



# Guide to the Healthy Streets Indicators

Delivering the Healthy Streets Approach

MAYOR OF LONDON



**TRANSPORT  
FOR LONDON**  
EVERY JOURNEY MATTERS

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## About Transport for London (TfL)

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport.

We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners'. We are committed to creating a fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made on foot, by cycle or using public transport by 2041. To make this a reality, we prioritise health and the quality of people's experience in everything we do.

We manage the city's 'red route' strategic roads and, through collaboration with the London boroughs, can help shape the character of all London's streets. These are the places where Londoners travel, work, shop and socialise. Making them places for people to walk, cycle and spend time will reduce car dependency and improve air quality, revitalise town centres, boost businesses and connect communities.

We run most of London's public transport services, including the London Underground, London Buses, the Docklands Light Railway, London Overground, TfL Rail, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line. The quality and accessibility of these services is fundamental to Londoners' quality of life. By improving and expanding public transport, we can make people's lives easier and increase the appeal of sustainable travel over private car use.

We are moving ahead with many of London's most significant infrastructure projects, using transport to unlock growth. We are working with partners on major projects like Crossrail 2 and the Bakerloo line extension that will deliver the new homes and jobs London and the UK need. We are in the final phases of completing the Elizabeth line which, when it opens, will add 10 per cent to London's rail capacity.

Supporting the delivery of high-density, mixed-use developments that are planned around active and sustainable travel will ensure that London's growth is good growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means freezing fares so everyone can afford to use public transport, using data and technology to make services intuitive and easy to use, and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day.

None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. We all need to pull together to deliver the Mayor's Transport Strategy; by doing so we can create a better city as London grows.

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## Introducing the Healthy Streets Approach

### Mayor of London, Sadiq Khan

*“My vision to create ‘Healthy Streets’ aims to reduce traffic, pollution and noise, create more attractive, accessible and people-friendly streets where everybody can enjoy spending time and being physically active, and ultimately to improve people’s health.”*

The Healthy Streets Approach puts people and their health at the centre of decisions about how we design, manage and use public spaces. It aims to make our streets healthy, safe and welcoming for everyone.

The Approach is based on 10 Indicators of a Healthy Street which focus on the experience of people using streets.

There are two main indicators:

- Pedestrians from all walks of life
- People choose to walk, cycle and use public transport

If a street is a healthy and inclusive environment then we should see all members of the community out on the street sitting, standing, walking, cycling and using public transport.

There are eight other indicators that point to the essential elements required to support these two main indicators.

The experience of being on a street affects all the human senses, which means that all the Indicators interrelate. For example if the street is very noisy, then people do not feel relaxed and they may, as a result, choose not to walk or cycle.



### The 10 Healthy Streets Indicators

Source: Lucy Saunders

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## About this guide

A wide range of people need to work together to create Healthy Streets. TfL, London's boroughs, the police, property developers and landlords, as well as businesses and communities can all influence the experience of using streets. This guide has been produced to help you think about these important issues that affect the experience of using and spending time on a street and consider what changes could be made, by you or others, to improve the experience of being on a street. It is not design guidance or a tool for objectively measuring the performance of a street against the Healthy Streets Indicators. Instead it uses a series of questions to highlight the many factors that influence how well a street is performing.

Healthy Streets is about people's experience of the street. Whether you are a resident, a visitor, a business owner or someone walking or cycling through, there is almost always something that can be done to improve your experience. While it is not possible to generalise completely about what can be done where, this guide should be used to help identify issues that could be addressed and what possible improvements might be.

It is important to acknowledge that London has many kinds of streets, from dual carriageways and industrial estate roads to cul-de-sacs and country lanes. The type of street, how it is currently used and how it could be used in the future should be borne in mind when considering the answer to the questions below.

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## People choose to walk, cycle and use public transport

Walking, cycling and using public transport should be the most attractive ways to travel, and making them more enjoyable will benefit everyone, including those already travelling on foot, by bike or public transport. People walk and cycle on almost every street in London and do not always have an alternative travel option. This means even the streets with the heaviest traffic must be made more attractive to walk and cycle.

