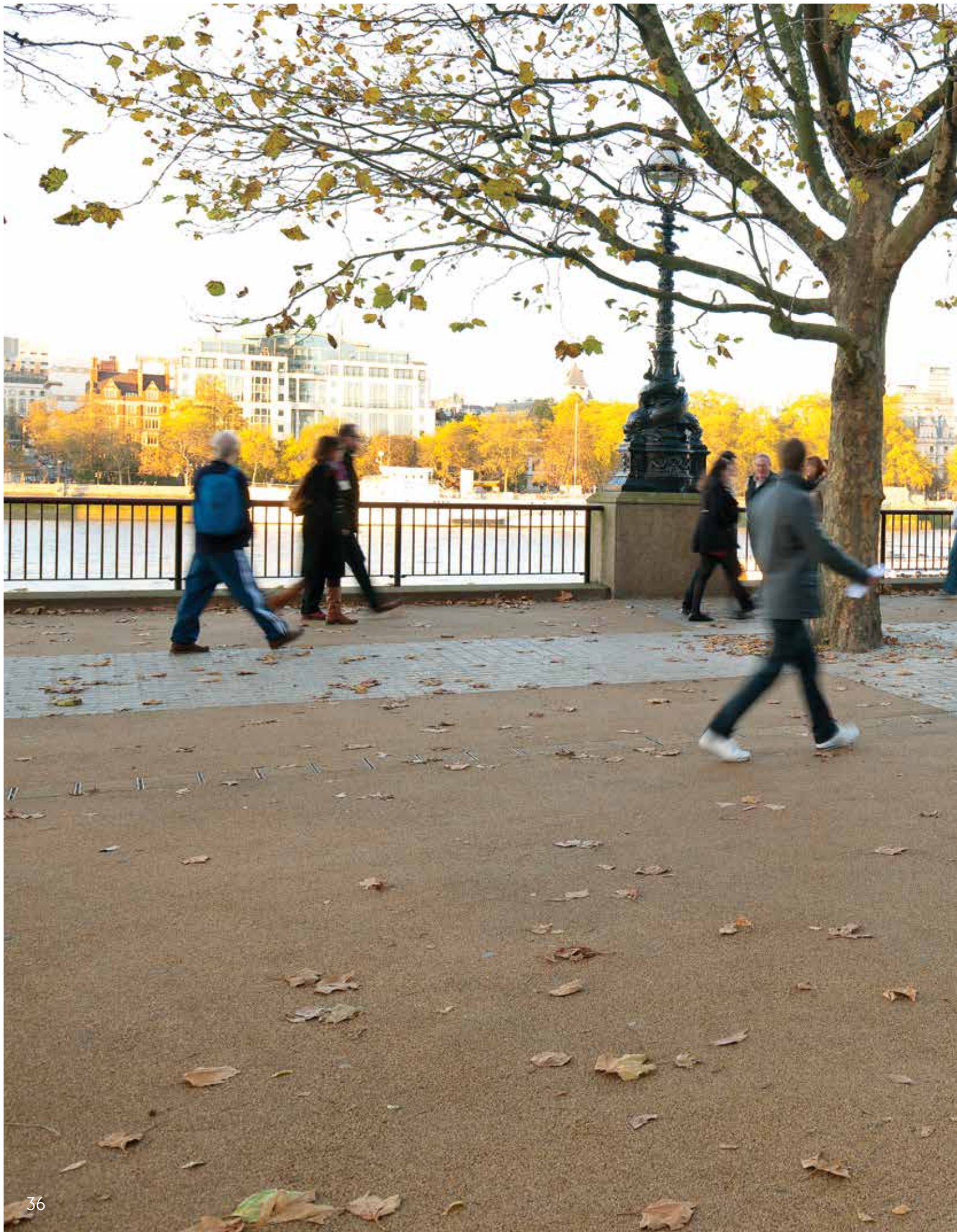
Much of the land is owned by the Coin Street Community Builders. The designers and steering group worked closely with the landowners, local Business Improvement Districts and South Bank businesses, including IBM, ITV and the Royal Festival Hall, to coordinate the work programme.

Traffic management during construction was particularly important so that regular cultural events in the area could continue. English Heritage was closely involved in changing the Clink Street cobbles to more comfortable paving units for walkers, while respecting the historic character of the walkway.

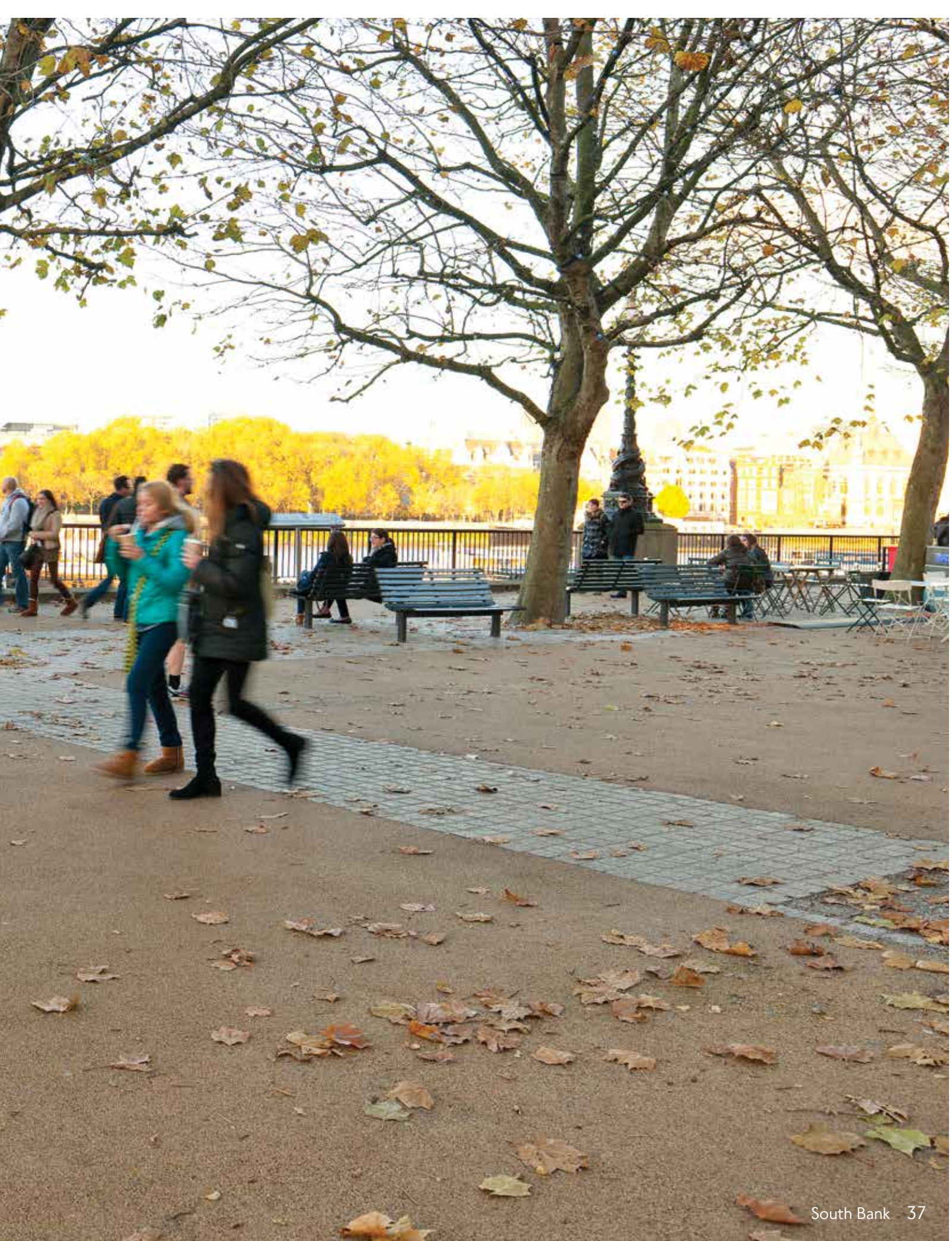
### Improvements

Recreate space	■
Rethink traffic management	■
Relocate/merge functions	■
De-clutter	■
Tidy up	■







