

# **WESTMINSTER CITY COUNCIL**

## **A WALKING STRATEGY FOR WESTMINSTER**

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# A WALKING STRATEGY FOR WESTMINSTER

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# A WALKING STRATEGY FOR WESTMINSTER

## 1. Introduction

- 1.1 The City of Westminster is the seat of the Crown and Government and the artistic, entertainment and tourist centre of the United Kingdom as well as being home for approximately 230,000 residents<sup>1</sup>. Westminster is London's largest employment centre, employing 573,400 people, who comprise 14.1% of total employment in London. Together these factors result in a unique situation, which attracts a large number of vehicles and pedestrians. It is estimated that Westminster attracts a daytime population of a million residents, workers and visitors.
- 1.2 All journeys made by people in their everyday lives involve some element of walking. Walking is the form of transport that has the least damaging effect on the environment. However, it is not always a pleasant experience for a number of reasons, including conflicts with other transport users, concerns over safety and personal security and a lack of adequate pedestrian facilities to name but a few.
- 1.3 The pedestrian experience is greatly dependent on the day-to-day management of the street environment. Matters such as underfoot conditions, footway drainage, quality of lighting, responsiveness to pothole and lighting reports, control of obstructions, controls over scaffolding, hoardings, flyposting and litter will all require attention in addition to any broader policies and schemes that may be adopted.
- 1.4 There are a number of measures available that can contribute to improving the pedestrian environment and make walking a more enjoyable activity. This Walking Strategy outlines which measures are thought to be appropriate in Westminster and how they should be implemented considering the unique context of the City. The Strategy also highlights schemes and good practices that are already being undertaken by the City Council to improve pedestrian conditions.

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<sup>1</sup> At the time of publication Westminster City Council are in discussions with the Office of National Statistics (ONS) about the true number of Westminster residents. ONS believe there are 190,630 residents in the City of Westminster (based on mid Year Estimates 2002) - However the City Council believes that the actual population is closer to 230,000

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## 2 Why do we need a Walking Strategy?

- 2.1 Walking has a key role to play in establishing a city that is accessible and vibrant. Historically, walking has attracted little attention in terms of policy and funding. This situation needs to be redressed if the benefits that are outlined above are going to be experienced in the future.
- 2.2 A culture where walking in Westminster is favoured by all age groups and all abilities needs to be established, and an environment created that provides pleasant surroundings in which to undertake walking trips. Consequently, our urban fabric needs to be transformed to improve the 'ambience' and quality of life of pedestrians.
- 2.3 The Walking Strategy for Westminster seeks to encourage walking, change existing attitudes to walking and publicise new and existing facilities by co-ordinating a series of initiatives and measures that the City Council is already committed to delivering. This will also contribute to achieving a number of other corporate aims and objectives, such as those included in the "*Air Quality Strategy and Action Plan*" of April 2000.

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## 3 Policy Aims and Objectives

### National Policy

- 3.1 In 1998 the Department of the Environment, Transport and the Regions published the White Paper “*A New Deal for Transport: Better for Everyone*”, which outlined the Government’s new approach to transport policy in order to achieve a transport system that is safe, efficient, clean and fair. The White Paper sets out an integrated transport policy that seeks to achieve the vision of an efficient transport system that supports sustainable development.
- 3.2 *A New Deal* seeks to make walking a more viable, attractive and safe mode of transport by expecting local authorities to place a greater emphasis on walking. Government expects that this will be achieved through a range of measures to be included in Local Transport Plans (and Local Implementation Plans in London), for example;
- Reallocating road space to pedestrians;
  - Providing more direct and convenient routes for walking;
  - Providing more pedestrian crossings, where pedestrians want to cross;
  - Reducing waiting times for pedestrians at traffic signals and giving them priority in the allocation of time at junctions where this supports more walking; and
  - Using planning powers to ensure that the land use mix, layout and design of development is safe, attractive and convenient for walking.
- 3.3 The White Paper also introduces the concept of ‘Streets for People’ whereby the environment of towns and cities will be improved to create conditions for pedestrians that make it easier to move around on foot. Under this, a new approach to traffic management will be adopted and more road space and priority would be given to pedestrians.
- 3.4 To support this vision and contribute to increasing peoples travel choices a series of ‘daughter’ documents were published including *Encouraging Walking* in 2000. In this document the Government states that it wants to make walking easier, more pleasant and safer. The result would be that, for shorter journeys, people will make walking their first choice, and for longer distances, a combination of public transport and walking will be used.

### Policy in London

- 3.5 This emphasis on walking is also reflected in the *Mayor’s Transport Strategy* for London (July 2001), which includes a number of proposals that will benefit pedestrians. The Mayor’s aim is;

“to create and promote a connected, safe, convenient and attractive environment that encourages people to walk and enriches their experience of being out and about in London”.

- 3.6 As part of making the environment safe, the Mayor published “*London’s Road Safety Plan*” in November 2001. This recognises that whilst the Transport Strategy is intending to increase walking and cycling this will make it increasingly difficult to achieve the national casualty reduction targets. Therefore, a specific target of 40% reduction in fatal and serious injury casualties by 2010 is applied to the vulnerable user groups of walkers, cyclists and powered two wheeler riders.
- 3.7 These policies will contribute to achieving the vision of making London one of the world’s most walking friendly cities for pedestrians, which the Mayor wants to achieve by the year 2015. It is anticipated that this vision will be mirrored in the “*Walking Plan for London*”, which is currently being developed by Transport for London.
- 3.8 The City Council has been involved in the development of the “*Walking Strategy for Central London*”, which was prepared by the Central London Partnership (CLP) and launched in spring 2002. The partnership aims to improve central London as a place to live, work, invest and visit. Through the walking strategy, the CLP wishes to make the experience of walking more convenient, more pleasant and safer. It seeks to create accessible public space and promote an understanding that walking is good for business. The partnership also aims to increase the number of trips walked in central London. It is intended that the strategy will provide a framework for local authorities to work within, and will promote a consistency of approach across borough boundaries and collaboration on larger scale projects.<sup>2</sup>
- 3.9 In addition to the partnership working with CLP, the City Council has been working with the Cross River Partnership (CRP) on a number of initiatives to improve the public realm and encourage walking within Westminster, for example through Business Improvement Districts and Local Area Management schemes. This fits into the broader aims of the London South Central Local Transport Strategy, developed by CRP in partnership with TfL, particularly to make improvements to the streetscape that encourage walking, cycling and personal safety.

### **Policy in Westminster**

- 3.10 The Transport White Paper led Westminster City Council to adopt the “*Integrated Transport Strategy for Westminster*”. This document included a range of key aims. Those aims that specifically impact on walking are “increasing the priority to sustainable modes” and “improving accessibility for all”.

