

Scrutiny Inquiry Panel - Dementia Friendly Southampton

DOCUMENTS FOR THE MEMBERS ROOM

Thursday, 25th February, 2016
at 5.30 pm

MEMBERS ROOM DOCUMENTS ATTACHED TO THE
LISTED REPORTS

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MEMBERS ROOM DOCUMENTS

6 MEETING SIX - EASY TO NAVIGATE ENVIRONMENTS (Pages 1 - 82)

Wednesday, 17 February
2016

SERVICE DIRECTOR, LEGAL AND GOVERNANCE

WestQuay Watermark

Dementia Friendly

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Agenda Item 6
Appendix 1



01

WestQuay Watermark- Background

02

BCSC Standard

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WestQuay Watermark- physical adaption

04

WestQuay Watermark- people focused

05

Q&A

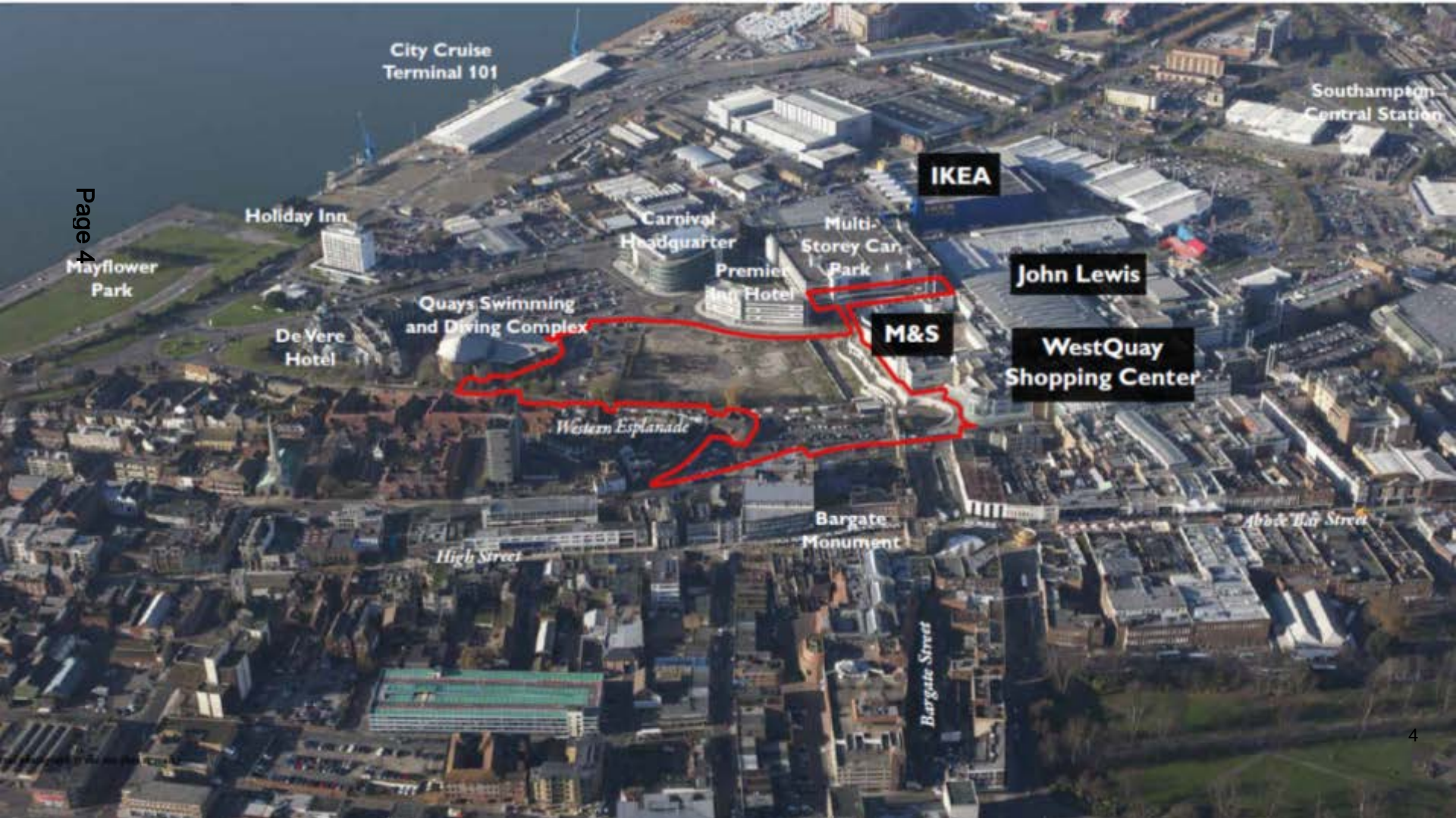


1 WestQuay Watermark



Development Site

Page 4



City Cruise Terminal 101

Southampton Central Station

IKEA

Holiday Inn

Carnival Headquarter

Multi-Storey Car Park

John Lewis

Mayflower Park

De Vere Hotel

Quays Swimming and Diving Complex

Premier Inn Hotel

M&S

WestQuay Shopping Center

Western Esplanade

Bargate Monument

High Street

Abbe Bay Street

Bargate Street

Watermark Illustrative Masterplan



View from City Walls

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View towards WestQuay from WestQuay