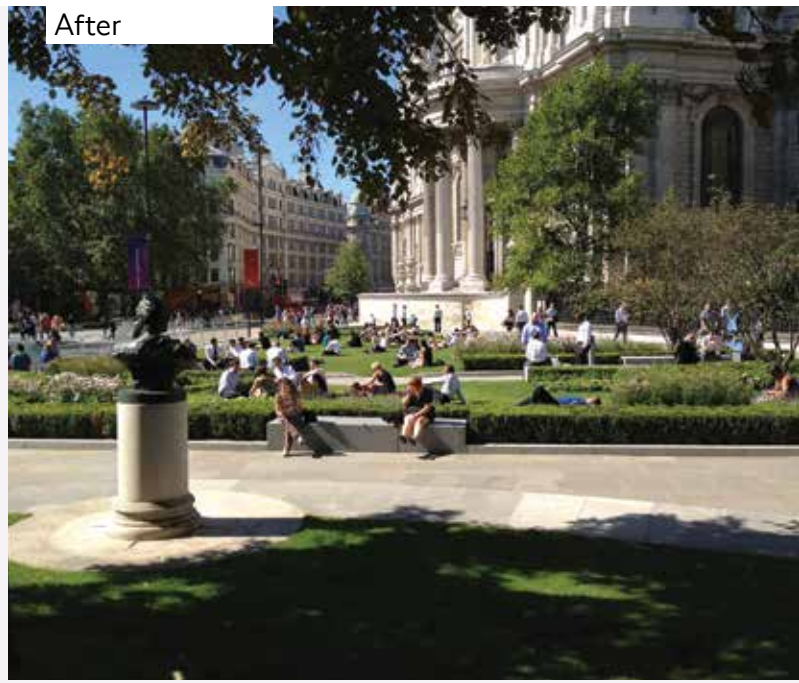




Before



After





## St. Paul's environs

### City of London EC4

**Completion date:** April 2012

**Cost:** £3.2m

**Funding sources:**

£1m Section 106 contributions from  
One New Change and Cheapside  
£200,000 Other Section 106 contributions  
£510,000 St. Paul's Churchyard  
Working Group  
£1.49m TfL (Local Implementation Plan  
scheme funding)

**Consultants:**

Designer: Townshend Landscape Architects  
Economic appraisal: Colin Buchanan

**Contractors:**

FM Conway  
Planting: City of London, Bruns Nursery  
Benches: Luke Hughes  
Paving: Marshalls

**Stakeholders:**

Atkins  
City of London Corporation  
Land Securities  
St. Paul's Cathedral  
TfL

Improvements to the public realm at St. Paul's Churchyard is part of a wider project to regenerate the Carter Lane quarter. It includes better traffic management and a redeveloped streetscape to encourage greater use of the area by local workers, residents and visitors. The churchyard has been transformed into an open, inviting green space, designed to reflect the curved transept of the cathedral and provide a high-quality, welcoming setting for the City's new Information and Visitor Centre.

The scheme aims to better balance pedestrian and vehicle movement by improving informal and formal pedestrian crossings, including a wide crossing at the south side of St. Paul's Cathedral to cope with high pedestrian footfall coming from the Millennium Bridge and the cathedral. A section of Carter Lane, between Godliman Street and Cannon Street, was closed, and a larger public space was provided by relocating the coach parking and replacing it with green space.

Yorkstone was used for the primary footways across the site, with the gardens bound by granite kerbs. More seating was provided using a combination of granite and wooden benches, and improved lighting and public art installations serve to further enhance the public realm.

### Improvements

Recreate space	■
Rethink traffic management	■
Relocate/merge functions	■
De-clutter	■
Tidy up	■











Before



After





## Windrush Square

### London Borough of Lambeth SW2

**Completion date:** February 2010

**Cost:** £8.7m

**Funding sources:**

£5.2m TfL

£3.5m London Development Agency

**Consultants:**

Landscape architect: GROSS. MAX.

Highways design: TfL and London Borough of Lambeth

Highways design study: WS Atkins

**Contractors:**

FM Conway

**Stakeholders:**

Design for London

Local community

London Borough of Lambeth

London Development Agency

Raleigh Hall

Ritzy Cinema

St. Matthew's Church

TfL

Tate Library

Town Hall

The redesign of Windrush Square has created a much-needed, high-quality public space and focal point for Brixton. It reorganises three contrasting open spaces: Tate Gardens, St. Matthew's Gardens and Windrush Square, into one amalgamated pedestrianised park and square. Following several years of consultation, the project has created a safer, more attractive environment, representative of the multicultural community.

The project has improved the public realm and traffic arrangements across Brixton town centre. Reconfiguration of the A23 Effra Road, St. Matthew's Road and Brixton Hill, and the partial closure of Rushcroft Road, has reduced traffic flows along Effra Road and enhanced the surrounding environment.

People's safety is considered throughout the design, which includes significantly improved lighting, better sightlines, wider crossing points, rationalised footway and carriageway space, plus CCTV. It also includes sculpted granite seating, a new water feature and 21 new trees, complementing the square's large London plane tree. The result is an inviting, lively and clear space.

### Improvements

Recreate space

Rethink traffic management

Relocate/merge functions

De-clutter

Tidy up





# Inter- changes

Central to the experience of travelling around London is the ease by which one can navigate the city.

Interchanges are an integral part of efficient travel. They form the link between different public transport networks. The success of these spaces lies in their ability to provide both a clear, unimpeded route for large numbers of people, and an environment in which a variety of transport modes can run smoothly. These spaces often serve as a gateway to a local area, creating an important first and defining impression. The legibility and quality of these spaces is therefore paramount.

The following projects are the result of cooperation, with many stakeholders working together to create places that are open, accessible and that work for everyone.

<b>Barking station interchange</b> 46	<b>Clapham Junction – Brighton Yard</b> 48	<b>Herne Hill</b> 50
	<b>Kingsland High Street</b> 52	<b>Leytonstone station area</b> 54

Before



After





## Barking station interchange

### London Borough of Barking and Dagenham IG11

**Completion date:** July 2012

**Cost:** £1.3m

**Funding sources:**

£500,000 London Thames Gateway Development Corporation  
£550,000 TfL Outer London Fund  
£250,000 Section 106 contributions

**Consultants:**

Phase 1: Atkins  
Phase 2: Parsons Brinckerhoff

**Contractor:**

Phase 1: Barden  
Phase 2: Marlborough Surfacing

**Stakeholders:**

London Borough of Barking and Dagenham  
London Buses  
London Underground  
Network Rail  
Station Parade retailers  
TfL Public Carriage Office  
Vicarage Fields Shopping Centre

Barking station interchange is at the heart of Barking town centre, and connects many transport services including London Buses, London Underground, c2c rail services, East London Transit, London Overground, taxis and the London Cycle Network.

