



King Street Safer Cycle Path

Accessibility Engagement and Recommendations

London Borough of Hammersmith and Fulham

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1. Executive Summary

The Experimental Traffic Regulation Order (ETRO) for the King Street Cycleway implemented in 2021 is about to expire, and the London Borough of Hammersmith and Fulham (H&F) is seeking feedback from disabled and older (65 and over) residents to inform a decision on whether to make the scheme permanent through a Traffic Regulation Order (TRO). H&F commissioned Project Centre Limited (PCL) and Transport for All (TfA) to:

- Work with local older and disabled residents to comment on and suggest changes to the King Street Cycleway.
- Advise and develop the council's strategic approach and systems for consultation and co-production more generally.

1.1. Activities undertaken

An on-site Accessibility Assessment was conducted on Wednesday 16 November 2022 and subsequent workshops on Wednesday 30 November (in-person) and Friday 2 December (online) to identify accessibility issues faced by disabled and older stakeholders in relation to the King Street Cycleway and explore potential solutions.

1.2. Key issues raised during the Accessibility Assessment

Key issues raised during the on-site Accessibility Assessment include:

- Junctions and crossings are confusing when staggered or crossing both the road and the cycleway, and some were not accessible due to an inconsistent use of audible and visual

signals, difficulty accessing tactile cones at busy times, and perceived short pedestrian phase times.

- Paving in many places is slippery, uneven and the temporary tactile squares are peeling away along the route and often located in confusing locations that do not align with road crossing points.
- Kerbs are not uniform, with drop kerbs being too steep in some places and not having a defined visible edge (e.g. outside Tesco Express, 327-343 King St), posing a risk for wheelchair / mobility scooter users who can't see where it drops off.
- Public spaces along King Street are often obstructed by rubbish bags, street furniture, electric scooters and bikes, and restaurant/shop information boards.
- Accessibility to/from buses via the bus stop bypasses is problematic where tactile paving and crossings aren't aligned with bus access points (especially when multiple buses are at a stop). It is also confusing which bus stops are still in use as old shelters have not been removed.
- Cyclists speed along the route and do not always stop at crossings.

More details about issues identified during the accessibility assessment can be found in Section 3 and Appendix A.

1.3. Key solutions proposed at the workshops

Based on the above issues workshop attendees came up with suggested solutions to improve accessibility for disabled and older people along the cycleway:

- Ensuring audible and visual countdown signals at all crossings, better placed rotating tactile cones and longer pedestrian phase times.
- Better signage and messaging at current bus stops and at crossing points along the Cycleway.
- More education / awareness about the lived experiences of disabled and older groups and a focus on conducting meaningful, face to face and specific workshops which involve the disabled community.
- Greater monitoring of businesses placing objects on adjacent pavements (such as tables/chairs and A-boards) and of dockless scooters and bikes to ensure they are not left in obstructing locations.

More information on the workshops and proposed solutions can be found in Section 4 and a full list of the proposals is in Appendix B.

There were some concerns brought up regarding the Hammersmith gyratory and Lyric Square, which are not within the King Street Cycleway project scope. These comments and any associated proposals have been included as a separate appendix and will be shared with TfL. LBHF have committed to advocate that recommendations should be considered by TFL where feasible.

1.4. Next Steps

Information in this report will be used to develop the Equalities Impact Assessment for the cycleway and inform future infrastructure improvements if it is made permanent following consultation.

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2. Introduction and background

2.1. Background:

The King Street Cycleway opened in late 2021 under an Experimental Traffic Regulation Order (ETRO) as a response to improving safer walking and cycling in the borough and helping to meet the boroughs 2030 net zero goals. The current ETRO expires on 29 March 2023 and the London Borough of Hammersmith and Fulham (H&F) wants to gather feedback to inform whether the scheme should be made permanent through a Traffic Regulation Order (TRO), and what accessibility improvements may be needed along the route to make it fully accessible to all users.

To gather insights into the lived experience of disabled and older people using King Street, H&F commissioned Project Centre Limited (PCL) and Transport for All (TfA) to:

- Work with local older and disabled residents to comment on and suggest changes to the King Street Cycleway.
- Advise and develop the council's strategic approach and systems for consultation and co-production more generally.

Project Centre hosted an on-site Accessibility Assessment on Wednesday 16 November. The Accessibility Assessment allowed members of the Disabled Residents Team (DRT) and other local disabled and older people to assess the issues faced by them when using King Street and navigating the cycleway infrastructure.