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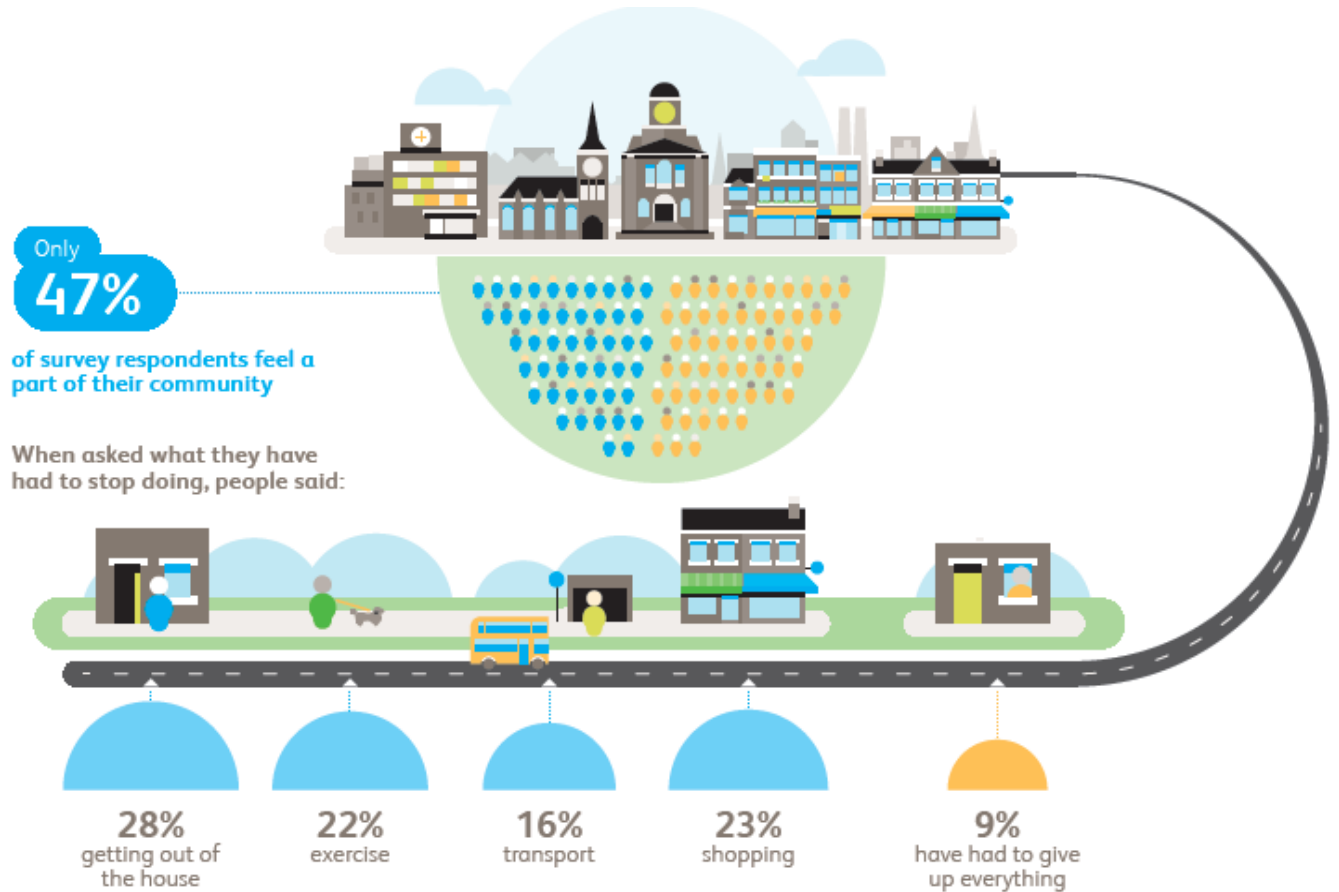
BCSC Dementia Friendly Status



Changing habits

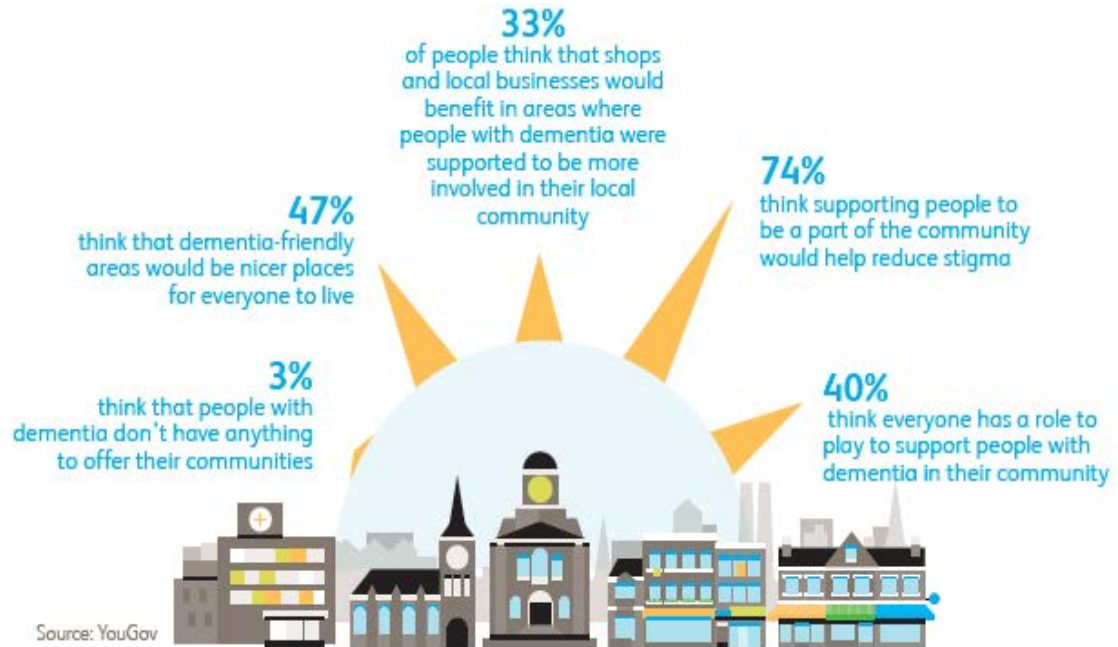
Common changes in habit experienced by a person with dementia

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As dementia progresses people often stop going shopping because they do not feel supported in their local community. As retailers we need to enable people with dementia to continue shopping for as long as possible by creating an environment in which their needs are understood and supported.

The role of retail in creating Dementia Friendly Communities



- Research shows that 81% of disabled people have moved their business to a more accessible competitor. Becoming dementia friendly will enable you to retain existing customers who might have or are developing dementia, or to attract new ones.