However, the interchange was experiencing capacity problems and a lack of investment, which created a negative first impression on arrival in the town centre. In particular, the station forecourt area suffered from a poor quality public realm, high crime levels, congestion and street clutter.

There was a need to improve the operational efficiency of transport around the station, including access and pedestrian flows, better security and surveillance, and a more attractive arrival point.

Following the Barking Code, designs were produced showing that a 92 per cent increase in public realm space outside the station could be achieved by relocating the taxi rank and bus lay-bys, and upgrading paving, highway and feature lighting, street furniture and signs.

The station forecourt and surrounding area now provides a much more attractive entrance to the town centre. There is significantly less congestion and better links to residential areas and the town centre.

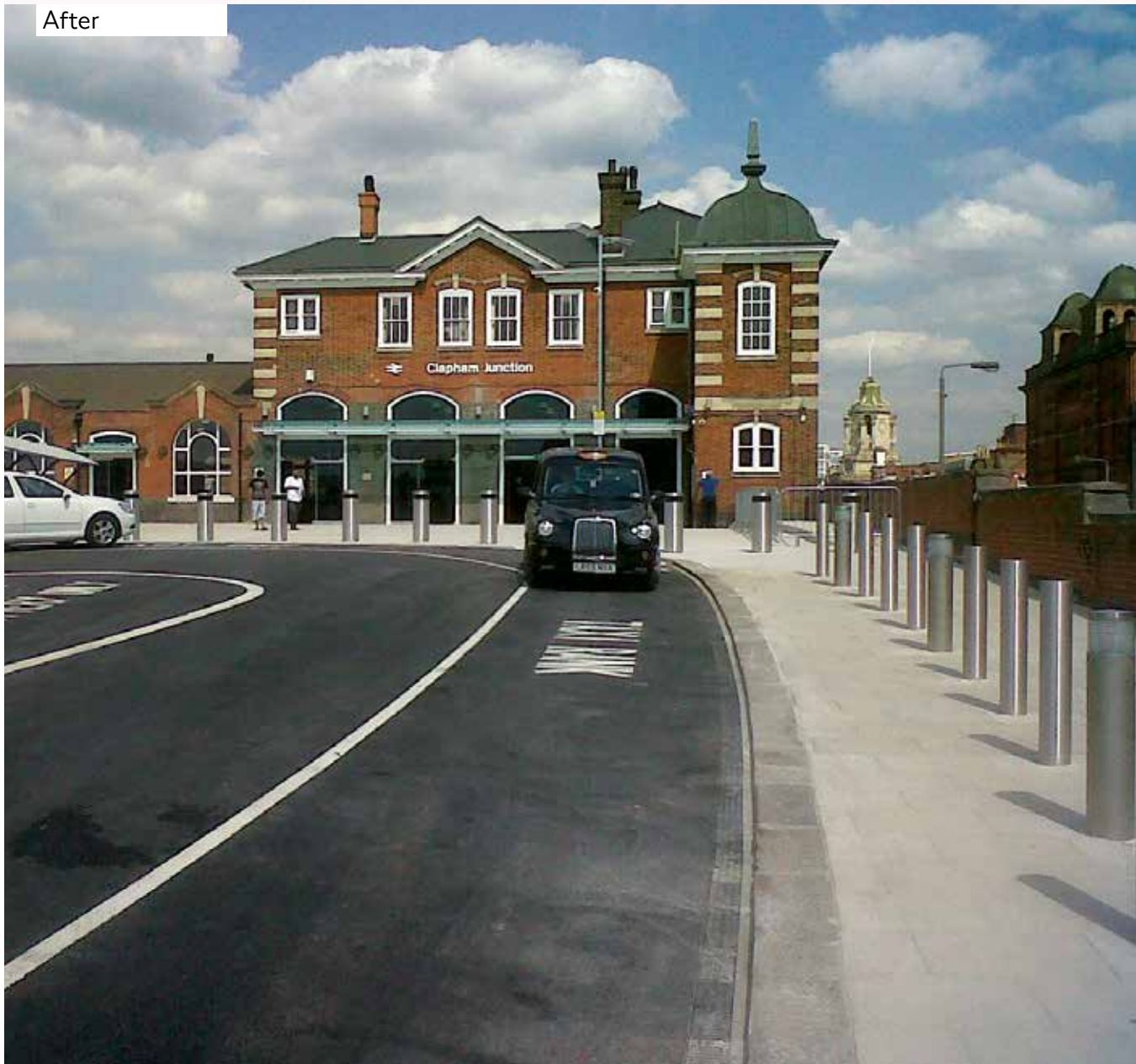
**Improvements**

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>

Before



After





## Clapham Junction – Brighton Yard

### London Borough of Wandsworth SW11

**Completion date:** April 2011

**Cost:** £1.9m (part of a £14.5m station renovation project)

**Funding sources:**

£300,000 TfL

£300,000 London Borough of Wandsworth

£700,000 Department for Transport

£600,000 South West Trains

**Consultants:**

**Architect and surveyor:**

Robinson Kenning & Gallagher

**Contractor:**

Phase 1: Barden

Phase 2: Marlborough Surfacing

**Stakeholders:**

Department for Transport

Railway Heritage Trust

The redesigned hardscape at Brighton Yard allows for a step-free route into Clapham Junction station from St. John's Hill, making it accessible for mobility impaired people, and easing congestion in the subway and main entrance.

The entrance from Brighton Yard, out of use for more than 50 years, has been restored with a fully refurbished ticket hall with lift access, ticketing facilities, travel information screens and shops. The public realm works improved the entrance by offering a taxi and car pick-up and drop-off point, plus a large cycle storage facility for up to 72 bicycles under a protective shelter.

The improvements are part of a suite of works in the area including Lavender Hill, Falcon Lane and St. John's Road. The emphasis across all these schemes is on reducing the dominance of traffic by creating wider footways and improving the quality of materials used. The £1.7m installation of a diagonal crossing at the Lavender Hill and St. John's Road junction has been successful in providing a better crossing environment without compromising capacity.

### Improvements

Recreate the street

Rethink traffic management

Relocate/merge functions

De-clutter

Tidy up

Before



After



## London Borough of Lambeth SE24

**Completion date:** July 2010

**Cost:** £1.704m

**Funding sources:**

£1.515m TfL

£160,000 London Borough of Lambeth

£29,000 Section 106 contributions

**Consultants:**

Signal timing: MVA Consultancy

**Contractor:**

FM Conway

**Stakeholders:**

Herne Hill Forum

Herne Hill Society

Lambeth Cyclists

Living Streets

London Borough of Lambeth

London Borough of Southwark

TfL





## Herne Hill

The original Herne Hill junction was an overly complex intersection of six major roads causing significant traffic congestion.

Initially the scheme aimed only to review bus lanes and signal timings, improve interchange links and reduce bus delays by simplifying the junction. However, following extensive community engagement, a project board was set up to help guide the scheme. As the brief developed, the focus shifted towards an all-encompassing town centre strategy. This included looking at walking and cycling facilities, opportunities for improved crossings and better access to Brockwell Park.

A major part of the design involved closing the station on Railton Road to through-traffic. A raised table outside the station and shared surfaces made of Yorkstone have provided a high-quality pedestrianised environment.