### Questions

- Does the street provide an attractive environment for walking and cycling? Will people walking or cycling think the street has been designed with their needs in mind?
- Are public transport services frequent and direct enough to provide a competitive alternative to car use?
- Is the amount and speed of traffic and driver behaviour appropriate for the type of street?
- Have steps been taken to reduce the effects of motorised traffic on people walking and cycling, and local businesses and residents?
- Does the street feel looked after and is it maintained to a high standard?
- Is it easy for people to get to bus stops and change between different types of public transport? Is the street an attractive place to wait for the bus and access train stations?
- Is enough space allocated for walking, cycling and public transport? Will this be enough space for future demand?
- Can people cycling easily stop and secure cycles at convenient locations for accessing shops and services?
- Are people walking and cycling forced to share the same space when cycles could be accommodated separately?
- Have steps been taken to reduce the attractiveness of residential streets as short-cuts for motor vehicles?
- Have measures been taken to increase the attractiveness of residential streets as places where people can spend time and encourage children to play out?
- Can the amount, cost and availability of car parking at local amenities be changed to make people want to walk, cycle and use public transport over using the car?



The walk or cycle to a station or stop is an important part of a public transport journey. The quality of the local area at and on routes to and from stations and stops should be high quality, accessible and well maintained.

Railton Road, LB Southwark



Bus lanes reduce delays to passengers and help make public transport a reliable and convenient alternative to the private car.

Old Kent Road, LB Southwark



Providing protected space for people cycling on busy streets helps make travelling by cycle a safe and attractive option for everyone.

Blackhorse Road, LB Waltham Forest



Closing streets around schools to traffic at the start and end of the school day helps promote walking and cycling and reduce short car trips, and provides a safe space for children and parents.

Macklin Street, LB Camden

Image source: Ben Knowles

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## Pedestrians from all walks of life

The best test of a Healthy Street is whether there are people reflecting the full diversity of society on the street. Streets should be inviting for everyone to spend time and make journeys on foot, cycle or by public transport. Social norms influence active travel, people are more likely to walk and cycle when they see others doing the same.

### Questions

- Is the street accessible and welcoming to all? Is the street somewhere an eight or 80-year-old could happily travel independently on foot?
- Is the local public transport offer attractive and accessible?
- Do the people on the street reflect all sections of society and the local community? Are any groups or individuals not using the street, particularly at certain times of the day or night?
- Is the pavement smooth, level, free of obstructions and wide enough for the number of people using them, now and in the future? Is it sufficiently wide to support a range of activities including scooting, skateboarding, shop mobility, playing, sitting and socialising?
- Does the mix of services along the street serve the varied needs of the local community?
- Could parking be removed to increase the available pavement width around obstructions such as trees or lamp posts?
- Do streets remain accessible to people walking, cycling and using public transport during road works and construction activity?
- Are the needs of all people who currently and potentially walk on the street being considered in the development of proposals to change the street? Is additional engagement needed to ensure any concerns over accessibility are understood and addressed?





The design and management of streets should ensure they are open to everyone and that no one is excluded from walking or spending time on them.

The Broadway, LB Ealing



Pavements need to be smooth, level and clear of obstructions to prevent trips and falls and be accessible to all.

Tower Bridge Road, LB Southwark



During roadworks and construction activities that block the pavement or cycle lanes, people should be able to walk and cycle comfortably and safely.

Tooley Street, LB Southwark



Engaging local communities when developing proposals helps ensure changes will work for everyone. Trialling changes before designing a final scheme can help highlight the potential for change and address people's concerns about the effect of alterations to the street.

New Park Road, LB Lambeth

Image source: Alan Slingsby/Brixton Blog

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## Easy to cross

Streets without suitable crossing facilities make walking and cycling less appealing. They can be a significant barrier to some people travelling on foot or bike. The types of crossing needed will vary, but on all streets it should be easy for people of all ages and abilities to find a safe place to cross without having to go out of their way.

