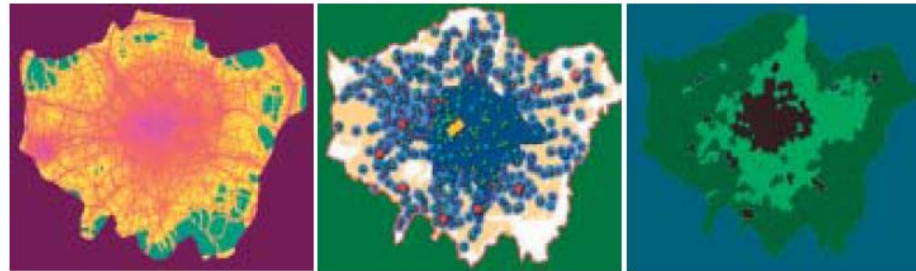


# WELCOME TO

## Tomorrow's Suburbs Best Practice Guide

Tools for Making London's Suburbs More Sustainable



Developed for the Greater London Authority (GLA),  
the London Development Agency (LDA),  
the Association of London Government (ALG)  
and Transport for London (TfL)

GREATER **LONDON** AUTHORITY

**LONDON**  
DEVELOPMENT  
AGENCY



Originally prepared by URBED (The Urban and Economic Development Group)

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**Please note that this BPG will be updated on a six-monthly basis, with the next version to be published in November 2006.**

**To submit comments, case studies and further information to the TS Manager, please e-mail - [tomorrowssuburbs@london.gov.uk](mailto:tomorrowssuburbs@london.gov.uk)**

# *Quick links to Themed Toolsheets*

Toolsheet Themes	Key to Tools for Different Groups
Theme 1 <a href="#">Reinforcing the Role of Local Centres</a>	<a href="#">Tools for different groups</a>
Theme 2 <a href="#">Making New Development Sustainable</a>	<a href="#">Local Authorities (LA)</a>
Theme 3 <a href="#">Improving the existing housing stock</a>	<a href="#">Business (B)</a>
Theme 4 <a href="#">Promoting alternatives to travel by car</a>	<a href="#">Community (C)</a>
Theme 5 <a href="#">Improving environmental sustainability</a>	<a href="#">Developer and Property Professional (D)</a>
Theme 6 <a href="#">Protecting and promoting suburban employment</a>	
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## What is Tomorrow's Suburbs?

Tomorrow's Suburbs is a source of practical information on ways of making London's suburbs more sustainable – in line with the Mayor of London's strategies. It has been referred to as a 'toolkit', a 'handbook', a 'resource', a 'gateway' a 'new approach to planning' and a **Tomorrow's Suburbs**. But no matter what it is called its aim is to provide ready access to information on a wide range of practical actions for making London's suburbs more sustainable.

Sustainability is an enormous subject, covering economic and social, as well as environmental, concerns. Furthermore, some people are convinced that only drastic international, national and local action can prevent environmental disaster, while others see little reason for changing their lifestyles at all. Tomorrow's Suburbs concentrates on practical things that can be done – at whatever scale – to improve key aspects of sustainability in London's suburbs.

- It focuses on seven key themes which previous research has shown are particularly relevant to making London's suburbs more sustainable, and provides information on specific actions or policies that might help to achieve them.
- It does not aim to cover issues which are relevant to London in general and which do not affect the suburbs particularly. However, some of the tools it describes might well also be suitable to use in other parts of the city.
- It is made up of a series of one-page toolsheets, each of which gives information on a particular action or policy for making some aspect of London's suburbs more sustainable. In this version there are 67 toolsheets.
- Each toolsheet provides only basic information on each topic (including an indication of where or when it is likely to be most applicable), but gives direct links to further information and examples.
- It includes only topics which actually work in practice (i.e. where there is an example of it having worked somewhere in practice – although not necessarily in London).
- It is informative, not prescriptive. Each place and situation is different. Only those who understand a locality can decide what needs to be done. Tomorrow's Suburbs, however, should help to inform that decision.

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## What does a toolsheet contain?

Each toolsheet describes a tool – an action or a policy that can be used to tackle one or more of the key issues and help make London's suburbs more sustainable. A list of all the tools and their definitions is given in the [Index of Tools](#). Each toolsheet fits on a single page or a single computer screen. All the information it contains is visible at a glance so that the user can quickly see if the tool is of interest and, if not, quickly move on to another one. Speed and convenience are essential.

### **Each toolsheet contains the following:**

1. The name of the tool.
2. A definition of the tool.
3. A brief explanation of the potential benefits (related to sustainability) that the tool can bring.
4. A note on key factors regarding the use of the tool, including major pitfalls or shortcomings.
5. Policy context: how the tool relates to policies in the London Plan or other policy documents.
6. Where applicable, information on how to get started on implementing the tool.
7. The name of one or more examples of the tool in action, with where possible an 'external link' (see below) to more details about them.
8. Where to go for further information on the tool, again with direct 'external links' (see below) to the information sources. Sometimes the name of a book or report which does not appear to be available over the internet is given.
9. A reference number for the tool (and the date on which it was compiled).
10. An information box summarising what the tool is for are, who it is most likely to be useful for, and whereabouts in the suburbs it is most likely to be relevant to use.
11. A navigation box (shaded) which shows the key issues related to the theme and the other tools that are relevant for this key issue.

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## NAVIGATION TIPS

1. Make sure that your mouse pointer is shaped like a hand. If it is not, click on the hand-shaped icon in the upper left part of the screen
2. You can scroll forwards and backwards through the Tomorrow's Suburbs by pressing the **Page Down** and **Page Up** keys on your keyboard
3. From the **Index of Tools** you can go directly to a **tool** by clicking on the toolsheet number on the left hand side of the page.
4. From the **Table of Tools and London Plan Policies** you can go directly to a **tool** by clicking on the box around its number
5. From the [seven themes page](#) you can go directly to any of the **themes** listed by clicking on the box around its name
6. You can always go back to where you were before by pressing the **left arrow** in the toolbar at the top of the screen
7. By clicking on one of the links at the bottom of this page you can go to the start of the **Index of Tools** or back to the contents page.
8. To close *Tomorrow's Suburbs* click the "X" in the top right hand corner of the screen.

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## The Seven Themes

The tools in Tomorrow's Suburbs are grouped under seven themes and relate to the key issues shown in the Theme Introductions. The themes are:

- Theme 1.**     [Reinforcing the role of local centres](#)
- Theme 2.**     [Making new development sustainable](#)
- Theme 3.**     [Improving the existing housing stock](#)
- Theme 4.**     [Promoting alternatives to travel by car](#)
- Theme 5.**     [Improving environmental sustainability](#)
- Theme 6.**     [Protecting and promoting suburban employment](#)
- Theme 7.**     [Improving design and the public realm](#)

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## Key Issues and Related Tools

### Theme 1: Reinforcing the Role of Local Centres

- **Assessing the health of local centres**
  - Defining Smaller Town Centres [1.01]
  - Town Centre Health Check [1.02]
- **Promoting appropriate new use**
  - Policies for Local Centres [1.03]
  - Empty Property Strategy [1.04]
  - Business Incubators/Start-up Space [6.03]
  - Small Business Advice [6.05]
  - Local Labour Scheme [6.06]
  - City Growth Strategy [6.07]
- **Providing basic shops and services**
  - Community Hub [1.05]
  - Community Wardens [1.06]
- **Managing improvements**
  - Town Centre Management [1.07]
  - BID [1.08]

Other related themes include:

Promoting Alternatives to Travel by Car [Theme 4],  
Improving Design and the Public Realm [Theme 7] and Making  
New Development Sustainable [Theme 2], which covers housing  
intensification in more detail.

### Theme 2: Making New Development Sustainable

- **Identifying areas with potential for intensification**
  - Housing Capacity Study [2.01]
  - Housing Intensification [2.02]
  - Housing Density Matrix [2.03]
  - Reusing Redundant Buildings [2.04]
  - Using Space Above Shops [2.05]
  - Transport Development Area [4.02]
- **Securing viable higher density housing and mixed uses**
  - Policies for Local Centres [1.03]
  - Business Incubators/Start-up Space [6.03]
  - Live-Work Accommodation [6.04]
  - Triple-Win Redevelopment [6.02]
- **Achieving more affordable housing**
  - [There are no tools on this topic in the current version of this Sustainable Suburbs.]
- **Assessing sustainability in new developments**
  - Sustainability Checklists [2.06]
  - Environmental Performance Ratings [3.04]
  - Transport Assessment Report [4.08]
  - PTAL [4.01]

See also the related theme:

Improving Design and the Public Realm [Theme 7].

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### **Theme 3: Improving the Existing Housing Stock**

- **Setting targets**
  - Home Energy Conservation Act (HECA) [3.01]
  - Warm Front [3.02]
  - Neighbourhood Energy Plan [3.03]
- **Improving energy efficiency**
  - Energy Advice Centre [5.02]
  - Environmental Performance Ratings [3.04]
  - Improvements to Private Housing [3.05]
- **Improving security**
  - Community Wardens [1.06]
  - Neighbourhood Safety Programme [3.06]

### **Theme 4: Promoting Alternatives to Travel by Car**

- **Reducing the need to travel**
  - PTAL [4.01]
  - Transport Development Area [4.02]
- **Making travel by public transport more attractive**
  - Quality Bus Corridors/BusPlus [4.03]
  - Good Transport Interchanges [4.04]
  - Safe Routes to Stations [4.05]
  - Equal Access to Services [4.06]
- **Developing travel plans**
  - Workplace Travel Plan [4.07]
  - Transport Assessment Report [4.08]
  - School Travel Plan [4.09]
  - Walking Bus [4.10]
  - Personalised Travel Planning [4.11]
- **Encouraging walking and cycling**
  - Encouraging Walking [4.12]
  - Local Walking Strategy [4.13]
  - Encouraging Cycling [4.14]

- Signage and Maps [4.15]
- **Re-allocating road space**
  - Home Zones [4.16]
  - Smart Parking Policies [4.17]
  - Controlled Parking Zone (CPZ) [4.18]
- **Making better use of cars**
  - Car Club [4.19]
  - Car Sharing [4.20]
  - Park and Ride [4.21]

### **Theme 5: Improving Environmental Sustainability**

- **Changing attitudes**
  - Changing Lifestyles and Choices [5.01]
- **Saving energy**
  - Energy Advice Centre [5.02]
- **Reducing waste**
  - Recycling Champions [5.03]
  - Composting [5.04]
  - Waste Minimisation Club [5.05]
- **Controlling noise**
  - Controlling Noise [5.06]
- **Promoting food awareness**
  - Promoting Healthy Eating [5.07]
  - Maintaining biodiversity
    - Garden Biodiversity [5.08]
    - Biodiversity on Buildings [5.09]

## **Theme 6: Protecting and Promoting Suburban Employment**

- **Identifying appropriate locations for development**
  - Balancing Demand for Industrial Land [6.01]
  - Triple-Win Redevelopment [6.02]
  - Business Incubators [6.03]
  - Reusing Redundant Buildings [2.04]
  - Live-Work Accommodation [6.04]
- **Increasing access to finance and advice**
  - Small Business Advice [6.05]
- **Promoting enterprise**
  - Reusing Redundant Buildings [2.04]
  - Business Incubators/Start-up Space [6.03]
  - Local Labour Scheme [6.06]
  - Policies for Local Centres [1.03]
  - City Growth Strategy [6.07]



## **Theme 7: Improving Design and the Public Realm**

- **Deciding where to improve**
  - Placecheck [7.01]
  - Town Centre Health Check [1.02]
  - Design Champions [7.02]
- **Improving the built environment**
  - Design Guidance [7.03]
  - Sustainability Checklists [2.06]
  - Conservation and Character Areas [7.04]
  - Street Trees [7.05]
  - Improving Buildings [7.06]
- **Improving open spaces**
  - Improving the Public Realm [7.07]
  - Parks and Open Spaces [7.08]
  - Improving Waterfronts [7.09]
  - Civic Pride/Pride of Place [7.10]
  - Neighbourhood Safety Programme[3.06]
  - Community Wardens [1.06]
  - Biodiversity [5.08]

# Index of Tools

	<b>Tool Name</b>	<b>Definition</b>
<b>1.</b>		<b>Reinforcing the Role of Local Centres</b>
<a href="#"><u>1.01</u></a>	Defining Smaller Centres LA D	The Town Centre is the part of the town in which many public activities are concentrated - such as shopping, entertainment, employment, public administration and transport.
<a href="#"><u>1.02</u></a>	Town Centre Health Check LA D B	A quick study, using both quantitative and qualitative information, to assess a town centre in comparison to equivalent places. It should cover not only retail and leisure, but also the wider range of functions that town centres perform at different times of the day.
<a href="#"><u>1.03</u></a>	Policies for Local Centres LA C D B	Local development frameworks which designate locations where retail (A1) and other specified uses should be retained at ground floor level, and set conditions for any change of use.
<a href="#"><u>1.04</u></a>	Empty Property Strategy LA D	Policies and incentives to encourage temporary and/or longer-term uses for empty properties such as shops, upper floors car parks etc.
<a href="#"><u>1.05</u></a>	Community Hub LA C B	A cluster of services, such as a school, library or health centre along with other facilities (including neighbourhood shops), which can anchor a small local or neighbourhood centre.
<a href="#"><u>1.06</u></a>	Community Wardens LA C B	Provide a highly visible, uniformed, semi-official presence on the streets of a residential area, with the aim of increasing community safety and tackling local environmental problems.
<a href="#"><u>1.07</u></a>	Town Centre Management LA B	A concerted effort to co-ordinate and improve a town centre's services, so that more people will use it.
<a href="#"><u>1.08</u></a>	Business Improvement District (BID) LA B	A mechanism for raising additional money from businesses in a defined area - to pay for additional services or improvements in that area. It operates like an additional business rate, but the amount of money raised, and how it is spent, are controlled by the participating businesses instead of the local authority.

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	<b>Tool Name</b>	<b>Definition</b>
<b>2.</b>		<b>Making New Development Sustainable</b>
<a href="#"><u>2.01</u></a>	Housing Capacity Study LA D	An assessment of the potential for providing additional housing in an area usually based on a sample of sites of different types.
<a href="#"><u>2.02</u></a>	Housing Intensification LA D	Increasing the amount of housing in an area, which is usually achieved by increasing the number of storeys, or by reducing the space given over to vehicles or unvalued open spaces.
<a href="#"><u>2.03</u></a>	Housing Density Matrix LA D	A Table in the London Plan which sets out the housing densities that are appropriate for different types of location in London.
<a href="#"><u>2.04</u></a>	Reusing Redundant Buildings LA D	Adapting suitable old buildings with character so that they can be used for new, viable purposes, as opposed to being left to decay or be demolished.
<a href="#"><u>2.05</u></a>	Using Space Above Shops LA D	A concerted effort to renovate empty space above commercial premises (especially shops) for residential use. It is sometimes known as LOTS (Living Over The Shop).
<a href="#"><u>2.06</u></a>	Sustainability Checklists LA C D B	Sets of indicators which can be used to evaluate the sustainability of development proposals, in terms of both physical resource consumption and social or community concerns.

<b>3.</b>		<b>Improving the Existing Housing Stock</b>
<b>3.01</b>	Home Energy Conservation Act (HECA) LA D	A law which requires all local authorities with housing responsibilities to publish a strategy for improving energy efficiency in both public and private housing, so as to reduce CO2 emissions by 30% over ten years.
<b>3.02</b>	Warm Front LA C	A grant scheme that underpins the Government's Fuel Poverty Strategy. It aims to ensure that all vulnerable households (with children under sixteen or a person over 60, and on certain benefits) can heat their homes adequately. It pays for insulation and modern heating systems.
<b>3.03</b>	Neighbourhood Energy Plan LA C B	A plan for increasing energy efficiency and reducing greenhouse gas emissions in a local area. It is based on an assessment of different sustainable energy strategies and leads to recommendations for what would be most suitable for that area.
<b>3.04</b>	Environmental Performance Ratings LA C D B	Assessments of the environmental performance of buildings. They highlight energy wastage and other areas with potential for improvement.
<b>3.05</b>	Improvements to Private Housing LA C D	Actions to bring private housing up to at least the Government's Decent Homes Standard in terms of energy efficiency and other factors.
<b>3.06</b>	Neighbourhood Safety Programme LA C B	An initiative which addresses local concerns about security, including community policing and environmental improvements and perhaps wider actions to build community relations and tackle anti-social behaviour.

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	<b>Tool Name</b>	<b>Definition</b>
<b>4.</b>		<b>Promoting Alternatives to Travel by Car</b>
<b>4.01</b>	Public Transport Accessibility Level (PTAL) LA D	A PTAL is a measure of the accessibility of any location to the public transport network. It takes into account walking and waiting times as well as the frequency of services.
<b>4.02</b>	Transport Development Area LA D	A designated area (around a public transport node) in which land-use planning and transport planning are co-ordinated so as to encourage well-designed, high-density, mixed-use development and promote sustainable travel. Part of the increased value of the development is used to help pay for the related transport improvements.
<b>4.03</b>	Quality Bus Corridors/ BusPlus LA C B	Bus priority schemes that aim to make significant improvements to the quality, reliability and times of journeys on key routes so as to provide an attractive alternative to travelling by car. (BusPlus routes in London have the same objective.)
<b>4.04</b>	Good Transport Interchanges LA	Places, such as underground or railway stations, at which people can change quickly, easily and safely from one form of transport to another.
<b>4.05</b>	Safe Routes to Stations LA	An initiative to encourage more people who travel by rail to walk or cycle to railway stations.
<b>4.06</b>	Equal Access to Services LA C	People with special needs and those living in 'pockets of deprivation' within suburbs, are often both socially and physically isolated, and experience difficulty in accessing services. Access projects are about finding appropriate personal solutions, using a range of transport services.
<b>4.07</b>	Workplace Travel Plan B	A package of measures drawn up by employers to reduce car journeys by staff travelling to work or on business.
<b>4.08</b>	Transport Assessment Report LA D	A report which demonstrates that a proposed development will not cause congestion, danger or inappropriate parking, and that adequate steps have been taken to promote sustainable transport.
<b>4.09</b>	School Travel Plan LA C	A package of measures for reducing the number of car trips made to a school, or group of schools, by parents and staff, and for improving safety on the school journey.
<b>4.10</b>	Walking Bus C	A group of children who walk to school in 'crocodile fashion' escorted by trained adult volunteers along a safe route.
<b>4.11</b>	Personalised Travel Planning C B	Techniques for encouraging people to use more sustainable forms of transport (on appropriate journeys) by providing them with individually tailored travel information and incentives.

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<a href="#">4.12</a>	Encouraging Walking  LA C	Initiatives and practical actions to encourage people to walk more, especially on short journeys which might otherwise be made by car.
<a href="#">4.13</a>	Local Walking Strategy  LA C	A broadly based plan to encourage people to get out and walk more. It is usually prepared by the local authority, but draws on the support of other public agencies and community groups.
<a href="#">4.14</a>	Encouraging Cycling  LA C	A range of initiatives which aim to increase the proportion of journeys made by bicycle. They include measures to make cycling easier and safer, and to make it seen as a normal form of everyday transport.
<a href="#">4.15</a>	Signage and Maps  LA C	Providing information for pedestrians and cyclists so that they can find their way around easily and safely.
<a href="#">4.16</a>	Home Zones/Streets-for-people  LA C D	Home Zones are residential streets which have been redesigned so that people have priority over vehicles. The speed limit is set very low, and the streets are attractively landscaped. 'Streets-for-People' is a broader approach that aims to reduce traffic dominance in residential areas.
<a href="#">4.17</a>	Smart Parking Policies  LA D	The way in which car parking is handled in a development can have a great effect on it and its surroundings. Smart Parking Policies aim to provide an adequate amount of parking – but in ways that use space more intensively and improve the look of the public realm.
<a href="#">4.18</a>	Controlled Parking Zone (CPZ)  LA	An area in which the opportunities for car parking are regulated (e.g. through parking meters, residents' permits/parking bays, business permits etc.) so as to help manage competing demands.
<a href="#">4.19</a>	Car Club  C B	A Car Club provides its members with a car to use whenever they want one – without them having to own it.
<a href="#">4.20</a>	Car Sharing  C B	Two or more people, who would otherwise travel separately, sharing a journey in one car (also known as ridesharing.)
<a href="#">4.21</a>	Park and Ride  LA	Park and Ride provides new car parks on the edge of urban areas, or alongside peripheral stations with the aim of encouraging people to leave their cars and complete their journeys by public transport.

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<b>5.</b>	<b>Tool Name</b>	<b>Definition</b>
<b>Improving Environmental Sustainability</b>		
<a href="#"><u>5.01</u></a>	Changing Lifestyles and Choices C	Initiatives that help households to explore their environmental impact in a practical and non-confrontational way
<a href="#"><u>5.02</u></a>	Energy Advice Centre LA C B	A local organisation which gives free and impartial advice on saving energy.
<a href="#"><u>5.03</u></a>	Recycling Champions C B	Local people who spread the word about participation in 'kerbside' recycling collections in their area.
<a href="#"><u>5.04</u></a>	Composting LA C	The controlled decomposition of garden waste and other plant material into 'compost', an earth-like material which can be used to improve the structure of garden soils.
<a href="#"><u>5.05</u></a>	Waste Minimisation Club B	A Waste Minimisation Club enables businesses (and other organisations) to share ideas and experience on how to reduce waste, and to gain access to a range of sources of information and help.
<a href="#"><u>5.06</u></a>	Controlling Noise LA C D	Policies and actions that reduce noise.
<a href="#"><u>5.07</u></a>	Promoting Healthy Eating LA C	Initiatives which promote awareness of what a healthy diet is, why it is important, and how to achieve it.
<a href="#"><u>5.08</u></a>	Garden Biodiversity C	Biodiversity is the variety, of plants, animals and other living things in a particular area. It includes habitat diversity, species diversity and genetic diversity. London's suburbs with their gardens and green spaces can support an abundance of wildlife. However, there is concern that some habitats and species are decreasing.
<a href="#"><u>5.09</u></a>	Biodiversity on Buildings LA C D	Biodiversity is the variety, of plants, animals and other living things in a particular area. It includes habitat diversity, species diversity and genetic diversity. Buildings, as well as gardens and green spaces, can provide valuable habitats.



<b>6.</b>	<b>Tool Name</b>	<b>Definition</b>
<b>Protecting and Promoting Suburban Employment</b>		
<a href="#"><u>6.01</u></a>	Balancing Demand for Industrial Land LA	Former industrial sites, often called 'brownfields' can be turned to a range of new uses, provided that enough space is still available for businesses to start and grow.
<a href="#"><u>6.02</u></a>	Triple-Win Redevelopment LA D	Converting underused industrial estates to a mixture of residential (private and affordable) and business (including light industrial) uses so as to create more homes, more jobs and a better environment.
<a href="#"><u>6.03</u></a>	Business Incubators/ Start-up Space LA D B	Providing workspace on 'easy-in easy-out' terms for people who are starting up in business and do not want to take on a long term property commitment. The premises are usually let on weekly or monthly licences, and business services are often provided as well.
<a href="#"><u>6.04</u></a>	Live/Work Accommodation LA D B	Housing that is specifically designed for both living and working in.
<a href="#"><u>6.05</u></a>	Small Business Advice B	Independent business advice and services for new, small and medium-sized enterprises.
<a href="#"><u>6.06</u></a>	Local Labour Scheme LA B	A scheme which aims to ensure that local people have access to local employment opportunities, especially on major projects.
<a href="#"><u>6.07</u></a>	City Growth Strategy LA B	A market-led approach to economic development which identifies 'clusters' of local businesses in the same growth sector and helps them to develop an action plan for working together to take advantage of the growth opportunities.

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	<b>Tool Name</b>	<b>Definition</b>
<b>7.</b>		<b>Improving Design and the Public Realm</b>
<b>7.01</b>	Placecheck LA C B	A method of assessing the physical qualities of a place, based on all aspects of local character.
<b>7.02</b>	Design Champions LA	Individuals in public authorities who promote the value of good design, and provide links with sources of information and advice, such as Commission for Architecture and the Built Environment (CABE).
<b>7.03</b>	Design Guidance LA D	Guidance which specifies the principles that should be followed in the design of a development and in assessing planning applications.
<b>7.04</b>	Conservation and Character Areas LA C D	Places of particular quality or character where efforts are made to enhance local distinctiveness and the appearance of the area. Conservation Areas require formal designation.
<b>7.05</b>	Street Trees LA C	Tree-lined streets help give London's suburbs their special character, while also improving air quality.
<b>7.06</b>	Improving Buildings LA C	Restoring building facades, shop fronts etc. and bringing empty space back into use.
<b>7.07</b>	Improving the Public Realm LA C B	Co-ordinated efforts to improve the public spaces in an area through, for example, improving paving, lighting, street furniture, signing, greenery and public art, as well as better maintenance.
<b>7.08</b>	Parks and Open Spaces LA C	Ensuring that parks and open spaces make their full contribution to sustainable living in the suburbs.
<b>7.09</b>	Improving Waterfronts LA C D	Appropriate development alongside canals and minor rivers together with measures to improve access and biodiversity.
<b>7.10</b>	Civic Pride/Pride of Place Initiatives LA C D B	Campaigns or programmes to improve the local character and identity of an area, such as a particular street or neighbourhood (e.g. a town centre).

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### 2A. Overarching Policies

#### Policy 2A.1 Sustainability criteria

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#### Policy 2A.5 Town centres

Tools: 1.01 Defining Smaller Centres

#### Policy 2A.6 Spatial strategy for suburbs

Tools: 1.01 Defining Smaller Centres  
1.04 Empty Property Strategy  
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### 3A. Living in London

#### Policy 3A.1 Increasing London's supply of housing

Tools: 2.01 Housing Capacity Study  
2.02 Housing Intensification

#### Policy 3A.2 Borough housing targets

Tools: 2.01 Housing Capacity Study

#### Policy 3A.3 Efficient use of stock

Tools: 1.04 Empty Property Strategy  
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#### Policy 3A.15 Protection and enhancement of Community facility

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#### Policy 3A.20 Health Impacts

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#### Policy 3A.21 Education facilities

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4.10 Walking Bus

### **Policy 3A.23 Community strategies**

- Tools: 1.06 Community Wardens  
3.03 Neighbourhood Energy Plan  
3.06 Neighbourhood Safety Programme  
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### **Policy 3A.25 Impact assessments**

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## Glossary

**Access** This term refers to the methods by which people with a range of needs (such as disabled people, people with children, people whose first language is not English) find out about and use services and information. For disabled people, access in London means the freedom to participate in the economy, in how London is planned, in the social and cultural life of the community.

**Access Statement** A statement which accompanies a planning application, which demonstrates how the principles of inclusive design, including the specific needs of disabled people, have been integrated into the proposed development and how inclusion will be maintained and managed.

**Accessibility** This term is used in two distinct ways, its definition depending on the accompanying text (see Accessibility of London and Accessibility of the Transport System below).

**Accessibility of London** This refers to the extent to which employment, goods and services are made available to people, either through close proximity, or through providing the required physical links to enable people to be transported to locations where they are available.

**Accessibility of the Transport System** This refers to the extent of barriers to movement for users who may experience problems getting from one place to another, including disabled people.

**Affordable housing** Affordable housing comprises social housing, intermediate housing and in some cases, low-cost market housing.

**Aggregates** This is granular material used in construction. Aggregates may be natural, artificial or recycled.

**Air Quality Management Area (AQMA)** An area which a local authority had designated for action, based upon a prediction that Air Quality Objectives will be exceeded.

**Ambient noise** This is ongoing sound in the environment such as from transport and industry, as distinct from individual events, such as a noisy all-night party. Unless stated otherwise, noise includes vibration.

**Amenity** An amenity is an element of a location or neighbourhood that helps to make it attractive or enjoyable for residents and visitors.

**Area for Intensification** Areas that have significant potential for increases in residential, employment and other uses through development of sites at higher densities with more mixed and intensive use.

**Areas for Regeneration** These areas are the wards in greatest socioeconomic need, defined on the basis of the 20 per cent most deprived wards in the London Index.

**Assisted Areas** The DTI designates Assisted Areas, on the basis of unemployment and other economic criteria, for regional aid to industry.

**Best Practicable Environmental Option (BPEO)** The BPEO procedure establishes, for a given set of objectives, the option that provides the most benefits or the least damage to the environment as a whole, at acceptable cost, in the long term as well as in the short term.

**Bioclimatic design** These designs aim to create buildings that take account of local climatic conditions to ensure minimum reliance on non-renewable energy sources.

**Biodiversity** This refers to the variety of plants and animals and other living things in a particular area or region. It encompasses habitat diversity, species diversity and genetic diversity. Biodiversity has value in its own right and has social and economic value for human society.

**Biomass** Biomass is the total dry organic matter or stored energy of plant matter. As a fuel it includes energy crops and sewage as well as forestry and agricultural residues.

**Blue Ribbon Network** A spatial policy covering London's waterways and water spaces and land alongside them.

**Brownfield land** Both land and premises are included in this term, which refers to a site that has previously been used or developed and is not currently fully in use, although it may be partially occupied or utilised. It may also be vacant, derelict or contaminated. This excludes open spaces and land where the remains of previous use have blended into the landscape, or have been overtaken by nature conservation value or amenity use and cannot be regarded as requiring development.

**Business Improvement Districts (BIDs)** This concept was originally developed in the USA for increasing investment within defined areas of a city such as town centres. This is achieved through changes to local

taxation, based on a supplementary rate levied on businesses within that defined area.

**Carbon dioxide (CO<sub>2</sub>)** Carbon dioxide is a naturally occurring gas comprising 0.04 per cent of the atmosphere. The burning of fossil fuels releases carbon dioxide fixed by plants many millions of years ago, and this has increased its concentration in the atmosphere by some 12 per cent over the past century. It contributes about 60 per cent of the potential global warming effect of man-made emissions of greenhouse gases.

**Car club** These are schemes such as city car clubs and car pools, which facilitate vehicle sharing.

**Central Activities Zone (CAZ)** The Central Activities Zone is the area in central and east London where planning policy promotes finance, specialist retail, tourist and cultural uses and activities.

**Central London Partnership** This partnership brings together some of the key private and public sector organisations operating in, or responsible for, central London. Members include local authorities and public sector service providers with a range of responsibilities. It works together to identify common priorities and resolve them through partner organisations.

**Centres of ACE Excellence** These are concentrations of arts, culture and entertainment (ACE) activities of national or international importance, to be maintained and enhanced by integrating planning action.

**Co-housing** These are resident-developed projects where mixed tenure homes are clustered around a common space, with a range of shared facilities.

**Combined Heat and Power** The combined production of electricity and usable heat is known as Combined Heat and Power (CHP). Steam or hot water, which would otherwise be rejected when electricity alone is produced, is used for space or process heating.

**Commercial waste** Waste arising from premises which are used wholly or mainly for trade, business, sport, recreation or entertainment as defined in Schedule 4 of the Controlled Waste Regulations 1992, is defined as commercial waste.

**Community heating** Community heating is the distribution of steam or hot water through a network of pipes to heat a large area of commercial, industrial or domestic buildings or for industrial processes. The steam or hot water is supplied from a central source such as a heat-only boiler or a combined heat and power plant.

**Community Strategies** These are practical tools for promoting or improving the economic, social and environmental wellbeing of the area of jurisdiction of a local authority. Such strategies are to be prepared allowing for local communities (based upon geography and/or interest) to articulate their aspirations, needs and priorities.

**Compact city** This concept uses a model for city development akin to traditional high-density European cities such as Paris and Barcelona. It offers a sustainable form of development, enabling reduced travel demand through high density mixed-used development, creating vibrant culturally rich places.

**Congestion charging** This refers to applying charges to reduce the number of vehicles and level of congestion in congested areas. The Mayor

has introduced a scheme to charge vehicles within a defined area of central London.

**Construction and demolition waste** This is waste arising from the construction, repair, maintenance and demolition of buildings and structures, including roads. It consists mostly of brick, concrete, hardcore, subsoil and topsoil, but it can contain quantities of timber, metal, plastics and occasionally special (hazardous) waste materials.

**Conventional business park** This style of business park is generally large, car-based and located beyond the urban area.

**Crossrail 1** The first line in the Crossrail project, Crossrail 1 is an east-west, cross-central London rail link between Paddington and Whitechapel serving Heathrow Airport, Canary Wharf and Stratford. It will serve major development and regeneration corridors, and improve access to large areas of central and suburban London.

**Crossrail 2** (formerly known as the Hackney-Southwest Line) This line is to link Hackney and south-west London. The precise route, the character and the role of the link have not yet been assessed.

**Cultural Quarters** Areas where a critical mass of cultural activities and related uses are emerging, usually in historic or interesting environments, are to be designated as Cultural Quarters. They can contribute to urban regeneration.

**Development brief** This brief sets out the vision for a development. It is grounded firmly in the economic, social, environmental and planning context. Apart from its

aspirational qualities, the brief must include site constraints and opportunities, infrastructure and transport access and planning policies. It should also set out the proposed uses, densities and other design requirements.