On Milkwood Road a raised zebra crossing and widened footway has been introduced, with staggered signal crossings on Half Moon Lane. Corner geometries have also been tightened throughout the scheme to maximise footway space.

A strong project brief, coupled with political support from the project board, the local community and a flexible in-house design team has achieved a more vibrant, multipurpose scheme than originally envisioned. Simplifying the junction, by closing Railton Road, was the vital step that helped justify further improvements, with the pedestrianised area acting as a gateway to the scheme from the station.

### Improvements

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input checked="" type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>

Before



After





## Kingsland High Street

### London Borough of Hackney E8

**Completion date:** April 2012

**Cost:** £2.58m

**Funding sources:**

£1.3m TfL (Local Implementation Plan scheme funding)

£550,000 TfL (London Routes and Places)

£550,000 TfL (Highways Asset Management)

£108,000 TfL (Major schemes)

£80,000 TfL (previous costs)

**Designers:**

TfL and London Borough of Hackney

**Consultant:**

TfL

**Contractor:**

Ringway Jacobs

**Stakeholders:**

Arcola Theatre

Age Concern

Bootstrap Company

Dalston Town Centre Partnership Forum

East London Business Alliance

Hackney Cooperative Developments

Kingsland Shopping Centre

Living Streets

London Borough of Hackney

Rio Cinema

Ridley Road Market

Safer Neighbourhoods Team

TfL

Kingsland High Street is the bustling local centre for Dalston, in east London. Targeted by Hackney Council as an area for physical, social and economic regeneration, the streetscape improvements at Kingsland High Street support aspirations to help regenerate the local community, its businesses, and encourage further investment and growth.

The opening of the London Overground line has had a profound impact on the area, significantly improving connections to other parts of the Capital and increasing pedestrian flow along the High Street. This is particularly the case between Dalston Junction and Dalston Kingsland stations, where large numbers of passengers change from Overground services to buses.

This shift towards pedestrian priority is reflected in the new design. It incorporates widened, de-cluttered footways and crossings, relocated bus stops and an interchange that is easy to navigate. Despite the reduced carriageway capacity, optimised traffic signals have cut vehicle congestion.

### Improvements

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input checked="" type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>

Before



After





## Leytonstone station area

### London Borough of Waltham Forest E11

**Completion date:** September 2012

**Cost:** £1.52m

**Funding sources:**

£1.42m TfL Major Schemes

£100,000 third party funding

**Consultants:**

East Architects

**Stakeholders:**

Community services

E11 Business Improvement District

Leytonstone Community Council

Local businesses

London Borough of Waltham Forest

Residents' Association

TfL

Waltham Forest Cycling Campaign

Leytonstone's station areas are located on either side of the A12 off Church Lane and at the junction of Grove Green Road and Fairlop Road.

The Central line station was expected to be used heavily as a main public transport gateway to the Olympic Park and the Stratford area during the 2012 Games. Therefore, Waltham Forest Council decided that a project was needed which would transform the site, promote a good image of London and act as a catalyst for further future investment.

The council linked the station area upgrades with a corridor scheme for the High Road, creating a unified set of improvements. These included widened footways, realigned pedestrian crossings, improved access to green space, removal of excess street clutter, better signage and more cycle parking spaces.

### Improvements

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>





# Junctions and links

These schemes exemplify the contribution that good junction design can have on the wider public realm, improving not only the function of the road and pedestrian network, but also the aesthetics and character of the area.

Poor junctions are typified by a significant amount of street clutter, overly wide carriageways and kerb geometries, plus badly aligned pedestrian crossings. As junctions can have a high potential for pedestrian and vehicle conflict, a design must prioritise ease of use and safety.

Every street performs a linking function. So included within this category are schemes that contribute to an improved streetscape, with reconfigured highway management and pedestrian-oriented improvements that enhance the area.

<b>Bloomsbury</b>  58	<b>Britannia Junction</b>  62	<b>Goswell Triangle, Angel</b>  64	<b>Oxford Street East</b>  66
		<b>Piccadilly two-way</b>  68	<b>Strand, Aldwych and Lancaster Place</b>  70
			<b>Stratford High Street</b>  72

## London Borough of Camden WCI

**Completion date:** Summer 2011

**Total cost:** £4.3m TfL Major Scheme

- Montague Place: £1.15m
- Malet Street: £1.1m
- Great Russell Street: £843,000
- Byng Place: £1.2m

**Funding sources:**

£3m TfL (Major Schemes)

£200,000 TfL (Walking)

£900,000 Camden Council

£200,000 British Museum

**Consultants:**

Burns + Nice

**Strategic vision:** Farrell Associates

**Contractor:**

FM Conway

**Stakeholders:**

British Museum

Camden Cycling Champion

Coach operators

Confederation of Passenger Transport

English Heritage

London Borough of Camden

TfL

University of London and University

College London

2012 Olympic Development Authority





## Bloomsbury

Bloomsbury is an area of cultural and educational importance. The streetscape improvements aimed to provide an attractive and functional environment for the large numbers of students and tourists coming to the area.

The Bloomsbury project comprised four smaller schemes:

- Montague Place
- Malet Street
- Great Russell Street
- Byng Place

During the preliminary design phase in 2008, all registered local groups and organisations in the consultation area were invited to contribute views and ideas about the project. More than 5,000 consultation packs were distributed to local groups, residents, businesses, statutory organisations and ward councillors, and a dedicated web page was set up to keep people updated.

Surveys drew more than 30 responses from local groups and statutory organisations, and these also helped guide the project. The resulting designs have created better routes for pedestrians and cyclists, reduced the dominance of traffic, and provided attractive social spaces that reflect the historic character of the area.

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### Montague Place:

This design introduced an informal square outside the rear entrance to the British Museum. It also included widened footways, relocated car and coach parking, and street de-cluttering.

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### Malet Street:

The one-way exit was removed to create a simpler street design. Footways were widened, and loading and parking bays were raised to footway level to create a more pedestrian-friendly environment.

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### Great Russell Street:

The scheme included creating a raised carriageway outside the main entrance to the British Museum, with widened footways and extensive street de-cluttering.

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### Byng Place:

Trees were relocated, seating was introduced, and the carriageway reduced to two lanes to widen the footway; all helped recreate a sense of place in this busy city square.