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<sup>2</sup> Central London Partnership, [A Walking Strategy for Central London](#), April 2002



- 3.11 The quality of the physical environment in the City is one of the reasons why control is exercised over the appearance of buildings and the streetscape. Policies affecting the management of the environment and development within the City are set out in the Unitary Development Plan (UDP). The Plan provides a vision for Westminster as the centre of a world class capital city where people live, work and visit.
- 3.12 The UDP aims to preserve and enhance the quality and character of Westminster's built, landscaped and natural environment. In view of this aim policies are included within the plan to control development, promote high standards of sustainable urban design and architecture and to preserve and enhance the environment, particularly conservation areas and listed buildings, whilst paying particular regard to the historic and unique character of the city.
- 3.13 Planning permissions granted also include Section 106 agreements, through which funding is generated for projects that will enhance the environment, including the pedestrian environment.
- 3.14 The City Council supports walking and considers that pedestrians should be able to walk around Westminster without the danger, inconvenience and unpleasantness often forced on them by the rest of the transport system. The UDP states that the aim, in relation to pedestrians, is to improve conditions for pedestrians and make walking a safer, quicker, more direct and more attractive form of travel.
- 3.15 This commitment is extended by the Council's forward-looking Civic Renewal programme, which seeks to regenerate the social and physical infrastructure of Westminster. To achieve this there are five key programmes, which are guided by the Council's core values. Those programmes are listed below.
- The Customer First Programme;
  - The City Investment Programme;
  - The Education Guarantee Programme;
  - The Clean Streets Programme; and
  - The City Guardian Programme.
- 3.16 Of these the Clean Streets, City Investment and City Guardian Programmes are of most relevance to walking and are discussed in more detail in chapter 6 of this strategy.

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## 4 Background and Issues

### The Benefits of Walking

4.1 The benefits of walking are varied and they all contribute to why walking should be promoted and conditions for pedestrians improved. The benefits can be considered as personal, environmental, and social.

#### Personal

4.2 The personal benefits include improving the health of individuals. Walking is a convenient form of exercise that can contribute to improving levels of fitness and reducing obesity. This is of significant benefit due to the connection that has been made between obesity and heart disease, which is the largest single cause of premature death in the UK. Half an hour of moderate exercise, such as a brisk walk, three times a week is the most effective way to reduce coronary heart disease<sup>3</sup> and reduce obesity. The 30 minutes brisk walk does not have to be undertaken in one block. The benefits are still experienced if it is in the form of two 15 minute walks or three 10 minute walks. The improved health of individuals in turn has a positive impact on business as it can contribute to a reduced level of absence through sickness.

4.3 Other personal benefits are that walking can provide a direct and convenient form of transport for short journeys that may otherwise be made by a series of individual motorised trips. Other personal gains could be that an individual would be able to make financial savings through reduced public transport fares or vehicle costs.

#### Environmental

4.4 In terms of environmental benefits, walking is the form of transport that has the least damaging effect on the environment. Walking is non-polluting and has the potential to replace short distance car trips, which are the least fuel efficient and generate the greatest level of pollution per mile travelled. Therefore, by encouraging greater levels of walking, other strategy objectives could be met, such as improving local air quality.

#### Social

4.5 Walking is socially beneficial, as it is a mode of transport that is accessible to most. Therefore making it easier and safer for people to walk to key services, for example employment and education, benefits the whole community, particularly those without access to a car. Increased walking could also

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<sup>3</sup> Pedestrians' Association (2000) [Walking - Making it happen](#)

revitalise local communities, make streets feel “lived in” and contribute to increasing the vitality and vibrancy of the city.

## Patterns of Walking

- 4.6 A number of short journeys that were previously undertaken on foot have been replaced by short car journeys. A number of reasons have contributed to this trend, including fears over safety, greater pressure on time and increasing levels of car ownership.
- 4.7 The number of walking trips has declined in recent years. Nationally, the proportion of journeys made on foot has fallen from 34% in 1985/86 to 27% in 1997/99<sup>4</sup>. This trend of decline has been reflected in London: the number of walking journeys per person per year fell from 343 in 1989/91 to 298 in 1998/2000<sup>5</sup>.
- 4.8 However, it is debatable whether this national trend also applies to Central London. Recent trends in the main mode of travel to work illustrate that within Central London, walking to work remained constant at 4% between Autumn 1999 and Autumn 2000<sup>6</sup>. In 1999, 40% of all journeys made in Central London were on foot, which is the highest of anywhere in Britain<sup>7</sup>.
- 4.9 There are other trends occurring in Central London, such as increases in economic activity that could overwhelm this national trend of decline. For example, Westminster and the rest of London have enjoyed eight years of continuous economic growth. Another dominant change is an increasing population as the capital has experienced an increase of 190,000 more people in the past two years<sup>8</sup>.

## Barriers to Walking

- 4.10 A number of factors contribute to making walking within London an unpleasant and inconvenient experience. Conflict with other transport modes, particularly vehicles, often leads to pedestrians feeling vulnerable and unsafe. This can be exacerbated by a lack of adequate pedestrian facilities, for example poor footway conditions, poor levels of street lighting leading to concerns over personal security, physical constraints on footway width etc. An example of a particular journey that could, in some cases, be easily undertaken by walking but is often undertaken by car is the journey to school.
- 4.11 Conflict also exists between pedestrians and cyclists. Cycling on pavements often acts to deter walking, as there is a perception that this is dangerous. This is a very common complaint that is frequently received by the Council from the public and other interest groups.

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<sup>4</sup> DETR (2001) [Walking in Great Britain](#), Transport Statistics Fact Sheet 4, January

<sup>5</sup> TfL (2001) [Transport Statistics for London](#)

<sup>6</sup> TfL (2000) [Transport Statistics for London](#); and TfL (2001) [Transport Statistics for London](#)

<sup>7</sup> London Walking Forum (1999) [The Next Step](#), [www.londonwalking.com](http://www.londonwalking.com)

<sup>8</sup> Central London Partnership (2002) [Walking Strategy for Central London](#)

- 4.12 Other factors also contribute to the creation of an unpleasant environment, which acts to deter walkers. The presence of anti-social behaviour, including beggars, street drinkers and illegal street traders, can be intimidating and cause pedestrians to feel uncomfortable. In addition, litter and flyposting create an unattractive environment and contribute to discouraging walking as a mode of travel.
- 4.13 Pedestrian crossing facilities can be barriers to movement. In some places, crossing facilities are provided but their location diverts pedestrians away from their most direct route. In other situations, staggered crossings with guard railings are used which again are not the most direct and can create an undesirable 'sheep penning' effect of pedestrians between two-directional traffic flow.
- 4.14 Concerns over personal security also constrain the number of walking trips undertaken. The groups who feel most vulnerable are women, children, elderly people and disabled people, but in fact it is young men who are the most common victims of street attacks. It is possible to implement a range of measures to address the fear of crime, or the perceived fear of crime. However, should these result in areas becoming impenetrable or pedestrian routes being indirect and inconvenient, these particular measures should not be implemented and alternatives should be sought.
- 4.15 Unfamiliarity with the geography of the City also acts as a barrier to people walking. Often visitors to London will choose to travel short distances using the Underground, as it provides a sense of security with regard to knowing where they are going (and how to get back). Pedestrian signing for visitor attractions is usually from the nearest tube station so people can feel that there is less risk of getting lost.
- 4.16 Difficulties also exist for those with mobility impairments. Measures such as tactile paving and appropriate measures for the visually impaired are not currently installed at all possible and appropriate locations and even so they are not always suitable for all users.