**Disabled people** A disabled person is someone who has an impairment, experiences externally imposed barriers and self-identifies as a disabled person.

**District Centres** District centres have traditionally provided convenience goods and services for more local communities and are distributed across London. Some district centres have developed specialist shopping functions, often as a result of their lower rents.

**Diversity** The differences in the values, attitudes, cultural perspective, beliefs, ethnic background, sexuality, skills, knowledge and life experiences of each individual in any group of people constitute the diversity of that group. This term refers to differences between people and is used to highlight individual need.

**Ecological footprint** The ecological footprint of a city is an area, scattered throughout the world (and usually vastly greater than the physical boundary of the city itself) on which a city depends, in terms of its resource demands and disposal of waste and pollution.

**E-economy/e-commerce** A sector of business which comprises companies deriving at least some portion of their revenues from Internet-related products and services.

**EEDA** East of England Development Agency

**EERA** East of England Regional Assembly

**Eastern Region** The Eastern Region covers Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk.

**Education Action Zones** In these zones, schools, local authorities, businesses, parents and community groups are brought together to try and find innovative solutions to raise educational attainment and standards.

**Employment Zones** In these areas, local partnerships work within existing frameworks of benefits and other funding to develop flexible ways to support individuals aged 25 and over who have been out of work for one year or more.

**Energy efficiency** This is about making the best or most efficient use of energy in order to achieve a given output of goods or services, and of comfort and convenience. This does not necessitate the use of less energy, in which respect it differs from the concept of energy conservation.

**Energy recovery** To recover energy is to gain useful energy, in the form of heat and/or electric power, from waste. It can include combined heat and power, combustion of landfill gas and gas produced during anaerobic digestion.

**Entertainment Management Zones** These zones are being established as geographically defined areas where a forum of agencies works together to tackle issues associated with the evening and night-time economy. An EMZ can be designated in areas where there is a concentration of entertainment activities or in locations where growth of entertainment uses is planned.

**Environmental Impact Assessment** In these assessments, information about the environmental effects of a project is collected, assessed and taken into account in

reaching a decision on whether the project should go ahead or not (DETR Nov 2000). See also Environmental Statement.

**Environmental Statement** This statement will set out a developer's assessment of a project's likely environmental effects, submitted with the application for consent for the purposes of the Town and Country Planning (Environmental Impact Assessment) (England and Wales) Regulations 1999.

**Equality** This is the vision or aim of creating a society free from discrimination where equality of opportunity is available to individuals and groups, enabling them to live their lives free from discrimination and oppression.

**Equal opportunities** The development of practices that promote the possibility of fair and equal chances for all to develop their full potential in all aspects of life and the removal of barriers of discrimination and oppression experienced by certain groups.

**European Spatial Development Perspective** A non-statutory document produced by the Informal Council of Ministers setting out principles for the future spatial development of the EU.

**Facilities Planning Model (FPM)** A Sport England tool to assist in making decisions on the need for community sports facilities. The model relates supply to demand, uses research-based catchment areas and applies to a wide range of facilities. It can be used to help determine the most appropriate location for a new sports facility or to estimate how changes in population structure and distribution will impact on the demand for sports facilities.

**Floor Targets** See Neighbourhood Renewal Targets

**Fuel cell** A cell that acts like a constantly recharging battery, electrochemically combining hydrogen and oxygen to generate power. For

hydrogen fuel cells, water and heat are the only by-products and there is no direct air pollution or noise emissions. They are suitable for a range of applications, including vehicles and buildings.

**Green Belt** Green Belts are a national policy designation that helps to contain development, protect the countryside and promote brownfield development, and assists in the urban renaissance. There is a general presumption against inappropriate development in the Green Belt.

**Green chains** These are areas of linked but separate open spaces and the footpaths between them. They are accessible to the public and provide way-marked paths and other pedestrian and cycle routes.

**Green corridors** This refers to relatively continuous areas of open space leading through the built environment, which may be linked and may not be publicly accessible. They may allow animals and plants to be found further into the built-up area than would otherwise be the case and provide an extension to the habitats of the sites they join.

**Green industries** The business sector that produces goods or services, which compared to other, generally more commonly used goods and services, are less harmful to the environment.

**Greening** The improvement of the appearance, function and wildlife value of the urban environment through soft landscaping.

**Home Zones** Residential streets designed and managed to allow people to share former carriageways and pavements. Vehicles should only be able to travel a little faster than

walking pace (less than 10 mph). This means that the street can be modified to include children's play areas, larger gardens or planting such as street trees, cycle parking and facilities such as seats at which residents can meet. Home Zones should therefore make residential areas safer for pedestrians and cyclists, and improve the quality of the street environment.

**Household waste** All waste collected by Waste Collection Authorities under Section 45(1) of the Environmental Protection Act 1990, plus all waste arising from Civic Amenity sites and waste collected by third parties for which collection or disposal credits are paid under Section 52 of the Environmental Protection Act 1990. Household waste includes waste from collection rounds of domestic properties (including separate rounds for the collection of recyclables), street cleansing and litter collection, beach cleansing, bulky household waste collections, hazardous household waste collections, household clinical waste collections, garden waste collections, Civic Amenity wastes, drop-off and bring systems, clearance of fly-tipped wastes, weekend skip services and any other household waste collected by the waste authorities. Household waste accounts for approximately four-fifths of London's municipal waste.

**Housing Corporation** A statutory public body, which reports to the Office of the Deputy Prime Minister, and whose role is to fund and regulate Registered Social Landlords in England.

**Housing in multiple occupation** Housing occupied by members of more than one household, such as student accommodation or bedsits.

**Housing Strategy and Investment Statement** An annual statement of a local authority's housing objectives and financial bid to central government.

**Incineration** The burning of waste at high temperatures in the presence of sufficient air to achieve complete combustion, either to reduce its volume (in the case of municipal solid waste) or its toxicity (such as for organic solvents and polychlorinated biphenyls). Municipal solid waste incinerators

recover power and/or heat. The main emissions are carbon dioxide (CO<sub>2</sub>), water and ash residues.

**Inclusive design** Inclusive design creates an environment where everyone can access and benefit from the full range of opportunities available to members of society. It aims to remove barriers that create undue effort, separation or special treatment, and enables everyone to participate equally in mainstream activities independently, with choice and dignity.

**Industrial Business Park (IBP)** Strategic employment location designed to accommodate general industrial, light industrial and research and development uses that require a higher quality environment and less heavy goods access than a PIL. They can be accommodated next to environmentally sensitive uses.

**Industrial waste** Waste from any factory and any premises occupied by industry (excluding mines and quarries) as defined in Schedule 3 of the Controlled Waste Regulations 1992.

**INTERREG** An initiative funded through the European Regional Development Fund to support transnational co-operation on spatial planning matters.

**Lea Valley Corridor** Embraces the strategically important development opportunities and existing industry either side of the River Lea, in parts of Enfield, Hackney, Haringey, Newham, Tower Hamlets and Waltham Forest.

**Lifetime Homes** Ordinary homes designed to provide accessible and convenient homes for a large segment of the population from young children to frail older people

and those with temporary or permanent physical or sensory impairments. Lifetime Homes have 16 design features that ensure that the home will be flexible enough to meet the existing and changing needs of most households, as set out in the Joseph Rowntree Foundation report 'Meeting Part M and Designing Lifetime Homes'.

**Live-work space** The flexible use of buildings and spaces to allow both functions within them.

**Local Centres** provide services for local communities and are of cumulative strategic significance. A number of recent initiatives, including the NHS Plan 2000, highlight the importance of access to local and affordable fresh fruit and vegetables for the improvement of health. The report of the Social Exclusion Unit's Policy Action Team 13 'Access to Shops in Deprived Neighbourhoods' emphasised the role of local shopping facilities in fostering social inclusion. Neighbourhood shopping centres have a key role to play in addressing the problems of areas lacking accessible retail and other services.

**Local Development Frameworks** A government proposal to replace UDPs, these frameworks will comprise a portfolio of development documents including a core strategy, proposals and a series of action plans.

**Local Implementation Plans (LIPs)** Statutory transport plans produced by London boroughs bringing together transport proposals to implement the Mayor's Transport Strategy at the local level.

**Local Strategic Partnerships (LSPs)** Cross-sectoral, cross-agency umbrella partnerships, which are focused and committed to improving the quality of life and governance in a particular locality. They seek to enable services to be aligned in a way that effectively meets the needs and aspirations of those who use them.

**London Bus Initiative (LBI)** A package of measures to improve bus services, including bus priority and service improvements, which seeks to improve total journey quality, and is delivered by a partnership of agencies.

**London Bus Priority Network (LBPN)** An 860km bus network covering the main bus routes, in which bus priority and other traffic management measures are introduced to improve reliability and reduce overall journey times.

**London Cycle Network (LCN)** An initiative aimed at improving cycle access to key destinations and increasing cycle safety, including a network of designated cycle routes (currently 2,900 km in length).

**London Development Agency (LDA)** One of the GLA group organisations, acting on behalf of the Mayor, whose aim is to further the economic development and regeneration of London.

**London Development Database** See London Development Monitoring System.

**London Development Monitoring System (LDMS)** This provides current and historic information about development progress across all London boroughs. It is operated by the GLA. This system will be superseded by the London Development Database.

**London Hydrogen Partnership** A consortium of public, private and voluntary organisations working to establish the widespread use of hydrogen as a clean fuel for buildings, transport and other applications.

**London Index** This is the GLA's index of deprivation.

**London Metro** A proposal to develop National Rail services in London to provide an all-round standard of service more akin to, and better integrated with, London Underground services. The Mayor's Transport Strategy puts forward specific criteria, notably 'turn up and go' frequencies, that should be met by London Metro.

**London-Stansted-Cambridge Corridor** A development corridor to the east and west of the Lee Valley through north London and Harlow and north to Stansted and Cambridge.

**Low cost market housing** Housing provided by the private sector, without public subsidy or the involvement of a housing association, that is sold or let at a price less than the average for the housing type on the open market.

**Low Emission Zones** A low emission zone (LEZ) is a defined area from which polluting vehicles that do not comply with set emissions standards are barred from entering.

**Masterplan** See Spatial Masterplan.

**Major development** All development that is referable to the Mayor (under the Town and Country Planning [Mayor of London] Order 2000, or any development which the local planning authority deems to be significant due to its scale, location, impact or divergence from existing land use designation.

**Major town centres** Characteristic of inner London, such as Brixton, Putney or Camden, are also important shopping and service centres, often with a borough-wide catchment. They are typically smaller in scale and closer together than those in the metropolitan category. Their attractiveness for retailing is derived from a mix of both comparison and convenience shopping. Some major centres, which have developed sizeable

catchment areas, also have some leisure and entertainment functions. Major centres normally have over 50,000 square metres of retail floorspace.

**Metropolitan Open Land** Strategic open land within the urban area that contributes to the structure of London.

**Metropolitan town centres** Mainly located in the suburbs, these serve wide catchment areas covering several boroughs and offer a high level and range of comparison shopping. They typically have over 100,000 square metres of retail floorspace, including multiple retailers and department stores. They also have significant employment, service and leisure functions.

**Mixed-use development** Development for a variety of activities on single sites or across wider areas such as town centres.

**Municipal solid waste (MSW)** This includes all waste under the control of local authorities or agents acting on their behalf. It includes all household waste, street litter, waste delivered to council recycling points, municipal parks and gardens wastes, council office waste, Civic Amenity waste, and some commercial waste from shops and smaller trading estates where local authorities have waste collection agreements in place. It can also include industrial waste collected by a waste collection authority with authorisation of the waste disposal authority.

**National Strategy for Neighbourhood Renewal** An action plan setting out a range of governmental initiatives aiming to narrow the gap between deprived areas and the rest of the country.



**Nature conservation** Protection, management and promotion for the benefit of wild species and habitats, as well as the human communities that use and enjoy them. This also covers the creation and re-creation of wildlife habitats and the techniques that protect genetic diversity and can be used to include geological conservation.

**Neighbourhood Centres** Provide services for local communities and are of cumulative strategic significance. A number of recent initiatives, including the NHS Plan 2000, highlight the importance of access to local and affordable fresh fruit and vegetables for the improvement of health. The report of the Social Exclusion Unit's Policy Action Team 13 'Access to Shops in Deprived Neighbourhoods' emphasised the role of local shopping facilities in fostering social inclusion. Neighbourhood shopping centres have a key role to play in addressing the problems of areas lacking accessible retail and other services.

**Neighbourhood Renewal Targets (Floor Targets)** The government has set its Departments minimum targets to meet, which means they will be judged on the areas where they are doing worst, and not just on averages. Floor targets will ensure that a certain standard of service delivery is available to all and so no longer will the poorest areas and groups go unnoticed. Targets have been set for health, private and social housing, education, employment, crime, enterprise, transport and the environment. These floor targets are listed at <http://www.neighbourhood.gov.uk/targets2002/targets-overview.asp>.

**New Deal for Communities** An initiative that supports the intensive regeneration schemes that deal with problems such as poor educational attainment and poor job prospects in a small number of deprived local authorities.

**New and emerging technologies** Technologies that are either still at a developmental stage or have only recently started operating at a commercial scale. They may be new applications of existing technologies.

In relation to waste, they include such technologies as anaerobic digestion, Mechanical Biological Treatment (BMT), pyrolysis and gasification.

**ODPM** This is the Office of the Deputy Prime Minister, the government department responsible for planning, local government, housing and regional development.

**Open space** All land in London that is predominantly undeveloped other than by buildings or structures that are ancillary to the open space use. The definition covers a the broad range of types of open space within London, whether in public or private ownership and whether public access is unrestricted, limited or restricted.

**Opportunity Areas** London's few opportunities for accommodating large scale development to provide substantial numbers of new employment and housing, each typically more than 5,000 jobs and/or 2,500 homes, with a mixed and intensive use of land and assisted by good public transport accessibility.

**Orbital Proposed** orbital rail services, being developed in conjunction with the Strategic Rail Authority, building on the existing core inner London orbital links and including more frequent services, improved stations and interchanges and greater integration with other means of travel. These services will be developed to meet London Metro standards.

**People-orientated services** These are service-based jobs, particularly those in leisure, hospitality, retail and catering. They have grown rapidly in London in line with rapid population growth.

**Planning frameworks** These frameworks provide a sustainable development programme for Opportunity Areas, in line with Policy 2A.2. The frameworks may be prepared by the GLA Group, boroughs, developers or partners while planning frameworks will have a non-statutory status, it will be up to boroughs to decide how to reflect the proposals in planning frameworks within their development plans.

**Precautionary Principle** This principle states that where there are threats of serious or irreversible damage, lack of full scientific certainty shall not be used as a reason for postponing cost-effective measures to prevent environmental degradation.

**Preferred Industrial Location (PIL)** Strategic employment site normally suitable for general industrial, light industrial and warehousing uses.

**Proximity Principle** This advises dealing with waste as near as practicable to its place of production.

**Public realm** This is the space between and within buildings that are publicly accessible, including streets, squares, forecourts, parks and open spaces.

**Public Transport Accessibility (PTAL)** The extent and ease of access by public transport, or, where it can reasonably be used as a proxy, as the degree of access to the public transport network.

**Recycling** Recycling involves the reprocessing of waste, either into the same product or a different one. Many non-hazardous wastes such as paper, glass, cardboard, plastics and metals can be recycled. Hazardous wastes such as solvents can also be recycled by specialist companies, or by in-house equipment.

**Renewable energy** Energy derived from a source that is continually replenished, such as wind, wave, solar, hydroelectric and energy from plant

material, but not fossil fuels or nuclear energy. Although not strictly renewable, geothermal energy is generally included.

**River prospects** Views which cover the spaces and buildings immediately fronting the river and the embankment

**Road hierarchy** A categorisation of the road network into different categories determined by the functions they perform.

**Road pricing** See Congestion Charging.

**Science parks** This refers to primarily office-based developments, strongly branded and managed in association with academic and research institutions, ranging from incubator units with well-developed collective services, usually in highly urban locations and good public transport access, to more extensive developments, possibly in parkland settings capable of improved public transport access, of a quality comparable and competitive with those beyond London.

**Section 106 Agreements** These agreements confer planning obligations on persons with an interest in land in order to achieve the implementation of relevant planning policies as authorised by Section 106 of the Town and Country Planning Act 1990.

**SEEDA** South East England Development Agency

**SEERA** South East England Regional Assembly

**Self-sufficiency** In relation to waste, this means dealing with wastes within the administrative region where they are produced.

**Sequential approach** The sequential approach applies to all town centre-related activities and it states that, if possible, facilities should be accommodated in the centre, failing that on the edge of the centre and, only in exceptional specified circumstances, out of the centre.

**Site of Special Scientific Interest (SSSI)** A classification notified under the Wildlife and Countryside Act (1981 as amended). All the London sites of biodiversity interest are included within sites of Metropolitan Importance for Nature Conservation.

**Social exclusion** A term for what can happen when people or areas suffer from a combination of linked problems, such as unemployment, poor skills, low incomes, poor housing, high crime environments, bad health and family breakdown.

**Social inclusion** The position from where someone can access and benefit from the full range of opportunities available to members of society. It aims to remove barriers for people or for areas that experience a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime environments, bad health and family breakdown.

**South East Region** The South East Region runs in an arc around London from Kent at the south-east extremity along the coast to Hampshire, Southampton and Portsmouth in the south-west, and then to Milton Keynes and Buckinghamshire in the North. In total, it encompasses 19 counties and unitary authorities, and 55 district authorities.

**Spatial Development Strategy** This strategy is prepared by the Mayor, replacing the strategic planning guidance for London (RPG3). The Mayor has chosen to call the Spatial Development Strategy the London Plan.

**Spatial Masterplan** This plan establishes a three-dimensional framework of buildings and public spaces. It is a visual 'model' which can show the following: the relationship between buildings and spaces; the connections between streets, squares and open spaces; the movement patterns; the height, massing and bulk of buildings; the distribution of uses; the location of street furniture and landscaping; and how well the new urban neighbourhood is integrated with the surrounding urban context.

**Spatial Vision for North West Europe** A non-statutory document prepared by a group of research institutions under the INTERREG IIC programme, which, building on the principles of the ESDP, provides a multi-sectoral vision for the future spatial development for North West Europe.

**Strategic Cultural Areas** These are areas with internationally important cultural institutions, which are also major tourist attractions, and include Greenwich Riverside, Wembley, the South Kensington museum complex, the Barbican, the South Bank and the West End/Soho/Covent Garden.

**Strategic Employment Locations (SELs)** These comprise Preferred Industrial Locations, Industrial Business Parks and Science Parks and exist to ensure that London provides sufficient quality sites, in appropriate locations, to meet the needs of the general business, industrial and warehousing sectors.

**Strategic Road Network** See Transport for London Road Network.

**Streets for People** This refers to areas where a comprehensive package of measures are aimed at

improving the street environment to enhance the sense of community, increase priority for public transport, walking and cycling, and improve social inclusion and safety.

**Sub-Regions** Sub-regions are the primary geographical features for implementing strategic policy at the sub-regional level. The sub-regions are composed of:

**Central** – Camden, Islington, Kensington & Chelsea, Lambeth, Southwark, Wandsworth, Westminster.

**East** – Barking & Dagenham, Bexley, City, Greenwich, Hackney, Havering, Lewisham, Newham, Redbridge, Tower Hamlets.

**South** – Bromley, Croydon, Kingston, Merton, Richmond, Sutton.

**West** – Brent, Ealing, Hammersmith & Fulham, Hillingdon, Harrow, Hounslow.

**North** – Barnet, Enfield, Haringey, Waltham Forest.

**Sub-Regional Development Frameworks** Policy directions and focus for implementation for each of the five identified sub-regions, to be produced by the Mayor in partnership with boroughs and other stakeholders. The frameworks will provide guidance on Opportunity, Intensification and Regeneration Areas, town centres, suburbs and Strategic Employment Locations. The frameworks will be consistent with, and provide further guidance on, the policies in this plan. SRDFs will be non-statutory documents.

**Supplementary Planning Guidance (SPG)** An SPG does not form a part of the statutory plan. It can take the form of design guides or area development briefs, or supplement other specific policies in the plan. However it must be consistent with national and regional planning guidance, as well as the policies set out in the adopted plan. It should be clearly cross-referenced to the relevant plan policy or proposal that it supplements. Public consultation should be undertaken and SPGs should be regularly reviewed. While only the policies in the London Plan can have the status that the GLA Act 1999 provides in considering planning

applications, SPGs may be taken into account as a further material consideration.

**Supported housing** This is housing specially designed, managed or adapted to meet the needs of people for whom standard housing is unsuitable or inappropriate.

**Sustainable development** This covers development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

**Sustainable Residential Quality** The design-led approach and urban design principles by which dwellings can be built at higher density, while maintaining urban quality and fostering sustainable development.

**Thames Gateway** This area comprises a corridor of land on either side of the Thames extending from east London through to north Kent and south Essex. The London part of the area extends eastwards from Deptford Creek and the Royal Docks and includes parts of the lower end of the Lee Valley around Stratford. It includes parts of the boroughs of Barking and Dagenham, Bexley, Greenwich, Havering, Lewisham, Newham and Tower Hamlets as well as limited parts of Hackney and Waltham Forest.

**Thameslink 2000** A new National Rail cross-London link building on the existing Farringdon–Blackfriars line.

**Town Centres** London has a complex pattern of town centres. While each center performs a different function according to the community and area it serves, five broad types of town centre can be identified within London: International, Metropolitan, Major, District and Local/Neighbourhood.

**Traffic calming** These are self-enforcing measures that are designed to encourage drivers to make their speeds appropriate to local conditions. Traffic calming schemes can improve the environment and reduce accidents.

**Traffic restraint** The discouragement of traffic, especially the car, by traffic management, fiscal measures and the co-ordinated application of transport and planning policy.

**Transport Assessment** This is prepared and submitted alongside planning applications for developments likely to have significant transport implications. For major proposals, assessments should illustrate the following: accessibility to the site by all modes; the likely modal split of journeys to and from the site; and proposed measures to improve access by public transport, walking and cycling.

**Transport Development Areas (TDA)** These are well-designed, higher density, mixed-use areas, situated around good public transport access points, in urban areas. Within a TDA, boroughs grant permission for higher density development, compared with existing development plan policy.

**Transport for London (TfL)** One of the GLA group organisations, accountable to the Mayor, with responsibility for delivering an integrated and sustainable transport strategy for London.

**Transport for London Road Network (TLRN)** This is described in the Greater London Authority Act 1999 as the Greater London Authority Road Network. The Mayor has decided to call this the Transport for London Road Network. It comprises 550km of London's red routes and other important streets.

**Travellers' sites** These are sites either for settled occupation, temporary stopping places, or transit sites for people of nomadic habit of life, such as travellers and gypsies.

**Unitary Development Plans (UDPs)** Statutory plans produced by each borough which integrate strategic and local planning responsibilities through policies and proposals for the development and use of land in their area.

**Urban renaissance** Urban renaissance is the rediscovery of the opportunities offered by cities to accommodate a changing population, work and leisure patterns, through the creation of practical, attractive, safe and efficient urban areas which offer a vibrant and desirable life.

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**Waste Transfer Station** This is a site to which waste is delivered for separation or bulking up before being removed for recycling, treatment or disposal.

**Western Wedge** The Western Wedge is the area of West London between Paddington and the Thames Valley.

**Wheelchair accessible housing** This refers to homes built to meet the standards set out in the National Wheelchair Housing Group report Wheelchair Housing Design Guide 1997.

**Windfall sites** These are sites that come forward for development that couldn't be identified previously as they were then in active use.

**World City** A globally successful business location paralleled only by two of the world's other great cities, New York and Tokyo, measured on a wide range of indicators such as financial services, government, business, higher education, culture and tourism.

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## Tools for Different Groups

Some tools in Tomorrow's Suburbs are likely to be of more interest to certain types of users than to others. The following lists indicate which of the tools are likely to be of interest to particular groups.

Note: The letters shown immediately below the name of each tool in the Index of Tools also indicate which users might find that tool relevant. The letters stand for:

- LA Local authorities
- C Community groups or individual residents
- D Developers and property professionals
- B Businesses

### Tools for Local Authorities (LA)

All the tools in Tomorrow's Suburbs might be of interest to local authorities.

[To reach a toolsheet, go to the [Index of Tools](#) and click on the number of the tool. Alternatively, scroll through the toolsheets using the scroll bar or the Page Down key.]

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## Tools for Community Groups or Individual Residents (C)

Policies for Local Centres [1.03]  
Empty Property Strategy [1.04]  
Community Hub [1.05]  
Community Wardens [1.06]

Sustainability Checklist [2.06]

Warm Front [3.02]  
Environmental Performance Ratings [3.04]  
Neighbourhood Safety Programme [3.06]

Quality Bus Corridor/BusPlus [4.03]  
Equal Access to Services [4.06]  
School Travel Plan [4.09]  
Walking Bus [4.10]  
Personalised Travel Planning [4.11]  
Encouraging Walking [4.12]  
Local Walking Strategy [4.13]  
Encouraging Cycling [4.14]  
Signage and Maps [4.15]  
Home Zones/Streets-for-People [4.16]  
Car Club [4.19]  
Car Sharing [4.20]

Changing Lifestyles and Choices [5.01]  
Recycling Champions [5.03]  
Energy Advice Centre [5.02]  
Composting [5.04]  
Controlling Noise [5.06]  
Promoting Healthy Eating [5.07]  
Garden Biodiversity [5.08]  
Biodiversity on Buildings [5.09]

Placecheck [7.01]  
Conservation and Character Areas [7.04]  
Street Trees [7.05]  
Improving Buildings [7.06]  
Improving the Public Realm [7.07]  
Parks and Open Spaces [7.08]  
Improving Waterfronts [7.09]  
Civic Pride/Pride of Place Initiatives [7.10]

[To reach a toolsheet, go to the [Index of Tools](#) and click on the number of the tool. Alternatively, scroll through the toolsheets using the scroll bar or the Page Down key.]

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## Tools for Developers and Property Professionals (D)

Defining Smaller Centres [1.01]

Town Centre Health Check [1.02]

Policies for Local Centres [1.03]

Empty Property Strategy [1.04]

Housing Capacity Study [2.01]

Housing Intensification [2.02]

Housing Density Matrix [2.03]

Reusing Redundant Buildings [2.04]

Using Space Above Shops [2.05]

Sustainability Checklists [2.06]

Home Energy Conservation Act [3.01]

Environmental Performance Ratings [3.04]

Improvements to Private Housing [3.05]

PTAL [4.01]

Transport Development Area [4.02]

Transport Assessment Report [4.08]

Home Zones/Streets-for-People [4.16]

Smart Parking Policies [4.17]

Controlling Noise [5.06]

Biodiversity on Buildings [5.09]

Triple-Win Redevelopment [6.02]

Business Incubators/Start-up Space [6.03]

Live/Work Accommodation [6.04]

Design Guidance [7.03]

Conservation and Character Areas [7.04]

Improving Buildings [7.06]

Improving Waterfronts [7.09]

Civic Pride/Pride of Place Initiatives [7.10]

[To reach a toolsheet, go to the [Index of Tools](#) and click on the number of the tool. Alternatively, scroll through the toolsheets using the scroll bar or the Page Down key.]

## Tools for Businesses (B)

Town Centre Health Check [1.02]  
Policies for Local Centres [1.03]  
Community Hub [1.05]  
Community Wardens [1.06]  
Town Centre Management [1.07]  
Business Improvement District (BID) [1.08]

Sustainability Checklists [2.06]

Neighbourhood Energy Plan [3.03]  
Environmental Performance Ratings [3.04]  
Neighbourhood Safety Programme [3.06]

Quality Bus Corridors/BusPlus [4.03]  
Workplace Travel Plan [4.07]  
Personalised Travel Plan [4.11]  
Car Club [4.19]  
Car Sharing [4.20]

Energy Advice Centre [5.02]  
Waste Minimisation Club [5.05]

Business Incubators/Start-up Space [6.03]  
Live/Work Accommodation [6.04]  
Small Business Advice [6.05]  
Local Labour Scheme [6.06]  
City Growth Strategy [6.07]

Placecheck [7.01]  
Improving the Public Realm [7.07]  
Civic Pride/Pride of Place Initiatives [7.10]

[To reach a toolsheet, go to the [Index of Tools](#) and click on the number of the tool. Alternatively, scroll through the toolsheets using the scroll bar or the Page Down key.]

## List of General Websites on Sustainability

The following list gives links to websites which address sustainability issues as a whole, and can therefore be a valuable supplement to sites dealing with the individual topics covered in the toolsheets:

### **London Sustainable Development Commission** <http://www.london.gov.uk/londonissues/sustainability.jsp>

The Commission, established by the Mayor, promotes sustainable development and plays an advisory role on the sustainable nature of London-wide strategies. The Commission's Sustainable Development Framework for London sets out a sustainable vision for the capital and includes a set of objectives to guide decision making. Making your plans sustainable: A London Guide helps organisations to develop strategies and plan projects that will be sustainable.

### **LSx** <http://www.lsx.org.uk>

London Sustainability Exchange brings people together to approach the challenges of making London a more sustainable city and provides a platform for organisations and individuals to share experience and good practice. It maintains a directory with links and short descriptions of around 100 London-wide networks and organisations which contribute to the economic, social and environmental development of London.

### **London 21** <http://www.london21.org>

London 21 is a sustainability network focusing on community involvement. It provides a directory to companies and organisations with an interest in sustainability issues, listings of ongoing projects and useful articles and tips on community involvement. Its major feature, the London Green Map, covers community projects in all 33 boroughs.

### **Groundwork** <http://www.groundwork.org.uk>

Groundwork Trusts aim to build sustainable communities through joint environmental action. They improve quality of life, bring about regeneration and lay the foundations of sustainable development, by getting local residents, businesses and other organisations involved in practical projects.

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**IDeA** <http://www.idea.gov.uk>

The Improvement and Development Agency aims to stimulate and support improvement and development within local government by connecting ideas and expertise, focusing on best practice and forward thinking and delivering a range of tools and services. Its focus is on improving the quality of leadership, strengthening capacity, improving service delivery, and helping councils build sustainable communities. [To reach a toolsheet, go to the [Index of Tools](#) and click on the number of the tool. Alternatively, scroll through the toolsheets using the scroll bar or the Page Down key.]

**Urban Renaissance Toolkit** <http://www.lga.gov.uk/Publication.asp?lsection=59&id=SX87EC-A7812001&ccat=260>

The Local Government Association's Urban Renaissance Toolkit is a route map and directory of information which aims to help practitioners and councillors through the 'jungle' of urban renaissance. Although not specifically related to suburban issues, the toolkit identifies 'keys' to delivery and points people to key publications; gateway websites for regeneration; best practice; funding; data and statistics etc. which many might find very useful. (Available to LGA members only.)

**Changing Places** [http://changingplaces.urbed.com/cgi-bin/main.cgi?org\\_code=87uytrsqp0gtgtgy&option=index2](http://changingplaces.urbed.com/cgi-bin/main.cgi?org_code=87uytrsqp0gtgtgy&option=index2)

Changing places provides over 200 hundred case studies on improving towns. They are organised under 10 key themes, including sustainability, urban design, waterfronts, mixed-use town centres, public realm and integrated transport. Many suburban towns are included.

**ICLEI** <http://www3.iclei.org./egpis/#keyinfo>

ICLEI is an international association of local and municipal authorities. In Europe it focuses on sustainability issues. It publishes a good practice guide on local sustainability which provides examples of good practice in sustainability projects from throughout Europe.

**SEEDA Sustainability Checklist** <http://sustainability-checklist.co.uk>

The South East England Development Agency's sustainability checklist aims to increase awareness among planners, developers and estate managers of the practical measures that can be taken to plan sustainability into a development. It provides a framework for assessing the sustainability issues relating to buildings and infrastructure, and gives guidance on standards and indicators.

**Sustainability Works** <http://www.sustainabilityworks.org.uk>

Sustainability Works is an online tool for people wanting guidance on "how to do" sustainable housing development and regeneration. It offers information on best practice and research, a framework for organisations wishing to set sustainable development policies and targets; and help with assessing proposals against benchmarks such as EcoHomes and Housing Quality Indicators.

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# THEME INTRODUCTIONS AND TOOLSHEETS

**The tools which follow are grouped under seven themes.  
Each theme has a Theme Introduction**

- Theme 1. Reinforcing the role of local centres
- Theme 2. Making new development sustainable
- Theme 3. Improving the existing housing stock
- Theme 4. Promoting alternatives to travel by car
- Theme 5. Improving environmental sustainability
- Theme 6. Protecting and promoting suburban employment
- Theme 7. Improving design and the public realm

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## Theme 1. Reinforcing the Role of Local Centres

**Towards Sustainability:** Although London's suburbs are primarily residential areas, one of their important features is that they include a large number of local centres. Indeed local centres are at the heart of the suburbs. Tomorrow's Suburbs need healthy local centres which provide easy access to a range of shops, services and other activities (thus reducing the need for travel) and which contribute to local identity and character. While a lot of advice is now available on increasing the attraction of larger centres, not much attention has been paid to what can be done to promote the vitality and viability of local centres. Some of them, especially those with good public transport, will have potential for more intensive development, including more housing and employment. Others, such as smaller neighbourhood centres and parades of shops, may need support if they are to continue to meet the needs of all local residents, including disabled people and people with limited access to a car such as the elderly or parents with young children.