### Questions

- Can people cross the road safely at the point they would find most convenient?
- Does the amount and speed of traffic make it difficult for people to cross the road?
- Are the crossings provided suitable for the type of street, the amount of traffic and nearby uses eg doctor's surgery or school?
- Are crossings accessible to everyone?
- Do people need to walk to a junction to find a safe and accessible place to cross?
- Can people walking and cycling pedestrians and cyclists cross safely, directly and comfortably at junctions?
- Are people waiting a long time for a green man at pedestrian crossings?
- Is there enough time for everyone to cross without feeling rushed, including mobility impaired people or people crossing with children?
- Is there good visibility so that people crossing can see oncoming traffic and be seen?
- Where pavements get crowded, is there enough space for people to wait and are crossings wide enough for the amount of people using them?
- Could crossings where people have to wait on an island in the middle of the road be made more comfortable to use?
- Have the entrances to side streets been narrowed and raised to pavement level to give clear priority to people walking and make drivers slow down?
- Does the amount and location of car parking and loading bays make it difficult for people to cross the road?



Combining zebra and cycle crossings gives priority to people using a walking and cycling route where it crosses another street. Crossings should be positioned to provide a direct connection and avoid the need for people to go out of their way to cross.

Lower Clapton Road, LB Hackney



A raised area at the midpoint of a street makes it possible for mobility impaired people, and those pushing buggies or travelling with luggage to cross easily and safely. It also helps slow traffic.

Langham Road, LB Haringey



Raising and narrowing the carriageway at side roads helps to slow traffic and makes it easier for people walking to cross.

Catford Road, LB Lewisham



Crossings should be as direct as possible but on streets with very heavy traffic it is sometimes necessary to split pedestrian crossings, providing space for people to wait in the middle of the road. This space needs to be large enough to comfortably accommodate people waiting to cross.

Wood Green High Road, LB Haringey

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## People feel safe

**People will be less willing to walk, cycle or use public transport if they feel unsafe on a street. The whole community should feel comfortable and safe from crime, intimidation or injury on any street day and night.**

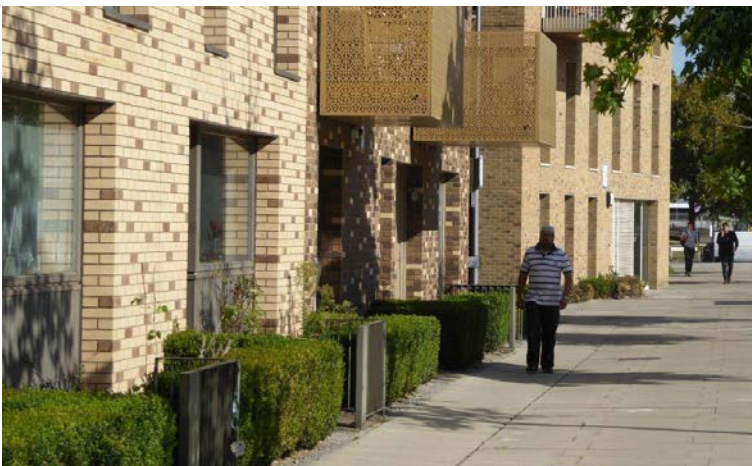
### Questions

- Will people walking or cycling on the street worry that they might be involved in a collision with a motor vehicle?
- If a person stepped into the carriageway would people driving or cycling be able to stop or manoeuvre safely to avoid a collision?
- Do people driving and cycling on this street manoeuvre aggressively? For example, overtaking when there is some risk and little benefit in doing so.
- Does the speed limit need to be lowered or the streets redesigned to encourage people to travel at an appropriate speed that means that people and walking and cycling do not feel intimidated?
- Is there ever a visible police presence, and is there any enforcement against aggressive or antisocial driving or cycling?
- Are people cycling on the pavements because it would be too intimidating to cycle on the carriageway?
- Will people using the street worry that they might be a victim of crime or feel threatened by antisocial behaviour?
- Will people feel safe at all times of the day and night?
- Does the street lighting illuminate the pavement as well as the carriageway?
- Are side-streets, footpaths or alleyways leading from the street well lit?
- Are there places that feel neglected or run down, or where crime and antisocial behaviour might go unnoticed?
- Will people walking, cycling or waiting at bus stops feel isolated?
- Does the street have buildings with doors and windows that overlook the pavement? Are people regularly going in and out of the buildings or passing by?
- If there are cycle parking stands on the street, would it feel safe to leave a cycle there? Does the location have many people passing by and is it overlooked?
- Is the street kept clean and free from litter and other signs of neglect?