### **Types of Walking**

- 4.17 Walking trips can be divided into three broad categories. There are walking trips for **transport**, among which local trips for getting to and from work, for education facilities, to use shops or to visit friends are included.
- 4.18 There are also walking trips made by **visitors** to the city. Walking is a particularly convenient mode for visitors and tourists as many of Westminster's visitor attractions are located close to one another.
- 4.19 **Recreational** walking trips also take place, which generally involve longer distances. Walking as a leisure activity has shown a steady increase over the

past ten years<sup>9</sup>. Pedestrians participating in recreational walking will look for more attractive surroundings and new experiences.

4.20 While investment in facilities to aid walkers will often help more than one kind of walker, when walking schemes are proposed there is sometimes a lack of clarity and focus about who the scheme is targeted at. For example, people walking to, or in the course of work will tend to look for direct routes and will not need direction signs to help with daily journeys. In contrast, for visitors and tourists, basic directional information will ease their journey and contribute to conveying the message that the Underground is not necessarily the quickest way between two attractions.

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<sup>9</sup> DETR (2000) Encouraging Walking: Advice to Local Authorities, March

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## 5 The Existing Situation

### Conditions Underfoot

- 5.1 According to the United Kingdom Pavement Management System (UKPMS) 2002, the general condition of Westminster's footways (pavements) is of high quality. Where the City Council is the highway authority the footway network is maintained to a 20mm "intervention level" whereby if there is a difference of level on the surface of 20mm or more, the defect is made safe with in 2 hours and repaired with in 24 hours. Furthermore, all footways are inspected on a 3 monthly basis while heavily used footways are inspected once a month to ensure their continued high quality.
- 5.2 The Council has an annual footway reconstruction programme, which is informed by the UKPMS results of the annual condition survey.

### Road Safety

- 5.3 In 2002, pedestrians comprised 29.9% of total road traffic accidents and 38% of the killed and serious injuries in Westminster, 8 were killed and 87 seriously injured<sup>10</sup>. Where there are high traffic volumes and high pedestrian flows, the conflict between pedestrians and other road users is greatest and the potential for accidents highest. Regrettably, since 1994 the number of pedestrians injured each year has increased. It is thought that this is due to an overall increase in pedestrian activity due to improvements in the national economy and in particular the growth of the leisure and tourism industry.
- 5.4 The total number of pedestrian casualties injured through road traffic accidents on all roads within the City of Westminster, including roads for which Transport for London is the highway and traffic authority and roads in all Royal Parks, increased between 1994 and 2000, but since then the numbers have been declining. This trend is illustrated in table 1, which also details the number and severity of pedestrians injured as a result of road traffic accidents on all roads in Westminster since 1997.

**Table 1** – Pedestrian casualties injured through road traffic accidents in Westminster since 1997

Severity of Casualty	Year				
	1997	1998	1999	2000	2001
Fatal	13	9	8	12	13
Serious	169	173	157	171	149
Slight	680	695	714	698	604
Total	862	877	879	881	766

Source: London Accident Analysis Unit (2002)

<sup>10</sup> Westminster City Council (2003) Road Safety Plan 2004/2005, p12

5.5 Together, accidents on Oxford Street, Charing Cross Road, Whitehall, Trafalgar Square, Parliament Square, Piccadilly, Regent Street, Shaftesbury Avenue and in Soho accounted for 45% of all pedestrian casualties on Westminster's roads during 2000<sup>11</sup>. These are areas with high footfall as they are the location of a number of tourist attractions and consequently the focus for tourists and visitors, which subsequently leads to high traffic volumes, both vehicular and pedestrian.

### **Personal Security**

5.6 The City Council has made a significant investment in closed circuit television (CCTV) through a partnership project between the Council, Metropolitan Police, the Government and the private sector. The project has installed 33 cameras covering the Regents Street, Soho, China Town, Leicester Square, Piccadilly and Covent Garden areas of the city. The West End was prioritised for this proactive monitoring to support crime reduction and street management.

5.7 The issue of personal security is also being addressed through other initiatives and programmes administered by the City Council. For example the City Council, through the CRP, is developing projects that tackle anti-social behaviour taking place in lesser used thoroughfares and side streets, particularly in streets around the Strand.

5.8 In addition, the Council has launched a multi-purpose enforcement team, which tackles licensing breaches and anti-social behaviour. There is a visible presence of wardens, which, in addition to addressing issues surrounding personal security also monitors the situation in relation to litter, flyposting, begging, illegal street trading etc. There are currently three schemes that operate in the West End. There are the Leicester Square City Guardians, the New West End Company's redcaps who operate on Oxford Street and Regent Street, and the Piccadilly Circus Partnership Street Team who operate on Coventry Street. Where the schemes are privately funded an agreement exists between the private company and the City Council with regard to the reporting of problems. Similar schemes are being considered for implementation in Covent Garden, Soho and Chinatown.

5.9 There is also a rolling programme to upgrade the standard of street lighting and replace old-age expired equipment. This involves a prioritisation process which takes into account the crime risk data that is provided by the Metropolitan Police as part of the Lighting Against Crime strategy.

5.10 Other schemes in Westminster are also being implemented through the Lighting Against Crime initiative. Specific areas that are going to benefit from these and other schemes are Soho, Marylebone, Paddington and Belgravia.

### **Pedestrianisation**

5.11 There are a number of pedestrian-only and restricted access areas within the City of Westminster. Such areas have been implemented where they bring

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<sup>11</sup> Westminster City Council (2001) Road Safety Plan 2002/2003, p.14

improvements to the pedestrian experience. An experimental scheme was implemented in Soho between June and August 1999, which increased the amount of space available to pedestrians. The scheme was implemented against a background of a growth in A3 (establishments that sell food, drink and intoxicating liquor for consumption on or off the premises) and entertainment uses, the night time economy and linked to this a growth in crime and anti-social behaviour. Removing traffic from some of the streets provided further opportunity for criminal, illegal and anti-social activities in the area and the scheme was subsequently withdrawn. Consequently, the Council has had to question the assumption that the creation of more space for pedestrians will automatically have positive results.