**The London Plan:** The overall spatial strategy for London's suburbs is set out in Policy 2A.6. One of its main aims is to ensure that people who live in the suburbs can meet an increasing range of their needs locally – without having to travel too far. To achieve this, the development of higher-density housing and of retail, leisure and commercial activities (including opportunities for training and for new enterprises where appropriate) will be focused on key local centres. Improvements to public transport will be promoted in centres that are not well served at present. Improvements to the public realm [see Theme 7] will also be encouraged to help make these centres more attractive and accessible for all to use.

**Barriers to Progress:** These include concerns about the quality of higher-density development; conflicts between residents and new uses such as takeaways and bars (which may require careful management); problems with parking; and anxiety about community safety and the state of the public realm. Areas in transition often have many empty shops, or an excess of charity shops. In smaller centres in particular local food shops may close due to competition from larger stores nearby. Tools under this theme address: assessing the health of district and local centres, promoting appropriate new uses, providing basic shops and services, and managing improvements.

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## Key Issues and Related Tools

### Assessing the Health of District and Local Centres

- An essential first step is Defining Smaller Town Centres [1.01], and deciding which ones are suitable for further development and intensification.
- It is important to assess how well a centre is doing compared with its potential and with equivalent places. A Town Centre Health Check [1.02] is a quick means of doing this using standard information.
- Information on the people living within an area, their health, ethnicity, and employment status, faith etc. (which can be found on websites such as Neighbourhood Statistics [www.neighbourhood.statistics.gov.uk](http://www.neighbourhood.statistics.gov.uk) or Up My Street [www.upmystreet.com](http://www.upmystreet.com)) can also help with the understanding of an area.

### Promoting Appropriate New Uses

- A local centre can perform a wide range of functions, although retailing will always be its most important role. Policies for Local Centres [1.03] can help to ensure that retail uses are retained in the core of the centre, even if a variety of new uses are encouraged elsewhere. An Empty Property Strategy [1.04] can help centres of all sizes avoid becoming rundown while they adjust to new roles.
- Employment uses can also reinforce local suburban centres. These can be encouraged through Business Incubators [6.03], Small Business Advice [6.05] and Local Labour Schemes [6.06], for example.
- A City Growth Strategy [6.07] promotes the growth of local enterprise and employment by making the most of the competitive advantages of an area. It applies just as much to suburban areas as to urban ones.

### Providing Basic Shops and Services

- Again, appropriate Policies for Local Centre [1.03] are needed to ensure that basic shops and services are available in all suburban areas.
- Little clusters of shops and services can combine with some public facilities (e.g. a health centre) to form an important Community Hub [1.05].
- Community safety is another crucial issue in residential areas and Community Wardens [1.06] can provide a reassuring presence on the streets.

### Managing Improvements

- Town Centre Management [1.07], which co-ordinates and improves services, resolves conflicts and helps unite stakeholders behind a positive vision for a centre, just as important in local centres which are undergoing change as it is in larger centres.
- A Business Improvement District [1.08] is a mechanism for raising additional money from businesses in a defined area – to pay for additional services or improvements in that area.

Other related themes include: Promoting Alternatives to Travel by Car [Theme 4], Improving Design and the Public Realm [Theme 7] and Making New Development Sustainable [Theme 2] covers housing intensification in more detail.

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**Related Topics:**

**Reinforcing Local Centres**

*Assessing the health of local centres*

Defining Smaller Centres  
Town Centre Health Check

*Promoting appropriate new uses*

*Providing basic shops and services*

*Managing improvements*

## Defining Smaller Town Centres

**The town centre is the part of the town in which public activities are concentrated – such as shopping, entertainment, employment, public administration and transport.**

**Benefits:** Town centres, and the areas they cover, are often defined in borough plans, although these usually focus on the larger centres. Some smaller district centres can be found on maps which accompany an ODPM report Producing Boundaries and Statistics for Town Centres: London Pilot Study.

**Key Factors:** Apart from its 48 major and metropolitan centres, London has 156 district centres and over 1,200 local centres. Local centres are at the heart of most suburban communities. While the Mayor's overall strategy is to encourage development in existing town centres, it is still necessary to take account of the role and function of the centre, its accessibility by public transport, walking and cycling; local character; and the capacity of the infrastructure,

when deciding on the type and scale of development that would be appropriate in a particular case [1.03]. There may also be scope for developments or improvements in areas next to town centres.

**Policy Context:** London Plan Policy 2A.6 sets out the overall spatial strategy for the suburbs. The concentration of retail, leisure and commercial development in town centres, so as to strengthen their wider roles, is advocated in both national policy (PPS6) and the London Plan (Policies 2A.5, 3D.1, 3D.2 and Annex 1).

**Getting Started:** An initial step is to overlay a map of existing town centres with the London Public Transport Accessibility map [4.01].

**Examples in Action:** Havering is a good example of a Borough that defines local centres in its UDP. See: <http://www.havering.gov.uk>.

**Further Information:** See Producing Boundaries and Statistics for Town Centres: London Pilot Study Report, TSO for ODPM, 2002 [http://www.odpm.gov.uk/stellent/groups/odpm\\_planning/documents/downloadable/odpm\\_plan\\_028488.pdf](http://www.odpm.gov.uk/stellent/groups/odpm_planning/documents/downloadable/odpm_plan_028488.pdf).

Sources: URBED

***What for?***

Reinforcing local centres  
Analysing suburban areas

***Who for?***

Local authorities  
Developers

***Where?***

Town Centres

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### Related Topics:

#### Reinforcing Local Centres

*Assessing the health of local centres*

Defining Smaller Town Centres  
Town Centre Health Check

*Promoting appropriate new uses*

*Providing basic shops and services*

*Managing improvements*

## Town Centre Health Check

**A quick study, using both quantitative and qualitative information, to assess a town centre in comparison to equivalent places. It should cover not only retail and leisure, but also the wider range of functions that town centres perform at different times of the day.**

**Benefits:** Health Checks enable local partnerships to identify centres that are at risk of losing their viability and vitality, as well as those with the potential to offer more services. Identifying weaknesses can be a useful starting point in developing a strategy for improvement [7.01]. Health Checks could be developed for other areas, e.g. industrial areas.

**Key Factors:** Quantitative data (e.g. number of shop units, number of restaurants, total office floorspace, number of vacancies) helps to establish the centre's roles at different times of the day. Qualitative assessments of the centre's attractions, access, and amenity help to diagnose what is wrong, and what might be done to improve performance. The Health Check is best carried out by

a partnership [1.07], but may require specialist inputs. Consideration needs to be given both to changes in relative roles within networks of centres and to how future growth, or redevelopment at higher densities, will affect the surrounding catchment areas and other centres.

**Policy Context:** PPS6 advises local authorities to assess the performance of their centres. The London Plan advocates regular health checks (Policy 3D.1) and provides a classification of London's main centres (Annex 1). It sees them as places for retail, commercial, leisure, residential and community uses.

**Getting Started:** The ODPM has published town centre boundaries and statistics for London's centres which allow comparisons to be made.

See: [http://www.odpm.gov.uk/stellent/groups/odpm\\_planning/documents/page/odpm\\_plan\\_028341.hcsp](http://www.odpm.gov.uk/stellent/groups/odpm_planning/documents/page/odpm_plan_028341.hcsp).

**Examples in Action:** L.B. Ealing has systematically assessed its town centres, and drawn up guidance on how they can be improved. Other suburban locations where Health Checks have been undertaken include Bexley and Hounslow. Ilford is an example of a town centre that is being transformed by new high-density housing, following the approval of an award winning plan.

**Further Information:** Vital and Viable Town Centres (The Stationery Office) provides a framework for carrying out Health Checks. High Accessibility and Town Centres (LPAC) classifies London's main centres, and follow-up reports give the results of health checks for individual centres.

Sources: URBED

### *What for?*

Reinforcing local centres  
Diagnosing issues and actions

### *Who for?*

Local authorities  
Local businesses  
Town centre partnerships  
Developers

### *Where?*

Town Centres

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**Related Topics:**

**Reinforcing Local Centres**

Assessing the health of local centres

Promoting appropriate new uses

- Policies for Local Centres
- Empty Property Strategy
- Business Incubators
- Business Advice
- Local Employment Schemes

Providing basic shops and services

Managing improvements

## Policies for Local Centres

**Local development frameworks which designate locations where retail (A1) and other specified uses should be retained at ground floor level, and set conditions for any change of use.**

**Benefits:** Local and neighbourhood centres are particularly useful for elderly people, mothers with young children and those who do not have access to a car. They thus make an important contribution to social inclusion, especially in less well-off areas. They also help to reduce travel by car, as those who use them often do so on foot. The controlled change of uses, particularly in secondary areas, could broaden a local centre's appeal and strengthen it.

**Key Factors:** Neighbourhood centres and the core area of local centres should be strengthened by increasing the range and quality of what they offer, or allowed to change while still retaining vital local services such as food shops, post offices and chemists. Policies to support a local centre need to be based on a sound analysis and to promote a realistic future for it. They could range from encouraging the retention of small-scale retail units (in prosperous areas); allowing the development of larger units (in response to an identified deficiency); permitting

specified non-retail uses; or, where the centre is in severe decline, encouraging the redevelopment of peripheral units for other uses, including housing [2.02]. Other steps to consider include: encouraging use of upper floors for residential use [2.05]; making parking easier for shoppers [4.18]; promoting a street market; encouraging a cluster of restaurants and cafes; encouraging the creation of a community hub [1.05]; introducing some form of Town Centre Management [1.07], perhaps on a shared basis with other local centres, and promoting public realm improvements [7.07]. Premises should not be allowed to remain vacant for long (Empty Property Strategy [1.04]), or to become dilapidated, as this encourages anti-social behaviour and crime, which leads to further decay.

**Policy Context:** PPS6, supported by Policies 3D.1–3D.3 in the London Plan, requires local authorities to develop a hierarchy of centres, and to take a 'sequential approach' in identifying the preferred locations for retail and leisure development – so that as much as possible is located in town centres.

**Getting Started:** Carry out a Health Check [1.02], using both qualitative and quantitative data, to identify a centre's strengths and weaknesses. Quantitative data such as floor space and vacancies establish a centre's role, while qualitative assessments of attractiveness and accessibility can highlight its weaknesses.

**Examples in Action:** Birmingham: <http://www.birmingham.gov.uk> (Environment>Planning Policies and Regulations).

Sources: URBED

***What for?***

Reinforcing local centres  
Creating vibrant areas

***Who for?***

Local authorities  
Community groups  
Businesses  
Developers

***Where?***

Town Centres

**Related Topics:**

**Reinforcing Local Centres**

*Assessing the health of local centres*

*Promoting appropriate new uses*

Policies for Local Centres  
Empty Property Strategy  
Business Incubators  
Business Advice  
Local Employment Schemes

*Providing basic shops and services*

*Managing improvements*

## Empty Property Strategy

### **Policies and incentives to encourage temporary and/or longer-term uses for empty properties such as shops, upper floors, car parks etc.**

**Benefits:** Empty shops can provide space for voluntary organisations, or charity shops, as well as providing the means of bringing a redundant block [2.04] or upper floors back into use as housing [2.05]. Filling empty property can bring life back into a suburban centre.

**Key Factors:** Properties that are empty, for sale or in use as charity shops, need to be mapped and the reasons for vacancy identified. Where reuse is both desirable and feasible, a change of use may be required, with a policy to protect a core of basic shops [1.03]. Rating revaluations can be used to negotiate lower rates and rentals. Grants may sometimes be available to reoccupy vacant premises.

**Policy Context:** PPS6 is concerned to concentrate both shopping and leisure in town centres. Areas with low demand can be classified as Enterprise Areas, and grants may be available in areas with high levels of deprivation. Tax incentives

are available to encourage the conversion of upper floors to residential use.

**Getting Started:** Identify empty properties and sites as part of a wider Health Check [1.02]. The Business Rates Register provides information on current use, and the size of premises.

**Examples in Action:** L.B. Wandsworth has had a programme to reuse empty property through grants to small businesses. L.B. Brent has had a detailed 'empty property strategy' since 1996. See: <http://www.brent.gov.uk/hsgprivat.nsf/0/b5e9b8f7b471b1c680256d4b003048a2?OpenDocument>.

**Further Information:** The Empty Homes Agency runs a hotline that offers a free advice service for property owners on how to reuse empty properties. It can also be used to report empty properties that might be reusable. Call: 0870 901 6303 or click on <http://www.emptyhomes.com/hotlinepages/hotline.HTM>. Information on the 2005 business rating revaluation is available at: [www.voa.gov.uk](http://www.voa.gov.uk) or at: [www.mybusinessrates.gov.uk](http://www.mybusinessrates.gov.uk).

Sources: URBED

***What for?***

Reinforcing local centres

***Who for?***

Local authorities  
Developers  
Town centre partnerships

***Where?***

Town Centres  
Neighbourhoods

**Related Topics:**

**Reinforcing Local Centres**

*Assessing the health of local centres*

*Promoting appropriate new uses*

*Providing basic shops and services*

Community Hub  
Community Wardens

*Managing improvements*

## Community Hub

**A cluster of services, such as a school, library or health centre along with other facilities (including neighbourhood shops), which can anchor a small local or neighbourhood centre.**

**Benefits:** Ensuring that neighbourhood centres continue to flourish close to residential areas not only promotes community feeling and social inclusion (including access to services and fresh food) but it also reduces the need to travel. Convenient local facilities add to quality of life.

**Key Factors:** There is a tendency to site shops and services centrally so that they can serve the maximum number of people, and smaller centres (particularly in less well-off areas) have suffered. This is widely experienced in rural areas, but local and neighbourhood shopping centres in the suburbs can be affected too. Locating services (such as a health centre, a

library, or a group of community organisations) together can start to create a Community Hub, which, along with the remaining shops, will attract more people to use the centre. This in turn will strengthen the retail offer and increase demand for local public transport, helping to support the centre still further. The Local Strategic Partnership should take an active role in ensuring that public (and publicly-supported) services are located in places where they can help support local and neighbourhood centres, and perhaps create Community Hubs. The new GP and primary care facilities which are being funded under NHS LIFT could make a particular contribution to this. Consideration could also be given to housing a number of public or voluntary services together in a 'one-stop shop', which might also provide an opportunity to reuse a redundant local building [2.04]. Local parking policies may also need to be tailored to support a smaller centre [4.18].

**Policy Context:** The London Plan (Policies 3D.3 and 3A.15) recognises the importance of thriving local convenience shopping and of local community facilities. Shops cannot necessarily survive in isolation. Community Hubs can be a way of recreating mixed-use local centres.

**Examples in Action:** In Wealdstone, in Harrow, a redundant store has been turned into a library, a Primary Care Trust, a Healthy Living Centre, a community café and Youth Connection. See: <http://www.harrow.gov.uk>.

**Further Information:** For one-stop shops see Setting up One Stop Shops (Countryside Agency, 2003)

at: [http://www.countryside.gov.uk/Publications/articles/Publication\\_tcm2-15952.asp?bMultiplePDFs=true#](http://www.countryside.gov.uk/Publications/articles/Publication_tcm2-15952.asp?bMultiplePDFs=true#).

For information on NHS LIFT see: <http://www.dh.gov.uk/ProcurementAndProposals/PublicPrivatePartnership/NHSLIFT/fs/en>.

Sources: URBED/ATCM

***What for?***

Supporting smaller centres  
Social cohesion

***Who for?***

Local authorities  
Community groups

***Where?***

Smaller centres

**Related Topics:**

**Reinforcing Local Centres**

*Assessing the health of local centres*

*Promoting appropriate new uses*

*Providing basic shops and services*

Community Hub  
Community Wardens

*Managing improvements*

## Community Wardens

**Provide a highly visible, uniformed, semi-official presence on the streets of a residential area, with the aim of increasing community safety and tackling local environmental problems.**

**Benefits:** Wardens reduce crime, fear of crime and anti-social behaviour, and help to foster community confidence and social inclusion. They can also improve the physical appearance of a neighbourhood both by their own actions and through direct contacts with service departments

**Key Factors:** An essential feature is that wardens should be responsive to local needs. They all focus on community safety [3.06], patrolling the area and acting as the 'eyes and ears' of the police and the local authority, but they also usually take on a wider role, aiming to become a trusted friend of all sections of the community, an information provider and a local problem solver. They should pay special attention to vulnerable individuals and groups. Wardens need to be carefully assessed and trained.

They need to have good contacts with the police, relevant council departments and other local agencies, so that their requests for action (e.g. on anti-social behaviour, graffiti, maintenance problems, etc.) are seen to produce rapid results. Wardens often patrol in pairs (male and female). Initial evaluations of warden schemes indicate that they do reduce crime and are popular with residents. It is essential to consult the local community before introducing a scheme and to ensure that wardens report back regularly to a representative local steering group. In some areas wardens are being given greater powers (such as imposing fines for dropping litter and for parking offences) and more extensive training (e.g. on victim support, and how to take witness statements and give evidence).

**Examples in Action:** The Guildford Community Safety Warden Scheme (<http://www.guildford.gov.uk/GuildfordWeb/Community/Safer+Guildford/>). The Community Safety Action Zone in Slade Green Bexley has resulted in dramatic crime reduction, see: <http://www.bexley.gov.uk/service/bcsp/csaz.html> or <http://www.alg.gov.uk/doc.asp?doc=9935&cat=1292>.

**Further Information:** See Neighbourhood Wardens Scheme Evaluation at: <http://www.neighbourhood.gov.uk/formatteddoc.asp?id=670> The Neighbourhood Management & Warden Team website also contains much further information <http://www.neighbourhood.gov.uk/nmwt/wardens.asp>. The Goodwin Centre in Hull acts as a Centre of Excellence for Warden Services. See: <http://www.goodwin-centre.org/wardens/index.asp>.

Sources: URBED

***What for?***

Reinforcing local centres  
Reducing crime

***Who for?***

Residents  
Local authorities  
Businesses

***Where?***

All areas

**Related Topics:**

**Reinforcing Local Centres**

*Assessing the health of local centres*

*Promoting appropriate new uses*

*Providing basic shops and services*

*Managing improvements*

Town Centre Management  
Business Improvement Districts

## Town Centre Management

**A concerted effort to co-ordinate and improve a town centre's services, so that more people will use it.**

**Benefits:** Town Centre Management (TCM) helps to sustain the competitiveness of town centres by improving accessibility, increasing consumer choice [1.03], making the centre clean, safe and attractive [7.06], [7.07], [7.10], finding new uses for problem sites and buildings [2.04], [1.04], resolving disputes, and marketing the centre. Involving all stakeholders helps build a sense of partnership between businesses, the local authority and other public agencies, and to mobilise investment behind an agreed strategy.

**Key Factors:** TCM is usually initiated and overseen by a partnership of local retailers, businesses, the local authority and other stakeholders, and delivered by a Town Centre Manager. Successful TCM starts with the development of a practical vision for the future success of the town centre (and, if appropriate, its surrounding neighbourhood) which the

stakeholders are prepared to support, and then finding the on-going funding (through membership fees etc.) to support a dedicated Manager. With smaller centres, one Manager might be shared between two or more centres or the functions combined with managing other neighbourhood services. Problems can arise if some stakeholders have very different interests from others, or if businesses feel that they are being asked to contribute additional funding for services that ought to be provided through their existing rates.

**Policy Context:** PPS6 and the London Plan (Policy 3D.1) both support Town Centre Management.

**Getting Started:** Contact the Association of Town Centre Management (ATCM) at: <http://www.atcm.org>. Carry out a Town Centre Health Check [1.02]; then organise a meeting of stakeholders to discuss its results and how a vision for the town centre might be developed which will gain widespread support.

**Examples in Action:** There are now Town Centre Managers operating in most London Boroughs. The Association of Town Centre Management has a London Region, which meets regularly.

**Further Information:** See: What is Town Centre Management? on the ATCM website at <http://www.atcm.org/doc.asp?doc=986&CAT=389>.

Sources: URBED/ATCM

***What for?***

Reinforcing town centres

***Who for?***

Local authorities  
Businesses

***Where?***

Town Centres

**Related Topics:**

**Reinforcing Local Centres**

*Assessing the health of local centres*

*Promoting appropriate new uses*

*Providing basic shops and services*

*Managing improvements*  
Town Centre Management  
Business Improvement District

## **Business Improvement District (BID)**

**A mechanism for raising additional money from businesses in a defined area – to pay for additional services or improvements in that area. It operates like an additional business rate, but the amount of money raised, and how it is spent, are controlled by the participating businesses instead of the local authority.**

**Benefits:** A BID enables local businesses to have a leading role in managing and improving the local area in which they operate (e.g. a town centre, a shopping or entertainment district, or an industrial estate). It provides a way of obtaining a regular flow of extra money for the area, which can be spent on any agreed projects, including social as well as environmental and economic ones [3.04], [3.06], [5.05], [7.07]. It also establishes a business-led body that can look after the interests of the area. It therefore complements Town Centre Management [1.07].

***What for?***

Securing resources  
Reinforcing town centres

***Who for?***

Businesses  
Local authorities

***Where?***

Town Centres  
Employment Locations

**Key Factors:** A successful BID requires good management, genuine partnership between local businesses and the local authority (and other agencies), and an understanding of the needs of the area. A BID can only be established if it, and its proposed activities, are approved in a ballot of the rate-paying businesses which will be asked to contribute to it. But once approved, all the designated businesses must pay their contribution (regardless of whether they voted in favour or not). BIDs were successfully pioneered in the USA and Canada, and are now authorised by the Local Government Act 2003 which sets out rules for how they must be set up and operated. They are widely supported by business organisations and local authorities, although some businesses object that BIDs are an extra charge for services that ought to be provided from current business rates. A Baseline Service Level Agreement, which sets out in detail the level of services that the local authority will continue to provide in the area, is essential.

**Policy Context:** Policy 3D.1 in the London Plan encourages the introduction of BIDs in appropriate locations.

**Examples in Action:** Kingston Town Centre is the first area in the country to vote for a BID (to be run by Kingston First). It is due to start in January 2005. Other London BIDs are being promoted through ATCM's national pilot scheme (e.g. in Ealing) or through the Circle Initiative (e.g. in Paddington). For an established BID in a suburban area, see The Heights Merchants Association BIA (in Burnaby, Canada) at: <http://www.burnabyheights.com>.

**Further Information:** Click on: <http://www.kingstonfirst.co.uk> or <http://www.londonbids.info> or <http://www.ukbids.org>.

Sources: URBED/ATCM

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## Theme 2. Making New Development Sustainable

**Towards Sustainability:** If resources are not to be wasted, new developments must be designed to last for many years. They must be capable of meeting changing requirements. They need to use scarce resources efficiently, including land, energy and water. They need to be inclusive, accessible to all and well-connected to existing residential areas. They should be well served by public transport, and any additional needs for local infrastructure (e.g. schools, health centres, etc.) should be planned for.

London's suburbs need to accommodate their fair share of new development, particularly housing to meet changing demographic needs, and the shops and services that make them even more attractive places to live. A sustainable suburb will not only provide a broader range of choice, but will also include housing that meets higher standards of design and construction.

**The London Plan:** The concept of sustainable development runs throughout the London Plan. Policy 2A.1 sets out the Mayor's sustainability criteria, and the overall spatial strategy for the suburbs is set out in Policy 2A.6. As well as seeking to focus development in and around suburban town centres, the Mayor's strategy is to promote higher densities of development in the neighbourhoods that are most accessible without a car, which means around centres and railway stations. While care must be taken to avoid squeezing out employment, there may also be opportunities for intensification and mixed uses on some parts of existing industrial estates. The Mayor has already produced some guidance on best practice for well designed higher density housing and Supplementary Planning Guidance on Urban Design Principles will be published shortly.

**Barriers to Progress:** Common barriers include overcoming the general resistance to new development; concerns about integrating the new with what already exists; ensuring that an adequate proportion of the new housing is affordable by those on average incomes (while also meeting the size needs of different sections of the population); creating places that feel safe and welcoming at all times; and ensuring that planning requirements do not prevent good development going ahead in situations where property values are low on risks and costs are high. Tools under this theme address: identifying areas with potential for intensification, securing viable higher density housing and mixed-uses, and assessing sustainability in new developments.

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## Key Issues and Related Tools

### Identifying Areas with Potential for Intensification

- A Housing Capacity Study [2.01] gives an assessment of the potential for providing new housing in an area.
- Housing Intensification [2.02] means increasing the amount of housing in an area. It is usually achieved by increasing the number of storeys, or by reducing the space given over to parking. Other options that should be considered, include Reusing Redundant Buildings [2.04] (for example old office blocks), and the subdivision of houses into flats etc. Using Space Above Shops [2.05].
- The Housing Density Matrix [2.03] in the London Plan sets out a framework for appropriate densities at different locations, depending upon public transport accessibility and the character of the area.
- A Transport Development Area [4.02] is an area designation that integrates land use and transport planning to encourage high-density, mixed-use development around public transport nodes, so as to reduce the need to travel, promote sustainable travel patterns and use increased land values to fund related transport improvements.

### Securing Viable Higher Density Housing and Mixed Uses

- It is important to allow for commercial and employment sites to be close to residential areas. Ways of doing this include encouraging the retention of shops in residential areas, Policies for Local Centres [1.03], and promoting Business Incubators/Start-up Space [6.03] and Live/Work Accommodation [6.04].
- Another possible way is through Triple-Win Redevelopment [6.02], where a carefully controlled move from underused industrial land into mixed-use residential (private and affordable) and business use can lead to “more homes, more jobs and a better environment”.

### Achieving More Affordable Housing [There are no tools on this topic in the current version of this Tomorrow's Suburbs.]

### Assessing Sustainability in New Developments

Before new development is undertaken, it is important to check that it will be sustainable as well as economically viable, and that it does not, for example, overstrain the capacity of the existing infrastructure. There are a range of assessment techniques that can be used, including:

- Sustainability Checklists [2.06] can be used to evaluate development proposals and provide useful reminders of the wide range of issues that need to be considered when planning or undertaking developments.
- Environmental Performance Ratings [3.04], such as BREEAM and SAP, are long-established methods for assessing the environmental performance of buildings and estimating their energy costs.
- A Transport Assessment Report [4.08] evaluates the transport implications of a proposed new development.
- A PTAL [4.01] shows public transport accessibility of any location.

See also the related theme: Improving Design and the Public Realm [Theme 7].

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### Related Topics:

#### Making New Development Sustainable

*Identifying areas with potential for intensification*

Housing Capacity Study  
Housing Intensification  
Housing Density Matrix  
Reusing Redundant Buildings  
Using Space Above Shops

*Securing viable higher density housing and mixed uses*

*Achieving more affordable housing*

*Assessing sustainability in new developments*

## Housing Capacity Study

**An assessment of the potential for providing additional housing in an area, usually based on a sample of sites of different types.**

**Benefits:** Housing capacity studies help identify the amount of land required to meet housing needs and targets within the built up area without eating into the Green Belt. They should also indicate where policy changes are needed to realise the potential.

**Key Factors:** The study should consider the full range of potential sites (e.g. derelict or brownfield sites, space above shops, underused car parks, sub-division of houses, backland development, and other forms of intensification), but must also take account of constraints (e.g. areas at risk of flooding). Appropriate target densities should be set for different contexts using the Housing Density Matrix [2.03]. Windfalls (unplanned additions to capacity) can be allowed for. However, care must be taken to avoid squeezing out employment [6.02], and to relate the expected future population to the capacity of the social infrastructure (e.g. schools, health facilities etc.) [2.06].

**Policy Context:** PPG3 requires local authorities to carry out public housing capacity assessments. Policies 3A.1 and 3A.2 of the London Plan (amplified in paragraphs 3.9–3.16) set out housing targets for each region. A new methodology for carrying out housing capacity studies is being introduced (see: [http://www.london.gov.uk/mayor/housing/housing\\_capacity\\_methodology.pdf](http://www.london.gov.uk/mayor/housing/housing_capacity_methodology.pdf)).

### *What for?*

Making new development sustainable  
Planning new housing

### *Who for?*

Local authorities  
Developers

### *Where?*

All areas, especially  
Neighbourhoods

**Getting Started:** The first step is to identify under-used land not only through the National Land Use Database (NLUD) (<http://www.nlud.org.uk>). But also by inspecting the neighbourhoods around local centres, particularly where shops have closed.

**Examples in Action:** The Mayor's new recommended methodology has been tested in the boroughs of Havering, Harrow, and Hounslow.

**Further Information:** Click on: <http://www.london.gov.uk/gla/publications/housing.jsp>. (Available reports include a summary of London's Housing Capacity (GLA, 2000) which shows that there are several large potential housing sites in Outer London, e.g. former hospitals and industrial sites). Or see ODPM report, Tapping the Potential at: [http://www.odpm.gov.uk/stellent/groups/odpm\\_planning/documents/page/odpm\\_plan\\_606416.hcsp](http://www.odpm.gov.uk/stellent/groups/odpm_planning/documents/page/odpm_plan_606416.hcsp)  
Sources: URBED

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### Related Topics:

#### Making New Development Sustainable

Identifying areas with potential for intensification

Housing Capacity Study  
Housing Intensification  
Housing Density Matrix  
Reusing Redundant Buildings  
Using Space Above Shops

Securing viable higher density housing and mixed uses

Achieving more affordable housing

Assessing sustainability in new developments

## Housing Intensification

**Increasing the amount of housing in an area, which is usually achieved by increasing the number of storeys, or by reducing the space given over to vehicles or unvalued open spaces.**

**Benefits:** With land in short supply, higher housing densities can reduce urban sprawl and energy consumption, increase the supply of new homes, improve the public realm and make places feel safer and look better. A higher population may also help support a wider mix of shops and services and make public transport more viable.

**Key Factors:** The highest densities need to be closest to transport facilities and services [4.01], [4.02], [4.09], and in areas where demand for property is strong. The government wants at least 28 dwellings to the hectare, and a number of pioneering schemes have achieved densities of over 45 dwellings per hectare without sacrificing quality [7.03]. However care must be taken to maintain the public spaces [7.08], and to get the right balance of occupants to avoid conflict. Design is only one of a number of factors that determine whether a higher density scheme will work [2.06] pattern books are also useful. Smart parking policies [4.17] can also make a contribution. Use of resources is an important consideration in higher density development and water and energy use should be made as efficient as possible.

**Policy Context:** PPG3 advocates higher densities in urban areas and making more use of brownfield sites. Policy 4B.3 in the London Plan calls for development that achieves the highest possible intensity of use compatible with local context, the principles of good design, and with public transport capacity. Table 4B.1 sets out density standards for both urban and suburban areas, with higher densities to be sought in and around town centres and transport nodes [2.03]. The Mayor's Water Action Framework (Forthcoming Autumn 2006) will give advise on water efficiency measures in high density developments.

**Getting Started:** Begin with a Housing Capacity Study [2.01] to assess the potential for providing new housing, or look at the GLA's report London's Housing Capacity, (see: [http://www.london.gov.uk/gla/publications/hsng\\_cap/housing\\_capacity.jsp](http://www.london.gov.uk/gla/publications/hsng_cap/housing_capacity.jsp)). Or see ODPM's report Tapping the Potential, available at: [http://www.odpm.gov.uk/stellent/groups/odpm\\_planning/documents/page/odpm\\_plan\\_606416.hcsp](http://www.odpm.gov.uk/stellent/groups/odpm_planning/documents/page/odpm_plan_606416.hcsp).

**Examples in Action:** Building for Life (<http://www.buildingforlife.org>) provides a range of case studies of well-designed schemes.

**Further Information:** CABE is preparing a guide to achieving higher densities with checklists for each key element (see: <http://www.cabe.org.uk>). The Mayor has produced some guidance on higher density housing (see: Housing for a Compact City at: <http://www.london.gov.uk/mayor/auu/publications.jsp>).

Sources: URBED/CABE

### What for?

Making new development sustainable  
Providing affordable housing

### Who for?

Local authorities  
Developers

### Where?

Town Centres  
Neighbourhoods  
Places near transport hubs

**Related Topics:**

**Making New Development Sustainable**

Identifying areas with potential for intensification

- Housing Capacity Study
- Housing Intensification
- Housing Density Matrix
- Reusing Redundant Buildings
- Using Space Above Shops

*Securing viable higher density housing and mixed uses*

*Achieving more affordable housing*

*Assessing sustainability in new developments*

## Housing Density Matrix

**A Table in the London Plan which sets out the housing densities that are appropriate for different types of location in London.**

**Benefits:** Making sure that new housing is built to the densities given in the Matrix will increase the number of people who live close to good public transport, shops and services, thus reducing the need for travel and making London a more 'compact city'. At the same time the different character of suburban areas will be respected.