Street lights should illuminate the pavement as well the carriageway and be designed to create an attractive environment for walking and cycling.

Hornchurch High Street, LB Havering (L)  
Euston Road, LB Camden (R)



Streets that are overlooked by windows and front doors will help people feel safe and reduce the risk of crime.

Devas Street, LB Tower Hamlets



Lowering speed limits reduces the risk of death or serious injury if a collision occurs and helps make the street a more attractive place to walk and cycle.



Removing the centre line from streets and narrowing traffic lanes encourages slower driving and helps support lower speed limits.

Kennington Park Road, LB Lambeth

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## Things to see and do

People will be less willing to walk and cycle on streets that are visually unappealing or bland. People are more likely to travel actively when there are things to do locally and will also be less dependent on cars if shops and services are within walking distance.

### Questions

- Are there shops, services, schools and parks on the street or within walking distance?
- Is the street an interesting and engaging place to walk and spend time?
- Does the street provide opportunities for informal play and social activities?
- Do the buildings along the street help make it interesting? Do buildings create a varied frontage or do they present a long and unbroken face to the street?
- Are there opportunities to use planting, public art or lighting to make the buildings and street more interesting and engaging?
- Do occupiers make the front of their buildings interesting and attractive, eg art, front gardens, window boxes or window displays?
- Are things happening on the street, for instance street vendors, street artists, children playing or people socialising?
- Do different things ever happen on the street, such as parties, markets, street vendors, street artists, or closures to traffic?



Front gardens, window boxes and hanging baskets – and seasonal changes in their appearance – help to make streets attractive and interesting places.

Vauxhall Walk, LB Lambeth



Image source: Sustrans

Ideally shop windows stay visible even when businesses are closed but decorating shutters can help keep streets interesting even after businesses have closed.

Billet Road, LB Barking and Dagenham



Fountains, sculptures, differences in levels and planted areas can provide opportunities for adults and children to play and engage with their surroundings.

Woolwich New Road, RB Greenwich



Image source: Philipp Ebeling

Regular or one-off events can help enliven streets and provide opportunities for people to socialise.

Brentford High Street, LB Hounslow

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## Places to stop and rest

Lack of resting places can limit mobility for some people, particularly those who are ill, injured, older or very young. Ensuring there are places where people have room to stop or somewhere to rest benefits everyone, including local business, as people will be more willing to visit, spend time in, or meet other people on these streets.

### Questions

- Is there enough room for people to find somewhere away from the flow of pedestrians to stop when they need to?
- Are there opportunities to sit down every five to 10 minutes?
- Are seats designed around the needs of all users? Do some have back and arm rests?
- Does seating in town centres and other places where people meet and socialise allow people to sit in groups?
- Will seats be comfortable to use at all times of year, particularly when it is very cold or very sunny?
- Are seats in an attractive location and a comfortable distance from heavy traffic?
- Are seats located in areas that are overlooked by nearby buildings to help reduce the potential for antisocial behaviour?
- Is seating located to avoid obstructing people walking, and has it been aligned with other street features, such as lamp-posts, bus stops and planting?
- Does the design of seating help to make the street interesting and attractive?
- Are there informal opportunities for stopping and resting? Do walls, planters or steps provide places for people to rest if they need to?
- Do cafes and other businesses provide outdoor seating?
- Are there opportunities to provide temporary or seasonal seating?
- Are public spaces used informally or illegally to park cars, vans and motorcycles?





Benches that provide a range of seating options, such as backrests and arms, will be useable by a wider range of people.

Catford Broadway, LB Lewisham



Places to stop and rest can come in many forms, including steps, walls and planters.