## **Pedestrian Links**

- 5.12 Other major schemes have been implemented that make a significant contribution to improving the pedestrian environment. One such example of this is the improvements that have been made to Golden Jubilee Bridges, which provide an excellent pedestrian link between South Bank and the West End. These bridges replace the original pedestrian walkway which was in a poor condition and did not have the capacity to cope with the peak demand, or expected growth.
- 5.13 The major improvements have replaced the existing inadequate footbridge with two new footbridges, which have radically improved pedestrian facilities across the River Thames at a key location. The new facilities are also accessible to all users as access can be gained via stairs or lifts. The surrounding pedestrian environment will also be improved, as the scheme has provided a structure of high visual quality.
- 5.14 Further improvements to pedestrian links are being made in the Paddington Special Policy area. Currently there is one pedestrian link across the canal basin which, potentially, will be increased to five pedestrian footbridges at various locations throughout the area.
- 5.15 The City Council is responsible for 18 subways and in 1994 commenced the Brighter Subway Initiative, which is a rolling programme of improvement and refurbishment to the City Council's subways. It is the objective of this initiative to provide a brighter, cleaner and safer environment in subways to improve their attractiveness to pedestrians who might otherwise be tempted to cross the road at surface level where there are no pedestrian crossing facilities.
- 5.16 Measures to be implemented under this initiative include improvements to lighting levels and pedestrian signing, renewals of ceiling, wall and floor coverings and remedial works to stairs and drainage as appropriate. In order to address the concerns relating to personal security in subways consideration is also given to the provision of closed circuit tele vision (CCTV).



## Way Finding

- 5.17 Visitors to London are often unfamiliar with the geography of the City and frequently use the London Underground map as a way of finding their way around. This leads to tourists making unnecessary short journeys by the Underground that could be more easily, and often more quickly, made by walking. Commuters undertake similar unnecessary short trips as they complete their journey to and from mainline stations by travelling one or two stops using the Underground or bus service. Therefore unnecessary demand is placed on bus services and the Underground and congestion at the busiest interchanges is increased.
- 5.18 Between 1992 and 1995 a uniform pedestrian signing scheme was implemented throughout the City. This scheme, which is aimed at visitors, is based on a strict set of guidelines, which aims to provide information whilst minimising street clutter. The Council will only provide pedestrian signing for;
- Public buildings attracting large numbers of visitors;
  - Places of significant historical or cultural interest;
  - Transport facilities that may be difficult to find;
  - Tourist Information Centres;
  - Public conveniences; and
  - Church Street market (as a special case).

## Street Furniture

- 5.19 The appearance of the City of Westminster and the pedestrian environment can be greatly enhanced or damaged by the design and layout, management and maintenance of street furniture and urban landscape details.
- 5.20 A multiplicity of equipment and other obstructions is undesirable as it results in the footway space that is available to pedestrians being considerably reduced, and views are obscured<sup>12</sup>. One cause of this is that a wide range of organisations have permitted development rights to install new equipment without having to seek planning permission. This results in an array of junction boxes, control boxes, advertising panels and other items of street furniture. The resulting clutter reduces the visual order and simplicity that once existed.
- 5.21 The City Council is replacing its Street Furniture Manual. The new guidance will be called Westminster Way and will set out criteria for new projects and maintenance of the streetscape in all parts of Westminster. A key objective is to establish and maintain a pedestrian zone that is available to all, attractive, durable, well managed and free of obstructions and acknowledge heritage features and character. It is anticipated that a draft of Westminster Way will be consulted on in the Spring of 2004 with a view to revision and adoption in May 2004. This guidance will be placed on the Council's website.

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<sup>12</sup> City of Westminster (1993) Street Furniture Manual

- 5.22 The new edition will incorporate a number of wider initiatives and ideas including some put forward by English Heritage in the “Streets For All” document. Within this there is an overriding priority to remove street clutter and improve the street environment over time, through management. It also provides advice to guide the design of future environmental improvements.
- 5.23 Some improvements to the streets of Westminster have already been guided by the principles described above. For example, the pedestrian amenity of Strand has been improved through repaving with natural materials and the removal of excessive clutter and unsightly guardrails.

### **Obstructions to Pedestrians**

- 5.24 In 1989 the City Council launched the Considerate Builders Scheme (CBS). There were concerns that the quality of life, including the pedestrian environment, of residents and visitors were being negatively affected as a result of the level of construction that was occurring within the City. In recognition that building works can cause distress, the Council launched the CBS through which builders commit themselves to being:
- Considerate
  - Quiet
  - Clean
  - Tidy
  - Safe
  - Responsible
  - Accountable
- 5.26 The benefit to the building companies who sign up to the scheme is that they have the opportunity to win one of three award categories, excellent, highly commended or commended. Independent judges can also award the Best Site award and the Best Small Site award. This in turn will earn them valuable prestige and publicity.
- 5.27 In further recognition that building works can cause distress the City Council has developed a code of construction practice (CoCP). One such area where this is being applied is the Paddington Special Policy Area. It is the aim of this CoCP to define environmental standards and outline procedures connected with construction works for proposed major developments within this area. Under the CoCP construction works will have to be undertaken in such a way that avoids inconvenience to the public and the potential disruptive effects are minimised as far as possible. Where temporary footways are to be provided as part of construction the safety of the public must be ensured and reasonable access should be provided for people, including those with disabilities, including wheelchair users and those with pushchairs.
- 5.28 A similar scheme to the CBS relating to utilities and their contractors was established in December 1992 to complement the New Roads and Street Works Act 1991. Members of the scheme signed up to comply with a 6-point code of good practice. One notable initiative that has taken place over the

years is the encouragement of utilities and their contractors to provide and use footway and carriageway ramps on and around their sites to ensure the safety of pedestrians when passing their sites.

- 5.29 The City Council uses a range of other measures to minimise the obstructions to pedestrians and facilitate the ease of movement. 'A' boards are not permitted on the public highway and planning permission or licences cannot be gained for them. Once the City Council has established that an 'A' board is on the public highway, action is taken to remove the obstruction. The first course of action to remove these is to send letters and notices, if these are not responded to then prosecution is possible. Having wardens and street environment managers operating within the City is essential to effectively managing the number of 'A' boards.
- 5.30 Enforcement measures are also taken against shop displays and illegal tables and chairs, which can be a particular problem when they stray out beyond their allotted areas causing an obstruction to pedestrians and, in some occasions, forcing them into the carriageway. Although some isolated shop display pitches are permitted, enforcement action is taken against those that are not, which can lead to prosecution and the seizing of the display material.
- 5.31 The presence of legal and illegal street traders can also be an obstruction to pedestrian movement by creating pinch points at key locations. This conflict has been recognised by the Council and a review of street trading pitches on Oxford Street was completed in December 2003. At the time of writing, the review had been considered at an officer level and remains to be considered at Member level. Examples of issues to be discussed as a result of the review are how to consolidate Council policies and procedures relating to street trading pitches on Oxford Street and how to reduce the impact on pedestrian movement.