This was followed by two workshops held on Wednesday 30 November (in-person) and Friday 2 December (virtual) to discuss

potential solutions to the issues raised during the site assessment. These proposed solutions are what attendees feel will improve accessibility for disabled and older people along the King Street Cycleway, and are detailed in this report.

2.2. Championing inclusive engagement

H&F want to be champions of inclusive engagement and set a high standard of engagement with accessibility groups and disabled people in the borough. They hope that this project can be used as a benchmark for future engagement with these stakeholders, and that the learnings from it can be taken forward to generally improve their consultation standards.

2.3. The main definition of disability

The Equality Act 2010 ('the Act') and Disability Discrimination Act 1995 ('DDA') define a disabled person:

- 'A person has a disability if:
 - a. They have a physical or mental impairment.
 - b. The impairment has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities.'

People with these conditions and impairments are automatically protected under disability discrimination law:

- Cancer
- HIV

- Multiple Sclerosis (MS)
- A visual impairment – if someone is certified as blind, severely sight impaired, sight impaired or partially sighted.

2.4. Recruitment

Members of the DRT, who advise H&F on accessibility issues, including people from Age UK, Action on Disability, HF Mencap and other disability groups and charities were invited to be a part of this project. The only caveat was that participants would live locally to King Street and have some awareness or experience of the cycleway. Events were held during the working day. To encourage participation people were offered reimbursements for their time, travel, and expertise for any events they attended.

Participants at the events included blind and partially sighted, mobility impaired including mobility scooter users, deaf, neurodivergent people, and people with mental health disabilities, as well as older (over 65) residents. Participants with a range of disabilities including those that consider themselves to be disabled were targeted to gather feedback.

2.5. Hammersmith and Fulham's commitment to equality

H&F are committed to promoting equal access to their residents. The Equalities Plan 2021-2025 was created following a wide-ranging consultation in early 2021 with residents and staff. The plan sets out five objectives that Hammersmith and Fulham will undertake to tackle inequality. Objective two aims to address

barriers to inclusion for disabled residents by involving disabled residents in the decision-making process. The King Street Cycleway engagement aligns with this objective to help build inclusive, transparent, and collaborative relationships with disabled residents.

One of the aims of this engagement was to gather feedback on how H&F can improve their engagement with disabled and older residents to ensure they are setting best practice processes in place across all consultation and engagement. The recommendations to improve engagement from participants who attended all events are also included in this report so the council can take them forward.

3. Accessibility Assessment

The Accessibility Assessment was conducted on Wednesday 16 November along the entire route of the King Street Cycleway. The assessment lasted two hours and consisted of a walkabout along two sections of the cycleway followed by a discussion at a nearby Café. Attendees were divided into two groups, each covering different section of King Street. Group A observed the section of the route from the junction of Goldhawk Road and King Street in the west and will be travelling east ending at Cromwell Avenue near the Hampshire, 225-227 King St, London W6 9JT whilst Group B observed the section from the Hammersmith Gyratory and will travel west ending at Cromwell Avenue near the Hampshire, 225-227 King St, London W6 9JT

Participants commented on accessibility issues they encountered while using the route and stopped at intervals to discuss key infrastructure elements of the Cycleway including crossings and bus stop bypasses. After the walk, both groups came together to discuss shared key issues and findings.

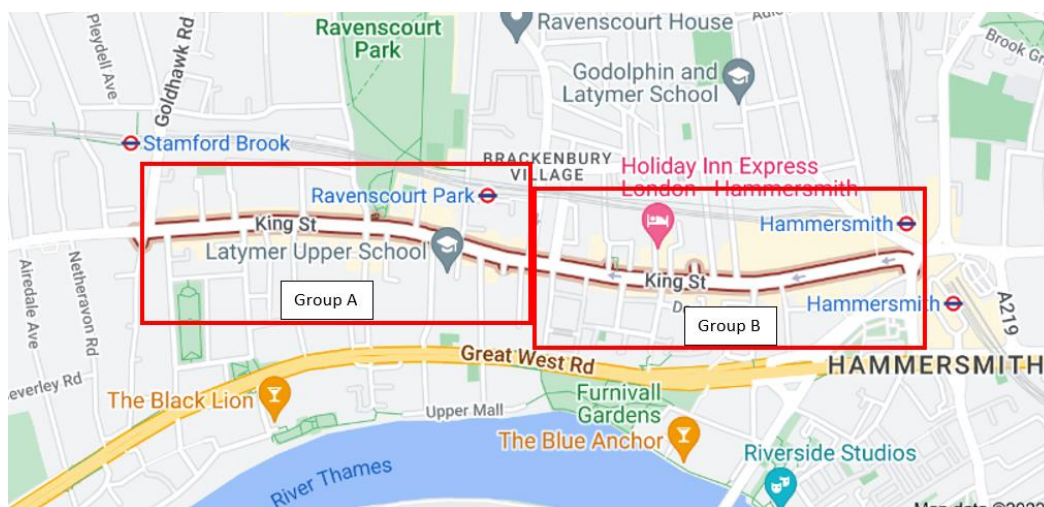


Figure 1: Map showing the two sections covered by both groups.