Catford Road, LB Lewisham



Shops and businesses should be encouraged to provide seats that are available to the public as well as customers.

Chatsworth Road, LB Hackney



Space for parking can be converted to provide temporary or seasonal seating.

Pitfield Street, LB Hackney

Image source: Lucy Saunders

Image source: Bruce McVean

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## People feel relaxed

People are more likely to walk or cycle if they feel relaxed and find it enjoyable. Good quality street design, a clean, well kept environment and plenty of plants can help create attractive and relaxing places to walk and cycle. Ensuring there is enough space so that people walking and cycling don't feel stressed is important, as is making sure people can find their way around.

### Questions

- Does the street feel clean and well maintained? Are litter bins provided?
- Does the street feel appropriately peaceful or lively given the kind of street it is and the time of day?
- Is the amount and speed of traffic and the way the people are driving intimidating?
- Is there a smooth and level surface for people walking and cycling? Will people walking or cycling worry that they might trip or fall because the path or carriageway is poorly maintained?
- Are pavements and cycle lanes wide enough for the number of people using them now and in the future, and for those travelling in groups?
- Is the street laid out in a way that makes it easy to navigate on foot or by cycle?
- Are the important walking and cycling routes easy to locate and signposted?
- Does the street feel cluttered with obstacles on the pavement, such as phone boxes, bins, signs or advertising boards, or is there clear space for walking?
- Does rain water drain away without leaving puddles?
- Is there high quality, well maintained planting on the streets, for example trees, planters, hanging baskets or window boxes?



Aligning street furniture, such as benches, cycle parking, signs and bins, helps reduce clutter and keeps the pavement open and clear for people walking.

Ripple Road, LB Barking and Dagenham



To avoid stressful overcrowded pavements, pedestrian crossings and cycle lanes should be wide enough for current and future demand.

Blackfriars Bridge, City of London



Providing regular and clear maps and signs for people walking and cycling means people don't need to worry about getting lost or keep stopping to check paper maps or maps on phones.

Webber Street, LB Southwark (L)



People will feel more relaxed if streets are clean, well maintained and free of litter.

Whitechapel Road, LB Tower Hamlets

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## Not too noisy

Motorised road traffic is a primary source of noise pollution in urban areas. This affects the health of people who walk, cycle, shop, work, study and live on noisy streets. Reducing traffic volumes and speeds, quieter vehicles and low noise road surfaces will all benefit health as well as improve the ambience of street environments, encouraging people to interact and travel actively.

### Questions

- Do people have to raise their voices to hold a conversation?
- Do buildings lining the street keep their windows closed even on hot days?
- Do people avoid the street even though it is inconvenient to do so?
- Do vehicles sound horns or rev their engines?
- Are the materials used to surface the road smooth to help reduce noise from vehicles on the road?
- Has the street been designed to reduce aggressive driving or are drivers being educated to drive courteously on this street?
- Is there noise and other disruption coming from deliveries and waste collection, and do these happen at particularly sensitive times?



Narrow carriageways and tight entrances to side-roads encourage people to drive slowly and courteously.

East Street, LB Bromley



Deliveries and other noisy activities can be timed to minimise disruption to residents.



Encouraging businesses to use electric or low emissions vehicles for deliveries can help reduce air pollution and noise.



New road surfacing is quieter than old road surfacing.

Kensington High Street, RB Kensington and Chelsea

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## Clean air

Improving air quality benefits everyone while also helping to reduce health inequalities. Citywide measures are needed but there are also local actions that can be taken. Anything that significantly reduces that amount of traffic on the road or reduces the number of high polluting vehicles will help improve local air quality and will contribute to any citywide measures.

### Questions

- Have steps been taken locally to improve air quality and reduce the sources of air pollution, particularly from motor vehicles?
- Do people drive for short trips, when they could walk or cycle?
- Has anything been done to make walking, cycling and public transport quicker or more convenient than driving for short trips?
- Does the amount, availability and cost of car parking at local amenities provide an incentive to drive rather than walk, cycle or take public transport? Is adequate cycle parking provided?
- Is it possible to reduce the amount of traffic using the street or restrict access to low polluting vehicles?
- Are there initiatives in place to promote the use of low or zero emissions vehicles for deliveries, servicing and journeys that cannot be made on foot, by bike or using public transport?
- Are local businesses being encouraged to reduce traffic by consolidating deliveries and waste collection? Could electric or low emission vehicles make those journeys?
- Are there campaigns and promotional activities to discourage drivers from leaving their engines running when they're parked or in stationary traffic?
- Do people accelerate and brake aggressively when driving?