**Key Factors:** The Matrix links housing density and car parking provision [4.17] to accessibility by public transport [4.01] and the nature of the area in question. It sets out the ranges of housing density (in habitable rooms and dwellings per hectare) that are appropriate for different situations. It thus demonstrates how several of the basic principles of the London Plan can be put into practice, and shows how London can become a more compact city yet still maintain its diverse character as a 'city of villages', especially in the suburbs. The Matrix distinguishes between 'central', 'urban' and 'suburban' settings in which development might take place, and a brief description of the characteristics of each is given. However, the Matrix should not be regarded as static, as it will enable higher housing densities to be achieved where transport proposals will increase the accessibility of a site by public transport.

**Policy Context:** Policy 4B.3 of the London Plan seeks to ensure that development proposals achieve the highest intensity of use that is compatible with: local context, the principles for good design set out in Policy 4B.1 and with public transport capacity. Policy 4B.7 re-emphasises the need to respect local context and communities.

***What for?***

Making new development sustainable

***Who for?***

Local authorities  
Developers

***Where?***

All areas

**Getting Started:** Locations need to be classified as: central, urban or suburban. A 'character map' of London, which gives a broad indication of where each the three types of area can be found, has been prepared by GLA, but the character of any particular site will depend on its particular local context.

**Further Information:** The Housing Density Matrix is shown as Table 4B.1 on page 177 in Chapter 4 of the London Plan. Chapter 4 is available at:[http://www.london.gov.uk/mayor/strategies/sds/london\\_plan/lon\\_plan\\_4.pdf](http://www.london.gov.uk/mayor/strategies/sds/london_plan/lon_plan_4.pdf) then scroll to page 177 (or 23 out of 66). The definitions of site settings are given in paragraph 4.47.

Sources: URBED

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### Related Topics:

#### Making New Development Sustainable

*Identifying areas with potential for intensification*

Housing Capacity Study  
Housing Intensification  
Housing Density Matrix  
Reusing Redundant Buildings  
Using Space Above Shops

*Securing viable higher density housing and mixed uses*

*Achieving more affordable housing*

*Assessing sustainability in new developments*

## Reusing Redundant Buildings

**Adapting suitable old buildings with character so that they can be used for new, viable purposes, as opposed to being left to decay or be demolished.**

**Benefits:** Reuse saves the costs of demolition, and the energy and materials used in replacing a building. It can help to maintain the character of an area, as old buildings are often familiar landmarks. It can provide space for new and growing enterprises [6.03].

**Key Factors:** Buildings decay when left empty, and should be reused before they become derelict. As grants are very limited, successful reuse often depends on taking an entrepreneurial approach, or doing the work in stages, in order to keep costs down and to generate cash flow. Listing can provide tax benefits, provided that there is sufficient flexibility over permitted uses, but it also leads to extra costs. Reuse can be encouraged by commissioning feasibility studies and preparing development briefs. Improving the surrounding environment can also increase the likelihood of a building's reuse, but in some cases partial demolition will have to be allowed in order to make reuse of the remaining part feasible. Difficult buildings that are in a poor state may benefit from the involvement of a Building Preservation Trust. Not all old buildings are suitable for reuse, and in deciding whether to retain or demolish them their future environmental performance should be taken into account [3.04]. Above all, it is essential to ensure that the new use for the building is financially viable.

### *What for?*

Making new development sustainable  
Making good use of resources  
Promoting small firms

### *Who for?*

Local authorities  
Developers

### *Where?*

All areas

**Policy Context:** The London Plan emphasises the need for good design (Policy 4B.1) and for sustainable design and construction (Policy 4B.6 – including the reuse of land and buildings). Further policies advocate the protection and reuse of buildings of special character (Policies 4B.11 and 4B.12) and the importance of respecting and managing local distinctiveness (Policy 4B.7).

**Getting Started:** See H. Weir, How to Rescue a Ruin (Architectural Heritage Fund, 1997.). Further details at: <http://www.ahfund.org.uk/advice.html>.

**Examples in Action:** Old buildings have been turned into workspace for small businesses, or premises for community groups, in many parts of London. Some examples can be found at: [http://www.workspacegroup.co.uk/content.aspx?ref=7&bg=images/all\\_about\\_us\\_back.gif](http://www.workspacegroup.co.uk/content.aspx?ref=7&bg=images/all_about_us_back.gif).

**Further Information:** There are several books on the subject, e.g. D. Kincaid, Adapting Buildings for Changing Uses (Spon Press, 1998.) Or contact the Association of Building Trusts at: <http://www.heritage.co.uk> or the Architectural Heritage Fund at: <http://www.ahfund.org.uk>. Sources: URBED

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**Related Topics:**

**Making New Development Sustainable**

*Identifying areas with potential for intensification*

Housing Capacity Study  
Housing Intensification  
Housing Density Matrix  
Reusing Redundant Buildings  
Using Space Above Shops

*Securing viable higher density housing and mixed uses*

*Achieving more affordable housing*

*Assessing sustainability in new developments*

## Using Space Above Shops

**A concerted effort to renovate empty space above commercial premises (especially shops) for residential use. It is sometimes known as LOTS (Living Over The Shop).**

**Benefits:** Nowadays retailers rarely wish to 'live over the shop' and so the space above shops is often underused or empty. If it can be reused as housing it can often provide good value homes, and improve vitality and viability of town centres and reduce the need to travel, as well as help make commercial areas feel safer out of retail hours.

**Key Factors:** There is greater financial incentive to reuse space above shops in places where house prices are high. In other areas housing associations may still be interested in pursuing schemes, and grants may be available. If the upper floors were originally built for residential use, conversion costs may not be high. However, providing new, self-contained access to the flat(s) can be expensive. Sometimes larger schemes, using the space above several shops, are more likely to be successful.

**Policy Context:** In 1991-92 a pilot programme, Social Housing Over Shops, was introduced by the Housing Corporation and subsequently expanded. In 1991 the Department of the Environment announced the Flats Over Shops initiative and made available £25 million to local authorities to support it. More recently, fiscal incentives have been introduced, and LOTS is expanding its role. The London Plan emphasises the need for efficient use of space (e.g. in Policies 3A.3, 3D.3, 4B.1 and 4B.6).

***What for?***

Making new development sustainable  
Maximising resources

***Who for?***

Local authorities  
Developers  
Property owners

***Where?***

Town Centres  
Neighbourhoods

**Getting Started:** A housing capacity survey [2.01] can identify properties with potential for use; the GLA completed a survey that promotes above the shop living in 2000, and information on purchasing is available on:

[http://www.london.gov.uk/gla/publications/hsng\\_cap/housing\\_capacity.jsp](http://www.london.gov.uk/gla/publications/hsng_cap/housing_capacity.jsp).

**Examples in Action:** See RICS Report Waste of Space? at: [http://www.rics.org/downloads/research\\_reports/Property\\_in\\_business\\_summary.pdf](http://www.rics.org/downloads/research_reports/Property_in_business_summary.pdf).

**Further Information:** Click on: [http://www.odpm.gov.uk/stellent/groups/odpm\\_housing/documents/page/odpm\\_house\\_603958.hcsp](http://www.odpm.gov.uk/stellent/groups/odpm_housing/documents/page/odpm_house_603958.hcsp) or contact the Empty Homes Agency at: <http://www.emptyhomes.com>.

Sources: URBED

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**Related Topics:**

**Making New Development Sustainable**

*Identifying areas with potential for intensification*

*Securing viable higher density housing and mixed uses*

*Achieving more affordable housing*

*Assessing sustainability in new developments*  
Sustainability Checklists  
Environmental Performance Ratings  
PTALs

## Sustainability Checklists

**Sets of indicators which can be used to evaluate the sustainability of development proposals, in terms of both physical resource consumption and social or community concerns.**

**Benefits:** Sustainability Checklists, and more detailed assessments, encourage developers to consider the wider and longer-term consequences of proposed developments. Ethical investment funds use them to ensure that they only put money into socially responsible projects, but they can also be used to assess and monitor other aspects of development.

**Key Factors:** Although they can lead to long-term savings as well as many other benefits, in-depth assessments are expensive. Some developers consider these assessments to be too constraining, but a growing number of institutional investors are pursuing the 'ethical investment' route. Published checklists include Social Responsibility Investment (SRI) by Igloo, which are tailored to specific developments, Housing Plus that evaluates new social housing and the Building Research Establishment's interactive system BREEAM [3.04]. Checklists are especially effective when they are linked to investment decisions.

**Policy Context:** The London Plan emphasises the need to ensure that future developments meet the highest standards of sustainable design and construction, especially in Policies 4B.1–7. Supplementary Planning Guidance on sustainable design and construction is due to be published shortly (<http://www.london.gov.uk/mayor/strategies/sds/spg.jsp>).

**Examples in Action:** A 3 hectare mixed-use development (70 housing units plus hotel) in Southwark, which follows the Igloo assessment, has received planning permission and is in detailed design (<http://www.igloo.uk.net/projects.php?show=bermondsey>).

**Further Information:** The Igloo/SRI assessment method can be downloaded from: <http://www.igloo.uk.net>. The Housing Corporation operates Housing Plus and provides a listing of performance indicators on: <http://www.housingcorp.gov.uk/resources/hca.htm>. Another checklist for housing can be found on: <http://www.sustainabilityworks.org.uk/>. For business projects, see the London Sustainable Development Commission's Making your plans sustainable: <http://www.london.gov.uk/londonissues/sustainability.jsp>. For information on BREEAM, see: <http://products.bre.co.uk/breem>.

Sources: URBED

***What for?***

Making new development sustainable

***Who for?***

Developers  
Local authorities  
Businesses  
Community groups

***Where?***

All areas

### **Theme 3. Improving the Existing Housing Stock**

**Towards Sustainability:** While it is important to make sure that new development is sustainable [Theme 2], the contribution to London's sustainability made by the existing housing stock – which accounts for the great majority of the buildings in the suburbs – must not be overlooked. Their energy conservation and efficiency are particular issues. Another key concern of people who live in the suburbs is community safety, which is one of the underlying attractions of suburban living, but which cannot always be taken for granted.

Most suburban houses were built at a time when coal was a major energy source, and the environmental effects of carbon dioxide and other emissions were unknown. They were not designed with energy efficiency in mind. Most are detached or semi-detached buildings, which waste heat, and emit greenhouse gases. In a sustainable suburb actions will have been taken to improve the energy efficiency of the existing housing stock which will not only help to reduce London's overall ecological 'footprint', but will also reduce individual fuel bills. This applies as much to privately owned housing as to the rest of the housing stock.

**The London Plan:** Section 4A.4 (Improving the use of Energy) of the London Plan reinforces the Mayor's Energy Strategy which sets challenging targets for reducing carbon dioxide emissions and for increasing the amount of London's energy that is generated from renewable sources. Essential energy needs should be met by using less energy, by supplying energy more efficiently, and by using renewable energy. In this field, changing people's attitudes (towards energy consumption and waste) and setting targets are important steps towards achieving results. Section 4B.1 (Principles of design) of the London Plan stresses the importance of safety.

**Barriers to Progress:** Many suburban houses have been extended or upgraded in line with changing fashions, but attention has not always been paid to fundamental energy efficiency, through for example proper thermal insulation or the installation of efficient heating systems (and many have not been upgraded at all). There is a range of measures that can be taken, but their effectiveness will vary depending on individual requirements and the design and condition of each house, and different measures can have very different cost implications. Advice is needed on what is worth doing and what might be less viable. Many private householders, including elderly people and those who are renting their property out, may be reluctant to co-operate in improving London's energy efficiency. Tools under this theme address the issues of setting targets, improving energy efficiency and improving neighbourhood safety.

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## **Key Issues and Related Tools**

### **Setting Targets**

- The Home Energy Conservation Act (HECA) [3.01] requires all authorities with housing responsibilities to publish a strategy for improving energy efficiency in both public and private housing.
- Special efforts may need to be focused on specific areas (for example the Energy Action Areas proposed in the London Plan). Where there is fuel poverty, the Government's Warm Front [3.02] scheme is available for vulnerable households. In regeneration, opportunity and intensification areas, initiatives such as a Neighbourhood Energy Plan [3.03] can enable community groups and others to help develop local energy strategies.

### **Improving Energy Efficiency**

- Getting people to understand all the benefits of energy efficiency is very important, and Energy Advice Centres [5.02] give free and impartial advice to householders and businesses.
- Environmental Performance Ratings [3.04] can be used to assess the consumption and efficiency of buildings. Commonly used methods include the National Home Energy Rating and a simplified method, the Standard Assessment Procedure (SAP).
- Improvements to Private Housing [3.05] include meeting the Government's Decent Homes standards, to ensure that houses are energy efficient, as well as 'wind and weather tight, warm and have modern facilities'.

### **Improving Neighbourhood Safety**

- Community Wardens [1.06] are now being deployed in some residential areas to provide a uniformed presence on the streets.
- Concerns about the safety can also be addressed through Neighbourhood Safety Programmes [3.06] which operate at the neighbourhood level like Neighbourhood Watch or community policing, as well as through physical improvements such as better street lighting and cleaning regimes, and the provision of activities for young people.

**Related Topics:**

**Improving the Existing Housing Stock**

Setting targets

Home Energy Conservation Act  
Warm Front  
Neighbourhood Energy Plan

Improving energy efficiency

Improving neighbourhood safety

## Home Energy Conservation Act (HECA)

**A law which requires all local authorities with housing responsibilities to publish a strategy for improving energy efficiency in both public and private housing, so as to reduce CO<sub>2</sub> emissions by 30% over ten years.**

**Benefits:** HECA makes local authorities take a lead in reducing the amount of energy used in dwellings and in reducing fuel poverty [3.02] (a major issue for many elderly people and those on low incomes) in their areas. HECA should focus local effort on reducing energy consumption in order to make a substantial contribution to improving London's sustainability as well as saving householders money by reducing their energy bills.

**Key Factors:** Energy efficiency is a key issue for sustainability in the suburbs. Most suburban houses are either detached or semi-detached and were not designed with

energy efficiency in mind. HECA requires all UK local authorities with housing responsibilities to prepare an energy conservation report for the Secretary of State. The report should identify energy conservation measures that are suitable, practicable and cost-effective for the residential developments in the borough; assess the costs and the effects of the measures; include a statement of policy for any particular circumstances the authority has considered. Part L of the 2002 Building Regulations requires new homes to be 25% more energy efficient, but these standards still remain lower than those of other European countries.

**Examples in Action:** See case studies in: <http://www.practicalhelp.org.uk>.

**Further Information:** HECAAction was launched by the Energy Saving Trust in 1996 in order to help the newly-designated Energy Conservation Authority's bid for funds to implement local schemes and to stimulate activity and facilitate partnerships at the local level. See the Energy Saving Trust's website at: <http://www.est.org.uk/aboutest/estin/wales/partners/#e> (Click on HECAAction).

The Home Energy Conservation Act 1995 is available online at: <http://www.defra.gov.uk/environment/energy/heca95/intro.htm>.

Sources: URBED

***What for?***

Improving the existing housing stock  
Saving energy

***Who for?***

Local authorities  
Developers

***Where?***

All areas

**Related Topics:**

**Improving the Existing Housing Stock**

*Setting targets*

Home Energy Conservation Act  
Warm Front  
Neighbourhood Energy Plan

*Improving energy efficiency*

*Improving neighbourhood safety*

## Warm Front

**A grant scheme that underpins the Government's Fuel Poverty Strategy. It aims to ensure that all vulnerable households (with children under sixteen or a person over 60, and on certain benefits) can heat their homes adequately. It pays for insulation and modern heating systems.**

**Benefits:** Cold, damp houses damage people's health, lower their quality of life and are a cause of premature death. They also contribute to social isolation and low educational attainment. Eliminating fuel poverty should have enormous benefits (as there are over 2 million fuel-poor households in England). Furthermore good insulation and modern heating systems reduce energy consumption and CO2 emissions, and save people money.

**Key Factors:** Warm Front provides a mechanism through which local authorities can

implement their Home Energy Conservation Act [3.01] plans. It can tackle a problem that causes very real distress for individual households and whole communities in London's suburbs where many of the houses (e.g. interwar semis) were built with low thermal efficiency. Drawbacks to the scheme are that it does not necessarily reach the least energy efficient houses (especially in the private rented sector), and it does not include measures to reduce heat loss through solid walls. On the positive side, there are moves among health professionals to identify people who show symptoms of fuel poverty and to refer them (with consent) to the local Warm Front Team.

**Policy Context:** Policy 4A.7 in the London Plan supports the Mayor's Energy Strategy which addresses the issues of energy efficiency and supports action to tackle fuel poverty. It is available at: <http://www.london.gov.uk/mayor/strategies/energy/index.jsp> .

**Examples in Action:** See case studies at: [http://www.dti.gov.uk/energy/consumers/fuel\\_poverty/casestudies.pdf](http://www.dti.gov.uk/energy/consumers/fuel_poverty/casestudies.pdf) including the Newham Warm Zone.

**Further Information:** Click on: [http://www.eaga.co.uk/Grants%20available/warm\\_front.html](http://www.eaga.co.uk/Grants%20available/warm_front.html).

Also, the Heart Forum has published a Fuel Poverty and Health Toolkit available at <http://www.heartforum.org.uk/pdfs/book.pdf> (Chapter 4).

Sources: URBED/L.B. Merton

***What for?***

Improving environmental sustainability  
Eliminating fuel poverty  
Saving energy

***Who for?***

Local authorities  
Residents

***Where?***

All areas, especially  
Residential Heartlands

**Related Topics:**

**Improving the Existing Housing Stock**

*Setting targets*

Home Energy Conservation Act  
Warm Front  
Neighbourhood Energy Plan

*Improving energy efficiency*

*Improving neighbourhood safety*

## Neighbourhood Energy Plan

**A plan for increasing energy efficiency and reducing greenhouse gas emissions in a local area. It is based on an assessment of different sustainable energy strategies and leads to recommendations for what would be most suitable for that area.**

**Benefits:** A Neighbourhood Energy Plan involves all sections of the local community in planning how to reduce energy consumption and emissions in practice, and is therefore more likely to be implemented, leading to energy savings and reductions in greenhouse gases.

**Key Factors:** The plan (which can be drawn up by the local authority, a consultancy organisation, or a local partnership) identifies how much energy is currently used in the area and in what ways. It then assesses different options for delivering and using energy in a more sustainable way, given

the local mix of buildings, residents, businesses, and other local circumstances. Then, in close consultation with the community, recommends actions for each stakeholder to take. These might range from renewable energy schemes, to some form of district heating to individual actions (from insulation to solar heating to appliance selection and changes in behaviour). Advice should also be provided on funding and organising the changes that are required. The production of a Neighbourhood Energy Plan allows radical new ideas about how to generate and use energy in an area to be thought through. It is essential to gain the support of the local community and to maintain its enthusiasm throughout the process.

**Policy Context:** London Plan Policy 4A.8 introduces an energy hierarchy: 'essential energy needs should be met through the sequence: use less energy, use renewable energy, supply energy efficiently'. Supplementary Planning Guidance on renewable energy will be published shortly. London Renewables has developed a toolkit Integrating renewable energy into new developments (see: [http://www.london.gov.uk/mayor/environment/energy/docs/renewables\\_toolkit.pdf](http://www.london.gov.uk/mayor/environment/energy/docs/renewables_toolkit.pdf)).

**Examples in Action:** L.B. Sutton has developed an energy plan for part of the borough, which sets out a strategy and targets, and identifies ways to encourage energy reduction. See <http://www.clear-skies.org/CaseStudies/Documents/2122272.pdf>.

**Further Information:** Click on Sustainable Energy Action at <http://www.sustainable-energy.org.uk/>

See also: Energy efficiency at <http://www.renewal.net/Documents/RNET/Solving%20the%20Problem/Energyefficiency.doc> and: [http://www.london.gov.uk/mayor/environment/energy/london\\_renew.jsp](http://www.london.gov.uk/mayor/environment/energy/london_renew.jsp) for information on London Renewables.

Sources: URBED

***What for?***

Improving the existing housing stock  
Saving energy

***Who for?***

Community groups  
Local authorities  
Residents  
Businesses

***Where?***

All areas

**Related Topics:**

**Improving the Existing Housing Stock**

*Setting targets*

*Improving energy efficiency*

Energy Advice  
Environmental Performance Ratings  
Private Houses

*Improving neighbourhood safety*

## Environmental Performance Ratings

**Assessments of the environmental performance of buildings. They highlight energy wastage and other areas with potential for improvement.**

**Benefits:** Ratings enable energy costs to be estimated easily and hence can focus efforts on areas with the most potential for savings.

**Key Factors:** There are several established ratings. National Home Energy Rating (NHER) is a software programme that computes the energy costs of space and water heating. A simplified version of this model is the Standard Assessment Procedure (SAP), which is required for all new dwellings. A SAP rating is required from housing associations and councils for their own stock and these are then submitted to the government to monitor the amount of energy used from domestic dwellings. The current version of SAP is 'SAP2001', with a scale of 1

(poor) to 120 (excellent). A typical SAP rating for an average house in England is 45. Another long-established method for assessing the environmental performance of buildings is the Building Research Establishment Environmental Assessment Method (BREEAM). BREEAM's advantage is that it covers a range of issues but leads to a single, easily understood and widely accepted rating. It not only demonstrates compliance with environmental requirements but is also used as a selling point to potential tenants. BREEAM covers a wide range of building types (including offices, homes (known as EcoHomes), industrial buildings, retail units and schools) and its ratings are based on several performance factors (including energy use, land use, materials, ecology, water, health and well being).

**Policy Context:** Part L of the Building Regulations requires new housing to have a SAP2001 rating of 80-100 (or more). Policy 4B.6 in the London Plan calls for the highest standards of sustainable construction; Supplementary Planning Guidance is due to be issued shortly.

**Further Information:** For NHER see: <http://www.nher.co.uk>.  
The SAP2001 specification can be downloaded from: <http://projects.bre.co.uk/sap2001>.  
Details of BREEAM are available at: <http://products.bre.co.uk/breem>.

Sources: URBED

***What for?***

Improving the existing housing stock  
Making new development sustainable

***Who for?***

Local authorities  
Developers  
Businesses  
Community groups

***Where?***

All areas

**Related Topics:**

**Improving the Existing Housing Stock**

*Setting targets*

*Improving energy efficiency*

Energy Advice  
Environmental Performance Ratings  
Private Houses

*Improving neighbourhood safety*

## Improvements to Private Housing

### **Actions to bring private housing up to at least the Government's Decent Homes Standard in terms of energy efficiency and other factors.**

**Benefits:** Targeted housing improvements tackle social problems as well as helping to improve the environment. Benefits can include improving health and well-being, cutting energy consumption and fuel bills, reducing fuel poverty, increasing the utilisation of the housing stock and maintaining local character.

**Key Factors:** In some suburban areas the private housing needs renovation, but the owners lack either the resources or the motivation to do it. Poor private housing affects those on low incomes disproportionately, and repairing a leaking roof or

replacing substandard facilities can be costly. Furthermore many elderly people are nervous about letting builders into their homes. Solutions are not easy to find as in the private sector the Decent Homes target applies only to vulnerable households (as does Warm Front [3.02]); there is little discretionary public funding except in Neighbourhood Renewal areas; and local authorities have limited enforcement powers. One approach is to provide homeowners with simple checklists showing what repairs should cost [3.03]. Schemes are also being developed to enable owners to release some of the capital from their buildings in order to carry out repairs. Housing Condition Surveys and Improvement Area designation can assist this. Some authorities have undertaken comprehensive programmes to tackle common problems, such as replacing windows.

**Policy Context:** Policy 3A.3 in the London Plan promotes the efficient use of the housing stock. Information on the Decent Homes Standard is on the ODPM website at <http://www.odpm.gov.uk> (Housing section).

**Examples in Action:** L.B. Barking and Dagenham has undertaken comprehensive upgrading of the housing in Becontree, using specially procured windows. L.B. Southwark has successfully upgraded the privately owned Bellendon Estate in Peckham as part of an SRB scheme. It also produces checklists which show how much improvements should cost. See: <http://www.southwark.gov.uk/OurServices/yourhome/ServiecsNonCouncilTenants/OwningOwnHome.html>.

**For Further Information:** Home Ownership Solutions for Low Demand Areas (Birmingham University and HBOS, 2004) contains case studies of new financial products that are being developed. See: [http://www.odpm.gov.uk/stellent/groups/odpm\\_communities/documents/page/odpm\\_comm\\_030804.pdf](http://www.odpm.gov.uk/stellent/groups/odpm_communities/documents/page/odpm_comm_030804.pdf) The London Rebuilding Society (<http://www.londonrebuilding.com>) is developing an equity release scheme designed to assist private sector improvements. See also Chapter 5 of the London Housing Strategy 2003, available at: [http://www.go-london.gov.uk/housing/downloads/london\\_housing\\_strategy\\_2003.pdf](http://www.go-london.gov.uk/housing/downloads/london_housing_strategy_2003.pdf).

Sources: URBED/L.B. Barking/L.B. Southwark

***What for?***

Improving the existing housing stock  
Saving energy  
Tackling fuel poverty

***Who for?***

Local authorities  
Community groups  
Developers

***Where?***

All areas, especially Residential Heartlands

**Related Topics:**

**Improving the Existing Housing Stock**

*Setting targets*

*Improving energy efficiency*

*Improving neighbourhood safety*

Community Wardens  
Neighbourhood Safety Programmes

## Neighbourhood Safety Programme

**An initiative which addresses local concerns about security, including community policing and environmental improvements and perhaps wider actions to build community relations and tackle anti-social behaviour.**

**Benefits:** Neighbourhood Safety Programmes aim to reduce both crime and the fear of crime - which is often worse than reality, but nevertheless can blight the lives of older people, ethnic communities that experience 'hate crime', and others. They therefore improve individual well-being and quality of life, and can help areas avoid going into decline.

**Key Factors:** Community safety is as much about community relations as policing. It is particularly important in areas where there is a high population turnover or concentrations of deprivation. Often petty crime is encouraged by boredom among young people or by an apparent lack of concern for the state of an area. Civic pride, youth projects, local activities and community facilities can all help improve community spirit and community safety [7.10].

In suburban areas the streets are often empty, especially at night. Better lighting, as well as having more people using the streets on foot [7.07] (ordinary people, not just Community Wardens [1.06]) deters crime. Visible policing is also important and can help improve community relations. Substantial progress can be made by focusing on the causes of crime, and by improving maintenance levels to address the 'Broken Windows' syndrome. The police need to be engaged in local partnerships, and a key feature is the employment of Community Support Officers to address community-raised issues, and to provide extra support.

**Policy Context:** There is a Crime and Disorder Reduction Partnership in every borough. The Mayor has given priority to increased spending on community policing. Under the Metropolitan Police's Safer Neighbourhoods programme, projects are under way in at least three neighbourhoods in each borough. A London Anti-Social Behaviour Strategy is being prepared (see: [http://www.london.gov.uk/mayor/crime/antisocial\\_behav.jsp](http://www.london.gov.uk/mayor/crime/antisocial_behav.jsp))

**Examples in Action:** In Welling, Bexley, the police played a leading role in getting residents to clear up the area around the station. The rail company responded with improvements to their facilities, making the whole area safer, as celebrated on the website <http://www.bexleypolicereassurance.com>.

**Further Information:** Publications on community safety can be downloaded from <http://www.crimeconcern.org.uk/pages/pubtext.asp?contidno=8.1.1>.

Click on: <http://www.met.police.uk/crimeprevention/neighbor.htm> for information on Neighbourhood Watch.

Click on: <http://www.together.gov.uk/home/asp> for information on tackling anti-social behaviour.

***What for?***

Improving safety  
Enhancing social cohesion

***Who for?***

Local authorities  
Residents  
Businesses

***Where?***

All areas

Sources: URBED

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## **Theme 4. Promoting Alternatives to Travel by Car**

**Towards sustainability:** Transport is a key issue for sustainability in London's suburbs because so many of those who live or work in them have become dependent on their cars. Car-use is an important aspect of many suburban lifestyles and is continuing to increase, leading to greater energy use and CO2 generation, and to more pollution and congestion. Promoting alternatives to travel by car, in order to reduce car-use, is central to making London's suburbs more sustainable.

While what is most appropriate will depend on local circumstances, it is important to think about the whole of a journey – from start to finish – and about the incentives (e.g. in terms of money and time saved, as well as convenience, comfort and safety) for not travelling by car. It will often be necessary to use several different tools in conjunction with each other, as well as to take actions that will help change attitudes, for example not just providing information about alternative ways of travelling, but also showing the travellers themselves, not just the environment, will benefit.

**The London Plan:** The London Plan recognises that to achieve the Mayor's vision of an 'exemplary, sustainable world city' the quality of London's public transport must be transformed. Not only must public transport become better and more integrated, but car-use (and the congestion associated with it) must be reduced, and walking and cycling encouraged. Between 2001 and 2011 the Mayor aims to reduce traffic growth in outer London by a third, and to seek zero growth in outer London town centres.

**Barriers to Progress:** In some areas, particularly in parts of the residential heartlands, public transport cannot provide a viable alternative, but in other places it can. Also there are several approaches which can be taken to help reduce travel by car – ranging from reducing the need to travel at all to reallocating road space and promoting walking and cycling – and many tools to help implement them. These include actions that can be taken by individuals and businesses, as well as ones which need to be done by public authorities. Tools under this theme address: reducing the need to travel, making public transport more attractive, developing travel plans, encouraging walking and cycling, re-allocating road space, and making better use of cars (e.g. by car sharing).



## **Key Issues and Related Tools**

### **Reducing the Need to Travel**

- One of the main reasons for encouraging the concentration of development, including housing, around selected centres is to bring people closer to the services and facilities they require, including good public transport, and so reduce their need to travel (especially by car). To improve sustainability, development should be linked to accessibility by public transport. A Public Transport Accessibility Level (PTAL) [4.01] provides a method for doing this, and a Transport Development Area [4.02] is intended to encourage high-quality mixed-use development around public transport nodes.

### **Making Travel by Public Transport More Attractive**

- The first priority usually is improving the quality and reliability of services, for example through Quality Bus Corridors [4.03]
- Good Transport Interchanges [4.04] where people can change quickly and easily from one form of transport to another are essential in places where people need to change, say, from a train to a bus to get home.
- Ensuring that there are Safe Routes to Stations [4.05] from places where potential travellers live or work is important for persuading more people (especially women) to make use of public transport.
- In addition, special services may have to be provided to ensure that people with special needs are able to obtain Equal Access to Services [4.06].

### **Developing Travel Plans**

- Changing attitudes is an important step in changing how people behave (e.g. over making routine journeys by car). One approach is to show them that there are viable alternatives to how they currently travel which have demonstrable advantages. Employers, especially large ones, can develop Workplace Travel Plans [4.07] (which can also be required in connection with a Transport Assessment Report [4.08]) to help their staff, students etc. find alternatives to travelling to work by car – and to save themselves money.
- School Travel Plans [4.09], which can include a range of measures such as a Walking Bus [4.10], should help reduce traffic congestion caused by the school run – and encourage children to take more exercise.
- Personalised Travel Planning [4.11] targets specific individuals to show them how they might benefit from using more sustainable forms of transport.

### **Encouraging Walking and Cycling**

- Making journeys by bicycle or on foot is even more sustainable than travel by public transport and is especially good for people's long-term health. Here London lags far behind many European cities.
- There are many steps that can be taken for Encouraging Walking [4.12], including developing a Local Walking Strategy [4.13].

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- Similarly there are a range of initiatives for Encouraging Cycling [4.14] and making it safer and easier for short trips, such as to the railway station or the town centre.
- Both walking and cycling can be promoted through improved Signage and Maps [4.15] which is designed specifically with pedestrians and cyclists in mind, rather than motorists.

### **Re-allocating Road Space**

- In recent years roads, even in many residential areas, have become dominated by cars and other vehicles. This reduces the quality of life and discourages cycling and walking. Creating Home Zones [4.16], where people have clear priority over vehicles, can redress the balance. Streets-for-People is an initiative with a similar aim being promoted by Transport for London to reduce traffic dominance in local streets and create more social spaces.
- Cars need to be planned for. Introducing Smart Parking Policies [4.17] can save space, increase safety and improve the look of the public realm. While the range of possible initiatives is broad, they will often include the introduction of a Controlled Parking Zone [4.18], which can be used to help manage competing demands.

### **Making Better Use of Cars**

- Even where travelling by car is indeed the most attractive option, there are still some steps that might encourage people to use cars more efficiently. A Car Club [4.19] allows members to have the use of a car whenever they want it – without having to own it, and research shows that on average one club car replaces five privately owned ones.
- Car Sharing [4.20] means that two or more people who would otherwise travel separately (and possibly in separate cars) make only one car journey between them.
- Park and Ride [4.21] enables people who start a journey by car to make a significant part of it by public transport, thus reducing traffic in sensitive areas.

See also the related theme: Reinforcing the Role of Local Centres [Theme 1].

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**Related Topics:**

**Promoting Alternatives to Travel by Car**

Reducing the need to travel

Public Transport Accessibility Level (PTAL)  
Transport Development Areas

*Making public transport more attractive*

*Developing travel plans*

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*

## Public Transport Accessibility Level (PTAL)

**A PTAL is a measure of the accessibility of any location to the public transport network. It takes into account walking and waiting times as well as the frequency of services.**

**Benefits:** A PTAL provides important information for determining what types of development, densities and car parking standards are appropriate for different places [2.03]. They can also be used to assess the impact of changes to public transport services (and access to them) on the development of individual sites [4.08].