3.1. Attendees

Ten individuals participated in the accessibility assessment . One attendee had a mobility impairment and two non-disabled participant was over 65 years of age, representing the older H&F community , . Another participant provided their perspective as a deaf user of the area. Six attendees were blind or partially sighted.

3.2. Summary of issues identified

Various issues were identified during the site visit including some recurring issues for both groups. Issues identified are as follows:

Issues which relate to the whole length of King Street:

- **Bus Stop bypasses** are not very accessible for blind and partially sighted people due to insufficient tactile paving to cover placement for the arrival of multiple buses. They also pose difficulties for mobility scooter and wheelchair users due to the narrow width of bus stop bypasses limiting space for wheelchairs (especially when busy) preventing users from getting to the correct location for boarding.
- **There is general confusion with redundant bus stop shelters** still being installed.
- **Paving and Kerbs** were identified as problematic due to poorly placed tactile paving, lack of slip resistant paving and

either steep or low kerbs which were not adequate for wheeled users or blind and partially sighted people.

- **Pavement space** had signage that was poorly placed and rubbish bags, street furniture (i.e planters), business A-boards, dockless scooters and bikes obstructing the space.



Figure 2: Redundant Bus Stop example. Showing Bus Stop G, Ravenscourt Park which has not been taken out and is causing confusion.



Figure 3: Signage and cycle parking creating narrow pedestrian space outside 198 King Street

Issues specific to individual locations:

- The **temporary tactile paving** is peeling off the pavement in quite a few locations causing a trip hazard. This is particularly bad on crossings to Bus Stop Island H Goldhawk Road, and Bus Stop Island G, Ravenscourt Park, but is a problem along the route.

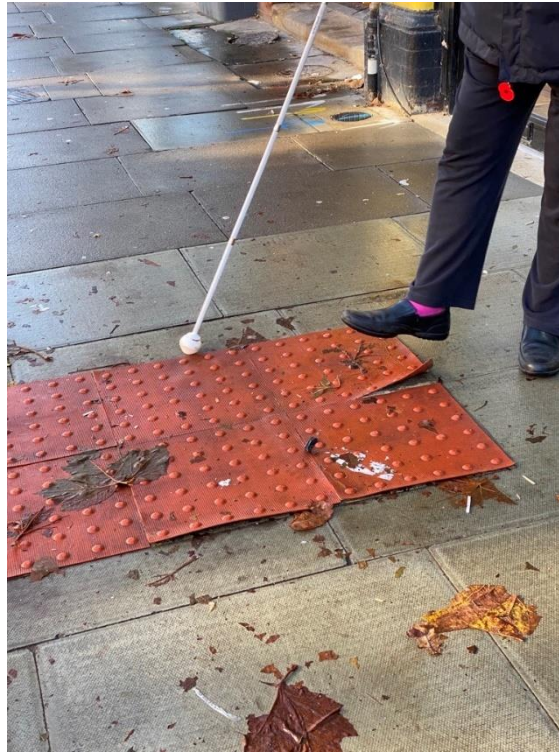


Figure 4: Tactile Paving peeling off the crossing to Bus Stop Island G
Ravenscourt Park

- **Issues accessing buses** for mobility impaired residents when bus stop bypasses are busy and the mobility impaired residents can't get close to the door to board. This is partly due to the narrow width of the bus stop bypasses.