It may be possible for some businesses to use cargo bikes or electric bikes for local deliveries instead of vans and motorbikes or scooters.

London Bridge, LB Southwark



Image source: Sustrans

Local programmes to give people confidence cycling can encourage them to leave their car at home for short trips.



Enforcement and education targeted at drivers who are leaving their engines running while stationary can help reduce air pollution and raise awareness of the impact of driving on air quality.



Image source: Rantylhighwayman

Reducing traffic and discouraging the use of the most polluting vehicles is essential to improving air quality. Local initiatives like this closure to cars reduces the attractiveness of driving short distances through residential areas.

Coleridge Road, LB Waltham Forest

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## Shade and shelter

High winds, heavy rain, high temperatures and sun exposure can have a significant effect on people's ability to travel actively and spend time in the street as well as their enjoyment. The need for shade and shelter will increase as the climate changes and London experiences more extreme weather.

### Questions

- Will people find it easy to find shade on hot and sunny days, particularly in places where they gather and spend time, such as public squares and seating areas?
- Will people find it easy to find shelter if it rains?
- Are people exposed to high winds that make it difficult to walk or unpleasant to spend time in the street?
- Is the shade and shelter sufficient for the heavier rain and higher temperatures that will occur as a result of a changing climate?
- Is shade and shelter provided in ways that make the street a more attractive place to walk, cycle and spend time?
- Does the presence of different types of tree provide shade in the summer but allow sunlight through in winter?
- Do the buildings along the street provide opportunities for shelter, such as canopies or awnings? Do bus stops have shelters?
- Do the buildings lining the street create an unpleasant microclimate? Do they increase wind speeds?





Trees can help provide shading in the summer and deciduous trees allow sunlight through during the winter when they have lost their leaves.

Great Dover Street, LB Southwark



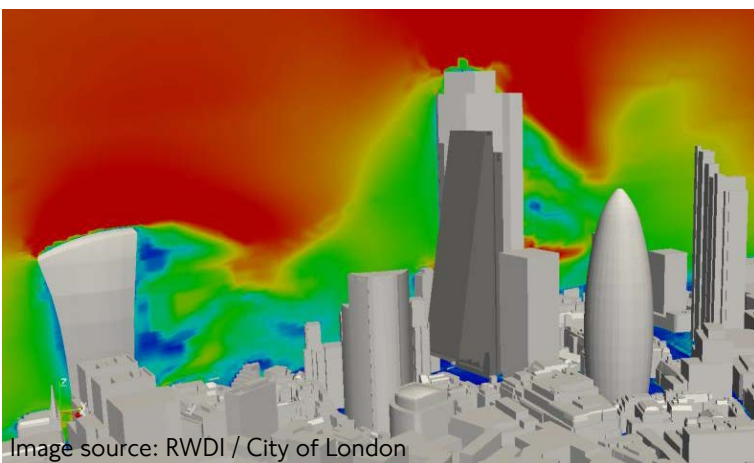
Awnings, the entrances to buildings and bus stops all contribute to the availability of shade and shelter on a street.

The Broadway, LB Ealing



Planting trees and incorporating natural drainage into streets helps ensure the city is prepared for the higher temperatures and heavier rain that will occur as a result of a changing climate.

Australia Road, LB Hammersmith and Fulham



The potential for new tall buildings to change the microclimate of a street and increase wind speeds needs to be carefully considered at the design stage.