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## **6 Making Things Better**

- 6.1 The Council places a high priority on the improvement of conditions for pedestrians.
- 6.2 According to national guidance one way to make improvements to the pedestrian environment is to ensure that conditions for walking are convenient, connected, comfortable, convivial and conspicuous (“the five C’s”). These factors will be given due consideration in any future schemes addressing the needs of pedestrians.

### **The Civic Renewal Programme**

#### Clean Streets Programme

- 6.3 The Council is committed to improving the pedestrian environment through the Clean Streets Programme, which is part of the wider initiative of Civic Renewal. Clean streets create a more attractive aspect, directly impact on crime and anti-social behaviour and are psychologically uplifting for residents and visitors. The Council proposes a year-on-year increase in the investment that is made in clean streets.
- 6.4 Further measures under the Clean Streets programme to achieve higher standards of street cleaning are the creation of a fly-posting team in order to remove posters and stickers from street furniture on a daily basis and target offenders for prosecution.
- 6.5 Under this programme the Council will increase the use of preventative treatments, including anti-graffiti paint, to protect public property from abuse throughout the city.

#### City Investment Programme

- 6.6 Also through the Civic Renewal Programme, the City Council is committed to investing in the infrastructure of the City and takes the lead in high quality urban design. As part of the City Investment Programme it is recognised that investment is required to protect parts of the city that make Westminster unique. For example, the Council will make efforts to improve the experience of shopping in the West End by implementing improvements to the public realm.
- 6.7 The 2003/2004 targets for the City Investment Programme includes the delivery of the City Lighting programme to replace 2500 existing light sources with a lamp that appears whiter and produces a much improved quality of illumination in the night-time environment. This lamp will enable much improved colour recognition of all items and improve the quality of CCTV visibility. Targets are also included to remove acutely cracked paving, which will increase the quality of the pedestrian environment.

- 6.8 Paddington Special Policy Area is set to become a new business quarter of the City of Westminster. Ensuring the successful implementation of a sustainable new Paddington, where the walking environment is of high quality, will remain a high priority for the Council. One of the aims of the redevelopment at Paddington is to make the Grand Union Canal accessible to pedestrians through the planning permissions that are granted, therefore linking into the national canal network. This contrasts to the previous situation, as some sections of the towpath remained private. Also, as part of the Council's strategy for the West End, action plans have been developed for Leicester Square and Chinatown and are proposed for Covent Garden and Soho. Actions included in the plans focus on the street environment, which in turn will improve the experience of walkers.
- 6.9 The Transportation Programmes that are concerned with maintaining, managing and improving the transportation infrastructure of the City are fundamental and a significant part of the City Investment Programme.

#### City Guardian Programme

- 6.10 There is a belief that the public space belongs to the public and there is a need to defend it against crime and anti-social behaviour. In light of this view, the declining police numbers in Westminster and an increasing number of competing policing priorities, a number of secondary policing initiatives have emerged. Examples include uniformed neighbourhood wardens such as those patrolling Leicester Square, Queen's Park and Church Street and the West End CCTV scheme. Westminster City Council will continue to work together with the Police to address issues surrounding community safety and crime reduction initiatives throughout Central London.
- 6.11 The coverage of CCTV will be increased through the expansion of mobile CCTV deployment to at least 50 operational hours per week. Furthermore, Westminster's warden schemes will be introduced to cover Queens Park and Church Street, in addition to Leicester Square. In 2003/04 it is proposed to extend the coverage of CCTV through the expansion of the successful West End CCTV scheme to include the Golden Jubilee Bridges, Trafalgar Square and Edgware Road. Furthermore, Westminster's neighbourhood warden schemes will be extended to include Chinatown and Soho.

#### Road Safety

- 6.12 The City Council would like to see a significant decline in pedestrian casualties and aims to reduce the number, severity and risk of traffic accidents and improve road safety for all users of the transport system.
- 6.13 In 2000, Central Government published "Tomorrow's Roads - Safer for Everyone" which included revised targets for road accident casualties. They are:

- a 40% reduction in the number of people killed or seriously injured in road accidents;
- a 50% reduction in the number of children killed or seriously injured; and
- a 10% reduction in the slight casualty rate, expressed as the number of people slightly injured per 100 million vehicle kilometres.

6.14 These targets have been set in comparison to the baseline average for 1994-98 and the date to achieve these targets is 2010.

6.15 In "*London's Road Safety Plan*" the Mayor has specifically adopted the 40% reduction in the number of people killed or seriously injured and applied it to the more vulnerable road user groups of pedestrians, cyclists and powered two wheeler riders. This is because London has particular difficulties and a higher number of pedestrian casualties with these groups. Furthermore, it is necessary to take targeted action in relation to these user groups because the Mayor's Transport Strategy is intended to promote and increase the levels of walking and cycling that occur.

6.16 Westminster City Council has also adopted the national targets. With specific regard to pedestrian casualties, applying the target of reducing fatal and serious pedestrian casualties by 40% will, if achieved, result in a reduction from 132 casualties to 79 casualties on roads that are the responsibility of the City Council by 2010<sup>13</sup>.

6.17 In 2000, on all roads within the City of Westminster, 2461 accidents occurred in Westminster resulting in 2863 casualties. The number of casualties has declined from 3386 in 1990 to 2910 in 1999, therefore over a period of nine years there has been a 15% reduction in the number of casualties. The Council's Accident Remedial Programme is largely responsible for this as it identifies and examines accident clusters or known problems and implements remedial measures directed at reducing accidents. However these figures include accidents that occur on roads that are the responsibility of Transport for London, the Greater London Authority and the Royal Parks Agency, on which the City Council can not implement schemes that may improve safety.

6.18 The Council's Accident Remedial programme is set to continue and, together with other road safety initiatives (for example driver education) and continued working with Transport for London, it is anticipated that a further reduction in road accidents will result, therefore increasing pedestrian safety.