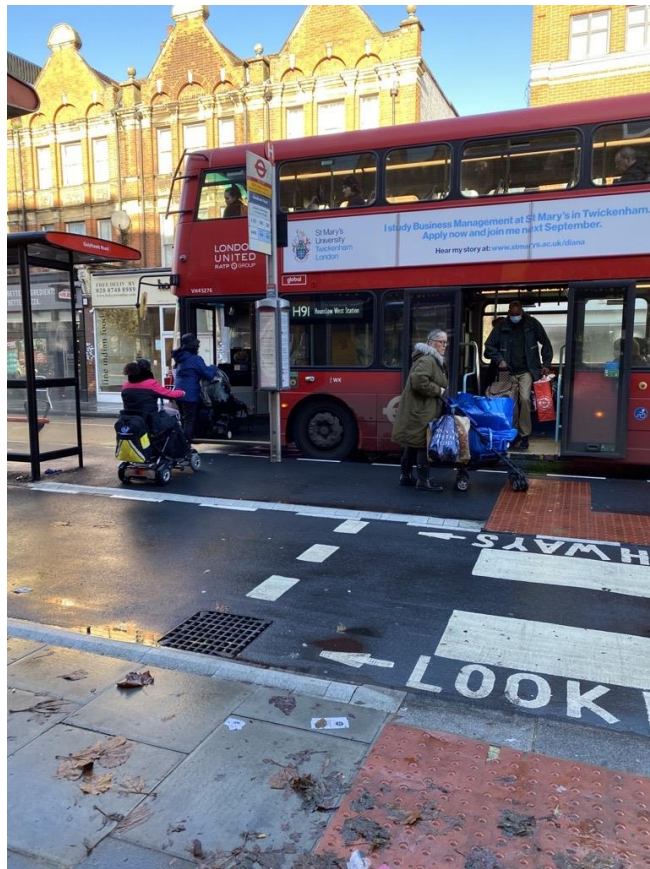


Figure 5: A mobility impaired resident attempting to board the bus and being turned away as other passengers (including one with a pushchair) could get closer to the doors and board first.

- **The staggered crossing near Holcombe Street is confusing** (it is a mix of a controlled pedestrian crossing, and a zebra crossing). This is due to there being no tactile paving to help guide users from the first section of the crossing to the second.
- **Lack of audible signals** on all crossings on the junction of King Street and Goldhawk road. This is a large and confusing junction which is often very busy with both cars and pedestrians. The lack of audible signals creates a barrier for

blind and partially sighted users. Audible signals have been requested from TfL by residents previously but have not been implemented.



Figure 6: Google Streetview view of the multiple crossings on King Street at the junction with Goldhawk Road.

Issues relating to general street layout and safety:

- **Junctions and crossings** are often confusing and inaccessible along the route. This is due to a lack of audible signals on some junctions, particularly those on the King Street / Goldhawk Road junction, and difficulty in accessing the rotating tactile cone at the bottom of traffic lights during busy periods. Some crossings were also viewed as having inaccessible dropped kerbs and short pedestrian phase times. Crossings that interacted with the Cycleway were often confusing in their layout, either not lining up with other crossings and street layouts or having no obvious tactile edge warning for blind and partially sighted users to indicate where they should cross.

Environmental issues, congestion and traffic flow:

- Frequently mentioned concerns about **traffic congestion**, particularly at the eastern end of King Street. The introduction of the cycle lane along this section has had a serious effect upon air quality and congestion near the bus stops at that end of King Street, particularly at busy times. This is a serious and continuing concern to older and disabled residents with respiratory and or mobility issues.

Issues concerning monitoring and enforcement:

- All attendees identified issues with **cyclists not always stopping** for pedestrians at zebra/ advisory crossings, making them feel unsafe using them.



Figure 7: Junction showing multiple crossing points at King Street and British Grove, looking towards King Street and the Cycleway from the borough boundary. There is a traffic light controlled crossing for

pedestrians and cyclists, and an informal crossing point for pedestrians over the cycle lane.

- **Tables and chairs and A-boards** placed on the pavement alongside the Cycleway create obstructions for blind and mobility impaired residents and should be monitored and licenses enforced to ensure correct placement and provision of adequate pedestrian space.
- **Signage along the Cycleway** is sporadic and not always uniform. While the site attendees appreciate that much of the signage is temporary they wished to stress the importance of having adequate signage put in place (both markings on-street and signs on poles) for any scheme that is made permanent. This is important to enforce and clarify priority at crossings, for example.



Figure 8: Temporary signage on King Street near the junction with Black Lion Lane.

Transport for London-specific issues:

Some issues were related to **Transport for London** infrastructure and services including:

- Bus drivers stopping at an inaccessible point of a bus stop bypass (such as in front of a bus stop pole), or not prioritising disabled people during the boarding process.
- Issues for blind and partially sighted people knowing which buses were incoming through lack of audible announcements, and drivers not slowing down for them to view the service number.
- Goldhawk Road and King Street junction crossing infrastructure and lack of audible signals.

More detailed and specific feedback for TfL has been compiled separately and will be shared with them by H&F for further discussion.