## Improvements

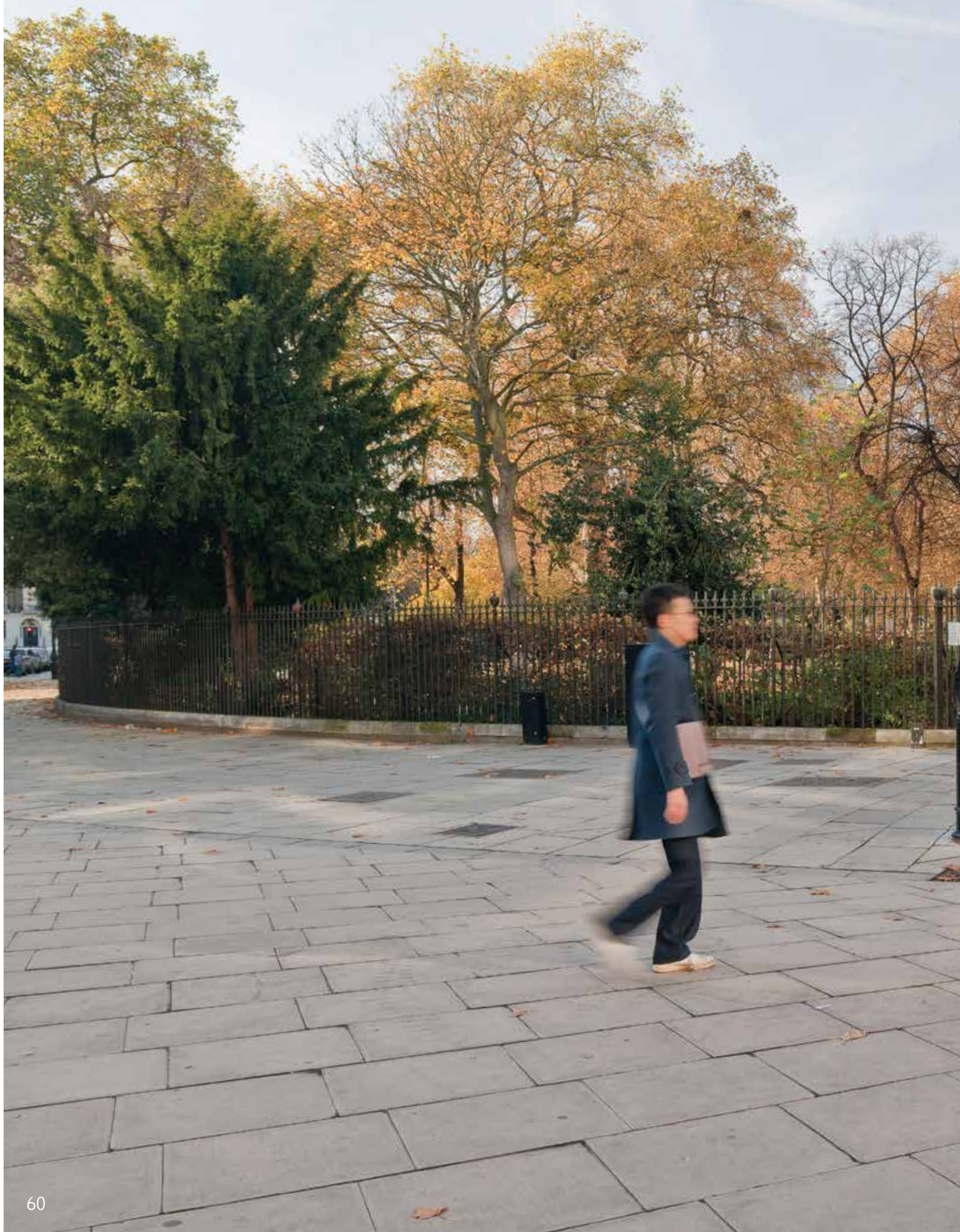
Recreate the street

Rethink traffic management

Relocate/merge functions

De-clutter

Tidy up









Before



After





## Britannia Junction

### London Borough of Camden NW1

**Completion date:** July 2012

**Cost:** £1.1m

**Funding sources:**

£900,000 TfL (Local Implementation Plan scheme funding)

£200,000 from London Borough of Camden and Camden Town Unlimited bid

**Consultants:**

**Conceptual report:** Gillespies

**Urban design:** Urban Initiatives

**Traffic surveys:** Colin Buchanan

**Detailed design:** London Borough of Camden and TfL

**Stakeholders:**

Camden Town Unlimited

London Borough of Camden

TfL

Britannia Junction is located outside Camden Town Underground Station at the intersection of Camden High Street, Kentish Town Road, Camden Road, Greenland Road and Parkway.

The area is a popular meeting place which previously had limited space and was often confusing to navigate, and was regularly crowded with pedestrians. Street furniture and other unnecessary clutter further compounded congestion, leading to an often dangerous situation for pedestrians.

The scheme significantly improved the safety of pedestrians and cyclists by creating more space with a narrower carriageway. Two kiosks were relocated to the north side of the Parkway, and signals were installed at road crossings. In addition, advanced cycle stop lines were introduced on all approaches.

The junction was the first in a series of phased improvements to the TfL Road Network in Camden Town Centre, which have a projected total cost of around £7m. As well as Britannia Junction, the works include upgrades to Cobden Junction next to Mornington Crescent Underground Station, Camden High Street between Britannia Junction and Cobden Junction, and Camden Road.

### Improvements

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input checked="" type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>

Before



After





## Goswell Triangle, Angel

### London Borough of Islington EC1V

**Completion date:** January 2010

**Cost:** £750,000

**Funding sources:**

£490,000 TfL

£260,000 Section 106 contributions

**Consultants:**

Colin Buchanan

Greenwich Mural Workshop

Landscape Partnership

**Contractor:**

TfL Highways Maintenance Works

Contracts

**Stakeholders:**

Angel Association

Businesses at 391 City Road

City and Islington College

Duncan Terrace Residents' Association

Executive Member for the Environment

Islington Cycling Action Group

Living Streets

London Borough of Islington

Metropolitan Police

TfL

Ward councillors

TfL developed proposals for Goswell Triangle to make the area safer, more comfortable and attractive. The improvements featured safer crossing facilities for cyclists and pedestrians, widened footways on Goswell Road and an improved link between the public space and Duncan Terrace Gardens.

High-quality stone paving was used, with more comfortable seating and LED uplighting, which illuminates the trees with changing colours at night.

### Improvements

Recreate the street

Rethink traffic management

Relocate/merge functions

De-clutter

Tidy up

## City of Westminster WID

**Completion date:** May 2012 (November 2009 Oxford Circus)

**Cost:** £2.9m

### **Funding sources:**

£1.2m TfL (Local Implementation Plan scheme funding)

£1.5m Oxford Regent Bond Street ORB Action Plan

£200,000 Section 106 contributions and other TfL funding

### **Consultants:**

**Primary consultant:** WestOne

**Secondary consultant:** TfL

### **Contractor:**

WestOne and FM Conway

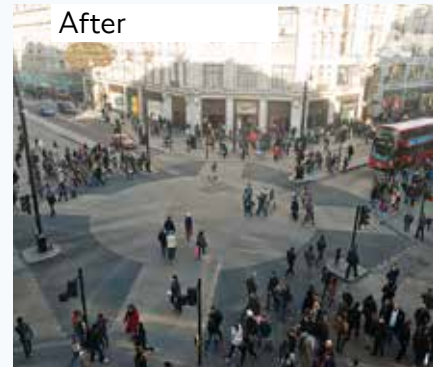
### **Stakeholders:**

Marylebone Association and the Soho Society

New West End Company

TfL

Westminster City Council





## Oxford Street East

The Oxford Street East improvements follow on from the success of the public realm and highways improvement scheme at Oxford Circus, which opened up a previously cluttered and congested crossing.

The narrower pavement historically limited the street's potential to emulate the success of Oxford Street West, Regent Street and New Bond Street. Westminster City Council, TfL and New West End Company worked together to improve the environment and public transport around this world-famous shopping location with the aim of making it more attractive to high-end retailers.

The redevelopment maximises the useable space and includes an innovative street layout called 'smooth stops'. This novel approach removes the need for bus lay-bys, so retaining space for pedestrians and smoothing traffic flow. This is reinforced by a median strip to provide safe, informal crossings, a consistent kerb line and a dedicated street furniture zone.

Other features include mounted lighting, removal of signals at key junctions, and new dedicated delivery pads. Every junction is step-free, with side road entry treatments reinforcing the area's pedestrian priority.