6.19 Whilst the Accident Remedial Programme has had a positive impact on improving road safety it is recognised in the Council's Road Safety Plan that a new approach will have to be adopted if the targets set in the national road safety plan and the Mayors strategy are to be met. Therefore, under the Council's Road Safety Plan consideration will be given to;

6.20 A multi-disciplinary review of pedestrian activity on Oxford Street and at other sites where the number of pedestrian accidents are high;

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<sup>13</sup> Westminster City Council (2001) Road Safety Plan 2002/2003, Transportation Department, p.12

- A multi-disciplinary campaign aimed at improved pedestrian facilities and increased information and publicity at underground stations and other major entry points to the city;
- Pedestrian audits
- Speed management
- Education and publicity<sup>14</sup>

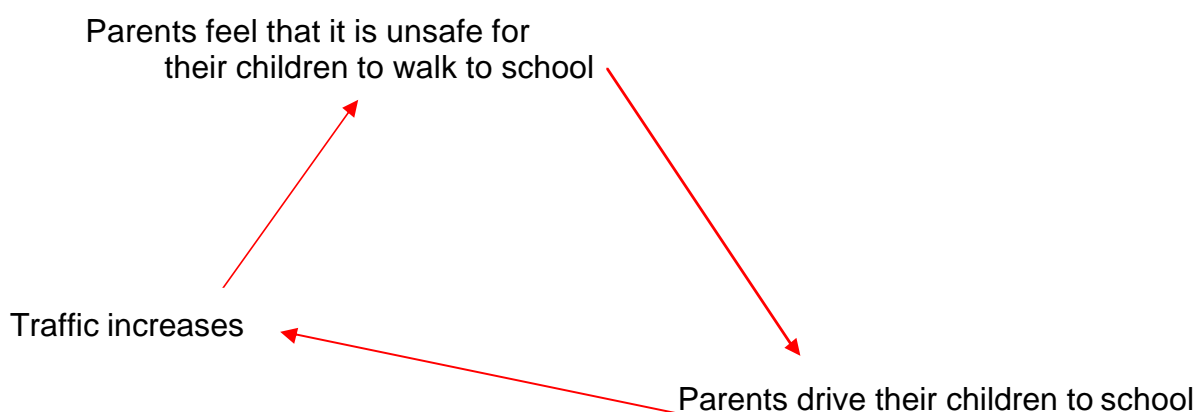
6.20 Contributions to improving road safety can also be made by targeting specific walking journeys. For example, the journey to school, and a Safer Routes to School programme is proposed under the Road Safety Plan. This would involve physical improvements to pedestrian safety and would also offer a teaching and activity resource to, initially, all primary schools in Westminster.

6.21 The City Council will seek to encourage a walking culture for the journey to and from school. As part of this schools are being encouraged to develop their own road safety policies and school travel plans to encourage walking.

6.22 These could include practical measures, such as providing lockers for pupils to store coats, bags and boots, or initiatives such as 'walking buses'. However, whilst the City Council can provide support, the commitment of enthusiastic parents is key to establishing a walking bus and its continued operation.

6.23 A combination of such measures and partnership working between the City Council and Westminster's schools will go some way to addressing many concerns over safety. Consequently, this will result in a greater number of walking trips to school and therefore, reduce congestion in the proximity of schools, reduce the demand for kerbside space at peak times and increase road safety awareness of children. The vicious circle that is illustrated below is also broken.

Figure 1



<sup>14</sup> Westminster City Council (2001) Road safety Plan 2002/03

## Personal Security

- 6.24 As stated in Chapter three, crime and the perceived fear of crime acts as a barrier to walking. A number of measures can be implemented to address this. For example, one of the aims of street lighting is to provide a safe environment for all highway users, where people and vehicles can see and be seen. Recent research indicates that improved street lighting is a more effective deterrent to crime in comparison to CCTV, however it should not be seen as the entire solution. The improvements not only have a notable affect on recorded crime, but also on the fear of crime.
- 6.25 Future initiatives in relation to street lighting could include a lower level of lighting specifically for illuminating the footway. The method of how this level of lighting can be achieved can vary and the method adopted should be in keeping with the surrounding area and designed sympathetically. To illustrate this, appropriate levels of lighting must be provided to address issues of personal security, but also take into account other factors, for example residential amenity.
- 6.26 One important factor that should be included within any scheme designed to illuminate the footway is that the light should also illuminate 2 metres either side of the footway in order to create a safety zone. This will contribute to minimising the fear of 'stranger danger' and someone approaching unseen from side streets or shop doorways. However, in some situations this additional illumination could be considered as light pollution and therefore each case will need to be assessed on its merits.
- 6.27 Attention should also be paid to the colour of the light provided by street lighting. Generally speaking the whiter the light source the higher the quality of light that is provided. This becomes particularly important when using the CCTV cameras to view situations.
- 6.28 Although there is a perception that CCTV is less effective than lighting in deterring crime there is a role for it to play in addressing personal security issues. However, there is currently no Government funding stream to which the Council can apply to extend the current closed circuit television scheme. Should any additional resources be identified for CCTV then the Council and the Police will prioritise areas where crime is a particular issue. There may be opportunities for local communities to raise funding to purchase CCTV for the public space in their areas and for these to be linked to a central control room<sup>15</sup>.
- 6.29 Another way in which this may be achieved is through Business Improvement Districts (BIDs). These are time limited locally controlled methods for improving the environment and economic performance of a defined area of a city. They are created by groups of businesses within small areas to oversee and fund environmental improvements and the provision of a limited number of additional or enhanced local services<sup>16</sup>. Once created a BID will exist for a maximum of

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<sup>15</sup> [www.westminster.gov.uk/yourcouncil/areaforums/stjohnswoodsafes.cfm](http://www.westminster.gov.uk/yourcouncil/areaforums/stjohnswoodsafes.cfm) and [www.westminster.gov.uk/news/cctv.cfm](http://www.westminster.gov.uk/news/cctv.cfm)

<sup>16</sup> City and Development Overview and Scrutiny Committee, September 2002



five years. Once this period of time has passed, members of the BID will vote on whether they want the BID to remain in existence. For the BID to remain in existence there has to be a majority vote in favour of its continuation. There are currently three pilot voluntary BIDs in Westminster: they are the Piccadilly Circus Partnership, the New West End Company (which covers Oxford Street, Regent Street and Bond Street) and Praed Street (Paddington Management Zone).

- 6.30 To reduce people's concerns over personal security would create a "virtuous circle" as this acts as one of the barriers to walking, as stated above. Therefore to reduce fears over personal safety could in turn lead to a greater number of walking trips being undertaken and a greater number of people on our streets, therefore reducing concerns over personal security even further.

### **Pedestrianisation**

- 6.31 Conventionally, one potential measure that is seen as improving conditions for pedestrians is the pedestrianisation of some streets. However, the City Council's experience with some of its heavily used pedestrian spaces means that pedestrianisation can not automatically be seen as a "good thing". Any potential scheme that would increase pedestrian space will be appraised against a framework that was devised in response to the results of the Soho scheme which seeks to assess the wider impacts of any scheme on the street.

- 6.32 The appraisal takes into account transport and access, land use and activities, enforcement activities, parking, street management, safety and security, townscape and environment. When a scheme is assessed there are four possible outcomes;

- Progress the scheme with no or minor changes;
- A substantial review of the scheme is required;
- Drop the scheme or radically rethink it; and
- Put the scheme on hold pending another initiative.