Figure 9: Bus stopping with its doors opening onto the bus pole and flag, creating an obstruction to those alighting. This is at Bus Stop G, Ravenscourt Park.

4. Solutions from the workshops

The two workshops held following the site accessibility assessment were used to discuss the issues identified during time on site and propose potential solutions or accessibility improvements that could be made along the cycle route. The proposed solutions in this section are the views of workshop attendees and are not technical recommendations. They are proposals aimed at improving the experiences of disabled residents travelling in the King Street area and using infrastructure associated with the Cycleway. Any proposals taken forward will need to be designed using national design and safety standards and to ensure consistency with national measures.

Based on the issues identified in the previous section proposals have been split into the following themes:

- Infrastructure.
- Information and wayfinding.
- Engagement, behaviour change and enforcement.
- Wider area context.

4.1. Infrastructure

Issue one:

Attendees felt that most staggered crossings along King Street were confusing.

Near Holcombe Street, attendees felt that the staggered crossing (which is a mix of a controlled pedestrian crossing, and a zebra

crossing) was confusing. This was because there was no tactile paving which helps guide users to go from the first section of the crossing to the second.

Recommendation one:

The current staggered crossing near Holcombe Street should be replaced with either a controlled crossing with a sufficient pedestrian phase time, stretching the full length of the road, or a zebra crossing that also spans the entire road (it should not be a hybrid of crossings). The island located in the middle of the road was identified as a useful feature and should be maintained.

Issue two:

Bus stop bypasses along King Street were often seen as inaccessible due to issues such as difficult seating, poor lighting, confusion with redundant bus stops, lack of space for wheelchairs/mobility scooters on the bypass islands, crossings not aligned with the bus doors, and a lack of audio messaging/announcements.

This was particular in most bus stop bypasses but in particular Bus Stop G Ravenscourt Road, Bus Stop H Goldhawk Road and Bus Stop W/A which is Hammersmith Town Hall,

Recommendation two:

To make the bus stops more accessible providing audio messaging at bus stops so that individuals who are blind or partially sighted know when their bus is approaching.

To make seating accessible, adjusting the height or design of the seating should be considered.

Attendees noted that redundant/ unserved bus stops for the interim scheme was likely to be a key issue. If the SCP scheme is made permanent, it is recommended Redundant/unserved bus stops need to be clearly highlighted as “no longer in use” or should be removed to avoid confusion.

As bus stops were viewed as dark, lighting needs to be improved and in line with seasonal timings to make navigation easier and increase safety. Obstructions to lighting such as tree branches need to be better maintained/ removed to ensure bus stops have adequate lighting.

Issue three

Attendees feel that most pedestrian crossings on King Street are often inaccessible. It is difficult for some people to find the rotating tactile cones at the bottom of the pedestrian crossing boxes as they are not aligned correctly with the tactile paving resulting in being too far away and often inadequate for usage Examples of this include the crossing outside Marks and Spencer, Ravenscourt Park and Hammersmith Town Hall. The cones can also be inaccessible during busy hours due to the volume of people crowding the crossing points.

Attendees also felt it was difficult to understand when to cross as there was a lack of visual and audible signals. Whilst this is an

issue at almost every crossing, Goldhawk Road Junction was raised as a key place of concern.

Recommendation three:

Rotating tactile cones at the bottom of pedestrian crossing boxes should be placed on both pedestrian crossing boxes (on both sides of the crossing point) rather than on one side as it is sometimes difficult to reach the single cone during busy pedestrian times.

Rotating tactile cones should also align with tactile paving as they are currently too far away on some crossings making them hard to find.

Attendees noted that the temporary tactile paving and temporary signal pedestrian crossing installed for the interim scheme was likely to be a key issue. If made permanent, it is recommended there is compliant tactile paving and compliant signal-controlled pedestrian crossing(s).

It was suggested that pedestrian crossing needs audible signals as this caters to visually impaired and neurodiverse disabilities.

There should also be a visual countdown at crossings for those that are deaf or have a hearing impairment. These are also helpful for older people who might feel they are slower and are concerned about how long they have to cross the road.

It was suggested that whatever is done to improve crossings should be the same for all crossings, as consistency is important so people know what to expect and can feel confident using the infrastructure.

It is recommended that pedestrian phase times be extended and made more consistent across all intersections of King Street to

enhance the understanding and predictability of crossing times for disability users.

Pedestrian-activated crossings equipped with sensors were another suggestion. These crossings will remain red until all pedestrians have safely crossed the road. Attendees stated an example of this is in Pocklington Lodge.