**Key Factors:** PTALs take into account all forms of public transport in London (bus, national rail, Underground, Docklands Light Railway and Tramlink). They can be calculated from a simple spreadsheet, and are classified into six levels, where Level 1 = low accessibility and Level 6 = high accessibility. They can be calculated for individual locations or for a grid of points – which enables ‘contour maps’ of PTAL scores (showing the relative levels of accessibility by public transport throughout an area) to be produced. The current methodology was developed by L.B. Hammersmith & Fulham in 1992, and is considered as the most appropriate way of measuring public transport accessibility across London. It is simple to use, but is based on assumptions (e.g. it uses the frequency of services during the morning peak) which may not always be appropriate, as off-peak suburban rail services often run at very different frequencies to peak-time services. Also it does not take into account such factors as the speed, convenience or comfort of the services considered, or the ease of making interchanges

during a journey (which may be needed to reach some suburban destinations) [4.04]. Consequently, other tools are being developed to assess comparative accessibility.

**Policy Context:** The London Plan aims to accommodate London's predicted growth by encouraging sensitive intensification of development in locations (including appropriate suburban centres) that are, or will be, well served by public transport (Policies 2A.1, 2A.6, 3C.1, 3C.2, 4B.3 and Annex 4). A PTAL provides a consistent framework for assessing this.

**Examples in Action:** A PTAL map of London is shown in: [http://www.london.gov.uk/mayor/strategies/sds/london\\_plan/lon\\_plan\\_2.pdf](http://www.london.gov.uk/mayor/strategies/sds/london_plan/lon_plan_2.pdf) (on page 48). Some borough PTAL maps are also available, e.g. for L.B. Hounslow at: <http://www.hounslow.gov.uk/map-10.pdf>.

**Further Information:** See Measuring Public Transport Accessibility Levels (PTALs): Summary, TfL Information and Modelling Section (020 7941 4500).

***What for?***

Promoting alternatives to travel by car  
Defining and analysing areas

***Who for?***

Local authorities  
Developers

***Where?***

All areas

**Return to CONTENTS page**

**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

Public Transport Accessibility Levels (PTAL)  
Transport Development Areas

*Making public transport more attractive*

*Developing travel plans*

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*

## Transport Development Area (TDA)

**A designated area (around a public transport node) in which land-use planning and transport planning are co-ordinated so as to encourage well-designed, high-density, mixed-use development and promote sustainable travel. Part of the increased value of the development is used to help pay for the related transport improvements.**

**Benefits:** A TDA provides a mechanism for intensifying development in a sustainable way (both through a reduction in the need to travel, and by ensuring that sustainable transport facilities are integrated into the development) and for generating (from the private sector) the additional investment that is needed in the public transport. It may also lead to a more attractive development being produced.

**Key Factors:** Linking spatial development to sustainable transport is a cornerstone of sustainable development. While TDAs are often associated with major transport nodes and larger urban centres, the same principles can be applied in selected suburban centres which have good public transport access (i.e. a high PTAL score). For a TDA to succeed it needs to be in an area with a strong property market in addition to good public transport. Strong policy support from the relevant transport operators as well as the local authority is essential, as is local community support for the idea of increased development. Assessments of the existing transport capacity, of the opportunities for improving the transport facilities, and of the development opportunities need to be carried out [2.01], [2.06], and a masterplan or detailed development brief is likely to be required.

**Policy Context:** PPG3 and PPG13 advocate making maximum use of the most accessible sites. The London Plan encourages higher-density, mixed-use development around transport nodes, including appropriate suburban centres (Policies 2A.6, 3C.1, 3C.2 and 4B.1). Section 106 Agreements can be used to secure contributions from developers towards transport improvements.

**Examples in Action:** The best examples are in central London (e.g. Paddington Basin, Liverpool Street Station and Broadgate). Less central examples include Hammersmith, Stratford and Woolwich.

**Further Information:** The Royal Institution of Chartered Surveyors (RICS) has published a report, toolkit and good practice guide on TDAs, available at: <http://www.rics.org/Property/Propertydevelopment/Transportdevelopmentareas/Transport+development+areas++a+guide+to+good+practice.htm>

Sources: URBED/TfL

***What for?***

Integrating transport and spatial development  
Funding improvements to public transport

***Who for?***

Developers  
Local authorities  
Transport operators

***Where?***

Transport nodes in high value areas

**Return to CONTENTS page**

**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

Quality Bus Corridors  
Good Transport Interchanges  
Safe Routes to Stations  
Equal Access to Services

*Developing travel plans*

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*

## Quality Bus Corridors/BusPlus

**Bus priority schemes that aim to make significant improvements to the quality, reliability and times of journeys on key routes so as to provide an attractive alternative to travelling by car. (BusPlus routes in London have the same objective.)**

**Benefits:** Quality Bus Corridors (QBCs) reduce car use, thus reducing congestion, pollution and carbon dioxide emissions. They also provide better facilities for people with special needs. They can help link suburban areas, including employment locations, to nearby centres and to the main public transport network.

**Key Factors:** Every aspect of the journey needs to be considered, so that going by bus is clearly seen as the best option. This includes: operating high quality well-maintained buses; giving buses priority over other traffic (e.g. bus/high occupancy vehicle lanes, junction improvements, priority traffic signals); installing good quality shelters at safe, well-lit, accessible stops; providing real-time information; linking the routes to other transport services (e.g. stations, secure car-parks [4.21]); and of course ensuring regular, reliable and punctual services – and publicising them. Implementation of a QBC requires collaboration between the bus operator, Transport for London and the local authorities concerned. Effective consultation - with residents, businesses and business organisations - and positive publicity are essential. QBCs may be combined with other actions (e.g. improvements to transport interchanges [4.04], and 'Hoppa' or feeder buses that operate on short circular routes and may stop on demand).

***What for?***

Promoting alternatives to travel by car  
Providing for special needs

***Who for?***

Transport operators  
Residents  
Businesses

***Where?***

All areas, including Residential Heartlands and Employment Locations

**Policy Context:** Shifting journeys from car to bus is an essential part of the Mayor's transport strategy. Policies 3C.3, 3C.13, 3C.16–17 and 3C.19 in the London Plan support this aim.

**Examples in Action:** For schemes in the South East see: [http://www.dft.gov.uk/stellent/groups/dft\\_localtrans/documents/page/dft\\_localtrans\\_504149.hcsp](http://www.dft.gov.uk/stellent/groups/dft_localtrans/documents/page/dft_localtrans_504149.hcsp) Hampstead Garden Suburb has a successful Hoppa Bus that operates on two circular routes.

**Further Information:** See BusPlus at: [http://www.tfl.gov.uk/streets/bp\\_making\\_your\\_bus\\_service\\_better.shtml](http://www.tfl.gov.uk/streets/bp_making_your_bus_service_better.shtml) or Quality Bus Corridors (Greater Manchester Public Transport Executive) at: [http://www.gmpte.com/content.cfm?subcategory\\_id=1278538](http://www.gmpte.com/content.cfm?subcategory_id=1278538).

See also Less Traffic, Better Towns (Tim Pharaoh, 1992) Report for Friends of the Earth, London.

Sources: URBED/GLA

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**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

- Quality Bus Corridors
- Good Transport Interchanges
- Safe Routes to Stations
- Equal Access to Services

*Developing travel plans*

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*

## Good Transport Interchanges

**Places, such as underground or railway stations, at which people can change quickly, easily and safely from one form of transport to another.**

**Benefits:** Efficient interchanges encourage travel by public transport for at least part of a journey, and so help to reduce travel by car. Poor interchanges, like poor services, have the opposite effect.

**Key Factors:** Many people who live in the suburbs travel regularly. An interchange is an important part of any journey by public transport, and it is the quality of the entire journey that counts – usually in comparison with door-to-door travel in a car. Important features of a transport interchange include its appearance, environment, security, ease of access and movement, good signage, clear and up-to-date information, safe well-designed waiting facilities, and the presence of well-trained staff who can help when problems occur. Accessibility and linkages between different modes of transport (e.g. road crossings between station and bus stops) are also important. And since passengers usually move from one organisation's jurisdiction to another, co-ordination of staff and systems is essential.

**Policy Context:** Good interchanges are fundamental to the concept of 'integrated public transport', which London Plan Policies 3C.3, 3C.9 and 3C.18 support.

**Getting Started:** The first step is to identify busy stations when facilities are poor, and there is spare capacity on the railway. Major improvements to interchanges require partnerships, and are usually carried out as part of larger redevelopment schemes

(as at Hammersmith and Kings Cross). But significant improvements can often be made as a result of observing how people use an interchange, and listening to suggestions and complaints.

**Examples in Action:** The best models are in Continental cities like Stockholm or South Amsterdam, where interchanges provide plenty of parking for bicycles and good refreshment and other facilities. Good examples in London include Stratford, Hammersmith and Harrow, and some of the stations on the Jubilee Line extension.

**Further Information:** Intermodal Transport Interchange for London, Best practice guidelines, January 2001, Issue 1 click on: [http://www.tfl.gov.uk/tfl/reports\\_library\\_interchange.shtml](http://www.tfl.gov.uk/tfl/reports_library_interchange.shtml) or <http://www.tfl.gov.uk/rail/initiatives/metro.shtml>.

Sources: URBED/TfL

***What for?***

Promoting alternatives to travel by car

***Who for?***

Local authorities  
Transport operators

***Where?***

Rail or underground stations

**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

- Quality Bus Corridors
- Good Transport Interchanges
- Safe Routes to Stations
- Equal Access to Services

*Developing travel plans*

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*

## Safe Routes to Stations

**An initiative to encourage more people who travel by rail to walk or cycle to railway stations.**

**Benefits:** Walking or cycling to stations, rather than going by car, helps reduce traffic congestion, especially at peak times, and promotes a more healthy lifestyle. It also reduces the space required for car parking at the station, which saves the station operator money. Improving routes to stations may also encourage more people to travel by public transport.

**Key Factors:** Providing safe routes to stations starts by looking at the journeys that people currently have to make to reach the station on foot or by bicycle (and to catch their train) and noting any difficulties – especially at key times and for people with special needs (e.g. disabled people, people with prams). Potential improvements might include improved pathways, better lighting and security, changes to the highway to reduce traffic speeds and volumes, improved crossings, changes to the station approaches, re-allocation of road space in favour of pedestrians and cyclists, safe storage for bicycles, safe waiting facilities, and bringing empty space into beneficial use [7.07]. At the same time the quality of the station as a transport interchange needs to be considered too. The aim is to enhance the 'whole journey' for the rail passenger. Safe Routes to Stations projects require close co-operation between the local authority, the Train Operating Companies (TOCs) and Network Rail (or London Underground, where appropriate). It is also important to involve the local community, including disabled people and others with special needs in planning any changes.

***What for?***

Promoting alternatives to travel by car  
Making public transport more accessible  
Promoting health

***Who for?***

Transport operators  
Local authorities

***Where?***

All areas with stations

**Policy Context:** London's suburbs are served by an extensive rail network, and many suburban lines and stations are under-used for much of the time. The London Plan advocates a substantial increase in walking, cycling and travel by public transport, which requires improvements in the 'safety, quality, accessibility...and attractiveness of the existing public transport system' (Policy 3C.9 and Policies 3C.20–21).

**Getting Started:** Click on: [http://www.sustrans.org.uk/downloads/989A91\\_ff40.pdf](http://www.sustrans.org.uk/downloads/989A91_ff40.pdf) for a Safe Routes to Stations information sheet, which explains how to initiate local projects.

**Examples in Action:** Norwich and Oxford are examples where TOCs have taken the initiative to improve access during station re-development.

**Further Information:** See: <http://www.sustrans.org.uk/webcode/content.asp?ID>.

Sources: URBED/[www.sustrans.org.uk](http://www.sustrans.org.uk)

### Related Topics

#### Promoting Alternatives to Travel By Car

*Reducing the need to travel*

*Making public transport more attractive*

Quality Bus Corridors  
Good Transport Interchanges  
Safe Routes to Stations  
Equal Access to Services

*Developing travel plans*

*Encouraging walking and cycling*

*Reallocation of road space*

*Making better use of cars*

## Equal Access to Services

**People with special needs, and those living in pockets of deprivation within the suburbs, are often both socially and physically isolated, and experience difficulty in accessing services. Access projects are about finding appropriate personal solutions, using a range of transport services.**

**Benefits:** Suburbs will be more sustainable when all residents feel they have more control over their lives, and are not isolated. Improving access to services is one of the most practical ways of overcoming social exclusion.

**Key Factors:** Access to a service (e.g. health and childcare services, advice services, training and employment opportunities) is as important as the service itself. In many suburban areas public transport is not as frequent, or as close to where people live or need to travel to, as in major centres, and special travel arrangements may be required for people with special needs. Also as access needs vary, ways of meeting them may have to be tailored to fit individual circumstances. Finding solutions requires collaboration between service providers and relevant transport providers. Projects may include community transport, 'pick up' services, taxicards, organised car sharing [4.20], loans for vehicles such as bicycles and mopeds (for example to help young people get to jobs), and even subsidised driving lessons.

**Policy Context:** London Plan Policy 3C.9 proposes substantial improvement to public transport to meet London's needs, and the Mayor has published Supplementary Planning Guidance in Accessible London. A particular problem in some of

London's suburbs is that they contain small pockets of deprivation within generally prosperous areas, which can be overlooked. The ODPM's Social Exclusion Unit has highlighted the problem of people living in isolation on peripheral estates <http://www.socialexclusionunit.gov.uk/>.

**Examples in Action:** Ealing Community Transport is one of a number of social enterprises that has been highly successful in filling gaps in public transport. Its Plus Bus door-to-door minibus service in the Northolt area has low fares and is free for health related journeys. It also operates London Bus Route 195.

**Further Information:** Click on: <http://www.ectgroup.co.uk/index.php?bid=1&sa=3&sg=2&exp=9>

or visit Transport for All at: <http://www.transportforall.com/DaRTindex.htm>.

Supplementary Planning Guidance Accessible London is available at: [http://www.london.gov.uk/mayor/strategies/sds/accessible\\_london.jsp](http://www.london.gov.uk/mayor/strategies/sds/accessible_london.jsp).

Sources: URBED

### *What for?*

Accessing services and overcoming isolation  
Transport accessibility

### *Who for?*

Local authorities  
Community groups

### *Where?*

Suburban pockets of deprivation



**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

- Workplace Travel Plans
- Transport Assessment Reports
- School Travel Plans
- Walking Bus
- Personalised Travel Planning

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*

## Workplace Travel Plan

**A package of measures drawn up by employers to reduce car journeys by staff travelling to work or on business.**

**Benefits:** Workplace Travel Plans help to reduce the high number of people from the suburbs who drive to work, which in turn reduces congestion, pollution, green house gas emissions, and the loss of open space to parking. Individual employees also benefit if they can find a more pleasant or healthier way of travelling (such as walking or bicycling) or through rewards under the plan. Employers can also benefit significantly by not having to provide so many parking spaces, and this saving can be used to provide incentives within the plan.

**Key Factors:** A travel plan typically consists of a combination of measures and incentives to encourage staff (and other site users) to choose alternatives to driving by themselves. The first step is to find a group who are motivated to develop the plan. A lot of preparatory work is required, e.g. a survey of existing travel patterns and special needs; analysis of public transport services and potential improvements; analysis of the full costs (to the employer) of parking provision and potential for savings; consultations with staff (and other relevant groups, e.g. students, patients) to understand their views and discuss options. A key ingredient of successful plans is to charge for on-site parking (with exemptions, if relevant). A hierarchy of travel options needs to be developed, and the alternatives to single travel by car need to be explained and publicised. Walking [4.12], cycling [4.14], and car-sharing [4.20] might be encouraged, as well as travel by public transport. (And it may also be necessary to negotiate specific service improvements with transport providers). Incentives (such as bicycling mileage payments or salary supplements) need to be agreed and introduced.

**Getting Started:** Contact Transport 2000's Ground Floor Partners initiative at: [gfp@transport2000.org.uk](mailto:gfp@transport2000.org.uk) or North London Transport which has a project to assist small and medium-sized enterprises with Workplace Travel Planning (<http://www.northlondontransport.org>).

**Examples in Action:** Kent has a good example: <http://www.kent.gov.uk/sp/greentrav.html>.

Or see Good Practice case studies by Transport 2000 at: <http://www.transport2000.org.uk> ('Good practice'... 'Workplace travel plans').

**Further Information:** See: Making Travel Plans Work at [http://www.dft.gov.uk/stellent/groups/dft\\_susttravel/documents/page/dft\\_susttravel\\_504128.hcsp](http://www.dft.gov.uk/stellent/groups/dft_susttravel/documents/page/dft_susttravel_504128.hcsp).

or: Using the Planning System to Secure Travel Plans (Addison Associates) available free from Department for Transport (Tel: 0870 1207 405).

The Mayor will be producing Best Practice Guidance on Travel Plans shortly (see: <http://www.london.gov.uk/mayor/strategies/sds/bpg.jsp>).

Sources: URBED/TfL

***What for?***

Promoting alternatives to travel by car  
Reducing congestion

***Who for?***

Businesses  
Large organisations  
Individuals

***Where?***

All areas, especially  
Employment Locations

**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

- Workplace Travel Plans
- Transport Assessment Report
- School Travel Plans
- Walking Bus
- Personalised Travel Planning

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*

## Transport Assessment Report

**A report which demonstrates that a proposed development will not cause congestion, danger or inappropriate parking, and that adequate steps have been taken to promote sustainable transport.**

**Benefits:** A Transport Assessment Report provides information on the transport implications of a new development, and allows them to be evaluated before the development is approved. This enables a key element of the scheme's future sustainability to be assessed.

**Key Factors:** Local authorities need to provide guidance on when a Transport Assessment will be required and what it should cover. This should normally include: existing traffic conditions and transport services, proposed access to the site by all modes, proposed parking provision, forecast of journeys to and from the site and how they will affect the transport networks (including impact on infrastructure, junctions, safety etc.), and proposals for any improvements to be undertaken. The report should also contain details of planned initiatives to encourage those who will use the site to travel by sustainable means – and how these will be promoted and monitored [4.07], [4.11]. The precise scope of the information required to support a particular planning application should be agreed by discussion. Attention should also be paid to traffic generation, safety etc. during the construction period.

**Policy Context:** Linking spatial development to sustainable transport is one of the central principles of the London Plan (Policies 3C.1, 3C.2, 3C.16 and 3C.22). Requiring Transport Assessment Reports and travel plans for significant

developments at their planning stage is a mechanism for implementing it.

**Examples in Action:** L.B. Ealing has adopted Transport Assessment for Developments as supplementary planning guidance (SPG20). Reports are required for all developments that will generate more than 5% of the vehicle flow on the adjacent highway network, or where there is congestion. (Specific thresholds are set out). The assessments require information under more than 30 headings.

**Further Information:** Click on: <http://www.ealing.gov.uk/services/planning/planning+policy/20-transportassessments.pdf>.

Sources: URBED/L.B. Ealing

***What for?***

Promoting alternatives to travel by car  
Making new development sustainable

***Who for?***

Local authorities  
Developers

***Where?***

Town Centres  
Neighbourhoods  
Employment Areas

**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

Workplace Travel Plans  
Transport Assessment Reports  
School Travel Plans  
Walking Bus  
Personalised Travel Planning

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*

## School Travel Plan

**A package of measures for reducing the number of car trips made to a school, or group of schools, by parents and staff, and for improving safety on the school journey.**

**Benefits:** Creating a safe, healthy environment so that children and young people can travel safely to and from school using more sustainable forms of transport such as walking or cycling. Helping to reduce traffic congestion especially at the morning peak.

**Key Factors:** Schools collect data on the current travel habits of the school community, and prepare a Travel Plan with the help of their Local Authority's School Travel Adviser. They then work to promote and introduce sustainable travel options for pupils and staff. These might include road safety information, practical pedestrian and cyclist training [4.14], walking buses [4.10], and environmental and health education. All schools that have an approved Travel Plan are eligible for a capital grant (size dependent on pupil numbers). School Travel Plans may also link to wider improvements (e.g. to local roads) under the Government's Safer Routes to School initiative.

**Policy Context:** Safer travel to schools is an important part of the Government's transport policy, and how children travel to school is one of the Government's indicators of sustainable development. Policies 3A.21 and 3C.20-21 in the London Plan support this principle, and Policy 3C.16 emphasises the importance of tackling congestion and reducing traffic.

***What for?***

Promoting alternatives to travel by car  
Promoting safety

***Who for?***

Local authorities  
Schools

***Where?***

All areas

**Getting Started:** The first step is to contact the Local Authority's School Travel Adviser. (All London boroughs have one.)

**Examples in Action:** Case studies of good practice in London schools will be available through: <http://www.londontravelwise.org.uk> in October 2004.

**Further Information:** Click on: <http://www.teachernet.gov.uk/sdtravel> (from which Travelling to School; a good practice guide can be downloaded), or <http://www.londontravelwise.org.uk>, or [http://www.saferoutestoschools.org.uk/index.php?f=travel\\_plans.htm](http://www.saferoutestoschools.org.uk/index.php?f=travel_plans.htm).

The Mayor will be producing Best Practice Guidance on Travel Plans shortly (see: <http://www.london.gov.uk/mayor/strategies/sds/bpg.jsp>).

Sources: URBED/TfL

**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

- Workplace Travel Plans
- Transport Assessment Reports
- School Travel Plans
- Walking Bus
- Personalised Travel Planning

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*

## Walking Bus

**A group of children who walk to school in 'crocodile fashion' escorted by trained adult volunteers along a safe route.**

**Benefits:** A Walking Bus provides a safe and healthy way for children to get to school. It also helps to reduce rush-hour traffic congestion and pollution as well as school-gate parking problems.

**Key Factors:** Walking Buses follow planned, safe routes and have set timetables for collecting children from specified stops along the way. They must have adult escorts (who have to undergo a police check) and are often organised as part of a School Travel Plan [4.09], but the precise guidelines on how they are run (ratio of adults to children etc.) vary from borough to borough. Walking Buses depend on there being enough adult volunteers (often relatives of participating pupils) regularly available to run them. They can be difficult to keep going once the children of the original enthusiasts have moved on.

**Policy Context:** Walking Buses are part of the Government's Safer Routes to School initiative. They are supported by most London Boroughs and encouraged by the Mayor's Transport Policy (Proposal 4G.9).

**Getting Started:** The first step in setting up a Walking Bus is to contact the Local Authority's School Travel Adviser.

Also, a Walking Bus video, showing how to set one up and the different ways they can be run and funded, can be obtained from the London Regional School Travel Adviser at Transport for London (020 7941 4500).

**Examples in Action:** Honilands School in Enfield

(<http://www.enfield.gov.uk/A-Z/S/Safer%20Routes%20to%20School%20Case%20Study%20-%20Honilands%20School.htm> )

or Hawes Down School in Bromley (<http://www.londontravelwise.org.uk>).

**Further Information:** See the 'Schools, Schools Travel Initiatives' section of <http://www.londontravelwise.org.uk>.

Sources: URBED/TfL

***What for?***

Promoting alternatives to travel by car  
Promoting safety

***Who for?***

Schools  
Families with children

***Where?***

All areas within walking distance of a school

**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*  
Workplace Travel Plans  
Transport Assessment Reports  
School Travel Plans  
Walking Bus  
Personalised Travel Planning

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*

## Personalised Travel Planning

**Techniques for encouraging people to use more sustainable forms of transport (on appropriate journeys) by providing them with individually tailored travel information and incentives.**

**Benefits:** Personalised Travel Planning helps people to make more informed decisions about the ways in which they travel. It can therefore lead to more journeys being made on foot, by bicycle or by public transport, and so to a reduction in travel by car.

**Key Factors:** Personalised Travel Planning aims to close the gap between public perceptions of public transport, cycling and walking routes and reality. It encourages people to change their methods of travelling because of the advantages of doing so – not because of any coercion. It is based on commercial marketing techniques, and the best approach will vary according to the people being targeted and the location concerned. The essential first step is to establish a dialogue with potential customers through personalised direct contact (e.g. letters or postcards advertising new travel options, follow-up telephone calls, hand delivered materials). Further information and incentives (e.g. discounts; quicker or more pleasant journey) can then be provided to encourage new ways of travelling. It is important to monitor the success rates of different types of approach, and to feed back any recurring reasons why the new travel habits are not maintained. (A related approach involves getting people to keep a 'travel diary' and then analysing it so as to suggest alternative ways of travelling where appropriate.) It is useful to target suburbs with under-used transport capacity and complex routes.

**Policy Context:** Shifting journeys by car to more sustainable alternatives is an essential part of the Mayor's strategy (London Plan Policies 3C.3, 3C.9 and 3C.16).

***What for?***

Promoting alternatives to travel by car

***Who for?***

Local authorities  
Transport operators

***Where?***

All areas

**Examples in Action:** Results of trials in Germany, Australia, USA and UK suggest that Personalised Travel Planning may lead to 7–15% reductions in car journeys among targeted populations. A pilot project in Kingston upon Thames achieved a 14% reduction in car trips per person per year.

**Further Information:** See Personalised Travel Planning (UCL report to the Department for Transport, 2004) available at: [http://www.dft.gov.uk/stellent/groups/dft\\_sustravel/documents/page/dft\\_sustravel\\_029726.pdf](http://www.dft.gov.uk/stellent/groups/dft_sustravel/documents/page/dft_sustravel_029726.pdf).

In London, Transport for London is organising Personalised Travel Planning schemes under the brand name TravelOptions. Elsewhere in the UK, Sustrans, in collaboration with Socialdata, uses the name TravelSmart: <http://www.sustrans.org.uk/default.asp?sID=1090834131404&pID=>

Sources: URBED/TfL

**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

*Encouraging walking and cycling*

Encouraging Walking  
Local Walking Strategy  
Encouraging Cycling  
Signage and Maps

*Reallocating road space*

*Making better use of cars*

## Encouraging Walking

**Initiatives and practical actions to encourage people to walk more, especially on short journeys which might otherwise be made by car.**

**Benefits:** Walking contributes to health, well-being and many aspects of community life (including neighbourhood safety [3.07]) as well as to the enjoyment of the natural environment – all of which are important elements of suburban living. It benefits trade in local shops and encourages use of public transport. It is the cheapest, most socially inclusive, and most energy efficient means of travel. It is an important activity for children, and for people in old age. It is good for people and communities, and good for sustainability. If more people walked, rather than making short journeys by car, there would be lower CO2 emissions and less congestion, especially at peak times.

**Key Factors:** In spite of the benefits, walking trips in London have declined. One-fifth of all journeys of under 500m are now made by car. There are two main aspects to reversing this trend: promoting walking (e.g. educating people to reconsider their travel options and promoting the benefits of walking) and making the ordinary street environment more 'people friendly'. Initiatives such as Travel Plans [4.07], [4.09], [4.11], Safe Routes to School, and Safe Routes to Stations [4.05] as well as health promotions can help to change attitudes, and Local Walking Strategies [4.13] can co-ordinate many of the actions that help to encourage walking. But there are also many more immediate steps which can be taken with pedestrians in mind, such as street cleaning; pavement and footpath maintenance; improved lighting; better crossings; more attention to safety; better street furniture and seats [7.07]; better waiting facilities at bus stops etc; and better pedestrian signage [4.15]. Street audits can help pinpoint what needs to be done.

***What for?***

Encouraging walking  
Promoting alternatives to the car  
Enhancing social inclusion

***Who for?***

Local authorities  
Community groups

***Where?***

All areas

**Policy Context:** Policies 3C.3, 3C.20 and 4B.4 in the London Plan encourage walking and endorse Transport for London's Walking Plan for London. Objective 2 of the Walking Plan is 'Promoting Walking'. See: <http://www.tfl.gov.uk/streets/downloads/pdf/walking-plan-2004.pdf>.

**Getting Started:** Almost everybody can start walking more, often by introducing a longer walk into their everyday journeys. Living Streets' publications DIY Community Street Audit Pack (£15.00) and Safer School Journeys (£12.00) can be purchased through <http://www.livingstreets.org.uk>.

**Examples in Action:** The distinguished Danish architect Jan Gehl's recent report on London includes the recommendation: 'Improve conditions for walking'. It gives examples of Best Practice from Europe. See: [http://www.gehlarchitects.dk/html/projects/london/pix/28780\\_TFL\\_Public\\_Spaces.pdf](http://www.gehlarchitects.dk/html/projects/london/pix/28780_TFL_Public_Spaces.pdf).

**Further Information:** See Living Street's manifesto at: <http://www.livingstreets.org.uk/manifesto.htm>.

Sources: URBED/Living Streets

### Related Topics:

#### Promoting Alternatives to Travel by Car

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

*Encouraging walking and cycling*

Encouraging Travel Plans  
Local Walking Strategy  
Encouraging Cycling  
Signage and Maps

*Reallocating road space*

*Making better use of cars*

## Local Walking Strategy

**A broadly based plan to encourage people to get out and walk more. It is usually prepared by the local authority, but draws on the support of other public agencies and community groups.**

**Benefits:** Walking is central to making the suburbs more liveable and more sustainable. It is a reliable and effective means of travelling short distances (either on its own, or as part of a longer journey). It stimulates both personal health and the health of communities and local economies. Having more people on the streets creates activity and vitality, reinforces community cohesion and increases personal safety and security.

**Key Factors:** The Strategy needs to be comprehensive and integrated [4.12]. Its aims are to create a positive attitude towards walking and to set out (with responsibilities) all that needs to be done to ensure that there are pleasant and safe environments [7.07] in which to do it (including, for example, making sure that places are quiet enough for people to talk comfortably to each other). This will involve changing the balance between traffic and pedestrians in some areas, with measures ranging from traffic calming to Home Zones [4.16] and reallocation of road space. Many organisations, public, private, and voluntary, are likely to be involved. One local authority has identified 63 different officers who are concerned with walking in some capacity.

**Policy Context:** Government guidance Encouraging Walking: Advice to Local Authorities urges local authorities to use their planning and transport-related powers to give greater priority to walking. Guidance on Full Local Transport Plans requires

authorities to prepare Local Walking Strategies, and the Mayor has prepared the Walking Plan for London. Policy 3C.20 in the London Plan calls for improvements in conditions for walking.

**Getting Started:** Contact the lead officer in the local authority who is responsible for preparing the Local Walking Strategy.

**Examples in Action:** See L.B. Camden's Walking Plan at: [www.camden.gov.uk/ccm/content/leisure/outdoor-camden/walking-in-camden.en](http://www.camden.gov.uk/ccm/content/leisure/outdoor-camden/walking-in-camden.en).

**Further Information:** See Walk 21 at <http://www.walk21.com/bestpractice/category.asp?categoryID=6>,

Encouraging Walking: Advice to Local Authorities at: [http://www.dft.gov.uk/stellent/groups/dft\\_susttravel/documents/page/dft\\_susttravel\\_504172.pdf](http://www.dft.gov.uk/stellent/groups/dft_susttravel/documents/page/dft_susttravel_504172.pdf), Taking The Strategy Step – Preparing a Local Walking Strategy at: <http://www.livingstreets.org.uk/page.php?pageid=214>.

Traffic Advisory Leaflet 2/00 at: [http://www.dft.gov.uk/stellent/groups/dft\\_roads/documents/page/dft\\_roads\\_504817.hcsp](http://www.dft.gov.uk/stellent/groups/dft_roads/documents/page/dft_roads_504817.hcsp).

Sources: URBED/Living Streets

### *What for?*

Encouraging walking  
Promoting alternatives to travel by car  
Promoting health

### *Who for?*

Local authorities  
Community groups

### *Where?*

All areas

### Related Topics:

#### Promoting Alternatives to Travel by Car

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

*Encouraging walking and cycling*

Encouraging Walking  
Local Walking Strategy  
Encouraging Cycling  
Signage and Maps

*Reallocating road space*

*Making better use of cars*

## Encouraging Cycling

**A range of initiatives which aim to increase the proportion of journeys made by bicycle. They include measures to make cycling easier and safer, and to make it accepted as a normal form of everyday transport.**

**Benefits:** Cycling is a quick, pleasant, healthy and money-saving form of travel. It is particularly suitable for the suburbs, especially for short journeys. (Half of all journeys in London are under two miles.) It helps to reduce traffic congestion (a major issue in many suburban areas) and pollution, and to improve fitness.

**Key Factors:** A number of steps may need to be taken, and co-ordinated, if more people are to be convinced of the practicality of using a bicycle for regular journeys. These can include: designating and maintaining cycle routes (e.g. along back routes or through parks); providing cycle lanes on main roads; redesigning road junctions and roundabouts; providing cycle and safety awareness training (for adults as well as children); organising 'buddy' schemes (to overcome nervousness); providing secure bike stands at schools, stations and in town centres; encouraging employers to provide proper bike storage; enabling bicycles to be carried easily on public transport; publishing local route maps for cyclists; and organising events to publicise and promote cycling [4.05], [4.15]. Cycling to work, school etc. can also be encouraged through Travel Plans [4.07], [4.09], [4.11]. However, while close attention must be paid to safety, security and convenience, cycling needs to be seen as a normal use of the road network, rather than as always depending on special facilities. This requires sustained efforts by local authorities, community groups and cycling enthusiasts to change people's attitudes (e.g. to cycling during the winter).