The shopping-related challenges that people with dementia and carers told us about included:

problems navigating around the store, for example unclear signage, fear of getting lost in the store, problems finding items, knowing where to go for additional support in store

challenges caused by their memory problems, for example picking up the wrong item or being unable to find the right words to describe the items they need

problems at the checkout, such as difficulty counting out money, coping with new technology and payment methods, feeling rushed, worrying that they will forget to pay

worries about the reactions of other people, for example people not understanding their difficulties, staff not being confident to help, the reaction of security staff to unusual behaviour

for carers, issues related to looking after the person with dementia when shopping, for example worrying that the person will walk away, having enough space in changing rooms for the person and their carer to use them together, being able to take the person with dementia to the toilet, difficulties getting the person in and out of the car because of narrow parking spaces.

Shopping related challenges

Some of the most common retail related challenges

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The Hammerson Dementia Friendly Retail Charter

Making a commitment

Page 13

Challenge & Innovate
Protect & Enhance
Positive Places | Serve & Invest
Partner & Collaborate
Upskill & Inspire

Centre Logo

The Hammerson Dementia Friendly Retail Charter

Creating Positive Places for those with Dementia

As the owner and manager of multiple retail destinations, Hammerson can make a big difference for people with dementia and their carers by making a commitment to ensure our shopping centres become more dementia friendly.

We commit to:

- understanding the impact of dementia and how it changes customer needs across all shopping methods
- considering how our processes and services can help customers affected by dementia
- seeking guidance to make changes within our store, which could include raising staff awareness or making changes to the physical environment
- supporting people who may be showing signs of dementia, whether they are customers or employees.

We will concentrate on four key areas:
As identified by the BSCS Dementia Friendly Guide 2015

- Improving staff awareness and understanding
- Reviewing our store's physical environment
- Supporting our employees affected by Dementia
- Support our Local Community to become more dementia friendly

Xxxx
General Manager
xxxx

Jonathan Brookes
Community Manager
Hammerson

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Physical Adaption



Adaptations in the physical environment-current

There are a number of adaptations that focus on changing the physical environment:

Acoustics and environment : acoustic control to stop glare and background noise. Retailer engagement

Seating: Additional soft seating in malls and dining areas

Ensure lighting levels are good: LED lighting project to ensure entrances are well lit and maintain a good level of light throughout the centre.

Toilets: Improved way finding and accessible disabled facilities

Shop mobility: Existing service in place



Adaptations in the physical environment- future

Audit: Local audit by third party to support creation of revised action plan

Quiet spaces: Providing a quiet space in stores for people to sit and relax. Ensure these spaces are well signposted.

Way finding: Project to improve overall way finding- this will assist a person who may have dementia to find entrances, exits and toilets.

Car Parks: Marked bays with colour coding scheme and improved pedestrian access routes

Retailer Engagement: Tenant fit out manual guidelines and retail delivery guide

Sustainability Implementation Plan: Overall development framework to improve approach



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People Focused changes



People focused changes

In a survey from Dementia Friends, people with dementia told us that payment, assistance, support, signposting and customer service were the basic areas for improvement for retailers who want to become dementia friendly.

Training and awareness: Dementia champions and training for all front line staff

Dementia-friendly customer service: Focus on increasing staff awareness to ensure that they are patient and listen carefully, giving clear and straightforward answers

Retailer Engagement: Monthly meetings, retail liaison and mystery shopping

Payment: Where somebody appears to be struggling with payment, colleagues should offer help to people with counting out their money.

Assistance: Each store has a different layout. Approaching customers to ask whether they need help to find an item will benefit all customers, including people with dementia. Customer support for shopping including packing and payments



Supporting the local community

Other ways you can support the local community in becoming dementia friendly:

Staff and consumer engagement

Local fundraising schemes, employee volunteering and site tours / events

Dementia Awareness Week

Engagement of consumers and retailers through events and marketing

Use the centre as a community space

Dementia Friends session and 'tea and talk'.



Summary & Questions?



Designing for/with people with dementia

Page 21

Dr Ruth Bartlett | Associate Professor in
Ageing and Social Research
25 February | Faculty of Health Sciences

About me



Page 22

Former mental health nurse

PhD Sociology | Oxford Brookes University

Provided research, education, consultancy in field of dementia for 12+ years

Director of Doctoral Training Centre in Dementia Care | Alzheimer's Society

Programme Lead for MSc Complex Care in Older People | Module lead for an option module

Leading a study looking at use of GPS technologies | Alzheimer's Society

Established Dementia Action Research & Education (DARE) Network in 2014

Active member of University's Public Engagement Network

Lived in Southampton for five years

A DFC is defined as one in which:

‘people with dementia are **empowered** to have **high aspirations and feel confident**, knowing that they can **contribute and participate in activities that are meaningful to them**

(Alzheimer’s Society, 2013: viii).

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Dementia is an impairment and disability

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Characterised by
changes in cognition
and sensory abilities
Associated with
negative stereotypes
and attitudes



We are ordinary people living ordinary lives, who happen to have a long term condition called dementia. Please help us continue to live in our homes and our communities, which is something we can do very well if society understood how to support us with our sensory challenges...' Agnes

Page 25

Image copyright Anne Milne



Page 26
People with dementia have right to expect effective measures to be taken to promote social inclusion and mobility

(UN Convention on the Rights of Person with a Disability)

Six design principles for a DFC *

- Page 27
1. Familiarity
 2. Legibility
 3. Distinctiveness
 4. Accessibility
 5. Safety
 6. Comfort

* Mitchell, L Breaking new ground: The quest for Dementia Friendly Communities

Example of a DFC: Bracknell Forest Council

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<https://www.youtube.com/embed/xHQdS6RHQOQ?rel=0>

Connect with us

View the University of Southampton film

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search 'we are connected'