Some attendees recommended that a study should be conducted to evaluate the use of the pedestrian crossings on King Street by various user groups.

Attendees also recommended that pedestrian phase times of under 10 seconds were unacceptable and it should ideally be 16 seconds or close to that.

Attendees also suggested that a new crossing outside of IKEA could be funded by key developers if possible.

There was a recommendation for signal crossing(s) on all bus stop bypasses or for a trial of this idea.

Issue four:

Inconsistent design of crossings along King Street was identified as an issue. There are different crossing layouts and inconsistencies with audible / visual signals, which is confusing for disabled users.

Recommendation four:

Attendees proposed that a review of all crossings along King Street should be done, to check that all had rotating tactile cones that worked, and check audible signals, tactile paving layout, visual

countdowns and timings. This will help to ensure any improvements made create a consistent crossing design along King Street and improve the confidence of disabled and older residents when using them.

Issue five:

The Cycleway on King Street was found by participants as difficult to distinguish. The cones marking the lane are either black or white, which can blend in with the surrounding pavement and road. Additionally, the paving and kerbs at some points along King Street are not raised high enough to clearly distinguish between the Cycleway and the rest of the road. These factors contribute to a lack of clarity for individuals using the pavement around the Cycleway and can make the area feel less safe.

Recommendation five:

To improve the visibility of the cycleway on King Street, attendees recommend using a colour that contrasts with the surrounding pavement and road. This would help to clearly distinguish the cycleway from the rest of the street for anyone who is visually impaired.

It was proposed that more obvious tactile paving should be implemented along the entire length of the cycleway. This would provide a clear and consistent visual and tactile cue for individuals using the pavement and Cycleway and ensure that it is easily identifiable.

Another suggestion was to create a physical barrier across the bus stop bypass to help guide people to crossing points for boarding and alighting. Attendees that were non-visually impaired acknowledged that this may not be practical.

Issue six:

Attendees stated that cyclists need to be better regulated as all along King Street, cyclists often go at fast speeds, fail to stop for pedestrians and have been known to collide with pedestrians on occasion.

Recommendation six:

Attendees recommended speed bumps near bus stop bypasses to slow down cyclists when they come towards the zebra crossing and suggested that Each cycle lane crossing should have double chevron markings in a contrasting colour at 10 metres either side of a bus island crossing

If these infrastructure related solutions are implemented:

They will help improve pedestrian safety and confidence.

They will help provide a more seamless user experience for disabled and older residents.

There will be more definition to the King Street cycleway for blind and partially sighted people.

There will generally be improved confidence for disabled people using the area.

4.2. Information and Wayfinding

Issue one:

It was a common concern among attendees that it was difficult to determine which buses were arriving at the bus stop. Furthermore, the signage at bus stops indicating they were temporarily closed was often deemed too small and inadequate for blind or partially sighted users.

Recommendation one:

It was recommended that signage for closed bus stops and diversion routes should be stated in larger fonts and made more prominent, potentially using contrasting colours.

Attendees suggested that bus drivers could receive training around stating what number bus they are driving when arriving at the bus stop, to help visually impaired users navigate their way on the buses. This is especially needed at Hammersmith Town Hall.

It was suggested that buses could play announcements saying what type of bus stop they were next approaching for example “the next stop will be a bus stop bypass”.

Audible announcements of when buses will arrive at bus stops and what service was next arriving was another recommendation.

Issue two:

Signage along the Cycleway was not always placed at eye level and was felt to be inadequate in some places, such as approaching junctions and crossings where pedestrians might be crossing.

Recommendation two:

A review of signage along the route was proposed, and it was suggested that signage for cyclists was needed on the approach to crossings and junctions to warn them that pedestrians might be crossing and to give way.

If these solutions are implemented:

Disabled and older groups would be able to navigate bus stops and bus arrivals with greater ease and have confidence when using buses.

4.3. Engagement, behaviour change and enforcement

Issue one:

During the events, attendees were asked to share their thoughts on how Hammersmith and Fulham could improve engagement with disabled and older groups.

Attendees expressed the need for improved engagement with older and disabled people as they felt Hammersmith and Fulham primarily caters to the perspective of non-disabled users. To improve the consultation process, attendees suggested that Hammersmith and Fulham and TFL need to build a better relationship with disabled residents.

Recommendation one:

It was recommended that hard copies be provided for consultations as previous Hammersmith and Fulham Consultations, even when specifically requested, did not always provide this service.

Attendees suggested an increase in face-to-face engagement to help reduce digital exclusion and improve the consultation process.