- 6.33 The appraisal system is important in assessing the benefits against the disbenefits, as a small increase in pedestrian space could result in providing an attractive pitch for illegal street trading. Or drinkers from a public house spilling over onto the new area, where the noise from such an activity may become a problem to adjacent residents. A pedestrianisation scheme, therefore, would only be included in the first category when the benefits significantly outweigh the disbenefits. The appraisal framework is part of a broader, multi-agency approach of dealing with anti-social behaviour, which is a priority for the City Council.

- 6.34 It is the aim of the City Council to identify any potential problems or conflicting issues as part of this appraisal process and to resolve these matters early on at the design stage. Furthermore, the design of newly created pedestrianised areas should create an ambience that is conducive to walking and a streetscape that is both practical and attractive.

- 6.35 When considering pedestrianisation schemes it is vital that they are not considered in isolation from other connections. For example appropriate measures for pedestrian routes should be considered and implemented to improve the attractiveness of these links and encourage people to use the newly pedestrianised areas as part of their walking route, as opposed to an area used for loitering or misusing the newly created pedestrian space.
- 6.36 The City Council does not normally promote shared use facilities for pedestrians and cyclists due to widespread concerns about the perceived danger arising from cycling on the pavement. However, there may nevertheless be situations where careful design could provide benefits from sharing pedestrian space with cyclists, in order to provide key links in to the cycle network. Such a facility would only be provided over very short distances. Examples where this could be of benefit that are within the control of Westminster City Council are pedestrian and cycle links to the canal paths that are being developed as shared use routes by British Waterways. The City Council could also liaise with the Royal Parks Authority to promote shared use at key locations, such as the path on the north side of Hyde Park from Lancaster Gate to Black Lion Gate.

### **Pedestrian Crossings**

- 6.37 Surface-level, controlled pedestrian crossings and other facilities that aid pedestrians, will be provided where the demand from pedestrians or the safety record justifies them. The City Council will also seek to replace existing subways with surface-level pedestrian facilities where possible.
- 6.38 The Unitary Development Plan states that provision of new subways will be considered only where they provide a direct and convenient link to the Underground rail network or other facilities provided below street level, such as public car parks. They should always be well lit, wide and accessible to wheelchair users and people with prams, pushchairs etc., and designed to maximise personal security.
- 6.39 Part of the reason and justification behind this statement is that subways are no longer considered to be the safest way of crossing busy roads. There are issues regarding the personal security of those who use them because they are not visible and provide secluded locations where assaults can occur. There are also other inappropriate uses that occur, such as aggressive begging and urination. The length of the journey is often increased as a consequence of pedestrian subways as people are diverted away from the most direct route. All of these factors result in an unpleasant environment for the pedestrian and an unwillingness to use these facilities.
- 6.40 However, there are counter arguments that suggest that subways provide a valuable link in pedestrian routes during wet weather. In relation to use of existing subways, there currently are no pedestrian footfall figures that either support or rebut this argument. It would be beneficial to collect data of pedestrian use of subways and undertake the data collection in different weather conditions to see if there is a significant difference in order to inform future action.

6.41 In situations where the pedestrian footfall figures demonstrate that certain subways do provide a valuable alternative, measures to improve the subway should be implemented, for example improvements to lighting and signing. Subways prioritised for improvement under the Brighter Subway initiative are reviewed annually and it could be possible to feed such data into this process of prioritisation. If the data proves that use of the subway is minimal then the long term aim should be to close the subway, in order to reduce the space available for antisocial behaviour, and provide adequate surface level pedestrian crossing facilities.

### **Facilities for Mobility Impaired People**

6.42 The City Council seeks to provide safe and convenient access to services for disabled people.

6.43 Changes in levels often pose a problem to those with mobility impairments. Therefore, it would be beneficial to mobility impaired people to sign routes that cater for the needs of mobility impaired people. For example, the new Golden Jubilee bridges include a lift to get from ground level to the bridges.

6.44 At some time, all people have constraints on their mobility, whether it is a disability, a pushchair or heavy shopping bags. Therefore measures such as dropped kerbs or raised crossings will benefit everyone at some point. The Council has a programme to install dropped kerbs and tactile paving to aid the mobility and independence of disabled people. The Council will keep the use of tactile paving to those sites where it is essential.

6.45 Because of disturbance to neighbouring buildings and the potential confusion to blind people where only part of the carriageway can be crossed at a time, rotating cones rather than audible beepers are being installed in the push button box at crossings in Westminster. This equipment uses a small rotating cone as an indication to visually impaired pedestrians of when it is safe to proceed at signal controlled crossings by the cone beginning to turn once the 'steady green man' is showing.

### **Street Furniture**

6.46 The quality of the pedestrian environment can be transformed through the implementation of simple measures. The visual intrusion of clutter around attractive views and fine buildings should be reduced. Items in the street, which create obstacles for pedestrians, should be removed or rationalised to minimise their impact, or aligned to give a clear path for all, particularly those with disabilities.

6.47 Opportunities to make improvements, similar to those made along Strand, should be sought in order to carry out initiatives that reduce the amount of signing and street furniture, subject to safety being ensured.

- 6.48 Projects would include the rationalisation of signs and street furniture by attaching a number of signs to one post or, alternatively, signs and streetlights can be attached to buildings. However, older, historic street furniture should be retained in order to enhance local distinctiveness.
- 6.49 The review of the Street Furniture Design Manual will seek to create a more inclusive street environment in the City, improve the quality of the built environment and reduce the burden on maintenance budgets by using materials and installation techniques that give the best life span. Where justified by heritage considerations, high quality, natural materials will be used.

## **Signing**

- 6.50 General principles that should be applied to signing should be consistent with the approach that is adopted with regard to street furniture. Therefore the aims should be to reduce clutter, co-ordinate design and reinforce the local character<sup>17</sup>.
- 6.51 The City Council operates strict guidelines in relation to what signing is provided (copies of the guidelines can be obtained from the City Council on request) and further requests for pedestrian signing are dealt with as and when they arise. Methods of providing further information to pedestrians to reinforce the information provided by the pedestrian signs are under consideration and are discussed below.
- 6.52 Westminster may be requested to review the signing regime to accommodate the developments of the World Squares initiative once they have been completed.

## **Way Finding**

- 6.53 One traditional method for people to find their way around city centres is through the development of walking networks, which attract additional investment in the improvement of pedestrian conditions. However, the City Council holds the view that, in central London, there is such a density of walking activity that all streets are part of the walking “network”. In turn this means that strategies which aim to encourage more regular “walking as transport” by residents and workers in central London should not be based on formalised routes or networks, although there may well be a role for this approach when considering the recreational and visitor aspects. The Council also has some concern over the “all routes lead to Westminster” approach. This approach reflects concern that due to the concentration of bridges and attractive, famous destinations in the City of Westminster, other bodies will take the view that routes to many destinations should be signed. Within the dense network of central Westminster this would lead to confusion and a proliferation of pedestrian signs.