#we are connected

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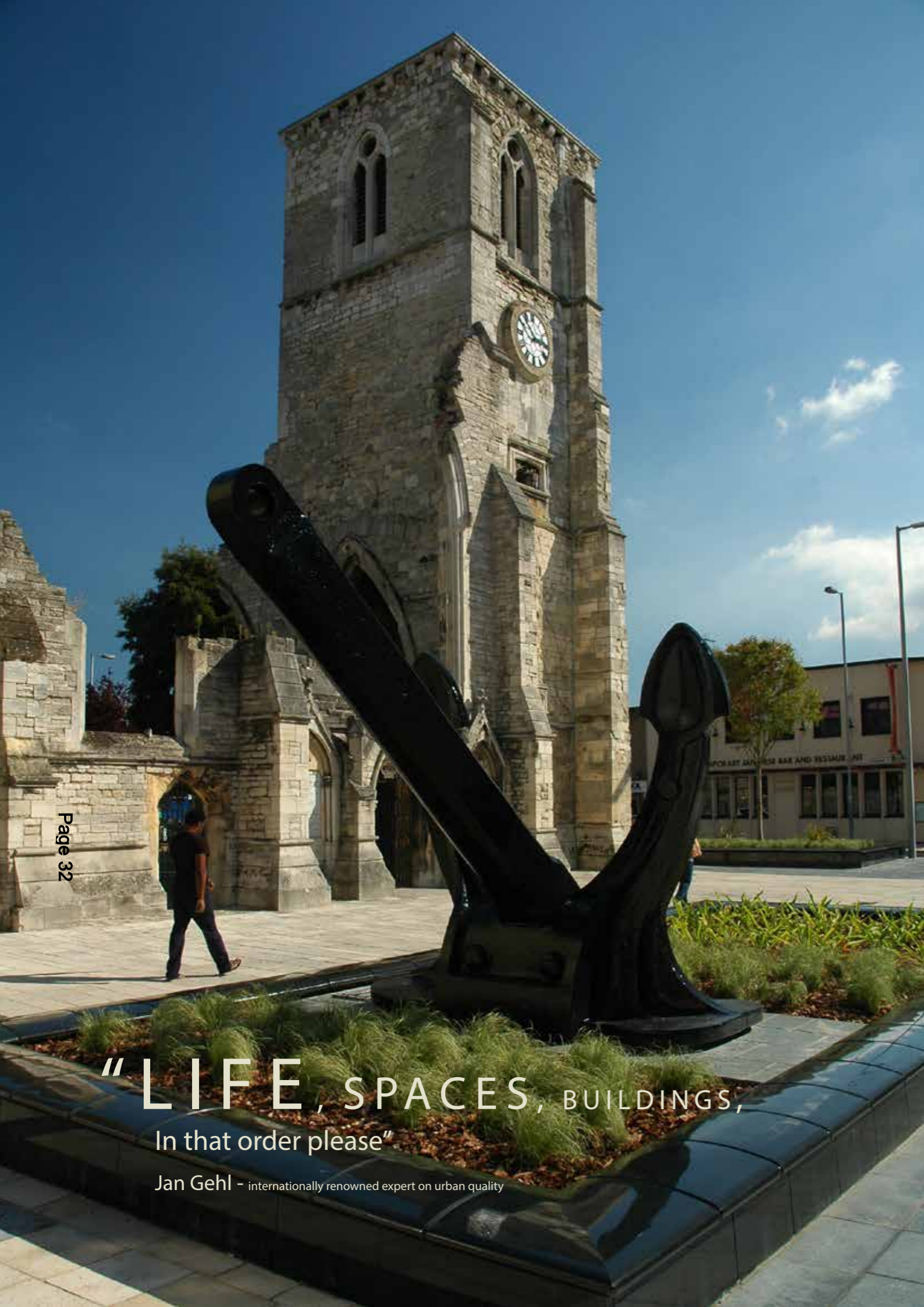


STREETS + SPACES FRAMEWORK

Approved

November 2015

Building for a brighter future



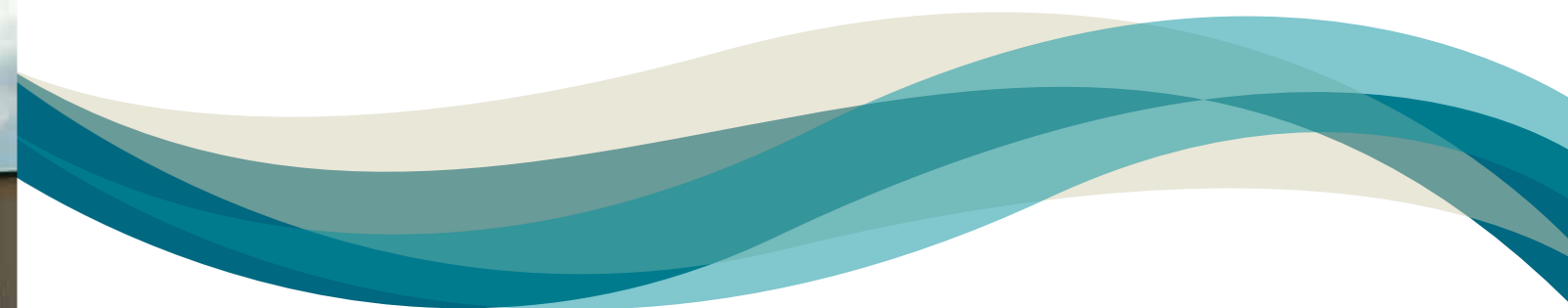
“LIFE, SPACES, BUILDINGS,
In that order please”

Jan Gehl - internationally renowned expert on urban quality

The Streets + Spaces Framework, along with the Streetscape Tool Kit, is a material consideration in the determination of planning applications within the city centre

City Centre Action Plan: Adopted March 2015

www.southampton.gov.uk/citycentreactionplan



STREETS + SPACES FRAMEWORK

Approved

November 2015

Building for a brighter future



“Successful streets are those where traffic and other activities have been integrated successfully, and where buildings and spaces, and the needs of people, not just of their vehicles, shape the area.”

National Planning Policy Guidance: Design

Page 33
“The council supports an effective movement/transport network in, to and within the city centre and aims to achieve a significant modal shift from use of the car to other modes of transport”

Policy AP18, CCAP



Contact for further information

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“...making places better for walking can boost footfall and trade by up to 40%”

Pedestrian Pound Report



Introduction to the Streets + Spaces Framework

Status of this document

The Streets and Spaces Framework sets out public realm design guidance for Southampton city centre that expresses in greater detail the aspirations set out in the City Centre Action Plan in particular Policy AP12 Green Infrastructure and Open Space, AP18 Transport and Movement and AP19 Streets and Spaces. As such the Streets and Spaces Framework is a material consideration in the determination of planning applications within the City Centre and should guide the design of public realm and highway improvements implemented through the Council's 'City Streets' programme and other initiatives.