Attendees recommended that the correct stakeholders are consulted and stated organisations such as Action on Disability should be engaged with.

Participants emphasised the importance of conducting engagement from the outset with disabled and older people, to ensure that their perspectives are considered before schemes are designed.

Attendees suggested that providing pre-information to disabled and older people before workshops was preferred as it allowed attendees to prepare their thoughts.

Issue two:

During the events, attendees were asked to share their thoughts on how Transport for London (TfL) could improve engagement with disability and older groups.

Participants wanted more clarity about whether TfL and H&F had taken findings about cycleways from other countries.

Recommendation two:

Most participants felt that TfL was not effectively addressing their concerns and called on H&F to advocate on behalf of disabled and older groups.

Participants were keen for the opportunity to engage in dialogue with a relevant representative of TfL around how they could improve engagement and consultation with disabled and older people.

To ensure that accessibility is not compromised, especially if changes are made to the cycleway, participants suggested that TfL seek guidance from organisations specialising in the training of guide dogs for the blind.

Participants recommended that TfL prioritise King Street's traffic lights and TfL-owned crossings for accessibility improvements.

Issue three:

Attendees stated that cyclists throughout King Street tended to ignore the needs of pedestrians, older and disabled people. They reported that cyclists went at fast speeds and did not stop at zebra crossings for pedestrians.

Recommendation three:

To address issues with cyclist behaviour, attendees suggested the need for more training on proper cycling techniques, including avoiding stopping on pavement and pausing at crossings.

Attendees recommended enforcing stricter rules for cyclists to stop at bus stop islands.

Issue four:

It was felt by attendees that bus drivers did not always allow users to alight in an easy and accessible manner.

Recommendation four:

Attendees emphasised the need for bus drivers to receive additional training which will highlight the needs of older and

disabled people. It was recommended that bus drivers should be trained to stop at the correct locations to enable users to alight in a safe and accessible manner, and that improvements in behaviour towards disabled people would help with their bus user experience, for example prioritising wheelchair users over able-bodied users, and encouraging other passengers to be accommodating to them. Some mobility impaired attendees said they have been put off from using buses due to the negative experiences they have had.

Issue five:

Attendees felt the general public would benefit from a better understanding of disabled and older groups and some of the regular issues they can face using a high street. This was due to people leaving dockless bikes and rubbish in locations causing obstructions in pedestrian areas.

Recommendation five:

It was recommended that able bodied people be educated so they could better understand how to behave in public spaces to accommodate for disabled and older people.

It was also recommended that there be better education on why leaving dockless bikes and scooters randomly on pavements could be dangerous. One participant also mentioned fines as a penalty to incorrect placing of these, or working more closely with the companies who manage them.

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If these solutions are implemented:

The behaviour of non-disabled groups towards older and disabled residents may improve, enabling users to feel safer and more at ease while using King Street.

Older and disabled residents would feel considered and heard in the engagement process.

Enforcement:

It is also noted that several of the issues raised in this section are more likely to be solved by enforcement of existing regulations rather than rule changes. For example, the issue of street clutter by bikes, A-boards, chairs and tables all come within currently enforceable rules. What is needed is action to deal with breaches rather than new rules.

4.4. Wider area and context**Issue one:**

Attendees reported feeling intimidated by the clutter from street furniture on King Street, yellow planters outside of Metro Bank, and poorly placed benches.

Recommendation one:

Attendees recommend that street furniture should leave a visible and wide pathway allowing pedestrians to walk in a straight line.

It is recommended that street furniture be closer to the shops as this may be better for both pollution intake and will give a wider space in the pavement for users to walk through

Issue two:

Attendees reported that the actions of businesses, such as leaving rubbish on the public realm and placing objects like menu boards on the street, made the area less accessible by creating obstacles and narrowing walking space.

The problem was compounded by the irregular width of the pavement on King Street, as street furniture was frequently placed in areas with a narrow width.

Recommendation two:

It was recommended that Hammersmith and Fulham should work with businesses to address issues with rubbish collection, including negotiating schedules for waste collection at early morning or late evening to prevent leakage onto the pavement.

There was also mention about regulating and re-measuring seating outside businesses to ensure it meets guidelines. Some attendees measure that there should be clear boundaries for businesses to follow when placing objects in the public realm, including marking a line on the road to indicate where objects can be placed. In addition, businesses should be required to obtain permits for menu boards.

There needs to be regular monitoring of objects in the public realm to ensure compliance with regulations.