### *What for?*

Promoting alternatives to travel by car  
Promoting health

### *Who for?*

Local authorities  
Individuals  
Community groups

### *Where?*

All areas

**Policy Context:** The London Plan strongly supports cycling (Policies 3C.3, 3C.16 – 17 and 3C.21). Transport for London's London Cycling Action Plan aims to increase cycling in London by 200% (<http://www.tfl.gov.uk/streets/pdfdocs/cycling/cycling-action-plan.pdf>). TfL has also established a Cycling Centre of Excellence.

**Getting Started:** The London Cycling Campaign publishes Getting started on a bicycle and other booklets (<http://www.lcc.org.uk/index.asp?PageID=406>). Cyclist training is available in most London boroughs (for details see: <http://www.tfl.gov.uk/streets/cycling/cycling-training.shtml>).

**Examples in Action:** L.B Ealing has a Bicycle Support Team. Its Marketing Cycling (April 2004) describes a range of projects that promote cycling in Ealing. (However in general, London still lags far behind what can be found in European cities like Copenhagen and Amsterdam.)

**Further Information:** Click on <http://www.lcc.org.uk> (which has direct links to local Borough Groups), or <http://www.londoncyclenetwork.org.uk>.

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### Related Topics:

Promoting Alternatives to Travel by Car

Reducing the need to travel

Making public transport more attractive

Developing travel plans

Encouraging walking and cycling

- Encouraging Walking
- Local Walking Strategy
- Encouraging Cycling
- Signage and Maps

Reallocating road space

Making better use of cars

## Signage and Maps

**Providing information for pedestrians and cyclists so that they can find their way around easily and safely.**

**Benefits:** In the suburbs it can be hard to find the nearest stations, and many people are confused about where bus routes go. Providing information on the best routes empowers local people and encourages walking and cycling, and also the use of public transport. Pedestrians, in particular, bring life to an area and contribute to community feeling and safety [3.07], and regular walking and cycling both contribute to health. Better information (including on links to and from public transport and other landmarks) is particularly helpful for new residents and visitors, but established residents can benefit too.

**Key Factors:** Many suburbs have areas of great local character, but few people have a good mental picture of how they fit together. Signage and maps should encourage people to find their way to them, especially on foot or by bicycle. They can be both destinations and places to pass through on other journeys. Signage should be designed or tested by somebody unfamiliar with the area; if it works for them it will work for everyone. Special needs must be taken into account; signs and information must be in forms that can be used by disabled people, and it is especially important to consider the needs of visually impaired and hard of hearing people. The placing of signs is also important; they need to be reasonably close to pathways etc. but must not impede circulation. Signage may include directional signs, visitor welcome panels, area maps, interpretation boards etc. Distances or walking times to key locations (e.g. school, railway station, business park) should be given where possible. Innovative ideas, such as 'audio wayfinding', might also be considered (perhaps through the use of mobile phones). Ideally, signage and maps should form part of well thought through cycling and walking strategies [4.13], [4.14] but basic measures, like ensuring that street names are clearly displayed at street corners, should not be overlooked.

**Policy Context:** The Mayor's Walking Plan for London recognises that 'pedestrians often say that a lack of information puts them off when considering walking'. Objective 2.4 of the Plan is to 'Develop location specific and route information including paper based products, on street information and web based resources'.

**Examples in Action:** Bristol's Legible City initiative is a comprehensive signing project that improves the understanding and experience of the city for both visitors and residents.

**Further Information:** Click on <http://www.bristollegiblecity.info/initiative.html>. For Inclusive Mobility see [http://www.dft.gov.uk/stellent/groups/dft\\_about/documents/page/dft\\_mobility\\_redirects\\_page.hcsp](http://www.dft.gov.uk/stellent/groups/dft_about/documents/page/dft_mobility_redirects_page.hcsp).

### What for?

Encouraging walking and cycling  
Promoting social inclusion

### Who for?

Local authorities  
Residents  
Visitors

### Where?

Town Centres  
Neighbourhoods  
Employment Locations

Sources: URBED

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**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

*Encouraging walking and cycling*

**Reallocating road space**

- Home Zones
- Smart Parking Policies
- Controlled Parking Zones

*Making better use of cars*

## Home Zones/Streets-for-People

**Home Zones are residential streets which have been redesigned so that people have priority over vehicles. The speed limit is set very low, and the streets are attractively landscaped. Streets-for-People is a broader approach that aims to reduce traffic dominance in residential areas.**

**Benefits:** Home Zones and Streets-for-People schemes are ways of 'reclaiming' local streets from domination by traffic, and of restoring safety and peace to residential areas. In turn they encourage people to walk or cycle in those areas, rather than using their cars.

**Key Factors:** Home Zones work through carefully planned physical alterations to the streets, which reduce traffic speed and enhance the environment. These include traffic calming measures; alterations to the road surface and layout; speed tables; the addition of trees and plants [7.05], seating and other street furniture [7.07]; and special signage. Re-allocating road space, altering pavements and using different parking configurations can also help to reduce traffic speeds. Streets-for-People schemes are less intensive than Home Zones, but aim to cover wider areas and create networks of safe and convenient pedestrian routes. They may be more appropriate in many suburban areas. Thorough planning, with the active participation of all sides of the local community including local motorists, is essential in both cases.

**Policy Context:** The Government is encouraging Home Zones, which have worked successfully in Holland, and made funding available for about 100 schemes. For 2004-5 £6.2 million has been allocated to London boroughs for Streets-for-People schemes in line with TfL's Walking Plan. In the London Plan, Policies 3C.17-18 support initiatives such as Home Zones. Policies 3A.26 and 4B.7 encourage neighbourhood plans and respect for local context and communities.

**Examples in Action:** Five Roads, Home Zone. Five residential streets in West Ealing have been converted into a Home Zone following an extensive consultation process. Changes to the area include new gateways with raised tables and width restrictions, changed road layouts with chicanes formed by parking bays, new lighting, a 20 mph speed limit, new planting and a play area. For more details see: <http://www.fiveroadsforum.org>.

**Further Information:** A video, Home Zones: The UK Experience is available from Marston Book Services (Tel: 01235 465500) or see M. Biddulph's report Home Zones: A planning and design handbook (The Policy Press for the Joseph Rowntree Foundation, 2001) or click on <http://www.homezones.org>, <http://www.homezonenews.org.uk>, <http://www.transport2000.org.uk/communityaction/HomeZoneTipsBriefing.htm>, <http://www.livingstreets.org.uk/home-zones.htm> or the Institute of Highway Incorporated Engineer's website [http://www.ihie.org.uk/about\\_publist.html](http://www.ihie.org.uk/about_publist.html)

***What for?***

Improving quality of life  
Promoting alternatives to travel by car

***Who for?***

Local authorities  
Community groups  
Developers

***Where?***

Residential Heartlands,  
Neighbourhoods

Sources: URBED

**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

*Encouraging walking and cycling*

**Reallocating road space**

Home Zones  
Smart Parking Policies  
Controlled Parking Zones

*Making better use of cars*

## Smart Parking Policies

**The way in which car parking is handled in a development can have a great affect on it and its surroundings. Smart Parking Policies aim to provide an adequate amount of parking – but in ways that use space more intensively and improve the look of the public realm.**

**Benefits:** By reducing the amount of space that is given over to parking, Smart Parking Policies can make an area look more attractive, encourage more people to walk or cycle and increase property values.

**Key Factors:** New developments should provide a level of parking that reflects the location and its accessibility by public transport [4.08]. There are many approaches that can be taken by both planners and developers. These include: promoting lower parking (or in exceptional cases, car-free) developments; ensuring that street space is shared between different uses (as a consequence, for example, of mixed-use development) and not dominated by parking; providing shared parking bays which are sited so that they leave the streets free for walking; selling parking spaces as an optional extra not included in the property price; providing different sizes of parking spaces and charging more for larger ones; encouraging underground or stacked parking; preventing or discouraging occupiers from turning front gardens into parking lots; and issuing 'smart cards' to pay for parking, with higher charges at peak times.

**Policy Context:** PPG13 gives a single recommended parking standard, but Table 4B.1 in the London Plan [2.03] recommends reduced parking provision in town centres and areas with high public transport accessibility levels [4.01]. Policies 3C.22–23 and Annex 4 give further consideration to parking strategy. Policy 4B.4 encourages the improvement of the quality of the public realm.

**Getting Started:** Review current policies and practices to see where improvements can be made. Also review policies for Controlled Parking Zones [4.18].

**Examples in Action:** L.B. Camden has been encouraging car-free (and car-capped) housing since 1997. Over 2,500 homes are now covered by car-free agreements, see: <http://www.camden.gov.uk/ccm/content/transport-and-streets/transport-strategies/car-free-housing.en>.

**Further Information:** See C. Chick, On-Street Parking: A Guide to Practice (Landor Publishing, 1996) from: <http://www.landorbooks.co.uk>.

See also: Annex 4 (Parking Standards) of the London Plan, available at <http://www.london.gov.uk/> and Parking Standards in the South East (Government Office for the South East, 1998) available at <http://www.go-se.gov.uk/key%20business/publications/downloads/parking.pdf>.

Sources: URBED

**What for?**

Promoting alternatives to travel by car  
Improving the public realm

**Who for?**

Local authorities  
Developers

**Where?**

Major developments, especially housing schemes in Neighbourhoods or Residential Heartlands

**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

*Encouraging walking and cycling*

*Reallocating road space*  
Home Zones  
Smart Parking Policies  
Controlled Parking Zones

*Making better use of cars*

## Controlled Parking Zone (CPZ)

**An area in which the opportunities for car parking are regulated (e.g. through parking meters, residents' permits/parking bays, business permits etc.) so as to help manage competing demands.**

**Benefits:** CPZs are particularly useful in areas where the demand for commuter, shopper or leisure parking conflicts with residents' needs, and in helping to restrain traffic in areas well served by public transport. They allow priority to be given to one group over another, and businesses' as well as residents' needs to be taken into account. CPZs also generate revenue for local authorities.

**Key Factors:** Parking regimes in CPZs need to be considered within a local context, as different areas will experience different patterns of parking demand. Some smaller centres and shopping parades may require free short-term parking to support their trade [1.01]. By contrast, limiting the maximum permitted parking time in certain areas, can discourage commuters from monopolising them, or shop workers from occupying spaces that would attract shoppers. Parking permits may need to be restricted where off-street parking is available, and parking for non-residents in high-density residential areas may need to be limited or controlled in some other way (for example through pre-booked permits). Charging for car parking is an easy way of regulating the use of road space and of encouraging the use of other, more sustainable, forms of transport. Thorough community consultation is essential if a controlled parking scheme

is to be accepted and implemented successfully. Coordination of policies is also needed in certain areas to prevent their character being spoiled by the conversion of private gardens into space for parking.

**Policy Context:** Local authorities have powers to control parking, and to use the revenue generated for transport-related purposes. Policies 3C.22– 23 and Annex 4 in the London Plan set out the Mayor's approach to parking policy.

**Examples in Action:** CPZs are common throughout London. Some have particular purposes (e.g. L.B. Barnet uses a CPZ at Hampstead Heath) e.g. to prevent commuters from driving in to use the Underground, by prohibiting parking for an hour in the late morning.

**Further Information:** L.B. Ealing (<http://www.ealing.gov.uk>), L.B. Haringey (<http://www.haringey.gov.uk>), L.B. Brent (<http://www.brent.gov.uk>) and others offer parking information on their websites.

Sources: URBED/TfL

***What for?***

Promoting alternatives to travel by car  
Reducing traffic congestion  
Improving road safety  
Supporting businesses  
Providing for special needs

***Who for?***

Local authorities

***Where?***

Town Centres  
Neighbourhoods

**Related Topics:**

**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*  
Encouraging walking and cycling  
Reallocating road space

*Making better use of cars*  
Car Clubs  
Car Sharing  
Park and Ride

## Car Club

**A Car Club provides its members with a car to use whenever they want one – without them having to own it.**

**Benefits:** Car Clubs save their members money as they do not have to pay the full fixed costs of individual car ownership, only a small monthly subscription. They reduce the number of cars in use (it is estimated that one 'club' car replaces five individually owned ones) and save parking space. They help reduce car travel (as the full marginal costs of use are expressly charged for), which in turn reduces congestion, pollution and CO2 emissions.

**Key Factors:** A car club acts as a car hire firm located on your doorstep. It is especially useful for people who need cars for infrequent but necessary trips, and can avoid the need for a second car. The cars should be kept close to where members live or work, and should be available at short notice. Ideally there should be a range of cars to choose from and they should be available to be hired for as long, or as short, a time as they are needed. A car club has most chance of being successful in residential developments which have no more than one parking space per unit. It should be in place before the first residents move in, as people are more likely to change their travel habits as they make other changes in their lives. The car club should

be an integral part of the marketing of the development. However it is also important to have a mix of members, so that the cars will be used during the day as well as in the evening and at weekends as well as during the week. While clubs can be organised individually, there are now organisations which promote and operate networks of clubs. Clubs can also be organised through workplaces, perhaps as an extension of a 'car pool' or as an element in a Workplace Travel Plan [4.08]. However if car clubs are to make a significant impact, there will have to be a radical change of attitude towards car ownership.

**Policy Context:** PPG3, PPG13 and the London Plan seek to reduce car-dependence, make more efficient use of land, and reduce the amount of parking in new development. Some local authorities are incorporating the concepts of 'car-free' and 'low-car' development into their planning policies.

**Getting Started:** The Carplus Trust publishes a Car Club Toolkit which includes sections on the right conditions for successful clubs as well as organisation, finance, and marketing. Its table of contents can be seen at: <http://www.carclubs.org.uk/information/pdf/Toolkit-contents.pdf>.

**Examples in Action:** London City Car Club <http://www.smartmoves.co.uk/lccc.html>, operates in seven boroughs and aims to expand London-wide.

**Further Information:** Click on: <http://www.carclubs.org.uk>.

***What for?***

Promoting alternatives to travel by car

***Who for?***

Businesses  
Community groups  
Individuals

***Where?***

Town Centres  
Neighbourhoods

Sources: URBED

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**Promoting Alternatives to Travel by Car**

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*  
Car Clubs  
Car Sharing  
Park and Ride

## Car Sharing

**Two or more people, who would otherwise travel separately, sharing a journey in one car (also known as ridesharing).**

**Benefits:** Car sharing reduces the number of cars on the road, reducing congestion, fuel consumption, pollution and carbon dioxide emissions. It saves people money and has social benefits, enabling people to make new friends and helping those who do not have a car to travel more easily. It can also help employers and other organisations (hospitals, universities etc.) save on parking space, and reduce school-gate problems.

**Key Factors:** Car sharing is not new. Drivers have always given lifts to others, including sharing the 'school run'. However, increasing traffic congestion (a real problem for many suburban areas) makes it worth encouraging even more, and computer technology now makes it easier to organise. Regular journeys (to work, college, leisure facilities etc.) provide good opportunities for car sharing, but there are also a growing number of websites that enable people to find lifts to particular events, such as pop concerts and football matches or to any particular destination. So long as the driver only accepts a contribution to the journey cost (5p per mile is often recommended) the car insurance will not be invalidated. Car sharing makes sense in areas which are not well served by public transport, and for journeys which do not follow public transport routes. It is often one of the options promoted in Travel Plans [4.07], [4.09], [4.11]. However it is most effective when the passenger(s) would have driven separately themselves; less so when they would have travelled by public transport or cycled or walked. There is some concern that many of those who might benefit most from car sharing (e.g. non-car owners, disadvantaged people) do not have ready access to the internet. Personal safety is also an issue.

**Policy Context:** Car sharing is a basic part of policy to reduce car trips. It can be promoted by banning single-occupancy vehicles from lanes on key roads.

**Getting Started:** Most car sharing is arranged informally between neighbours or colleagues, but it is now also possible to register online (free) with a local or national car share matching service. Free software is also available for those who wish to set up their own car sharing schemes.

**Examples in Action:** Liftshare (<http://www.liftshare.com>) is the UK's largest car share organisation, with over 50,000 members.

**Further Information:** Click on: [www.liftshare.com/faq.asp](http://www.liftshare.com/faq.asp) or <http://www.shareacar.com> or <http://www.carclubs.org.uk/carclubs/ridesharing.htm>. Lists of rideshare (car share) organisations, including software suppliers, are given at: <http://www.carclubs.org.uk/information/rideshare.htm>. See also The Role of Internet Matching Services (Commission for Integrated Transport, 2002) at <http://www.cfit.gov.uk/mf/reports/carclubs/supp4/index.htm>.

***What for?***

Promoting alternatives to travel by car

***Who for?***

Businesses  
Community groups  
Individuals

***Where?***

All areas

Sources: URBED

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#### Promoting Alternatives to Travel by Car

*Reducing the need to travel*

*Making public transport more attractive*

*Developing travel plans*

*Encouraging walking and cycling*

*Reallocating road space*

*Making better use of cars*

Car Clubs  
Car Sharing  
Park and Ride

## Park and Ride

**Park and Ride provides new car parks on the edge of urban areas, or alongside peripheral stations, with the aim of encouraging people to leave their cars and complete their journeys by public transport.**

**Benefits:** Park and Ride reduces travel by car and cuts congestion in crowded urban areas (such as town or city centres) by getting people to park on the outskirts. It is particularly relevant to suburban areas that suffer from commuters driving in (or through) from outlying areas.

**Key Factors:** Park and Ride sites need to use relatively low value land close to transport nodes with good services, or on the edge of major shopping centres. They are an ideal use for contaminated land, or land awaiting development. Another possibility is to use part of the car park of a major shopping centre, or spare space on an industrial estate or at a sports stadium. In areas where property values are relatively high, multi-storey car parks may be viable. Park and Ride facilities should be provided at the point where busy roads link up with high capacity public transport routes. It could further be linked to the development of Quality Bus Corridors [4.03] or new rail links, and also to strategies for making it easier to walk and cycle to stations [4.12], [4.14]. A 'hoppa' or shuttle bus can provide a frequent service at rush hours. The Park and Ride service, and the hours that it operates, need to be well publicised. The car park needs to be easy to use, well maintained and patrolled, have good lighting, and feel safe. A Park and Ride scheme is at heart a transport interchange [4.04].

### *What for?*

Promoting alternatives to travel by car

### *Who for?*

Local authorities  
Sub-regional planners

### *Where?*

Edges of towns/cities  
Stations close to main roads/motorways

**Policy Context:** Policies 3C.9 and 3C.16 in the London Plan seek to reduce the growth in travel by car, to reduce traffic congestion in outer (as well as inner) London and to encourage travel by public transport.

**Examples in Action:** The goods yards of most suburban stations have been turned into car parks, encouraging travel by train. Outside London several Parkway stations have been developed (e.g. Bristol) at locations with spare land and good road access. In heavily used towns/cities (e.g. York, Oxford, Reading and Guildford) Park and Ride sites on the outskirts have been combined with parking controls and pedestrianised areas in the centre.

**Further Information:** See: Bus Based Park and Ride in Britain (Landor Publishing, 1997).

A directory of UK Park and Ride schemes (with website links) is available at: [http://www.shareacar.com/uk\\_park\\_and\\_ride\\_schemes.php](http://www.shareacar.com/uk_park_and_ride_schemes.php).

Information on the Oxford and other Park and Ride schemes is given at: <http://www.parkandride.net>.

Sources: URBED

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## **Theme 5. Improving Environmental Sustainability**

**Towards Sustainability:** Maintaining a green and pleasant environment in which to live has always been one of the fundamental objectives for London's suburbs. In the past much of the emphasis has been on the way that the local area looks. But there are also other ways in which people's actions can affect the environment that may not be so immediately obvious. These include waste control, maintaining biodiversity, the efficient use of energy, and reducing noise.

It has been easy to think that once the rubbish has been collected it is somebody else's problem. But as the production of waste continues to grow (due largely to our 'consume and throw away' lifestyle) it is becoming more and more difficult to find ways of disposing of it, let alone in a sustainable manner. As with the efficient use of energy [see Theme 3], much of the problem is how to change people's attitudes and behaviour, so as both to reduce the amount of waste created and to dispose of it in such a way that much more of it can be recycled.

London's suburbs also have a very important part to play in maintaining the biodiversity of the city. Plants and other living things are very vulnerable to the loss of their natural habitats, including the loss of front gardens, hedgerows and street trees. Biodiversity is now recognised as one of the key tests of sustainability and, compared to many other large cities, it is one of London's strengths. Moreover, even though it goes beyond a mere interest in the look of an area, it is very much in the interests of today's residents to maintain the variety of species in their neighbourhood, if it is to continue to remain an attractive place for them and their children to live in the future.

**The London Plan:** The London Plan promotes the Mayor's vision for London as an exemplary, sustainable world city. It calls for fundamental improvements in the environment, the use of resources, and the management of waste. In addition to his London Sustainable Development Commission, the Mayor has established a Policy Commission on the Environment and published strategies on Air Quality, Biodiversity, Energy, Noise, and Waste.

**Barriers to Progress:** Even though the United Kingdom has signed up to international treaties on protecting the environment and making progress towards sustainability, and the Mayor's vision is for London to take a lead, many ordinary people (whose actions will determine what actually happens in practice) are not convinced that they should radically change their lifestyles. Nor do they see what alternative actions they can realistically take. The biggest barriers to progress are the need to change attitudes, to provide clear information and advice, and to ensure that alternative systems are in place for people to use. Tools under this theme, together with many of those under Theme 3, address the issues of changing attitudes, saving energy, reducing waste, controlling noise, promoting food awareness and maintaining biodiversity.

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## **Key Issues and Related Tools**

### **Changing Attitudes**

If people are to change their behaviour they need to understand the underlying issues and have suitable motivations for Changing Lifestyles and Choices [5.01].

### **Saving Energy**

Often not knowing what to do (or how much it will cost) stops people from trying to save energy. Energy Advice Centres [5.02] are local organisations that give free and impartial advice to households and small businesses on saving energy, and on saving money as a result. Information on specific actions to save energy is given in Theme 3, Improving the Existing Housing Stock.

### **Reducing Waste**

Again, many people are not aware of what recycling facilities are available locally or how best to use them. Recycling Champions [5.03] can provide information on waste reduction and recycling, and encourage greater participation.

Composting [5.04] is a classic way in which residents can recycle their organic garden and kitchen waste, especially in many suburbs.

For businesses, Waste Minimisation Clubs [5.05] are a way of sharing ideas and experience on how to reduce waste. Few organisations are aware of how much they waste and how much they could save by following simple waste management procedures.

### **Controlling Noise**

Noise has been called the 'forgotten pollutant' yet there are many noise hotspots in the suburbs. Controlling Noise [5.06] can improve quality of life, support child learning and reduce stress.

### **Promoting Food Awareness**

Poor diet is an important issue, even in the suburbs, and one of the worst enemies of healthy eating is ignorance. Initiatives for Promoting Healthy Eating [5.07] are becoming increasingly necessary.

### **Maintaining Biodiversity**

Biodiversity is a key test of sustainability. London's suburbs with their many green spaces can support an abundance of wildlife, both now and in the future, through both Garden Biodiversity [5.08] and Biodiversity on Buildings [5.09].

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**Related Topics:**

**Improving Environmental Sustainability**

*Changing attitudes*

Changing Lifestyles and Choices

*Saving energy*

*Reducing waste*

*Controlling noise*

*Promoting food awareness*

*Maintaining biodiversity*

## Changing Lifestyles and Choices

**Initiatives that help households to explore their environmental impact in a practical and non-confrontational way.**

**Benefits:** Changing behaviour needs both understanding of the underlying issues and commitment to the objectives. A step-by-step process can help people adopt new patterns of behaviour and allow them to understand how their changes can make a difference.

**Key Factors:** If people can be convinced early in life (e.g. at school) of the benefits of environmental sustainability, they will practice it throughout their lives. Techniques that can get people interested in sustainability include home audits and associated publicity, marketing and outreach. While some initiatives involve schools (e.g. Eco-schools), others are based on recruiting members or word-of-mouth promotion to households and individuals. Leading by example (e.g. having a 'green' local authority) can help spread the message from the top down. But tapping into the energy and commitment of relevant community groups, local agencies and local professionals is essential (e.g. tying initiatives to help change people's attitudes and lifestyles in with the local Community Strategy). In practice, different sustainability issues will need to be given

priority in different places and at different times. However, it is necessary also to convince people that sustainability is an all-embracing concept which affects many aspects of their lives. Changing lifestyles and choices needs concerted efforts and takes a long time.

**Policy Context:** The Mayor's vision for London to be an exemplary, sustainable world city requires 'fundamental improvements in London's environment and use of resources' (The London Plan, p.xii). This in turn requires changes in the choices made by Londoners. The Mayor's London Sustainable Development Commission has set out a Framework and Sustainability Guide for assessing projects (see: <http://www.london.gov.uk/londonissues/sustainability.jsp>).

**Examples in Action: The London Sustainability Exchange's project Motivate London focuses on motivating environmentally sustainable behaviour by** Londoners. Its website contains case studies of good practice (see: [http://www.lsx.org.uk/programmes/motivating\\_page1214.aspx](http://www.lsx.org.uk/programmes/motivating_page1214.aspx)). Nine Lives (<http://www.ninelives.tv>) is a well-illustrated campaign to promote sustainable lifestyles in Brighton and Hove.

**Further Information:** The London Sustainability Exchange (<http://www.lsx.org.uk>) has information on many aspects of making London more sustainable. Global Action for the Earth provides tools and workbooks at: <http://www.toolsofchange.com/English/CaseStudies/default.asp?ID=9> Information on Eco-schools is available at: <http://www.eco-schools.org.uk>.

Sources: URBED

***What for?***

Improving environmental sustainability  
Changing behaviour

***Who for?***

Community groups  
Individuals

***Where?***

**Related Topics:**

**Improving Environmental Sustainability**

*Changing attitudes*

*Saving energy*  
Energy Advice Centres

*Reducing waste*

*Controlling noise*

*Promoting food awareness*

*Maintaining biodiversity*

## Energy Advice Centre

### A local organisation which gives free and impartial advice on saving energy.

**Benefits:** Many suburban buildings were not built to current energy efficiency standards, and waste heat. Energy Advice Centres provide both simple tips and in-depth advice on how organisations, householders and businesses can cut their heating, lighting and power bills. Even if no grants are available, reducing energy consumption can save substantial amounts of money, as well as reducing CO2 emissions.

**Key Factors:** In London, with its high land values and rents, energy costs may not stand out by themselves. But significant savings can often be made by simple actions such as draught proofing or choosing a more efficient heating system when it comes to replacing it. Knowing where to go for initial impartial advice is an essential first step. For larger businesses and public sector bodies, the Carbon Trust operates the Action Energy programme. For householders and smaller businesses, the Energy Saving Trust's Energy Efficiency Advice Centres (EEACs) provide advice on improving energy efficiency, choosing installers, and financing improvements. One way to engage with households is by the establishment of not-for-profit companies (e.g. Green

Communities) to source products and service, and work with a range of partners such as local authorities, utility companies, businesses, suppliers and educational organisations. See also Theme 3 [3.01], [3.02], [3.03], [3.05].

**Policy Context:** Policy 4A.7 in the London Plan supports the Mayor's Energy Strategy and its objectives of reducing CO2 emissions, improving energy efficiency and increasing the proportion of renewable energy used. The Energy Strategy is available at:

<http://www.london.gov.uk/mayor/strategies/energy/index.jsp> and Supplementary Planning Guidance on Renewable Energy will be published shortly

**Getting Started:** The name and address of every EEAC can be found from the map at: <http://www.saveenergy.co.uk/howto/eeacs.cfm>. or call Action Energy on 0800 917 3030, or click on: <http://www.actionenergy.org.uk/Action+Energy/Getting+Started/Starter+Pack/Default.htm>. (Action Energy is a Government funded programme to help organisations and businesses change attitudes to energy saving.)

**Further Information:** Contact the Carbon Trust at: <http://www.carbontrust.org.uk> or the Energy Saving Trust at: <http://www.est.org.uk>

Other sources include <http://www.actionenergy.org.uk/Action+Energy/Home/Default.htm> and <http://www.saveenergy.co.uk>.

Information on the availability of grants can be found at: <http://www.practicalhelp.org.uk/funding/funding>.

***What for?***

Improving environmental sustainability  
Saving money

***Who for?***

Local authorities  
Community groups  
Businesses

***Where?***

All areas, especially  
Residential Heartlands

Sources: URBED

**Related Topics:**

**Improving Environmental Sustainability**

*Changing attitudes*

*Saving Energy*

**Reducing Waste**

Recycling Champions

Composting

Waste Minimisation Clubs

*Controlling Noise*

*Promoting food awareness*

*Maintaining biodiversity*

## Recycling Champions

**Local people who spread the word about participation in 'kerbside' recycling collections in their area.**

**Benefits:** Recycling saves natural resources and reduces the amount of waste that has to be disposed of. Recycling Champions help publicise local recycling initiatives and persuade more people to participate in them and to recycle more.

**Key Factors:** All London boroughs now make kerbside collections of recyclable materials and provide recycling banks, but residents are not yet always aware of these services, or how to make good use of them. Recycling Champions, after training, call on local residents to help raise awareness of waste minimisation, recycling and how to use the local collections and facilities. They can also provide information on recycling particular items, obtain feedback on how the services operate and on specific needs, and help spread other sustainability messages. Champions can be volunteers, but for large campaigns payment is advisable. Local residents (often retired), people involved in community programmes (including members of relevant ethnic groups) and students are all potential Champions. Enthusiasm for recycling is helpful, but the ability to communicate the required messages to the target audience is what really matters. In most areas, visits made in the early evening or at weekends have more

chance of success. Champions need to be provided with good publicity material to reinforce their message, and campaigns need to be properly managed and monitored. Funding may be available from the London Recycling Fund, which is managed by London Waste Action (<http://www.londonwasteaction.org>).

**Policy Context:** A target of recycling or composting 33% of London's household waste by 2015 (significantly above the current 11%) is set in Policy 4A.1 of the London Plan. However the Mayor believes that a far higher target (60%) could in fact to be achieved. The Mayor has published a Municipal Waste Management Strategy (available at: <http://www.london.gov.uk/mayor/strategies/waste/index.jsp>).

**Examples in Action:** 'Streetwalk' in Enfield uses neighbourhood recycling wardens to encourage recycling.

In Hounslow, 16 champions visited 48,000 properties (see: [http://www.hounslow.gov.uk/shownews?url=home/news/february\\_2004/16-02-2004.htm](http://www.hounslow.gov.uk/shownews?url=home/news/february_2004/16-02-2004.htm)). London Remade (<http://www.londonremade.com>) and Capital Waste Facts (<http://www.capitalwastefacts.com>) also give examples.

**Further Information:** See Raising Awareness Through Doorstepping (Waste Watch, 2004) at: <http://www.london.gov.uk/gla/publications/environment.jsp>. London Community Recycling Network's website <http://www.lcrn.org.uk> gives information on community recycling initiatives in London. The website <http://www.recycleforlondon.com> contains information on what to recycle, local recycling facilities, and borough contacts.

Sources: URBED

***What for?***

Improving environmental sustainability  
Reducing waste

***Who for?***

Waste authorities  
Local authorities

***Where?***

All areas

**Related Topics:**

**Improving Environmental Sustainability**

*Changing attitudes*

*Saving energy*

*Reducing waste*

Recycling Champions  
Composting  
Waste Minimisation Clubs

*Controlling noise*

*Promoting food awareness*

*Maintaining biodiversity*

## Composting

**The controlled decomposition of garden waste and other plant material into 'compost', an earth-like material which can be used to improve the structure of garden soils.**

**Benefits:** Composting organic material saves waste, and avoids costly landfill. Almost anything that grows in a suburban garden can be composted and reused. Compost improves clay soils (common in London) by lightening them, and improves sandy soils by increasing their water retention. It also puts nutrients back into the soil, and so saves money on fertilisers.

**Key Factors:** Composting is a classic example of recycling. It requires some effort, but little equipment, and is easy for individuals to do. It is ideal for people with gardens or allotments, and about 30% of household waste could be composted. Many suburban areas generate a lot of plant material (grass cuttings, hedge trimmings, leaves etc) during the summer and autumn. Local authorities can either arrange to collect this, to add in with their own composting activities, or better still encourage people to make their own compost. Compost can just be made in a traditional 'compost heap' or in compost bins which

can be made or bought. Equipment and advice are usually available at Garden Centres. Several London boroughs also supply equipment at subsidised prices. Community composting projects are also being established.

**Policy Context:** Policy 4A.1 in the London Plan sets targets for the proportion of London's household waste that should be recycled or composted. The Mayor believes that 60% of London's municipal waste could be recycled or composted by 2015 (significantly above the current 11%). The Mayor's Municipal Waste Management Strategy available at: <http://www.london.gov.uk/mayor/strategies/waste/index.jsp>, strongly supports recycling and composting.