A wide range of City Centre stakeholders were invited to take part in a series of street audits and workshops in 2013 (see Appendix A for further details) and their observations and comments have helped shape this guidance. The preparation of the guidance has also taken into consideration the advice of relevant officers including City Development, Parks and Open Spaces, Transport, Conservation and Planning Policy. The draft guidance will be briefed to Councillor Letts, the Leader of the Council, with responsibility for Planning Policy and City Development and to Councillor Rayment, the Cabinet Member for Environment and Transport. Following this the document will be sent out to consultation with the wider City Centre stakeholder group. The draft will be amended as appropriate and the final document will be approved by the Head of Culture and Planning in consultation with the Leader of the Council.

The purpose of the guidance is to ensure a holistic and integrated approach to Southampton city centre's public realm that improves the attractiveness, distinctiveness and connectivity of the streets and public spaces of the city centre. The reasons for a better city centre public realm are many, but the principal reasons are as follows:

- The City Council is keen to enhance Southampton's reputation as one of the country's best cities to live, work, visit and invest in.
- The best cities are full of many distinct districts, special streets and great places, each with their own strong individual characters that make them attractive places to visit, walk through and spend time in.
- The streets and spaces in a city only become great places if they are attractive, are well maintained and meet the needs of the people that use them.
- Those who use a street or space are often in the best position to know what a place should look and feel like. The Council therefore believe a wide range of stakeholders should have an input into the way places are planned and paid for. Accordingly, this framework has been developed in collaboration with a variety of city centre stakeholders.
- The only sustainable way for the city to achieve its strategic goals for its streets and spaces is for the Council, its partners and the people of Southampton to work together around a joint agreement on the roles and functions of the city's streets and spaces. This framework will greatly assist that process.

People + places

This framework aims to support the creation of streets and spaces for Southampton that help deliver a vital and vibrant city centre. The points below set out the themes and ideas that this approach involves.

People

The city centre's streets and spaces will:

- connect people through everyday interaction
- be designed for people of all ages and physical abilities whether they choose to walk, cycle, use buses or drive
- encourage active and healthy lifestyles
- strengthen and enhance city centre neighbourhoods
- involve local people and other stakeholders to help share the responsibility for designing and maintaining the city's streets
- foster vibrant and successful businesses
- integrate income, social and racial equity into their design and function



One of the workshop groups discuss the options for Western Esplanade.

Places

The city centre's streets and spaces will:

- respect the character of each neighbourhood, its density and its function
- be inviting places with engaging architecture, well-designed street furniture, landscape details and public art that reflect the diversity and cultures of the neighbourhood
- integrate connectivity and traffic-calming with pedestrian-oriented design to create safe and inviting places
- integrate environmental stewardship, water management, energy conservation and preservation of biodiversity



The Streets + Spaces Framework has been developed through a consultative process.

The street user hierarchy

When considering the users of streets within Southampton City Centre, the following hierarchy of needs should be observed so that a balanced and sustainable approach can be developed relative to the defined street category.

PEDESTRIANS

CYCLISTS

PUBLIC TRANSPORT USERS

Specialist Service Vehicles

Other Motor Traffic

This will help ensure that the correct priority is given to the preferred user during the design, construction and management phases.

The essential principles

A quality pedestrian environment

At the heart of the framework is a determination to create a pedestrian priority city centre. Key design principles must inform this ambition and should be incorporated into every street improvement planned for Southampton City Centre and the walking environment

The pedestrian environment:

- should be safe, inviting, and accessible to people of all ages and physical abilities
- should be easy to use and understand
- should seamlessly connect people to places
- should be continuous, with complete footways, well-designed edges and ramps and well-designed street crossings.
- should be well maintained.

A sustainable street network

Sustainable street networks in city centres come in many shapes and forms, each influenced by a specific geography, history and urban context. However, all have the following overarching principles in common.

The street network:

- both shapes and responds to the natural and built environment by respecting and enhancing a city's natural features and ecological systems
- encourages trips by foot, bicycle and public transport because these are the most sustainable types of trips
- is built to "walking dimensions" and reflects the concept of a compact city or walkable neighbourhood
- maximizes social, cultural and economic activity
- balances the needs of the local and regional economy with the needs of the city's environment
- works in harmony with other layers in the network such as pedestrian, bicycle, bus and motor vehicle networks.
- Has taken onboard the future efficient maintenance of the street or space



The needs of cyclists, the visually and mobility impaired must be a consideration in all street types.



Southampton has a relatively compact city centre with just a 15 minute walk between the Bargate and the River Itchen. However, the quality of all city centre routes need to be improved to ensure these relatively short distances are a pleasant walking experience

Economic + social benefits

There are clear economic benefits to a series of well-connected streets and spaces in a city centre. Good design can lead to increased footfall and dwell time, helping boost local business and trade. Good design can also encourage growth in the number of new businesses attracted to the local area and provide new employment to boost the local economy.

There are also clear health and well-being benefits, both physical and mental, to the improved quality of streets and spaces and in particular to access to a range of green spaces.

Appendix B of this document sets out the evidence from a number of research projects and case studies, including the QE2 Mile and Oxford Street, on the economic and social benefits gained from public realm enhancements

SUPPORTING VARIETY + VITALITY

Understanding the environmental, physical, social, cultural + economic value of a high quality public realm is critical to the delivery of the right street types in the right places.

The image (right) has been developed to show the variety of life and activity that occurs in the city centre, and to reinforce that the city centre is not purely about retail or business needs.

The streets and spaces framework is essentially about people and helping those that live, work and visit the city enjoy a better quality of life. More people, using public spaces more often, is an overriding goal of the city moving forward.