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<sup>17</sup> English Heritage (2000) Streets for All: A guide to the management of London's Streets

- 6.54 Furthermore, should a walking network be designated, additional signing would be required and this would be against the policy that the City Council has adopted to reduce street clutter and only sign attractions that meet a strict set of criteria. Whilst walking networks are not considered to be appropriate, it is recognised that some measures need to be undertaken to assist people in finding their way around Westminster. It is also known that many people are not comfortable using maps and new initiatives to address this issue are being tested in other cities, for example the Bristol Legible City scheme has implemented “head up” maps to assist pedestrian movement around the city centre. These maps present the street network orientated towards the user of the map with key landmarks highlighted. However, the cost of this scheme is high.
- 6.55 Such way finding initiatives also have a role to play in addressing the other issues. One such issue is that of congestion at key Underground stations. For example, Covent Garden station frequently experiences severe congestion and making people aware of the alternative stations of Charing Cross, Leicester Square and Holborn could contribute to relieving the situation, although Leicester Square itself is heavily used. Another such issue is the pedestrian routes leading to bridges that cross the River Thames. Currently these routes are poorly signed and this acts as a barrier to pedestrian movement between Victoria Embankment and the South Bank. The Cross River Partnership is seeking to improve the signing to these crossing points which will contribute to improving the connectivity of the pedestrian routes north and south of the river.
- 6.56 The suitability of way finding initiatives for Central London is the subject of investigative studies that are being carried out through the Central London Partnership. The conclusions of these studies have not been reached and the results are awaited before further action is taken.
- 6.57 Westminster City Council supports the completion, enhancement, promotion and maintenance of six strategic walking routes for visitor and recreational walking and has been working with the Corporation of London to form a Pan-London bid to Transport for London for this purpose. The routes are;
- the London Outer Orbital Path;
  - the Capital Ring;
  - the Thames Path National Trail;
  - the Jubilee Walkway;
  - South East London Green Chain; and
  - the Lee Valley Walk.
- 6.58 Only two of these routes run through Westminster, the Thames Path National Trail and the Jubilee Walkway, which are both already in existence. With regard to the Thames Path, and access routes to it from nearby Underground stations, the route is already signed as part of the City Council’s pedestrian signing scheme.

## **Travel Awareness Campaigns**

- 6.59 Travel awareness campaigns have a contributory role to play in encouraging more sustainable travel and greater levels of walking. Campaigns can convey the effects of choices, on the individual, on the environment and on others so that they are better understood. Examples of established travel awareness campaigns are 'TravelWise' and 'Don't Choke Britain'.
- 6.60 Generally, publicity campaigns are much more effective when they are targeted at specific groups within society and those who have a greater willingness to change their travel behaviour. In light of this the City Council participates in some travel awareness campaigns such as "Walk to School Week", which was launched in Westminster in 1997. However, it is not the intention to extend travel awareness campaigns to initiatives that are tailored to the travel needs of individuals as the travel patterns of individuals within Westminster are very complex and it would be very resource intensive.

## **Utilities and Construction**

- 6.61 There is little point in undertaking improvements to roads and footways only to see them scarred by trenches shortly afterwards. A major priority for the Council, therefore, is to lobby government for more effective controls on the activities of the dozens of companies who dig up the streets in Westminster.
- 6.62 However, a more proactive approach is needed and proposals that will ameliorate the current difficulties are welcomed. *The Best Value Continuous Improvement Plan – Transportation Programme Delivery* pledges that the customer experience of incident reporting will be improved through various improvements to the Highways Helpline. Some improvements have already been undertaken, such as introducing an automatic call distributor system.
- 6.63 The work of the Considerate Builders Initiative will continue and the scheme will evolve to make it increasingly more effective. For example, the scheme has recently embraced the latest phase of the Disability Discrimination Act 1995 to take into account the needs of the disabled who are trying to pass a licensed site.

## **Development Patterns**

- 6.64 Redevelopment and the intensification of use of existing buildings can generate additional pedestrian activity and create problems where none previously existed. The City Council will take this into account when considering planning applications, and will ensure that pedestrian activity is adequately catered for and that, where possible, conditions for pedestrians are improved.
- 6.65 Planning Guidance and the constraints on space that exist in Westminster it is important that land use patterns reflect the principles of transport planning and place an emphasis on access by sustainable transport modes. Therefore, mixed-use developments that locate close to existing centres should be sought

in order to facilitate a greater number of walking trips and trips made by cycling and public transport.

6.66 The City of Westminster Unitary Development Plan controls parking provision in order to promote development which supports more sustainable travel choices by adopting maximum parking standards for all developments. This is in line with *Planning Policy Guidance Note 13:Transport* and will contribute to an increased number of people using public transport. This will invariably include elements of walking.

# A WALKING STRATEGY FOR WESTMINSTER

## 7 Measuring Success

- 7.1 It is the aim of the Walking Strategy for Westminster, and other strategies adopted by the Council, to improve conditions for pedestrians and implement schemes that will make walking a safer, quicker, more direct and more attractive form of travel.
- 7.2 To judge whether the Walking Strategy for Westminster has been a success, and the above has been achieved, some form of monitoring will have to be undertaken. The benefit of carrying out this monitoring in the form of pure pedestrian counts is questionable. Even if there has been an increase in the number of pedestrians that are making walking trips this does not automatically mean success, as it should not be assumed that increased walking results from measures implemented through this strategy.
- 7.3 Therefore, it is proposed to undertake attitudinal monitoring to try and gauge pedestrian opinions with regard to their environment. This will inform the City Council as to whether measures undertaken have improved the experience of walking for pedestrians within the City.
- 7.4 The Central London Partnership is seeking to introduce pedestrian satisfaction surveys, to try and collect attitudinal data. It is proposed that these will take place annually using the method of questionnaires. The City Council will liaise with the CLP to avoid duplication of work and to avoid the public having to respond to two different surveys on the same topic matter.
- 7.5 Although relying purely on pedestrian count data would not be sufficient there would also be some merit in collecting footfall data at specific locations. This could inform future investment in the pedestrian environment and ensure that it is directed to where it would have the greatest impact and improve the walking experience for the highest number of people. Such data should include movement along the highway as well as pedestrian movements crossing the highway.



# A WALKING STRATEGY FOR WESTMINSTER

## 8 The Future

- 8.1 To continue to encourage walking in Westminster in the future, the City Council will continue to work in partnership with other organisations, for example Transport for London, the Central London Partnership, Cross River Partnership, the London Walking Forum and build on the good work that has already been undertaken by the Council.
- 8.2 The Council will share good practice to ensure that high quality urban environment is achieved throughout the City.
- 8.3 This walking strategy will be reviewed after two years to ensure that the policy is still valid and to provide an opportunity to include any new elements that have arisen in the time period between the adoption of the strategy and the time of the review.
- 8.4 All this will continue whilst protecting the unique environment of Westminster.