The works have improved accessibility, reducing pedestrian congestion and encouraging more journeys on foot. The revised layout no longer puts cyclists at risk from overtaking buses, and the self-enforcing 'smooth stop' design improves access to and from buses, and helps them keep punctual.

The first phase of the improvements has contributed to increased footfall and attracted several high-quality retailers to open new stores – all of which is contributing to the street's regeneration.

### Improvements

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input checked="" type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>

Before



After





## Piccadilly two-way

### City of Westminster W1J, SW1Y & SW1A

**Completion date:** Phase 1 – completed  
June 2012

**Cost:** £12.5m

**Funding sources:**

£7m TfL  
£2.75m Westminster City Council  
£2.75m Crown Estates

**Consultants:**

**Engineer:** WestOne  
**Transport planners:** SKM

**Contractor:**

WestOne and FM Conway

**Stakeholders:**

Crown Estate  
TfL  
Westminster City Council

The road network from Piccadilly Circus to St. James’s Street junction and through to Pall Mall and Waterloo Place was changed into a one-way gyratory system in the 1960s to optimise traffic flow. As a result, nearby streets became dominated by traffic, creating an unpleasant environment for pedestrians.

Phase 1 of the scheme reintroduced a two-way traffic system and significant improvements to the public realm. This included: wider footways on busy walking routes; improved pedestrian crossings; the removal of street clutter, including 1 km of guard railings; the addition of heritage street lighting; and the use of high-quality materials.

The return to a two-way system was achieved through a partnership between TfL, Westminster City Council and Crown Estates. The team worked together on the modelling and design, rather than TfL simply assessing a borough-led scheme.

Three critical areas were identified: Piccadilly Circus, the Piccadilly and St. James’s Street junction, and Pall Mall to Waterloo Place. Each one required careful design and testing to balance and maintain efficient traffic flow and bus service reliability. Also, the scheme simplified crossings and created additional public space, enhancing this architecturally and historically important part of the Capital.

### Improvements

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input checked="" type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>

Before



After





## Strand, Aldwych and Lancaster Place

### City of Westminster WC2R

**Completion date:** 2013

**Cost:** £1.75m

**Funding sources:**

£1.5m TfL

£170,000 Section 106 contributions

£80,000 Olympic Delivery Authority

**Consultants:**

WS Atkins

SKM Buchanan

**Contractor:**

WestOne

**Stakeholders:**

City of Westminster and ward members

Local Amenity Society

Somerset House

Strand, Aldwych and Trafalgar Square

Association

Ward members

Work took place at the junction of Lancaster Place, Strand and Aldwych, extending east along the south side of Strand to Surrey Street. The aim was to give greater priority to pedestrians, enhance the public realm and make the junction safer for all modes of travel. It also improved some of the loading facilities on the south side of the Strand.

Before the project the junction was dominated by vehicles and the collision rate was high. Restricted pedestrian movement led to frequent occurrences of people crossing ‘against the lights’ and there were several casualties.

The improvements sought to enhance the heritage setting by reducing street clutter and using high-quality materials. This included: two formal crossing points; a single stage, scramble crossing; widened footways; a Pelican crossing; and the introduction of a right turn from the Strand into Lancaster Place. These revisions to the junction have prioritised pedestrian movement, while shortening bus journey times by up to three minutes.

### Improvements

Recreate the street

Rethink traffic management

Relocate/merge functions

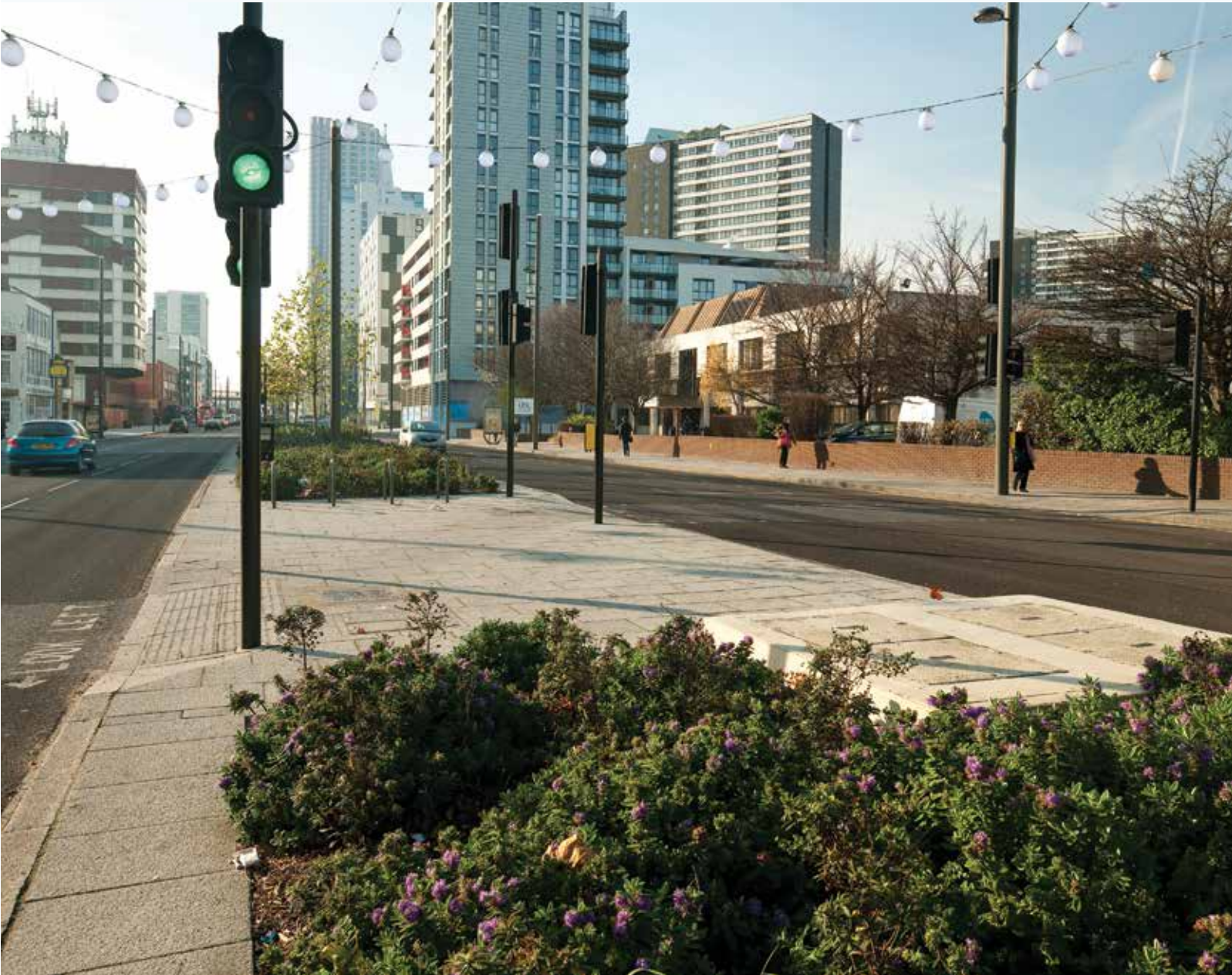
De-clutter

Tidy up

Before



After





## Stratford High Street

### London Borough of Newham E15

**Completion date:** March 2011

**Cost:** £10m

**Funding sources:**

£9.5m London Thames Gateway

Development Corporation

£500,000 London Development Agency

**Consultants:**

Buro Happold

AECOM

**Contractor:**

Jacobs

**Lighting:** Aquila Design

**Stakeholders:**

Design for London

London Borough of Newham

London Development Agency

London Thames Gateway Development

Corporation

TfL

To prepare for the 2012 Olympic Games, the High Street 2012 scheme looked to connect high streets from Aldgate through to Stratford, while improving the public realm for residents, businesses and visitors.