Health benefits

Public Health England has launched a new programme called Healthy People, Healthy Places designed to ensure that health, well-being and inequalities are addressed in planning and development of the built environment. Meanwhile, The Landscape Institute (LI) has published Public Health and Landscape, its position statement on integrating green infrastructure into efforts to improve public health. The Town and Country Planning Association (TCPA) has launched Planning Healthier Places, a guide for local authorities on how to better integrate public health into planning and a range of other built environment professions.

Cumulatively, these initiatives suggest that there is momentum behind efforts to create health-promoting environments that can reduce health and care costs over the long-term.



The Life of the City

Southampton City Centre comprises a variety of vital public streets and spaces that support the life of the city. This graphic begins to explore the various activities that occur within neighbourhoods, within specific streets and within civic spaces. It is not intended to be prescriptive nor exhaustive but aims to inspire those working towards the delivery of new streets and spaces to think creatively about the different ways the city is used by a mixed community.

Biodiversity

The presence of biodiversity within parks and streets enhances visitors' experience. Improving habitats increases biodiversity and helps ensure greater resilience to climate change.

Street trees

Street trees and appropriate planting schemes absorb CO₂, create shade and increase biodiversity. Well-designed landscape creates a pleasant environment either to meet and greet or sit and stay, and the presence of street trees and planting has been shown to encourage walking. Similarly, planted front gardens to dwellings or other buildings can increase social interaction and should be considered, where possible. Including seating areas can also create spaces where people feel comfortable and increase opportunities for social interaction. Reducing water resources should be taken into account when designing planting schemes.

Climate change

Green infrastructure within a city centre is an essential part of mitigating the impact of climate change. It can act as a carbon sink, removing CO₂ from the atmosphere. It also increases the capacity of the environment to adapt to the consequences of climate change such as flooding and warmer weather.

The city's formal and informal green spaces, including the parks and gardens are essential for promoting a healthy lifestyle by increasing access to fitness, leisure facilities or choice to travel to work or school, sustainably. Green infrastructure can therefore contribute to a reduction in traffic emissions and improved air quality. New development which links to existing green infrastructure or creates new green corridors will be encouraged.

Adaptation improves the ability of the system to adjust to climate change and reduces environmental vulnerability to potential damage. Anticipating these consequences, the city will expect that principles of Sustainable Urban Drainage Systems (SUDS) are incorporated into new development and particularly into public realm improvements. This will ensure that run off is held and absorbed without overloading storm water drain capacity.

Whole life costs

Consideration of the whole life cost of the products used for building in terms of energy and materials required in their manufacture, transportation, installation, use and disposal should be considered with the aim of generating the minimum possible environmental impact. Waste produced by a range of design solutions is a key component of this cycle.

Conserving our resources by considering the type and amount of waste produced must be taken into account, therefore, reuse of building materials or sourcing local materials for development would be expected depending on how they impact on the appearance of the public realm.

The aim is to ensure that a robust and serviceable public realm is designed, to ensure longevity and better financial and environmental value for money.

The ongoing maintenance implications need to be factored in and costed as an integral part of the developing design process.

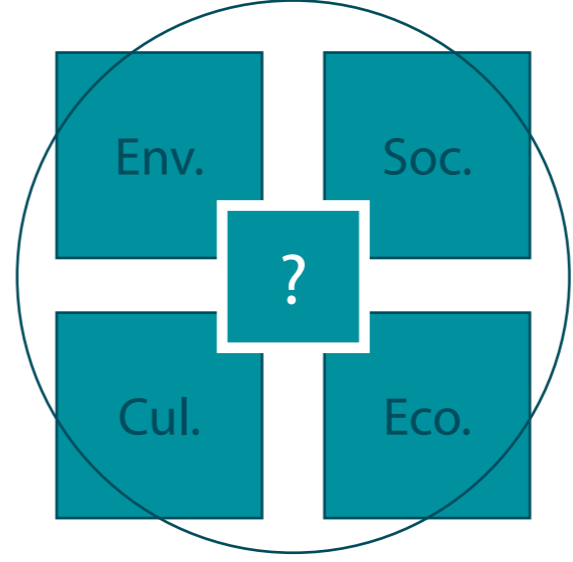
Measuring success

There are some simple yet compelling outcomes that the city wants to achieve through the Streets + Spaces framework. The following indicators can be used as measures of success:

- that streets serve the land uses that are adjacent to the street, remembering that movement and access is a means, not an end
- that streets encourage people to travel by walking, cycling, using public transport and to drive less
- that streets provide transport options for people of all ages physical abilities and income levels
- that streets enhance the safety and security of users from both a traffic and personal perspective
- that streets can improve peoples' health
- that streets create liveable city centre neighbourhoods.
- that streets are clean, tidy and well maintained.

Auditing streets + spaces

The benefits of a well-designed street network not only supports a strong and healthy economy, but also help deliver environmental, social and cultural gains. Before and after assessments of streets and spaces interventions are therefore to be encouraged.



A potential set of assessment criteria to determine the value of streets and spaces could include:

Environmental
perceptions of connectivity; a "first impression" score, safety and comfort.

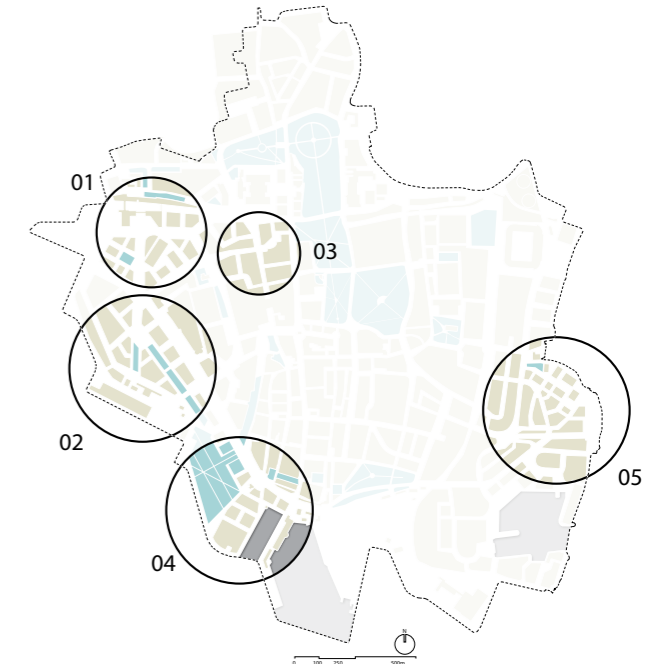
Social
community perception of leadership; perceptions of support; perception of welcomeness; dwell time at different times of the day and week.