Issue three:

Hired bikes were often seen as a trip hazard for attendees. There was a point of concern regarding hired bikes often falling over at bus stop shelters and laying on pavements

Recommendation three:

The council should negotiate with companies to improve bike maintenance and consider options for timeshare for bike spaces. In addition, there should be a focus on improving the speed of collection when a bike-related complaint arises.

Issue four:

There were some issues which concerned general public spaces and pavements including low overhanging branches and overgrown bushes, construction sites taking large amounts of public space, on-pavement works, ad-hoc seating and planters and traffic calming measures.

Recommendation four:

It is recommended the council should regularly trim overhanging trees to remove low-hanging branches that pose a risk of injury to blind and partially sighted people. This includes branches which are at bus stop shelters.

The council could ensure that construction sites are well-spaced and cleared to increase accessibility. To reduce the impact of construction on the community, the council could stagger the level of construction occurring in different areas.

To improve safety, the council could consider implementing traffic calming measures, such as narrowing roads, in areas with high levels of cycling traffic. In particular, this includes the stretch from the Nigel Playfair Avenue (Civic Campus site) to the Broadway

Generally trying to reduce unexpected obstacles and creating more rationalised and organised patterns with seating and planters so blind and partially sighted people could navigate easily around or through them.

If these solutions are implemented:

There will be less obstacles for older and disabled people using pavements and public space making King Street safer.

Older and disabled residents will have more accessible street space and will feel more comfortable getting around King Street.

5. Conclusion and next steps

The activities and events carried out as part of this project have shown that there is a real need to involve disabled people from the outset as even standardised and widely accepted elements of designs can provide barriers for disabled users. There is a real desire for disabled and older residents in the borough to be involved in consultation and to be able to share their views and perspectives in the early stages of projects where it is easier for future designs to be influenced.

Designing inclusive streets has been a subject of study by organisations such as AOD, Age UK, and TfA. It is an integral part of creating a more equal society, ensuring everyone living in an area can use the local infrastructure and street space without feeling uncomfortable or unsafe. As well as the feedback in this report there are documents from the organisations mentioned above that H&F can use to ensure best practice when engaging residents and designing schemes.

Some good sources of information H&F could refer to to inform future engagement include:

- Transport for All's Pave The Way report: independent and in-depth research into how disabled people have been impacted by Low Traffic Neighbourhoods and the barriers to Active Travel.
- The Royal National Institute of Blind People's (RNIB) report Seeing Streets Differently: a survey of 485 blind and partially sighted people on their experiences of walking journeys and

recommendations on ways streets can be made more inclusive.

However, we do acknowledge that H&F have a well established policy on engaging with older and disabled residents, as can be seen by their regular involvement of the DRT and the establishment of a policy of co-production. A potential barrier to inclusive engagement and co-production of the King Street Cycleway is the role of other bodies in it's completion, so a recommendation would be to work with relevant organisations such as the Greater London Forum, Age UK, TfA etc to influence other bodies to be aware of the need to fully engage and work with older and disabled residents.

It is recommended by workshop attendees that the council commission an inclusive access consultant to do a formal access audit of King Street which considers the perspective of disabled people. The report should detail two sections. Section one should consider only issues that are specific to the Safer Cycle Path whereas section two should consider concerns about the pedestrian environment. There should be detailed recommendations in this report.

For wider issues involving TfL it is recommended that these are discussed via the relevant channels in TfL and any relevant TFA campaigns to ensure that they reach the right teams and individuals within both organisation and can be part of the continued collaborative working between H&F, TfL, TfA and other relevant organisations.

5.1. Next Steps

Information in this report will be used to develop the Equalities Impact Assessment for the cycleway and inform future infrastructure improvements if it is made permanent following consultation.

Quality

It is the policy of Project Centre to supply Services that meet or exceed our clients' expectations of Quality and Service. To this end, the Company's Quality Management System (QMS) has been structured to encompass all aspects of the Company's activities including such areas as Sales, Design and Client Service.

By adopting our QMS on all aspects of the Company, Project Centre aims to achieve the following objectives:

- Ensure a clear understanding of customer requirements;
- Ensure projects are completed to programme and within budget;
- Improve productivity by having consistent procedures;
- Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
- Continually improve the standard of service we provide internally and externally;
- Achieve continuous and appropriate improvement in all aspects of the company;

Our Quality Management Manual is supported by detailed operational documentation. These relate to codes of practice, technical specifications, work instructions, Key Performance Indicators, and other relevant documentation to form a working set of documents governing the required work practices throughout the Company.

All employees are trained to understand and discharge their individual responsibilities to ensure the effective operation of the Quality Management System.

Award Winning



Certifications



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