**Getting Started:** See: <http://www.durham.gov.uk/durhamcc/usp.nsf/pws/Sust+comms+--+Start+a+Local+Composting+Scheme>.

**Examples in Action:** The London Green Map (<http://p15149738.pureserver.info/map.php>) and the Community Composting Network (<http://www.communitycompost.org>) provide information on local composting projects. The latter distributes Mucking In, a Community Composting Pack.

**Further Information:** Contact the Composting Association at: <http://www.compost.org.uk>.

Sources: URBED

***What for?***

Improving environmental sustainability  
Reducing waste  
Saving money

***Who for?***

Residents with gardens  
Community groups  
Local authorities

***Where?***

All areas, especially  
Residential Heartlands

**Related Topics:**

**Improving Environmental Sustainability**

*Changing attitudes*

*Saving energy*

*Reducing waste*

Recycling Champions

Composting

Waste Minimisation Clubs

*Controlling noise*

*Promoting food awareness*

## Waste Minimisation Club

**A Waste Minimisation Club enables businesses (and other organisations) to share ideas and experience on how to reduce waste, and to gain access to a range of sources of information and help.**

**Benefits:** Reducing waste, and finding productive ways of reusing it, both make a direct contribution to sustainability. They also lead to cost reductions and increased profitability.

**Key Factors:** Business waste is expensive to dispose of and will become even more expensive in the future. It is reckoned that many organisations could save around £1,000 a year per employee through simple waste minimisation techniques. However most businesses, especially smaller ones, are unaware of how much they are wasting or what they might do about it. A Waste Minimisation Club is one way of raising awareness of the problem and helping its members decide how to tackle it in their own organisations. It is usually initiated by a group of local intermediaries (e.g. local authority, local business link, chamber of commerce, utility company, environmental consultancy etc.). It acts as a forum in

which local businesses can learn from each other, and as a spur to action. Clubs provide a number of services such as waste audits, information on recycling and other waste minimisation techniques, action planning, management techniques (including Waste Minimisation Champions and internal marketing), training, experience sharing, contacts with local agencies, and a telephone helpline. Their pay off is that virtually all members find that they can save money (and reduce waste). However clubs require effort to set up and maintain, and many of the on-going benefits can be achieved through a looser network.

**Policy Context:** Legislation is placing more and more restrictions on the disposal of waste, and more responsibilities on those who produce it. One of the aims of Policy 4A.1 in the London Plan is to minimise the level of waste generated.

**Getting Started:** Envirowise (<http://www.envirowise.gov.uk>) publishes a good practice guide (GG122) *Waste Minimisation Clubs: Setting them up for success*.

**Examples in Action:** Waste Alert North London is a local Waste Minimisation Club in North London. Waste Watch Business Network operates across several boroughs in West and North London. Their joint *Waste Minimisation Guide for Businesses in Camden* includes several case studies of waste reduction in a range of local organisations of different sizes, and is available at: [http://www.wastewatch.org.uk/business/downloads/camden\\_wcm.pdf](http://www.wastewatch.org.uk/business/downloads/camden_wcm.pdf).

**Further Information:** Contact Envirowise (<http://www.envirowise.gov.uk>) a Government funded programme that offers UK businesses free advice and support on waste minimisation. at: It provides free *FastTrack* waste reviews for selected small businesses, and has information on Waste Minimisation Clubs.

***What for?***

Improving environmental sustainability  
Saving money

***Who for?***

Businesses

***Where?***

All areas

Sources: URBED

**Related Topics:**

**Improving Environmental Sustainability**

*Changing attitudes*

*Saving energy*

*Reducing waste*

*Controlling noise*

Controlling noise

*Promoting food awareness*

*Maintaining biodiversity*

## Controlling Noise

### Policies and actions that reduce noise.

**Benefits:** Controlling noise improves quality of life, reduces stress and supports child learning.

**Key Factors:** Noise, the 'forgotten pollutant', disturbs sleep, rest and concentration, and can be very annoying. One of the appeals of the suburbs is that they are away from the noise and stress of the city. Yet London's suburbs still have 'noise hotspots' – mostly due to roads, railways or aircraft – and there are many other local sources of potentially intrusive noise. Protecting people's hearing in noisy workplaces is dealt with primarily by the Health and Safety Executive. Borough councils deal with noise from neighbours, construction, road works, pubs, bars etc. However, others can often do much to control noise too. In general, noise control follows a hierarchy: first, seek to eliminate or reduce the noise at source; then try to reduce noise transmission; and finally make improvements at the receiving end. Key design aims are for buildings to have a 'quiet side' and to screen wider areas from noise. Sound reflection needs to be considered

as well as screening and absorption. Passive ventilation and cooling systems can be used to avoid noise from fans and other machinery, and machinery should always be located so as to protect 'quiet' sides and areas. Suburban gardens and green spaces help to absorb noise, but detached buildings allow it to spread more than do buildings with continuous frontages. Residents themselves can help by considering the effect of any noise that they make on their neighbours, and by retaining sound-absorbing surfaces (e.g. grass rather than hard paving). Finally, suburbs often contain areas of special character and distinctiveness (e.g. parks and Conservation Areas) where consideration of the soundscape may need special attention.

**Policy Context:** Europe's Environmental Noise Directive 2002/49/EC and emerging UK national policy seek to reduce noise hotspots and protect quiet areas. Policy 4A.14 in the London Plan encourages noise reduction and supports the Mayor's Ambient Noise Strategy which promotes sound-conscious design, particularly in housing developments, town centres, open spaces and the public realm.

**Examples in Action:** Examples of sound-conscious design will be published shortly on the GLA's website <http://www.london.gov.uk>.

**Further Information:** The Mayor's Ambient Noise Strategy is available at: <http://www.london.gov.uk/mayor/strategies/noise/index.jsp>.

Advice for noise-makers and sufferers is available at: <http://www.defra.gov.uk/environment/noise/index.htm> and at: <http://www.nasca.org.uk>.

BRE's leaflet for householders *Improving sound insulation in homes* can be found at: [http://www.bre.co.uk/pdf/soundins\\_homes.pdf](http://www.bre.co.uk/pdf/soundins_homes.pdf).

Maps of noise from London's roads can be seen at: <http://www.londonnoisemap.com>

Sources: GLA/URBED

**What for?**

Improving environmental sustainability  
Improving quality of life

**Who for?**

Local authorities  
Developers  
Residents

**Where?**

All areas, especially  
Residential Heartlands and  
Town Centres

**Return to CONTENTS page**

**Related Topics:**

**Improving Environmental Sustainability**

*Changing attitudes*

*Saving energy*

*Reducing waste*

*Controlling noise*

*Promoting food awareness*  
Promoting healthy eating

*Maintaining biodiversity*

## Promoting Healthy Eating

### Initiatives which promote awareness of what a healthy diet is, why it is important, and how to achieve it.

**Benefits:** Healthy eating is essential for good long-term health. People with poor diets are likely to suffer from poor health, which in turn often leads to social exclusion.

**Key Factors:** Many factors can contribute towards poor diets, including low incomes; lack of local food shops ('food deserts'); high food prices; poor public transport – all of which can be found in parts of the suburbs – as well as inadequate food storage and preparation facilities; and a lack of understanding of what a healthy diet is. There are many initiatives that promote healthy eating. The Government's 'Five-a-day' programme (eat five portions of fruit and vegetables every day) is a national campaign with an extra focus on schools. Cookery lessons at schools or community projects help people learn about healthy eating and basic hygiene, and about food from different countries. Other initiatives

include meals-on-wheels; community cafes; lunch clubs; food co-ops; fruit and vegetable box schemes; mobile food shops; fruit tuck-shops at schools etc. 'Food mapping' can be used to address food poverty and health issues, and people can even be encouraged to grow their own food (e.g. in allotments).

**Policy Context:** Policies 3A.20 and 3D.3 in the London Plan emphasise that access to affordable nutritious food is essential and that local and neighbourhood convenience shopping should be maintained or enhanced. The Mayor has established London Food, one of whose aims will be to improve access to healthy and affordable food, and will publish Best Practice Guidance on Health Issues in UDPs shortly.

**Getting Started:** Sustain publishes Making Links: A toolkit for local food projects which contains information and case studies on many types of food projects, as well as advice on starting a project. It can be downloaded from: [http://www.sustainweb.org/publications/downloads/pov\\_making.pdf](http://www.sustainweb.org/publications/downloads/pov_making.pdf).

**Examples in Action:** In L.B. Newham, the Newham Food Access Partnership (<http://www.nfap.org.uk>) oversees a wide range of food access projects. Partners include Community Food Enterprise (<http://www.community-food-enterprise.org.uk>) which runs several innovative schemes, such as selling fruit and vegetables at cost price to parents when they collect their children from school. In L.B. Ealing, the Primary Care Trust and its partners have a comprehensive strategy ([http://www.ealingpct.nhs.uk/content/downloads/Food\\_Matters-strategy.pdf](http://www.ealingpct.nhs.uk/content/downloads/Food_Matters-strategy.pdf)).

**Further Information:** Contact Sustain (<http://www.sustainweb.org>) which also runs London Food Link (which supports community food projects in London) and the Food Poverty Project (which maintains an extensive database of community food projects at: <http://www.foodpovertyprojects.org.uk>).

Sources: URBED

***What for?***

Improving environmental sustainability  
Promoting health  
Promoting social inclusion

***Who for?***

Community groups  
Individuals  
Local authorities

***Where?***

All areas



**Related Topics:**

**Improving Environmental Sustainability**

*Changing attitudes*

*Saving Energy*

*Reducing Waste*

*Controlling noise*

*Promoting food awareness*

*Maintaining biodiversity*

Garden Biodiversity

Biodiversity on Buildings

## Garden Biodiversity

**Biodiversity is the variety of plants, animals and other living things in a particular area. It includes habitat diversity, species diversity and genetic diversity. London's suburbs with their gardens and green spaces can support an abundance of wildlife. However, there is concern that some habitats and species are decreasing.**

**Benefits:** Access to nature provides psychological, educational and health benefits and an antidote to the stresses of urban life. Biodiversity has economic and functional benefits e.g. a view of an attractive park or nature reserve can enhance house values as well as improving mental health. Soft green landscaping instead of hard surfaces can contribute to sustainable drainage. Particular wildlife populations can be seen as a barometer of sustainable development.

**Key Factors:** Biodiversity occurs in all green spaces, but is particularly concentrated in Sites of Importance for Nature Conservation and the connecting 'Green Corridors'. However, private gardens (which make up one fifth of London's land area) support many species. Suburban garden habitats are essentially similar to hedgerows or the edges of woodlands, with their abundance of trees, shrubs, climbers, borders, ponds and both long and short grass. The main threats to garden biodiversity come from the conversion of gardens to car parking space and from infill development (since, generally, larger blocks of gardens support more wildlife). Unsympathetic garden design and management (including excessive use of pesticides) may also have a negative impact. In times of drought, dry gardening is a less water-intensive approach to maintaining biodiversity.

**Policy Context:** London Plan Policy 3D.12 supports the Mayor's Biodiversity Strategy:

<http://www.london.gov.uk/mayor/strategies/biodiversity/index.jsp>.

**Getting Started:** There are many excellent guides, community garden centres and organisations that promote wildlife-friendly gardening.

**Examples in Action:** See Wildlife Gardening, the London Wildlife Trust at: <http://www.wildlondon.org.uk/resources2.php?MemberID=&SelSubjectID=7>

Hulme Community Garden Centre, Manchester, at: <http://www.hulmegardencentre.org.uk>. The Mayor's Sunshine Garden:

<http://www.london.gov.uk/sunshinegarden/garden/index.jsp>

**Further Information:** London Biodiversity Partnership at: <http://www.lbp.org.uk>. Royal Horticultural Society:

<http://www.rhs.org.uk/advice/watering.asp>

***What for?***

Improving environmental sustainability  
Improving health and quality of life

***Who for?***

Individuals  
Community groups

***Where?***

All areas, especially  
Residential Heartlands

**Related Topics:**

**Improving Environmental Sustainability**

*Changing attitudes*

*Saving Energy*

*Reducing Waste*

*Controlling noise*

*Promoting food awareness*

**Maintaining biodiversity**

Garden Biodiversity

Biodiversity on Buildings

## Biodiversity on Buildings

**Biodiversity is the variety of plants, animals and other living things in a particular area. It includes habitat diversity, species diversity and genetic diversity. Buildings, as well as gardens and green spaces, can provide valuable habitats.**

**Benefits:** Access to nature provides psychological, educational and health benefits to people – an antidote to the stresses of urban life. Other benefits include enhancement of house values, reduction of storm water flows through sustainable drainage, promotion of summer cooling for example via a green roof or wall.

**Key Factors:** Biodiversity is a key test of sustainability. Each generation has a responsibility to respect local biodiversity and pass it on unharmed to the future. Biodiversity occurs in every kind of urban green space, from large parks and woodlands to the smallest gardens, and throughout London's waterways and wetlands. Buildings are also an important element in the suburban landscape for wildlife as well as for people. Several bird species prefer to nest in buildings and many others will use rooftops or chimneys as vantage points and song posts. Climbing plants offer cover to small birds like house sparrows. Green roofs represent an area of relatively undisturbed habitat, high above the noise and traffic of the streets. Vegetation on buildings provides food in the form of nectar, seeds or berries, and supports butterflies and other invertebrates. Green building techniques are gaining in popularity, with many developers incorporating green roofs into the design of new buildings.

**Policy Context:** London Plan Policy 3D.12 supports the Mayor's Biodiversity Strategy (<http://www.london.gov.uk/mayor/strategies/biodiversity/index.jsp>). The Mayor's Energy Strategy (<http://www.london.gov.uk/mayor/strategies/energy/index.jsp>) also contains policy that promotes biodiversity on buildings.

**Getting Started:** Householders can help by growing climbers up walls, practising wildlife-friendly gardening, or putting up nest boxes for swifts, and other birds.

**Examples in Action:** Many examples can be found at: <http://www.livingroofs.org>.

**Further Information:** Contact the London Biodiversity Partnership at: <http://www.lbp.org.uk>. See also: Design for Biodiversity (LDA) available at: <http://www.lda.gov.uk/server.php?show=nav.001005006002>. Building Green at: <http://www.london.gov.uk/gla/publications/environment.jsp>. For tips on helping swifts, click on: <http://www.londons-swifts.org.uk>.

Sources: GLA/URBED

***What for?***

Improving environmental sustainability  
Improving health and quality of life

***Who for?***

Residents  
Developers  
Local authorities

***Where?***

All areas

## **Theme 6. Protecting and Promoting Suburban Employment**

**Towards Sustainability:** Because there is such a strong demand for land (particularly for housing) in many parts of London's suburbs, it is important to assess the situation on major sites, and to develop appropriate planning frameworks that reflect likely future requirements for land for different types of employment, as well as housing and its related uses. Sometimes partial redevelopment can fund improvements that will help safeguard the remaining employment provided the uses are complementary, which is where masterplans can be essential. Businesses can be helped to survive and grow through better access to good information and advice. However, probably the most important single factor when a business gets going is finding customers. Premises that offer 'easy-in easy-out' terms can provide an important boost, and it is also important to safeguard and expand the stock of small business units, both smart and 'cheap and cheerful'.

Although principally residential, London's suburbs also provide a wide range of jobs, especially in services, distribution and the public sector. The jobs are to be found in a variety of places, including local town centres, major employment locations (including industrial estates), and even in individual homes. A sustainable suburb would have a choice of jobs near residential areas so as to reduce the time spent in travel and to provides opportunities for local people to be economically active, including those who can only work part-time. Suburbs can also be good places for small firms to start and grow provided that there are 'premises ladders' for them to climb, and that the importance of local employment is recognised in local policies.

**The London Plan:** The Mayor's Strategy is to maintain and enhance a range of employment uses in suburban areas so as to support sustainable communities. District, local and neighbourhood centres with public transport are seen as places for higher density mixed-use development, which will often include uses that generate employment. A core element of the strategy is to encourage local economic self-reliance, while paying due regard to environmental standards.

**Barriers to Progress:** As the economy changes, and suburban land values increase, industrial and commercial uses can get squeezed out. This could lead to pockets of high unemployment and longer journeys for those in work. Common barriers to retaining local jobs include pressures from developers seeking to profit from a change of use, difficulties for employers in attracting good staff (sometimes compounded by transport difficulties) and the general obstacles to starting and growing a successful small business. In addition there are many suburban areas with pockets of high unemployment. Tools under this theme address: identifying appropriate areas for development, increasing access to finance and business advice, and promoting enterprise.

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## **Key Issues and Related Tools**

### **Identifying Appropriate Locations for Development**

- A surplus of derelict industrial sites can be found around London. Depending on demand, former industrial sites, often called 'brownfields' can be turned into a range of new uses: Balancing Demand for Industrial Land [6.01].
- One option for using former industrial sites is through Triple-Win Redevelopment [6.02], where a carefully controlled move from underused industrial estates into mixed-use residential (private and affordable) and business (including light industrial) can be a win-win case, generating more jobs and housing.
- Within large employment sites Business Incubators [6.03] could provide managed and networked space for clusters of related activities Reusing Redundant Buildings [2.04].
- Promoting Live-Work Accommodation [6.04] in certain new developments can reduce the need to travel.

### **Increasing Access to Finance and Advice**

- Small Business Advice [6.05] provides independent business advice and services for new, small and medium-sized enterprises. It has local offices in suburban areas as well as in central London and acts as a gateway to services provided by the members of the London Business Support Network.

### **Promoting Enterprise**

- Reusing Redundant Buildings [2.04], or adaptive reuse, is a means of adapting to changing demands while maintaining an area's character.
- Old buildings can sometimes be reused as Business Incubators [6.03], providing workspace on 'easy-in easy-out' terms for people who are starting up in business and do not want to take on a long term property commitment.
- Many town and local centres have low business survival rates. To overcome this, a City Growth Strategy [6.07] supports the growth of local enterprise and employment by making the most of the competitive advantages of an area. Local authority Policies for Local Centres [1.03] are beneficial.
- It is important for a local economy to be reasonably self-sufficient and Local Labour Schemes [6.06] address the issue of employing local people.

**Related Topics:**

**Protecting and Promoting Suburban Employment**

*Identifying appropriate locations for development*  
Balancing demand for industrial land  
Mixed-use Redevelopment  
Business Incubators  
Reusing Redundant Buildings  
Live-work accommodation

*Increasing access to finance and advice*

*Promoting enterprise*

## Balancing Demand for Industrial Land

**Former industrial sites, often called 'brownfields' can be turned to a range of new uses, provided that enough space is still available for businesses to start and grow.**

**Benefits:** A systematic appraisal of industrial capacity can help safeguard important industrial sites, while encouraging developers to consider appropriate alternative uses for properly surplus sites.

**Key Factors:** The London Plan identifies Strategic Employment Locations, which cover Industrial Parks and Preferred Industrial Locations, and leaves smaller sites to the Boroughs. It encourages retention of industrial/commercial uses in West and parts of Central and South London and in places near 24-hour facilities or key transport routes, and also the careful release of surplus capacity in East and North London. The loss of industrial land has been monitored; 40% of remaining vacant land has constraints impeding development. The opportunities for redevelopment as housing will be greatest in areas that are close to good public transport and/or town centres, and that have access to natural amenities like parks and water, and where values are high enough to cover the costs of remediation of damaged

land. In appropriate cases valuable residential development can subsidise provision of new business space [6.02], [2.06].

**Policy Context:** The London Plan stresses the importance of maintaining and enhancing the range of employment uses in the suburbs Policy 2A.6, and of reusing land and buildings (Policy 4B.6). Supplementary Planning Guidance on Industrial Capacity aims to protect key industrial sites, which provide lower cost accommodation, promote the provision of small units and, where there is surplus stock, secure new small units as part of larger mixed-use schemes [6.02].

**Getting Started:** The prevailing rentals and trends in property values provide useful signals, as do the proportions of land and buildings standing vacant, and the time they have been vacant. The matter is being taken forward in current Sub-Regional Development Framework work, including the transport accessibility dimension.

**Examples in Action:** L.B. Ealing has used the GLA's guidance to consider which industrial sites should be redeveloped for other uses.

**Further Information:** The GLA's Draft Supplementary Planning Guidance on Industrial Capacity. It is available at: [http://www.london.gov.uk/mayor/strategies/sds/spg\\_industrial\\_capacity/industrial\\_capacity.pdf](http://www.london.gov.uk/mayor/strategies/sds/spg_industrial_capacity/industrial_capacity.pdf). The final version is due for publication shortly.

Sources: URBED

***What for?***

Considering changes of use

***Who for?***

Local authorities

***Where?***

Industrial sites

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**Related Topics:**

**Protecting and Promoting Suburban Employment**

*Identifying appropriate locations for development*

- Balancing demand for industrial land
- Mixed-use Redevelopment
- Business Incubators
- Reusing Redundant Buildings
- Live-work accommodation

*Increasing access to finance and advice*

*Promoting enterprise*

## Triple-Win Redevelopment

**Converting underused industrial estates to a mixture of residential (private and affordable) and business (including light industrial) uses so as to create 'more homes, more jobs and a better environment'.**

**Benefits:** Currently there are pressures to redevelop low-density industrial estates [2.04] in the suburbs for housing. Where there is a lack of demand for existing property and the area needs improving there may be a case for mixed-use residential-led redevelopment cross-subsidising the provision of employment-creating (B1) floorspace [6.01].

**Key Factors:** In nearly all areas residential values (especially on upper floors) are much higher than in industrial ones, and owners of old industrial sites are often reluctant to invest in their improvement. Additionally, old industrial space often now generates a low number of jobs per hectare compared to certain new businesses (included many SMEs) and retail uses [6.03]. While Strategic Employment Sites need to be protected, housing developments can (in areas of demand) cross-subsidise other commercial

uses and generate more jobs. A site-specific Development Brief based on a realistic assessment of the values of different uses can encourage development while requiring specified uses or community facilities and, where appropriate, 'smart' parking [4.17].

**Policy Context:** This is a controversial area; the aim should be to regenerate a location of declining industry by providing new forms of business spaces, which meet employment objectives, supported by appropriate residential development. While Policy 3B.5 in the London Plan supports the release of surplus industrial land for other uses, many councils are reluctant to see a loss of potentially employment-generating land. Where appropriate, consent for mixed-use development should be controlled through a Planning Brief. Supplementary Planning Guidance on Industrial Capacity will be published shortly.

**Getting Started:** Identify underused industrial estates outside Strategic Employment Locations and assess their potential for mixed-use redevelopment [2.02], [2.06], [3.01], [3.04]. See Mixed Use Development and Affordable Housing Study (GLA, March 2004) at <http://www.london.gov.uk/gla/publications/planning.jsp>.

**Examples in Action:** There a number of case studies in the GLA Mixed Use report shown above. On Colliers Wood High Street (Merton) an old warehouse has been redeveloped as social housing above a health centre. Under L.B. Waltham Forest's Blackhorse Lane Development Strategy (in the Upper Lea Valley) Matrix Group is undertaking a mixed-use redevelopment of areas on the edge of a strategic employment location, including subsidised space for small and medium-sized enterprises.

Sources: URBED/ALG/L.B. Merton

***What for?***

- Promoting suburban employment
- Making new development sustainable
- Encouraging mixed-uses

***Who for?***

- Local authorities
- Developers

***Where?***

- Old industrial areas

**Related Topics:**

**Protecting and Promoting Suburban Employment**

*Identifying appropriate locations for development*

- Balancing demand for industrial land
- Mixed-use Redevelopment
- Business Incubators
- Reusing Redundant Buildings
- Live-work accommodation

*Increasing access to finance and advice*

*Promoting enterprise*

## **Business Incubators/Start-up Space**

**Workspace, with shared business services, which is rented on 'easy-in easy-out' terms to people who are starting up a business.**

**Benefits:** Incubators promote enterprise creation and local employment growth. They significantly increase business survival rates. They can also be a good way of reusing redundant buildings [2.04]. In addition, by offering new opportunities to individuals, they contribute to social inclusion.

**Key Factors:** Incubators succeed by reducing the risks involved in starting a business. They enable tenants to avoid taking on a long-term property commitment; they provide a highly supportive environment at a stressful time – and, in some cases, specific business advice, facilities and support [6.05]; and they supply a range of useful services. Incubators may be commercial 'managed workspace' operations or linked to a university, a development agency, or even a big company. In all cases, it is important to select the right location, and

to provide a variety of unit sizes (e.g. 100 – 1,000 sq ft) on short-term licences at an affordable all-in cost (rent plus service charge). Specific services are charged extra for. Enthusiastic, hands-on management is an important ingredient of success. Each incubator should play a recognised role in its area's economic development strategy, and close relationships with many local agencies are essential. Some incubators may focus on certain business sectors (e.g. biosciences or creative industries) and could form part of a wider City Growth Strategy [6.07]. However, business start-up space is only one rung on the property ladder, and it is vital to ensure that there is space locally for successful firms to grow into.

**Policy Context:** The LDA's Economic Development Strategy stresses the importance of providing premises for new and small businesses. Its Corporate Plan 2004-2007 endorses investment in 'Creative Hub' incubators, see: <http://www.lda.gov.uk/server.php?show=nav.001005006003> (Action123).

**Getting Started:** A detailed feasibility study needs to be carried out to ensure that the planned scheme is both viable and financeable. A checklist is given in: <http://www.renewal.net/documents/RNET/Solving%20the%20Problem/BusinessIncubation.doc>. Grants may be available from the Small Business Service.

**Examples in Action:** Workspace Group's Barley Mow Centre, Chiswick. See: <http://www.workspacegroup.co.uk/centredetails.aspx?ref=11>.

**Further Information:** Contact UK Business Incubation at: <http://www.ukbi.co.uk> or one of the developers who provide business start-up space, such as Greater London Enterprise (<http://www.gle.co.uk>) or Spacia (<http://www.spacia.co.uk>). See also The London Development Agency's (LDA) research report, Unlocking Potential: Business Incubation Facilities in London at: <http://www.lda.gov.uk/server.php?show=ConWebDoc.290>. Sources: URBED/ALG

***What for?***

Promoting employment  
Encouraging new firms

***Who for?***

Local authorities  
Small businesses  
Voluntary organisations  
Developers

***Where?***

Town Centres  
Neighbourhoods  
Employment Locations

**Related Topics:**

**Protecting and Promoting Suburban Employment**

*Identifying appropriate locations for development*

Balancing demand for industrial land  
Mixed-use Redevelopment  
Business Incubators  
Reusing Redundant Buildings  
Live-work accommodation

*Increasing access to finance and advice*

*Promoting enterprise*

## Live/Work Accommodation

### Housing that is specifically designed for both living and working in.

**Benefits:** Enabling people to work at home reduces the need to travel. It can be very useful for self-employed people, craft workers, people starting up a business etc. It can help promote employment in a particular location, especially if there is a shortage of premises for small businesses in the area. It also helps to generate diversity and daytime activity in a residential area, which in turn help foster community feelings and safety. All of these contribute to sustainability.

**Key Factors:** Many people work from home, often by using a spare room, a garage, or a shed in the garden, but working is regarded very much as a secondary use. Live/work accommodation emphasises the work element even more. It brings 'mixed-use development' right down to a single building (or a group of buildings). For many types of work this may be entirely appropriate, but the concept may also be open to abuse. (For example, it may be used to try

to secure residential conversion of industrial premises [6.02]). However, it is important to make sure that planning policies and regulations do not exclude the mixing of uses in the same building in suitable locations.

**Policy Context:** Policies 3B.4, 3C.1 and 4B.1 in the London Plan strongly support mixed-use development. There is no specific guidance on live/work accommodation, but Policy 2A.6 implies that there may be growing opportunities for it in the suburbs.

**Getting Started:** Contact the Live/Work Network at: <http://liveworknet.com>; see also P. Hayes and T. Dwelly, 'Living in the Office', Regeneration & Renewal, April 16 2004, pp. 18-19, which sums up both sides of the issue. Contact: <http://www.regenerationmagazine.com/> (or telephone 020 8503 0588).

**Examples in Action:** There are several examples in L.B. Hackney, e.g. London Fields, see: <http://www.gle.co.uk/properties/developmentprojects.htm - 4>. BedZED is an exemplary sustainable development in L.B. Sutton with both housing and work units. See: <http://www.bedzed.org.uk/main.html>. The Live/Work Network site <http://liveworknet.com> contains several case studies which are available to members.

**Further Information:** See: <http://www.flexibility.co.uk/flexwork/location/live-work.htm>. See also T. Dwelly et al, Homes that Work, Report to the Housing Corporation, available from the Live/Work Network.

Sources: URBED/ALG

***What for?***

Promoting employment in suburban areas  
Promoting mixed-use

***Who for?***

Developers  
Local authorities  
Businesses

***Where?***

New developments, especially in Residential Heartlands



**Related Topics:**

**Protecting and Promoting Suburban Employment**

*Identifying appropriate locations for development*

*Increasing access to finance and advice*

Small Business Advice  
Business Incubators  
Local Labour Schemes

*Promoting enterprise*

## Small Business Advice

### Independent business advice and services for new, small and medium-sized enterprises.

**Benefits:** Successful small businesses are essential to the health and sustainability of suburbs because they help ensure that a range of job opportunities – from unskilled to managerial, both part-time and full-time, are available locally. This cuts down the need for travel, supports the local economy, and increases social inclusion. New and growing businesses also foster creativity, entrepreneurship, and wealth generation and will ensure the continuing success of the suburbs.

**Key Factors:** All businesses need advice, but small firms are often reluctant to ask for it as they think that it will be expensive, intrusive, ill-informed or biased, and they often do not know where to obtain it. However, good advice and services can help businesses develop their management and leadership skills, and help them succeed. Although many organisations and individuals can provide specialised business advice to London firms, either informally or formally, Business Link for London (part of the national network run by the Department for Trade and Industry) is often the first point of call. It not only provides a range of basic information and advice (e.g. 300 free factsheets), but can also supply specialised advice to a very wide range of businesses through its network of advisers and external specialists. It also maintains a business property register and a database of sources of grants and funding for businesses. As it receives funding from the DTI and other bodies, its services are free or low priced. There are other important advice agencies, such as the London Business Support Network, the African Caribbean Network and others, that focus on different ethnic minority business groups.

**Policy Context:** Many aspects of national and regional policy support the growth of small businesses. For example, some small businesses may be eligible for relief from business rates (see: <http://www.mybusinessrates.gov.uk>). Policy 2A.6 in the London Plan emphasises the importance of maintaining and enhancing the range of employment that is available in suburban areas. Policy 3B.1 recognises the importance of small and medium enterprises and black and minority businesses. The LDA's revised Economic Development Strategy lists Advice Services as a policy objective.

**Getting Started:** Contact Business Link for London on: 0845 6000 787 or at: <http://www.bl4l.com>.

**Examples in Action:** Click on: <http://www.connectbestpractice.com/> or: <http://www.dti.gov.uk/bestpractice>.

**Further Information:** Information on Business Link for London's services is at: <http://www.bl4l.com/services/introduction.cfm?menu=1>. The draft of LDA's revised Economic Development Strategy can be found at: <http://www.lda.gov.uk/server.php?show=nav.001005006004>. Sources: URBED/ALG

***What for?***

Promoting suburban employment  
Supporting small business

***Who for?***

Small business

***Where?***

Town Centres  
Employment Locations

**Related Topics:**

**Protecting and Promoting Suburban Employment**

*Identifying appropriate locations for development*

*Increasing access to finance and advice*

- Small Business Advice
- Business Incubators
- Local Labour Schemes

*Promoting enterprise*

## Local Labour Scheme

**A scheme which aims to ensure that local people have access to local employment opportunities, especially on major projects.**

**Benefits:** If local people have local jobs the need to travel is reduced, and more spending power is retained in the local economy. Local Labour Schemes can also help tackle local skills shortages, as well as increase local employment and reduce social exclusion.

**Key Factors:** Local Jobcentres play an important part in matching local people with local jobs, but more specific schemes may sometimes be required. London's suburbs have both pockets of high unemployment and substantial skills shortages, particularly in the building trades. Schemes to encourage the recruitment, training and employment of local people to work on major construction projects have most often been used in regeneration schemes. These can be part of Section 106 agreements linked to

planning permission. However, there are other types of scheme (e.g. those operated by Tesco to ensure that local people are employed in new stores). Common factors among successful schemes are that they are supported by a range of local agencies (e.g. the local authority, the local Learning and Skills Council, the Local Strategic Partnership, the relevant trades union, local colleges and the main employers involved), and are run by a manager with extensive experience in the business concerned. But not all companies have been enthusiastic about participating, and the long-term benefits to the disadvantaged groups have been patchy. However, in many London suburbs, where there are serious skills shortages, there is a real incentive to make local labour schemes succeed. Furthermore, while there are advantages in bringing unemployed people into employment, any local residents who take jobs in their own neighbourhood reduce the overall amount of travel in London, which contributes towards sustainability. Care must always be taken to ensure that local labour schemes do not breach European or UK competition or employment law.

**Policy Context:** Policy 3B.12 in the London Plan supports using major development projects to help target job (and training) opportunities to local communities.