Cultural
physical count of people in streets and spaces; perception of users that the place adds to life experiences; heritage assets

Economic
business growth rates; rent/property values; revenue; employment figures; range of business along a street or in a space; perception that economy is strong.

Future changes

The work undertaken on City Centre Action Plan and the City Centre Master Plan set out a well-considered long term vision for the development of the city centre. It was this work, together with the associated public realm report by Gehl Architects, that gave the impetus to the creation of this streets and spaces framework.



The streets and spaces framework plan shown above is a hybrid of both the existing block structure within the city centre, and potential future changes. The changes proposed by the CCMP have been included around Central Station (01), the Major Development Quarter (02) and west of Above Bar (03).

The current development agreement master plan proposal for Royal Pier has been incorporated (04) as has the suggested block layout featured in the Chapel Riverside Development Brief (05).

This hybrid plan represents a best estimate of a future urban block plan for the city centre and will allow this framework a consistent base material onto which it can both catalogue existing issues and project future ideas for change.

Delivery

The City Centre Action Plan identifies, as a long term programme, strategic pedestrian/cycle links to connect existing and future destinations in the city centre. The Council has also developed a City Streets programme, which focuses in more detail on key parts of the strategic links. These are identified below. The Council has prioritised the Station Quarter for funding with the expectation that other public spaces and links would be delivered incrementally over the next 20 years. However the steady flux of developments starting on site over the last two years is ensuring that new and enhanced streets and spaces are being delivered at a faster pace than expected when the City Centre Master Plan was launched early in 2013. A range of funding sources will be used to implement streetscene improvements, including CIL, developer contributions and Department for Transport and other grants.

Over the last decade the City Council and key city centre developers have been committing substantial investment to the delivery of new streets and spaces in the city centre. Public sector investment of over £20 million in the implementation of the QE2 Mile is being matched by a ratio of 1 to 5 by private sector investment, with schemes such as the refurbishment of the Dolphin Hotel, the redesign of Guildhall Square and the forthcoming New Arts Complex.

The ambitious City Centre Master Plan has helped create an increased impetus bringing forward a massive programme delivering new development and public squares, as well as new and refurbished streets, funded by both public and private sector investment.

The focus has been on the Very Important Projects and improving the connections between these and the rest of the city centre. Each of these is making its own contribution towards achieving the aspirations of the Streets and Spaces Framework:

Cultural Quarter [1]

Following the £4.6 million award winning redesign of Guildhall Square and pedestrian friendly enhancements to Above Bar and the High Street to create the QE2 Mile, the final section of public realm is forming a new pedestrian link into St Andrews Park on the axis of the Guildhall and Civic's Campanile. This also forms part of the Itchen Bridge Link.

Station Quarter [2]

A series of phased interventions will improve the public realm, parking, bus and cycling facilities along Blechynden Terrace and Commercial Road outside the north entrance to the Station. Phase 1 will be completed early in 2015 followed by three further phases which are expected to be completed by the end of 2015. Plans are being developed for a new Station Boulevard in order to create new development land around the south side of the Station, which will form part of the International Maritime Way link. Funding of £2.5 million has been achieved from the DfT and developer contributions, with further funding of over £5 million is needed from Network Rail (NSIP) and other bids. Future phases will link both north and south entrances to the proposed new civic space at Civic Centre Place that will strengthen links along the East-West Spine to Civic Centre Road and New Road, and eastwards to Six Dials and Northam Road, significantly improving pedestrian and cycle access to the north east of the city centre and the Stadium at Itchen Riverside.

Platform for Prosperity [3]

The strategic transformation of Town Quay Road and Platform Road has facilitated significant improvement for pedestrian crossing between city centre streets and the City's waterfront, improving access to Mayflower Park and Town Quay. New public realm has been delivered at Queens Terrace through the removal of the gyratory road system, leading to improved access to and through an extended Park, with a redesigned Vokes Park due for completion in 2015. The scheme has delivered a major reduction in street clutter improving the setting of major heritage assets such as God's House Tower and the Town Wall. Regional Growth Funding of £10.9 million plus contributions from ABP and the City Council have funded this work.

Southampton Solent University [4]

New teaching accommodation is being provided on East Park Terrace which is expected to be completed in 2016. Improvements to East Park Terrace and improved access to East Park are expected.

Royal Pier Waterfront [5]

With a development agreement in place work is now progressing to refine the master plan for this ambitious development that will create new waterfront promenades and public squares overlooking the River Test, facilitated by the relocation of the Red Funnel Terminal from Town Quay to Trafalgar Dock. This key component of the project is expected to be completed in 2019.

Itchen Riverside [6]

including Chapel Riverside

A development agreement is currently being finalised for the Chapel Riverside development on the former Town Depot site. This will introduce new riverside promenades and public squares overlooking the River Itchen, providing a fitting finale to the Itchen Riverside Link.

Work is progressing to develop a master plan for the wider Itchen Riverside area that will improve connectivity with the city centre, in particular opportunities exist through the Chapel Riverside development to improve links to Ocean Village via the International Maritime Promenade route and to the city centre via the Itchen Bridge Link. Developer investment at Ocean Village is creating an extension of the marina waterfront with new terraces and public squares at the foot of the new 26 storey Admirals Quay development and the forthcoming promontory hotel development, expected to start on site early in 2015. The Government's announcement to fund the replacement of the Northam Railway Bridge will put new impetus on improving the connections from the City Centre to the Stadium and the wider Itchen Riverside area to extend the East West Link from the Station all the way to the east side of the city centre.