Eastern City Cluster Wind Model, City of London

Image source: RWDI / City of London

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## Improving London streets

### What can we do to make our streets healthier?

By asking questions about how well a street is performing against each Healthy Street Indicator, we start to notice that the same issues appear again and again. Focusing on these common problems can help us work out what we could do to improve many of the Healthy Street Indicators all at once. For example:

#### Use street space differently

Many streets are dominated by moving and parked vehicles, making it feel like there is little space left for people. Streets make up a large proportion of all public space in most urban neighbourhoods, so the extent to which they allow and encourage a range of activities has a big influence on the health and wellbeing of local residents. We can change the way a street feels by shifting the balance, and allowing streets to fulfil their role as outdoor living and community spaces. For example, we could widen the pavements and narrow the carriageway, or we could change the way that parking is provided so that less space is taken up by it at any given time. Buses and cycles are the most efficient users of road space – they can carry many more people for the space they take up than private cars – so we should think about ways of dedicating space to them.

#### Reduce traffic speeds

If we could reduce the speed of vehicles, then the street would feel safer, more relaxed, less noisy and easier to cross. A street with slower moving traffic is likely to attract more people to walk, cycle and spend time in it. Reducing speeds

may involve physical traffic calming but also requires changing the way the street feels and how it is used, to encourage people to drive with more care. This can all help encourage people to feel more comfortable playing, socialising, exercising and resting in the street environment.

#### Reduce traffic volumes

The sheer amount of traffic in some places makes it hard to imagine how the street could be more comfortable for people without getting some of the vehicles out. This is one of main reasons why it is a good idea to replace journeys by car with trips that are walked, cycled or made by public transport. However, this change is likely to take some time. To help it along, we can change the way traffic moves around an area so that walking, cycling or using public transport becomes quicker, more convenient and more pleasant than driving. Some streets can, for example, be closed to through-traffic, and others might only allow certain kinds of vehicle, such as buses or cycles.

#### Cut down on clutter

We can make streets feel more like places to enjoy and spend time if we tidy them up. In doing so, we should make the street more welcoming to a wider range of people – removing obstacles for wheelchair users, or people who use guide dogs or long canes, for example. Where there are many road signs, road markings and traffic signals, local streets can often feel more like major roads, and pavements can be uncomfortable for walking because of signposts and other clutter. While we

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need to keep well-placed seating, bins, crossings and cycle parking, we can review whether all other objects on pavements really need to be there. Some street lighting and signs can be fixed to buildings while traffic signals and street lights can sometimes be mounted on the same pole.

### More planting

Introducing trees or other well-placed planting can make a street a more inviting and relaxing place to be. It can encourage people to use the street as they would a park or garden. Areas of planting and surfaces that allow water to pass through can help as part of a more efficient drainage system. Trees and other plants in the street can also help to provide shade, clean the air and support biodiversity.

### Deal with left-over spaces

We can make streets feel safer and more welcoming by tackling spaces that are left-over, neglected, dark or that feel unsafe for any other reason. This might be about improving lighting, making sure that planting does not become overgrown or rethinking the way the space is laid out and used.

### Make sure the street is overlooked

Streets that feel safe and welcoming tend to have doors and windows of occupied buildings either fronting the street or very close to it. We can improve the way buildings look from the street by removing, or making more transparent, barriers like high foliage, fences and walls. Where there is an opportunity to influence the buildings

themselves, we should make sure the front is not set well back from the street, and has windows and doors opening on to it rather than a mainly blank wall.

### Promote community ownership

We can make the street look distinctive and cared-for by getting local people involved in improving their neighbourhood. This might mean permanent changes, such as introducing planting that is cared for by residents, or temporary events and activities. We can enable building occupiers to improve the appearance of their building or to make more use of private space at the front of the property. We can generally encourage use of the street as a community space.

### Keep the street clean

We should make sure that streets and public spaces are maintained to a high standard, so that they are welcoming, safe and free of rubbish, fallen leaves or standing water. We can prioritise sweeping and maintenance of pavements and cycleways, as well as maintaining the carriageway.

Streets vary enormously across London and so some of these actions are clearly more applicable to some types of street than others. But there is always something that can be done. Carrying out as many as possible of these actions will help to reduce the dominance by motor traffic, to ensure the street is designed and managed to feel like people-centred places.

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