The Stratford High Street scheme runs from Bow Roundabout to Stratford town centre, with improvements to the quality of public realm that support the continuing and extensive residential and commercial development of the area.

The scheme introduces a modern look and feel, with unnecessary street clutter removed, footways and roads resurfaced, and a pedestrian crossing that improves access to the Docklands Light Railway station. More trees were planted in the medians and footways, and a series of small parks were created, contributing to a more attractive environment and enhancing the new identity of Stratford as a retail and infrastructure hub.

### Improvements

Recreate the street

Rethink traffic management

Relocate/merge functions

De-clutter

Tidy up





## Town centres

Town centres should be at the heart of a community, providing a hub for facilities that are integral to Londoners' lives such as retail, leisure and cultural amenities.

The success of a town centre is not only based on the quantity, type and location of services, but also the diversity and character of the street. Indeed, these social centres often have defining heritage features, which good street design can seek to reflect. Many of the projects in this category look to improve both the function and identity of a area, while acting as a catalyst for growth.

Angel town centre – Upper Street	Harrow Station Road	Richmond town centre
76	78	80
	West Drayton and Yiewsley town centres	Wimbledon town centre
	82	84
		Woolwich town centre
		88

Before



After





## Angel town centre – Upper Street

### London Borough of Islington NI

**Completion date:** June 2012

**Cost:** £2.2m

**Funding sources:**

£1.3m TfL

£950,000 Section 106 contributions

**Consultants:**

WS Atkins

TfL

**Contractor:**

TfL Highways Maintenance Works Contracts

**Stakeholders:**

Angel AIM

Angel town centre board

Angel town centre manager

Angel police team

Business Design Centre

Business Improvement District

Islington Cyclists Action Group

Islington Council

Living Streets

TfL

This scheme began with the aim of improving the passage of articulated buses through Angel town centre. However, the initial scope of the project quickly expanded and became one of the Mayor’s schemes under the London’s Great Outdoors portfolio.

It also became the first of three phases in the Angel town centre works. This involved: removing one lane of southbound traffic; creating an improved pedestrian environment by removing guardrails; pavement widening; adding more formal crossings; and improving and increasing the width of crossings. Also, timings for loading bays were increased or amended, access to bus stops was improved, and traffic signal systems were redesigned to reduce delays.

**Improvements**

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>

Before



After



## London Borough of Harrow HAI

**Completion date:** June 2011

**Cost:** £3.61m

**Funding sources:**

£2.4m TfL (Major Schemes)

£600,000 TfL (Buses)

£550,000 London Borough of Harrow

£60,000 Section 106 contributions

**Consultants:**

**Preliminary design:** Urban Initiatives

**Design:** David Kohn Architects

**Contractor:**

Enterprise Mouchel

**Stakeholders:**

Design for London

Harrow Association of Disabled People

Harrow Public Transport User's Association

Harrow Town Centre residents & businesses

London Borough of Harrow

TfL London Buses



## Harrow Station Road

Station Road in Harrow has undergone extensive work to improve its function and develop it as a 'mixed-use' street. The 500-metre scheme tackled the problem of uneven footfall, excessive street clutter and a confusing one-way bus system.

The scheme objectives concentrated on revising existing traffic management, and renewing the dated public realm with more functional, accessible spaces to create a better shopping experience. The re-ordering of traffic flows included simplifying bus services so that they travel along the same roads in both directions. The improvements increased access for cyclists and pedestrians, without loss of access for vehicles or existing on-street parking.

A more efficient use of space was also achieved by straightening the carriageway. The street surface was renewed with granite paving, low kerbs, removal of clutter and easier 'straight across' crossings. The streetscape benefits from the installation of granite benches, bins, new lighting and tree planting. These improvements complement the creation of a new public plaza at the junction with St. Ann's Road.

The new traffic flow aimed to make Harrow more appealing both for regular users and those unfamiliar with the area. The borough reports that the new two-way bus flow has received positive comments from users who find the new routes easier to understand and use. The project is a catalyst and template for further improvement works in the town centre, including St. Ann's Road and Lyon Road.

### Improvements

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input checked="" type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>

Before



After





## Richmond town centre

### London Borough of Richmond-Upon-Thames TW9

**Completion date:** April 2013

**Cost:** £3.9m

**Funding sources:**

£3.9m TfL (Local Implementation Plan scheme funding)

**Designers:**

London Borough of Richmond-Upon-Thames

**Stakeholders:**

Friends of Richmond Green  
General public  
Local businesses  
Metropolitan Police  
Richmond Advice and Information on Disability  
Richmond Society  
South West Trains  
TfL  
Visor

Before the public realm improvements in Richmond town centre, the area was dominated by vehicles. The traffic accident rate was double the London average in the shopping district, and three times the average near the station. Pedestrian areas were cluttered, signage was poor, the area looked weathered and there were growing antisocial behaviour problems.

A comprehensive highways improvement scheme helped tackle these problems. It included works at Hill Street, George Street, The Quadrant, Kew Road and the A316. Pavement materials were upgraded to Yorkstone and granite. In addition, footways were widened and, where possible, new lighting, signs and street furniture were installed.

### Improvements

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>

Before



After





## West Drayton and Yiewsley town centres

### London Borough of Hillingdon UB7

**Completion date:** March 2014

**Cost:** £2.66m

**Funding sources:**

£2.2m TfL

£300,000 London Borough of Hillingdon

£160,000 Section 106 contributions

**Consultants:**

**Highways major projects:**

London Borough of Hillingdon

**Consultation, transport modelling:**

Steer Davies Gleeve

**Bridge, parapet and lighting structure:**

Buro Happold

**Contractors:**

**Carriageway and footways:**

Enterprise Mouchel

**Parapet and lighting structure:**

Colham Bridge (subject to tender process)

**Stakeholders:**

Canals and Rivers Trust

Council members

Emergency services

Local community

London Borough of Hillingdon

Transport operators

Yiewsley and West Drayton town centre

Action Group

Yiewsley and West Drayton town centres form a 1km continuous corridor linking the High Street through to Station Road across two council wards. Although the town centres are functional, they look tired, uninviting and lack a strong character. This is reinforced by the loss of retail units and the underuse of several buildings.

Following public consultation the regeneration scheme has strong support from local residents' groups, retailers and the council. The scheme will provide a broad renovation of the High Street, including the relocation of two bus stops, improved access to the canal, increased cycle parking, the provision of Legible London signs, removal of street clutter, the introduction of high-quality paving materials, plus new street furniture, lighting and landscaping to highlight certain locations along the High Street.

The views to the canal will be opened up and enhanced with parapets and a lighting arch.