**Examples in Action:** L.B. Greenwich runs Greenwich Local Labour and Business, a local labour initiative which aims to maximise job opportunities for local people (<http://www.greenwich.gov.uk/Greenwich/Working/GLLaB>). The Council was awarded Beacon Status for Removing Barriers to Work. Countryside Properties, a leading house builder, operates several local employment schemes in London, see: [http://www.countryside-properties.com/inpartnership/local\\_employment\\_and\\_training.aspx](http://www.countryside-properties.com/inpartnership/local_employment_and_training.aspx).

**Further Information:** See: Greenwich local labour agreements at: <http://www.renewal.net/Documents/RNET/Case%20Study/Greenwichlondonborough.doc> or Local Employment Agreements at: <http://www.renewal.net/Documents/RNET/Solving%20the%20Problem/Localemploymentagreements.doc>. Sources: URBED

### *What for?*

Promoting local employment

### *Who for?*

Local authorities  
Businesses

### *Where?*

All areas

**Related Topics:**

**Protecting and Promoting Suburban Employment**

*Identifying appropriate locations for development*

*Increasing access to finance and advice*

**Promoting enterprise**

Reusing Redundant Buildings  
Business Incubators  
City Growth Strategies  
Policies for Local Centres  
Local Labour Schemes  
Time Banks

## City Growth Strategy

**A market-led approach to economic development which identifies 'clusters' of local businesses in the same growth sector and helps them develop an action plan for working together to take advantage of the growth opportunities.**

**Benefits:** A successful City Growth Strategy (CGS) will help local firms in the selected sectors to grow. This will not only increase local employment but should also attract other businesses involved in the same 'cluster' to the area and further boost local enterprise. London's suburbs will only continue to prosper if they maintain vibrant local economies.

**Key Factors:** CGS (based on Professor Porter's work at Harvard Business School) is usually seen as a fresh, business-led approach to regenerating run-down areas – which focuses on opportunities rather than problems. But the same principles can apply to any local economy that has a number of small firms in market segments that are growing, which are willing to work together. CGS is based on thorough economic research which identifies existing business clusters and market opportunities. Based on this, a core group (led by the private sector) develops a shared vision of the opportunities which should be pursued and, working with interested firms in the relevant clusters, draws up locally driven action plans for achieving them – and for overcoming any key obstacles which the research has uncovered. The individual businesses each pursue their own interests, but may find collaborating, and sharing information, to be helpful. Professor Porter can point to many success stories in the USA, and CGS is being piloted in the UK. Initial funding is needed to conduct the initial research and to bring together the initial network, but after that the system is meant to be self-supporting. The benefits that the individual businesses derive should lead them to wish to remain part of their cluster's strategy. The keys are to find the initial funding and to be able to convince local business leaders to invest time in developing a shared longer-term growth strategy instead of just concentrating on their immediate needs.

**Policy Context:** The LDA's Draft Strategy Sustaining Success includes promoting City Growth Strategies as one of the means for securing its objective of Maintaining London as a Key Business Location. See: [http://www.lda.gov.uk/upload/pdf/eds\\_sustainingsuccessdraftstrategysummary.pdf](http://www.lda.gov.uk/upload/pdf/eds_sustainingsuccessdraftstrategysummary.pdf) .

**Examples in Action:** CGS has been piloted in four parts of London (City Fringe, Haringey, Heathrow City, and London South Central). The individual local strategies are available through: <http://www.sbs.gov.uk/default.php?page=/citygrowth/default.php>, three further London pilots have been agreed.

**Further Information:** Click on: <http://www.icic.org/Documents/Priorities%20for%20Business-led%20Urban%20Regeneration.pdf>.

Sources: URBED

***What for?***

Promoting suburban employment  
Stimulating enterprise

***Who for?***

Local authorities  
Business partnerships

***Where?***

Employment Locations  
Town Centres

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## **Theme 7. Improving Design and the Public Realm**

**Towards Sustainability:** Many suburbs, which originally came into existence and grew through use of public transport, have been struggling to cope with the huge increase in car ownership and with changing lifestyles. There is concern to preserve peace and quiet, and to make the streets safer for people. Good design and improvements to the public realm can therefore make an important contribution to liveability and the quality of life. Common issues include the dominance of the car (including the loss of front gardens to parking), a loss of greenery and street trees, and the poor state of local parades of shops that once formed the heart of the neighbourhood. Many homes have been extended, and some of the most spacious areas are facing pressures for redevelopment, with concerns about loss of character or local identity. New developments are often criticised for being bland or out of context. While many of London's suburbs have leafy streets and are still highly attractive places to live in, others are in need of improvement or renewal, or offer opportunities to use development to make them more sustainable.

A sustainable suburb would not only look well cared for, with a sense of pride and identity, but would also make the most of its 'social capital' through activities for people of all ages – making full use, for example, of both local centres and facilities like local schools. A good public realm and sustainable design can breathe life back into places suffering from social or economic decline by restoring civic pride, and by attracting appropriate investment.

**The London Plan:** Design is a crosscutting theme in the London Plan, and 'good design is central to all [its] objectives'. There are policies for enhancing the public realm, and managing local distinctiveness, so as to make London 'a more attractive, well-designed and green city' and for developing the 'Blue Ribbon' network of waterways. The plan recognises the role played by town centres, and the potential to improve their appearance while creating more affordable housing by intensifying the surrounding neighbourhoods. Supplementary Planning Guidance on Achieving an Inclusive Environment has already been produced, and further guidance on Urban Design Principles and on Sustainable Design and Construction will be published shortly.

**Barriers to progress:** With limited resources and development opportunities, it is essential to focus public efforts where they will make most difference, and to encourage local initiatives and voluntary effort. Tools under this theme address: deciding which areas or neighbourhoods to improve, improving the built environment, and improving open spaces. In all these areas good design has a central role to play. Other relevant themes include Reinforcing the Role of Local Centres [Theme 1] (for example by making them cleaner, safer and greener) and Promoting Alternatives to Travel by Car [Theme 4] (particularly by making the environment attractive for walking).

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## **Key Issues and Related Tools**

### **Deciding Where to Improve**

- Placecheck [7.01] is an assessment tool that helps to identify the design problems in an area.
- A complementary assessment is Town Centre Health Check [1.02], which uses standard information, such as access to public transport, backed up by qualitative judgements, to help identify priorities to assess how well a centre is doing.
- Implementation of improvement programmes requires dedicated people and Design Champions [7.02], who promote the value of good design, and provide links with sources of information and advice, such as CABI, could help in setting priorities.

### **Improving the Built Environment**

- Design Guidance [7.03] can be used to secure better design, help assess planning applications, and can include principles that relate specifically to suburban areas.
- Sustainability Checklists [2.06] can be used to evaluate development proposals and provide useful reminders of the wide range of factors that need to be considered when planning or undertaking developments.
- Designating Conservation and Character Areas [7.04] and management plans can help identify what exists and ensure new development enhances the original character.
- Trees for Cities is trying to plant more street trees and to ensure that existing trees are better cared for, thus enhancing the built environment Street Trees [7.05].
- Improving Buildings [7.06] can enhance the local environment and increase the value of the area.

### **Improving Open Spaces**

- Improving the Public Realm [7.07] is a co-ordinated effort to improve the public spaces in an area through various measures e.g. improved paving, lighting, greenery and public art along with better maintenance.
- Improving Parks and Open Spaces [7.08] can provide better spaces for people to enjoy, foster social inclusion and promote better health., while still providing a vital refuge for wildlife. It can also help transform the image of surrounding neighbourhoods.
- Improving Waterfronts [7.09] through appropriate development alongside canals and minor rivers, together with measures to improve access and biodiversity, can produce similar benefits.
- Civic Pride/Pride of Place [7.10] are campaigns or programmes to improve the local character and identity of an area or neighbourhood.
- Concerns about the security of persons and property can be addressed through Neighbourhood Safety Programmes [3.06] operating at the neighbourhood level, like Neighbourhood Watch or Community Wardens [1.06].
- Policies to promote suburban Biodiversity [5.07] help conserve a wide variety of plants and animals in their natural environment, which also adds to the quality of a place. There is scope for greening buildings [5.08], which can also make an area look more attractive.

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**Related Topics:**

**Improving design and public realm**

*Deciding where to improve*

Placecheck  
Town Centre Health Check  
Design Champions

*Improving the built environment*

*Improving open spaces*

## Placecheck

**A method of assessing the physical qualities of a place, based on all aspects of local character.**

**Benefits:** Placecheck, and other systematic assessment methods (e.g. health checks [1.02]) enable areas to be compared, and priorities for physical improvements identified. They can be used in undertaking Best Value reviews, as well as in generating ideas for projects.

**Key Factors:** Placecheck is promoted by the Urban Design Alliance (UDAL) and English Partnerships. It can involve a walkabout, an exhibition or an event, and lends itself to being used by groups. Placecheck is divided into three parts. It begins by discovering what can be improved. It then addresses who needs to be involved and how people use

the place (including who does not and why). Finally it provides a hundred potentially relevant questions, which can be tailored to circumstances. Who decides which place should get an assessment (and how it is decided) is important, as excluded groups are less likely to be able to, or have the capacity to arrange for a Placecheck in their area.

**Policy Context:** Policy 4B.4 in the London Plan encourages improvements to the quality of the public realm and Policy 4B.7 underlines the importance of recognising and enhancing local character.

**Getting Started:** Start by looking at the free guide which can be downloaded from the Placecheck website, and then pick a street or neighbourhood that looks in need of improvement. Placecheck can be the first step in developing a development brief or designating a Conservation Area [7.03].

**Examples in Action:** Placecheck was piloted in ten places including Streatham in South London.

**Further information:** To download Placecheck go to: <http://www.udal.org.uk/projects.html>.

**Sources:** URBED

***What for?***

Improving design and the public realm

***Who for?***

Local authorities  
Community groups  
Town centre management

***Where?***

All areas

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### Related Topics:

#### Improving design and public realm

*Deciding where to improve*  
Placecheck  
Town Centre Health Check  
Design Champions

*Improving the built environment*

*Improving open spaces*

## Design Champions

**Individuals in public authorities who promote the value of good design, and provide links with sources of information and advice, such as Commission for Architecture and the Built Environment (CABE).**

**Benefits:** Design champions raise the profile of good design within an authority, and can help to provide better looking public spaces and to attract better quality private development.

**Key Factors:** Champions may include senior councillors with a real interest in design, as well as appropriate officers (e.g. conservation officers or planners who receive some urban design training). Design quality can be encouraged through the use of planning conditions and legal agreements. A climate for good design can be promoted through Design Guides [7.03], a requirement for Design Statements on major applications, and the use of awards. Urban design aids can help review major schemes, drawing on outside advice.

**Policy Context:** The London Plan states that 'Good design is central to all [its] objectives'. Section 4B addresses design issues, Policy 4B.1 sets out design principles and Policy 4B.2 promotes world-class architecture and design.

**Getting Started:** An Urban Design Environment Forum has been set up with government backing to provide support for work by the boroughs. Study tours and walkabouts can provide a good starting point for assessing the scope for improving design.

**Examples in Action:** CABE (<http://www.cabe.org.uk>) undertakes Design Reviews of major projects, and provides advice and support, e.g. on masterplanning. Transport for London has appointed a Design Champion, and currently hosts the London Authorities Urban Design Forum (LAUDF), a new urban design skills centre representing all 33 London Boroughs.

A number of boroughs have given design a high profile. In R.B. Kensington and Chelsea a councillor secured a new approach to design in High Street Kensington which eliminated clutter and greatly enhanced the streetscape. L.B. Ealing has also undertaken a range of initiatives.

**Further Information:** Contact: London Authorities Urban Design Forum <http://www.laudf.org.uk> (website currently under construction). CABE and English Heritage provide good practice guidance, and CABE sponsors courses, see <http://www.cabe.org.uk/data/pdfs/designchampions.pdf>. See also CABE's publications (e.g. Protecting Design Quality in Planning, Design Review, Building in Context).

Sources: URBED/L. Reid

### *What for?*

Improving design and public realm

### *Who for?*

Local authorities

### *Where?*

All areas

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**Improving design and public realm**

*Deciding where to improve*

*Improving the built environment*

- Design Guidance
- Sustainability Checklists
- Conservation and Character Areas
- Street Trees
- Improving Buildings

*Improving open spaces*

## Design Guidance

**Guidance which specifies the principles that should be followed in the design of a development and in assessing planning applications.**

**Benefits:** It can be particularly useful for development in sensitive locations (e.g. historic places, fine landscapes); where schemes involve more than one developer or design team; or are phased over a long period. It can speed up the planning process because, once the principles are agreed, there should be no need to review the design of every element in detail.

**Key Factors:** Design Guidance aims to raise the quality of new development by insisting that developers follow appropriate principles of good design (e.g. in

ensuring that new buildings or extensions complement the context and character of the wider area) [5.06]. It should be based on what has worked, and well illustrated to show what is meant. It should, however, stop short of defining architectural style. It may cover specific types of places like town centres, or residential streets, as well as Conservation Areas or important vistas [7.04], [7.06], [7.07], [7.09], [7.10].

**Policy Context:** The Urban Task Force Report (1999) highlighted the importance of good design in development and led to the establishment of CABE (Commission for Architecture and the Built Environment) which champions good design. Policies set out in Section 4B of the London Plan, encourage high quality urban design, and Supplementary Planning Guidance on Urban Design Principles and on Sustainable Construction and Design will be published shortly (see: <http://www.london.gov.uk/mayor/strategies/sds/spg.jsp>).

**Examples in Action:** L.B. Ealing produces an indicative brief for all the sites identified in its UDP or development diagram. Several other boroughs issue design guidance (e.g. Lewisham, Tower Hamlets).

**Further Information:** See: Urban Design Guidance (Urban Design Group)(<http://www.udg.org.uk>).

See also: Urban Design Compendium (EP, Housing Corporation) at <http://www.rudi.net/whatson/desguides/udc/udcomp.shtml>; By Design (CABE, DETR), and Streets for All -- A London Streetscape Manual (English Heritage, 2000) (go to: <http://www.english-heritage.org.uk> (then click on: Publications, Free Publications)).

And see: Design for Biodiversity (London Development Agency), available at: <http://www.lda.gov.uk/server.php?show=nav.001005006002>  
CABE (<http://www.cabe.org.uk/>) is also preparing a summary of national design guidance.

Sources URBED/L. Reid

***What for?***

Improving design and public realm

***Who for?***

Local authorities  
Developers  
Architects

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*Deciding where to improve*

*Improving the built environment*

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Sustainability Checklists  
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Improving Buildings

*Improving open spaces*

## Conservation and Character Areas

**Places of particular quality or character where efforts are made to enhance local distinctiveness and the appearance of the area. Conservation Areas require formal designation.**

**Benefits:** Conservation Areas can be used to resist the loss of an area's identity as a result, for example, of unsightly extensions or turning over front gardens to car parks, as well as controlling the appearance of replacement windows and doors. They may also help provide funds for general improvements. Identifying areas of special character can promote a concern for the local environment in places that lack architectural distinction.

***What for?***

Improving design and the public realm

***Who for?***

Local authorities  
Developers

***Where?***

All areas

**Key Factors:** Conservation Areas need to possess enough original features to justify designation, and should be backed up by design guidance [7.03] and management plans. Conservation guides may cover such topics as ground surfaces, street furniture, new equipment, traffic calming and management, and environmental improvements, ensuring inclusive/disabled access etc. [7.06], [4.16]. They may need to be supported by programmes to encourage improvements. Use has been made in the past of grants from English Heritage under Conservation Area Partnerships/Heritage Economic Regeneration Schemes to stimulate concerted action.

**Policy Context:** Policies 4B.1, 4B.7 and 4B.11, in the London Plan encourage the identification and preservation or enhancement of local distinctiveness or special character.

**Getting Started:** Start by mapping local environmental assets (e.g. places of special interest, locally important vistas etc.) and identify eyesores, street clutter and areas in need of improvement [7.01]. This may lead to designating or extending Conservation Areas, or identifying Character Areas.

**Examples in Action:** Planned suburbs like Hampstead Garden Suburb and many areas of semi-detached housing by special builders. Often a local amenity society will have done background work. L.B. Ealing uses an Area Improvement Fund to support improvements, especially in town centres.

**Further Information:** For Conservation Areas, see: <http://www.english-heritage.org.uk> (click on Conserving Historic Places, Conservation Advice). English Heritage also publishes guidance on Character Assessment (currently being updated), and Streets for All (same website, but click on: Publications, Free Publications). See also Andrew Saint, London's Suburbs (Merrell Publishers, 1999), and local guides such as L.B. Tower Hamlets' Street Design Guide, 2002, available

at:<http://www.towerhamlets.gov.uk/data/planning/data/forward-planning/data/udp/data/spg-street.cfm>.

Sources: URBED/L. Reid

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- Improving Buildings

*Improving open spaces*

## Street Trees

**Tree-lined streets help give London's suburbs their special character, while also improving air quality.**

**Benefits:** Street trees make roads look attractive and can add a fifth to property values. Besides calming, quietening and cooling areas, they also support wildlife (insects and birds), and clean the air. Trees are a key part of what makes London's leafy suburbs distinctive, but they are also under threat in many places.

**Key Factors:** Planting more trees is crucial to making good the loss of trees as a result of cabling, drought, old age and other factors. Trees are vital to biodiversity, and so tree planting is a practical way of encouraging wildlife. Trees

need to be of an appropriate variety and need maintenance, particularly when getting established. They must not interfere with services or foundations. Community tree planting schemes can help ensure that local people take an interest in their trees which can increase survival rates. Tree planting in run-down high streets can signify confidence in the area's future, and make a visible difference.

**Policy Context:** Policies 2A.6, 4B.4, 4A.6 and 3D.12 in the London Plan encourage enhancing the public realm (including in suburban Residential Heartlands); improving London's metabolism (including air quality); and maintaining biodiversity.

**Getting Started:** Tree planting can form a key part of a public realm initiative [7.07]. In some areas environmental trusts, such as Groundwork, play a valuable role in involving the community in projects.

**Examples in Action:** Trees for Cities has been active in London since 1993, and is now promoting the planting of a further million trees by 2010. Groundwork Trusts are active in many boroughs (e.g. L.B. Merton, see <http://www.groundwork.org.uk/merton/home.html>). L.B. Camden has a budget for tree maintenance, see: <http://www.camden.gov.uk/ccm/navigation/environment/planning-and-built-environment/conservation-and-design/trees>.

**Further Information:** Contact the Trees for London project run by Trees for Cities at: <http://www.treesforlondon.org.uk> or Groundwork for London at: <http://www.groundwork.org.uk/london/home.htm>. The Mayor's Biodiversity Strategy is available at: [http://www.london.gov.uk/mayor/strategies/biodiversity/docs/strat\\_full.pdf](http://www.london.gov.uk/mayor/strategies/biodiversity/docs/strat_full.pdf).  
Sources: URBED

***What for?***

Improving design and public realm  
Improving streetscape, and biodiversity

***Who for?***

Local authorities  
Community groups  
Highways departments

***Where?***

Town Centres,  
Neighbourhoods,  
Residential Heartlands

**Related Topics:**

**Improving design and public realm**

*Deciding where to improve*

*Improving the built environment*

Design Guidance  
Sustainability Checklists  
Conservation and Character Areas  
Street Trees  
Improving Buildings

*Improving open spaces*

## Improving Buildings

### **Restoring building facades, shopfronts etc. and bringing empty space back into use.**

**Benefits:** Buildings are a major part of the built environment, and improving the built environment increases people's sense of security and well-being. Improving run-down buildings, and bringing empty space back into use [2.04], especially in town centres, raises confidence, encourages people to spend more time in the area and so helps increase trade. Improving buildings also stops them falling into decay, which almost always wastes resources.

**Key Factors:** It is the overall standard of the built environment that matters. Even a few dilapidated or empty buildings can have a very negative impact. In planning

improvements to the public realm [7.07], the effect of the buildings must not be overlooked. The condition of shopfronts and other building facades is particularly important in town centres and areas where it is hoped to intensify development. Property owners need to be persuaded that improving their buildings as part of an overall scheme will benefit them too. A local Development Trust or a Building Preservation Trust can sometimes provide a means of packaging finance for difficult schemes, particularly those involving a mix of uses or community facilities. As a last resort, Section 215 of the 1990 Town and Country Planning Act gives boroughs the power to force private owners to clean up properties that affect the 'amenity' of an area, and enables them to carry out the work themselves if needed. The cost becomes a charge on the property, and if not paid will eventually be recovered when the property is sold.

**Policy Context:** Policies 4B.6–7 and 4B.10 in the London Plan support the full use of existing buildings; the improvement of the built environment; and the enhancement of local areas.

**Examples in Action:** In Wealdstone, L.B. Harrow has turned a redundant store into a community hub, with a library, cafe, healthy living centre etc [1.05]. The Blackheath Preservation Trust (<http://www.blackheath.org/bprestrust.htm>) is one of the most successful Building Preservation Trusts. The Environment Trust in Tower Hamlets (<http://www.envirotrust.org>) has generated on-going income from building development (e.g. Mile End Park).

**Further Information:** Contact the Association of Preservation Trusts at: <http://www.heritage.co.uk/apavilions/fr08.html> .

See also: the Development Trusts Association at: <http://www.dta.org.uk>.

ODPM provides information on Section 215 at: [http://www.odpm.gov.uk/stellent/groups/odpm\\_planning/documents/page/odpm\\_plan\\_606342-01.hcsp](http://www.odpm.gov.uk/stellent/groups/odpm_planning/documents/page/odpm_plan_606342-01.hcsp).

Sources: URBED

***What for?***

Improving design and the public realm  
Improving quality of life

***Who for?***

Local communities  
Local authorities

***Where?***

All areas (especially Town Centres, and areas around transport hubs)

**Related Topics:**

**Improving design and public realm**

*Deciding where to improve*

*Improving the built environment*

*Improving open spaces*

Improving the Public Realm

Improving Parks and Open Spaces

Improving Waterfronts

Civic Pride and Pride of Place

Neighbourhood Safety

Community Wardens

Biodiversity

## Improving the Public Realm

**Co-ordinated efforts to improve the public spaces in an area through, for example, improving paving, lighting, street furniture, signing, greenery and public art, as well as better maintenance.**

**Benefits:** Public realm improvements increase people's sense of security and well-being and help to build confidence and pride in their area. In a town centre, well designed and maintained public spaces can encourage more people to use them, increasing both social inclusion and retail trade. They can also increase demand and property values in poor residential areas.

**Key Factors:** While it is important to improve places with the highest visibility first, a comprehensive programme covering a network of streets and spaces is usually necessary to make a significant difference. It is also helpful to make comparisons with similar places that are successful and can act as models. The

improvement programme should consider the environment from a user's point of view, taking account of safety, noise [5.06], accessibility, amenities etc. High quality design is important, but so also is regular maintenance. In some areas it may be possible to involve the local community through a Pride of Place initiative [7.10], and in commercial areas businesses and property owners may be persuaded to improve their properties as part of an overall programme [1.08].

**Policy Context:** Policies 2A.6 and 4B.4–5 in the London Plan encourage improvements to the public realm, including making sure that it is accessible to all. Best Practice Guidance on Public Realm Strategy is due to be published shortly (<http://www.london.gov.uk/mayor/strategies/sds/bpg.jsp>).

Supplementary Planning Guidance on Accessible London is available at:

[http://www.london.gov.uk/mayor/strategies/sds/docs/spg\\_accessible\\_london.pdf](http://www.london.gov.uk/mayor/strategies/sds/docs/spg_accessible_london.pdf).

**Examples in Action:** The Mayor has a programme for improving 100 public spaces [http://www.london.gov.uk/mayor/auu/docs/making\\_space.pdf](http://www.london.gov.uk/mayor/auu/docs/making_space.pdf).

Kensington High Street has been greatly improved, with high quality design and actions to slow traffic, improve crossings, and provide wide clutter-free pavements. See also Croydon's Vision 2020 initiative at: <http://www.croydon.gov.uk/environment/dcande/Planning/vision2020/?a=5441>.

**Further Information:** Streets for All -- A London Streetscape Manual (English Heritage, 2000), at: <http://www.english-heritage.org.uk> (then click on: Publications, Free Publications), provides guidance on ground surfaces; street furniture; new equipment; traffic calming and management; and environmental improvements. ODPM has published By Design, available at:

[http://www.odpm.gov.uk/stellent/groups/odpm\\_planning/documents/page/odpm\\_plan\\_605981.hcsp](http://www.odpm.gov.uk/stellent/groups/odpm_planning/documents/page/odpm_plan_605981.hcsp).

Another Government website, <http://www.cleanersafergreener.gov.uk/html/index.html>, gives details of a wide range of sources of information and advice.

See also CABE Space at: <http://www.cabespace.org.uk>.

Sources: URBED

***What for?***

Improving design and the public realm  
Reinforcing the role of local centres

***Who for?***

Local authorities  
Community groups

***Where?***

All areas, especially  
Town Centres and  
Employment Locations

**Related Topics:**

**Improving design and public realm**

*Deciding where to improve*

*Improving the built environment*

*Improving open spaces*

Improving the Public Realm  
Improving Parks and Open Spaces  
Improving Waterfronts  
Civic Pride and Pride of Place  
Neighbourhood Safety  
Community Wardens  
Biodiversity

## Improving Parks and Open Spaces

### Ensuring that parks and open spaces make their full contribution to sustainable living in the suburbs.

**Benefits:** Parks, smaller open spaces and rivers provide many benefits to the community, especially to those living in crowded or poor quality housing (e.g. space for children to play). They act as meeting points and provide space for relaxation. They benefit health and can contribute to community cohesion. They provide a vital refuge for wildlife, and along with suburban gardens they help to form 'green chains' which supports biodiversity. The restoration of parks can transform the image of surrounding neighbourhoods, boosting property values and hence the quality of new development.

**Key Factors:** Parks and open spaces are important features in many suburbs, but they are sometimes neglected. Improvements to facilities, design, access and maintenance, and the connection of fragmented areas, increase the use and value of open spaces. They enhance community safety, and contribute to improved quality of life, health and well-being. Improvements could include revenue-generating facilities, as well as

upgraded pathways and cycle routes, and play facilities for children of different ages. Security and on-going maintenance are key considerations. Good design and good connections with surrounding areas are also essential. Linking open spaces together through 'green chains' is important. New developments near waterways and open spaces can provide opportunities for negotiating funding for improvements and on-going maintenance through Section 106 agreements. They may also offer opportunities for Development Trusts to provide community benefits. Grants may be available from Living Spaces (<http://www.living-spaces.org.uk>), and applications can also be made to the National Lottery, see: <http://www.hlf.org.uk/cgi-bin/hlfframemast.pl?K=25&S=EI>.

**Policy Context:** Policies 3D.7–11 in the London Plan address the need to improve London's open environment. The Mayor has published Best Practice Guidance on Preparing Open Space Strategies which can assist in identifying local needs and promoting open space improvements.

**Examples in Action:** Mile End Park in East London and its links to adjoining areas have been transformed as a result of a successful Lottery Bid, but also through initiatives to promote sustainable development, supported by rents from local shops.

**Further Information:** CABE Space, at: <http://www.cabespace.org.uk>, provides information and support.

The Mayor's Guide to Preparing Open Space Strategies is available at: [http://www.london.gov.uk/mayor/strategies/sds/open\\_space/oss\\_mar04.pdf](http://www.london.gov.uk/mayor/strategies/sds/open_space/oss_mar04.pdf).

Extensive information on improving and maintaining open spaces is given in: <http://www.cleanersafergreener.gov.uk/flash/index.html>.

Sources: URBED/L. Reid

***What for?***

Improving design and the public realm  
Improving quality of life  
Improving social inclusion

***Who for?***

Local authorities  
Community groups  
Developers

***Where?***

Residential Heartlands

**Related Topics:**

**Improving design and public realm**

*Deciding where to improve*

*Improving the built environment*

*Improving open spaces*

Improving the Public Realm

Improving Parks and Open Spaces

Improving Waterfronts

Civic Pride and Pride of Place

Neighbourhood Safety

Community Wardens

Biodiversity

## Improving Waterfronts

**Appropriate development alongside canals and minor rivers together with measures to improve access and biodiversity.**

**Benefits:** Good waterfronts provide many of the benefits of parks, and can form part of walking and cycling routes away from traffic. They are key to maintaining a range of wildlife, and help in attracting investment.

**Key Factors:** Waterfronts vary from substantial spaces, which may include attractive opportunities for sustainable development, to small streams in open land. They all can provide valuable habitats for wildlife and contribute to biodiversity. New waterfront development should, where possible, improve public access to the waterside. Good waterfronts require buildings to face them, with active frontages and an appropriate mix of uses. The design should start from the water, and encourage active use of the waterside (e.g. with distinct spaces for fishing, moorings, and possibly cycling). Other aims can include reopening culverted parts of rivers (e.g. River Effra in Lewisham) and restoring old canal basins (e.g. Kingsland Basin in Hackney). Water uses can also be promoted through development briefs for key sites

***What for?***

Improving design and the public realm

***Who for?***

Local authorities  
Community groups  
Developers

***Where?***

All waterfront areas

[7.03]. Often most progress has been made through partnerships with British Waterways or the Environment Agency, sometimes assisted by local trusts like Groundwork.

**Policy Context:** Section 4C of the London Plan focuses in The Blue Ribbon Network and includes policies on biodiversity, sustainable growth, improved access and good design.

**Examples in Action:** Examples include: the Grand Union Canal from Mile End Park to Limehouse Basin, see: <http://www.canaljunction.com/cgu.htm> and the River Wandle from Colliers Wood to Morden.

Brent River Park has been landscaped, and access and safety have been improved, see: <http://www.brent.gov.uk/RiverBrent.nsf>.

Examples of mixed-use waterfront development schemes can be seen in Kingston and Richmond.

**Further Information:** The London Rivers Association (24-31 Greenwich Market, London SE10 9HZ) brings interested groups together.

See also Thames21 at <http://www.thames21.org.uk/thames21.html> and British Waterways at <http://www.britishwaterways.co.uk>.

A number of books feature good practice, see: <http://www.waterfrontcenter.org/books/index.html> and N. Falk, Turning the Tide, available at: [http://www.urbed.com/cgi-bin/get\\_binary\\_doc\\_object.cgi?doc\\_id=215&fname=extra\\_pdf\\_1.pdf](http://www.urbed.com/cgi-bin/get_binary_doc_object.cgi?doc_id=215&fname=extra_pdf_1.pdf).

Sources: URBED/L. Reid

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Biodiversity

## Civic Pride/Pride of Place Initiatives

**Campaigns or programmes to improve the local character and identity of an area, such as a particular street or neighbourhood (e.g. a town centre).**

**Benefits:** People feel pride when an area looks cared for. Pride of Place Initiatives can be used to change local residents' attitudes and behaviour, which in turn encourages investment.

**Key Factors:** The image of an area is influenced not only by its architecture and history, but also by the state of its streets. Well-designed and appropriately placed street trees or planters [7.05], upgraded shop fronts and fascia boards [7.06], and good lighting of streets and buildings can all contribute [7.07]. So too can imaginative design and public art. The best schemes are comprehensive and prominent, and engage voluntary effort through campaigns or incentives. They need to be focused so there is a critical mass. Community involvement is needed to bring newcomers and not just the 'usual suspects' into the process, and engage those who might vandalise public places, so that they can feel ownership and use and protect the new facilities.

**Policy Context:** Community safety is a major concern in many suburbs [3.06]. Well maintained and well used public spaces help reduce fear of crime. Policies 4B.4–5 in the London Plan support improvements to the public realm and Policy 3A.26 emphasises the importance of engaging and empowering local communities.

**Getting Started:** An initiative might start with a Town Centre Management partnership project to make a centre look more distinctive and welcoming [7.01], [7.07]. Alternatively projects could be promoted by an Amenity Society or a Development Trust.

**Examples in Action:** The Waltham Forest Amenity Society organised a litter pick-up and a front garden competition, see: <http://www.wfcs.org.uk>. L.B. Redbridge pioneered Town Centre Management and pedestrianisation in Ilford, and is now undertaking projects in suburban centres (e.g. Gants Hill). In Welling, Bexley, the police worked with community groups to clear accumulated rubbish and make a better path to the station. In Peckham's Bellendon Road local artists designed distinctive street furniture as part of a scheme to restore a run-down neighbourhood. Many places take part in the Britain in Bloom competition, see: <http://www.rhs.org.uk/britaininbloom/index.asp>.

**Further Information:** Contact: London Civic Forum at: <http://www.londoncivicforum.org.uk/> or see: [www.cleanersaferegreener.gov.uk](http://www.cleanersaferegreener.gov.uk). See also Managing Urban Spaces in Town Centres (DETR/ATCM, 1997) from <http://www.landorbooks.co.uk>. The Tidy Britain Campaign is run by Encams, see: <http://www.encams.org/AboutEncams/KeepBritainTidy.asp?Sub=0&Menu=0.26.11.34>  
Sources: URBED

***What for?***

Improving design and public realm

***Who for?***

Local authorities

Community groups

***Where?***

All areas