**Improvements**

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input type="checkbox"/>
Relocate/merge functions	<input type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>

## London Borough of Merton SW19

**Completion date:** June 2012

**Cost:** £2.5m

**Funding sources:**

£1.9m TfL

£250,000 Network Rail and South West  
Trains

£200,000 Section 106 contributions

£150,000 London Borough of Merton

**Design:**

London Borough of Merton in-house  
project team

**Consultants:**

Station forecourt and Centre Court steps:

Hyder Consulting

Traffic modelling: Jacobs Engineering

Initial street audit: Living Streets

Freight environment, delivery and  
servicing studies: TTR

**Contractor:**

FM Conway

**Stakeholders:**

Centre Court Shopping Centre

London Borough of Merton

Network Rail

South West Trains

TfL

\*Image shows temporary queuing barriers for the Wimbledon All England Tennis Championships, only possible following the improvements.





## Wimbledon town centre

Wimbledon has a national and international profile as the host of the yearly All England Tennis Championships, and is a major centre in the Mayor's London Plan.

Before the improvements, Wimbledon town centre suffered from narrow pavements and a vehicle-dominated public realm, particularly around the station forecourt. The London Borough of Merton brought together Network Rail, South West Trains and TfL to develop regeneration plans for the station forecourt and its immediate surroundings. These were then extended to the wider town centre, including major road junctions and busy bus stops, plus the main entrance to the Centre Court shopping centre.

The borough acted as the lead designer and made two successful bids for funding from TfL's Area Based Scheme programme and Olympic Games-related funding.

The improvements have rebalanced the space available in favour of pedestrians while renewing tired and dated paving. Pavements were significantly widened in key areas of high pedestrian footfall and congestion without adversely affecting vehicle traffic congestion.

The pedestrianisation of the station forecourt has created a welcome gateway to the town. Innovative coloured lighting set into the paving, and the widened footway and redesigned steps, have all greatly enhanced the entrance to the shopping centre. Pavement widening has created space for café seating, and generous cycle parking and innovative 'perch' benches now offer increased opportunities to linger.

Pedestrian crossings were improved to create single-stage and diagonal crossings, street clutter was removed, street furniture was upgraded, public art installed and enhanced CCTV introduced.

### Improvements

Recreate the street	<input type="checkbox"/>
Rethink traffic management	<input checked="" type="checkbox"/>
Relocate/merge functions	<input checked="" type="checkbox"/>
De-clutter	<input checked="" type="checkbox"/>
Tidy up	<input checked="" type="checkbox"/>









## Royal Borough of Greenwich SE18

### Completion date:

Plumstead Road – November 2008  
Woolwich New Road – March 2010  
General Gordon Square – October 2011  
Beresford Square and Market – April 2012

**Cost:** £5.924m (not including General Gordon Square)

### Funding sources:

£2.319m TfL  
£2.62m Community Investment Fund  
£932,000 Section 106 contributions  
£53,000 Woolwich Regeneration Agency

### Architects:

Witherford Watson Mann Architects

### Contractor:

Riney

### Town Squares:

**Architects:** Gustafson Porter

**Contractor:** Volker Highways

### Stakeholders:

Department for Communities and Local Government

Local developers

Royal Borough of Greenwich

TfL





## Woolwich town centre

As part of the major regeneration of Woolwich town centre, a series of integrated schemes managed in partnership by TfL, the Royal Borough of Greenwich and the Department for Communities and local government, have rejuvenated the urban fabric and promoted prosperity.

The schemes have improved the bus interchange next to the station, widened the pedestrian zone at Plumstead Road, and redesigned General Gordon and Beresford Squares in the town centre. Works took place at the junction of Plumstead Road and Woolwich New Road, improving the quality of the pedestrian space using a clean palette of materials and introducing new seating arrangements and tree planting. Bus stops were relocated to Woolwich New Road with routes reconfigured to better serve the area and link with the new Docklands Light Railway station.

In addition, work at Wellington Street and Thomas Street allowed the rerouting of bus services from General Gordon Square. This helped the Royal Borough of Greenwich redevelop both main squares in the town centre, completely updating and remodelling them to create an attractive public space.

A contemporary terraced park at General Gordon Square and a hardscaped market area at Beresford Square now provide inviting open spaces in the town centre for people to enjoy.

General Gordon Square, now also housing a BBC Big Screen, regularly draws in people who use the space for relaxation and leisure. It was particularly popular during the London 2012 Games with crowds coming together to watch the sporting action. The Royal Borough of Greenwich has created this welcoming space to animate the town, host events and draw footfall. This in turn promotes local businesses and furthers local economic growth. These designs provide functional variety and respond to the historic trading character of the old town.

The brief for both squares, developed by the Royal Borough of Greenwich, was put out to an international design competition. Ultimately the scheme has delivered a well-designed, robust and sustainable public realm, supporting the existing buildings, shop fronts and spaces, while encouraging local economic development. The redesign promotes accessibility and inclusivity at a strategic and local scale, playing a key role in facilitating connectivity between the river, Royal Arsenal, the future Crossrail station, and the town centre.

### Improvements

Recreate the street

Rethink traffic management

Relocate/merge functions

De-clutter

Tidy up







## Better Streets: next steps

This directory highlights the range of projects completed across the Capital using the Better Streets approach to street design. These schemes emphasise how important it is for streets to meet several needs simultaneously, and to be a hub for travel, business, homes, shopping and leisure. Streets must also adapt and change, so that they meet the constantly evolving social and cultural demands of local people. In addition, the Mayor's Vision for Cycling in London, published in March 2013, will inform future schemes to support more, and safer, cycling.

The most successful projects respect the existing character and context of a place, while providing simple, strong and lasting measures that enhance the experience for those using the space. The Better Streets agenda also shows the success of a partnership approach for designing and managing innovative public realm works.

As London grows, the demands on our streets and roads will also increase and diversify. The Roads Task Force report, published in July 2013, sets out the Mayor's forward approach for the planning, management and design of our streets and roads over a 20-year timeframe. In addition, the Mayor's Vision for Cycling in London was published in March 2013 and this will inform future schemes to support more and safer cycling.

An ongoing programme of street works is essential for economic growth, vibrant, healthy communities and a reliable transport network. The strategic vision of the Roads Task Force will be integral to the next generation of street schemes in London, shaping the existing network into a world-class system.



### **Making a business case for your scheme**

TfL recognises the importance and value of the urban realm. The Valuing Urban Realm Toolkit, prepared by the Urban Design team, can help support your business case for public realm improvement.

For further information on the Valuing Urban Realm research, visit the TfL Urban Design website at [urbandesign.tfl.gov.uk](http://urbandesign.tfl.gov.uk) and follow the links to Valuing Urban Realm.

### **Funding**

Boroughs can apply for financial support towards larger urban realm schemes through the TfL Local Implementation Plan Major Schemes programme and, for small schemes, Local Implementation Plan Corridors & Neighbourhoods funding. Our Borough Projects and Programmes team manage both. For more information, email [boroughprojectsandprogrammes@tfl.gov.uk](mailto:boroughprojectsandprogrammes@tfl.gov.uk)

### **Education, training and skills**

The Better Streets programme aims to improve the understanding of good urban design principles. Urban Design London ensures that professional training, skills and advice on the design, creation and maintenance of streets is available to all London boroughs.

For further information on professional training opportunities and advice, contact [info@urbandesignlondon.com](mailto:info@urbandesignlondon.com) or visit [www.urbandesignlondon.com](http://www.urbandesignlondon.com)

### **Latest projects**

Get information about Better Street schemes in progress at [london.gov.uk/priorities/regeneration/londons-great-outdoors/better-streets](http://london.gov.uk/priorities/regeneration/londons-great-outdoors/better-streets)

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