Heart of the City [7]

The focus for development in this Quarter is Watermark WestQuay which will create a new city plaza at the foot of the Town Walls fronted by a new multi-screen cinema, new restaurants and cafes. To be completed in 2017, this will add a further section to the International Maritime Promenade. The Government's City Deal, agreed in November 2013 for both Southampton and Portsmouth ensured a £7 million contribution from the Regional Growth Fund towards the development's public

realm and associated infrastructure. The proposed redevelopment of East Street Shopping Centre, to be replaced by a Morrisons supermarket, will improve access between the High Street and St Marys, along East Street enhancing a section of the Itchen River Link. The proposed redevelopment of Bargate Shopping Centre should also enhance connections in this part of the city. In the longer term further enhancements to the public realm will be sought along Harbour Parade and around the West Quay Retail Park.

Oxford Street [8]

Investment of £800 000 in 2013 at Oxford Street has reduced through traffic which has led to an increase in restaurant numbers, activity and employment.

Fruit and Vegetable Market [9]

The first phase of this residential led development is due to be completed in 2015 with future phases completed by 2018. These developments are allowing a more appropriate width of road, improved parking designed to calm the traffic and the re-interpretation of the missing section of Town Wall along Back of the Walls. Residential development currently nearing completion on Queensway will incorporate street trees to contribute to the Green Mile.





“... for every £1 spent on public realm around £5 of private sector money is levered into the city”

QE2 Mile, Cabinet Member Briefing Report, March 2011, SCC



Design Themes

The street audit and workshop series was very useful in that it helped to reveal a variety of issues specific to different parts of the city centre. It also established a shared set of concerns about the streets and spaces across the city centre that require a common approach. These themes are to be used to coordinate and inform the different ways in which the priority issues are addressed by the different agencies at work within the city centre.

Involvement of Stakeholder Groups

Those that took part in the street audits appreciated being invited to share their views. There was a desire that this sort of stakeholder involvement should be continued through the development of the framework and through the implementation of the ideas on the ground.

The engagement of influential players within the city centre, such as the University of Southampton,

Associated British Ports, Hammerson, the Chamber of Commerce, Business South and the Southampton Common and Parks Protection Society, was considered vital if the principles and the detail were to be supported and implemented widely. However, there was a consensus that the City Council should be seen as the single agency responsible for the “ownership” and coordination of the streets and spaces framework to avoid any confusion or misapplication of the concepts.

One area of engagement that was acknowledged to be weak during the street audit stage was obtaining the views of younger people and school children. It was agreed further efforts need to be made to understand how the next generation will use public spaces and feel connected to the city with a sense of shared ownership.

Continuity + Consistency

The audits revealed an element of continuity and consistency between different areas of the city, often achieved through the use of a common palette of materials. The City Council has successfully implemented schemes using an agreed set of materials since the introduction of the Streetscape

Manual (March, 2005). This has ensured a degree of consistency and continuity through the use of paving materials, such as Purbeck in the Old Town and Appalachian in the city centre. There was a consensus that this success needed to be continued through other elements of the street scene and that the Streets and Spaces Framework provided an opportunity to do this successfully. Specific areas where this theme was seen as weak during the audits was the consistency, identification and marking of clear east-west walking routes across the city; the continuity of identifiable cycle routes across the whole city centre and lack of a consistency of approach towards car parking. On this last point, there appeared to be different approaches towards on-street provision in different parts of the city centre and this needs to be reviewed and rationalised in light of the city centre master plan.

History + Heritage

It was widely acknowledged that the City Council's Old Town Development Strategy (April, 2004) remains a valid and useful tool for the management of the city's heritage assets. However, more could be done to interpret and celebrate the city's rich history through the design of the public realm.

The existing city way-finding and legible cities strategy was considered an important element of this interpretation but more could be done to raise awareness of specific heritage trails (e.g. Titanic, Jane Austen and Isaac Watts) especially for cruise passengers who are accessing the city centre more frequently. Future locations for art and/or heritage interpretation should be identified. The balance between interpretation and celebration and the risk of creating a city centre with undesirable "theme park" qualities needs to be carefully considered.



Greening the City

The value of street trees as a way to provide shade and shelter, mitigate air and noise pollution, improve biodiversity and add visual delight to the urban street scene was widely acknowledged during the street audits. More tree planting in the city streets was seen as generally a good thing but informed choices over locations (e.g. not obscuring views of specific features or building, sites that will ensure the tree reaches maturity etc.) would be vital if this was to be a success. The City Centre Master Plan, and the associated policies in the City Centre Action Plan, has already identified a key route to be greened through the use of street trees and this should be considered a priority scheme for implementation.

The major city parks have long been seen as important for the physical and mental well-being of residents and visitors alike, but the city's small pocket parks, or 'urban oasis' are also of importance and many are in need of enhancement involving the local communities that they particularly serve. This theme also includes the opportunity for the increased use of sustainable urban drainage systems (SUDS) within the city centre streets and spaces.



Character of Streets + Spaces

To ensure that each street and space is treated and maintained in an appropriate way, there is a need to categorise and define the scale, shape and purpose of the city streets and spaces. The defining characteristics of the social life of streets and spaces, such as passing trade, street markets, eating and drinking, gathering, celebrating, protesting, recreation and relaxation need to be better understood and nurtured in the most appropriate locations and sites within the city centre. These issues are as important as the more prosaic issues of accommodating or

restricting heavy goods vehicles, defining bus routes and ensuring adequate space for underground utilities and services.

The use of arts and performance to help define a street or space's identity is another factor, and the streets and spaces framework supports the city's events calendar, both present and future.



Street Components

Street furniture and components (e.g. benches and seating, lamp columns, flower stands, kiosks, public art, signs, bins and bus waiting shelters) in the street environment can add vitality to the pedestrian experience, and help to recognise the importance of the pedestrian to the fabric of a vibrant city centre.

Street furnishings encourage use of the street by pedestrians and provide a more comfortable environment. They can provide a functional service to the user and provide a sense of uniformity and consistency to the street scene. Street furniture can achieve improved vitality in many ways:

- they can make walking, cycling and bus travel more inviting
- they can improve the business environment and improve general city prosperity by increasing dwell time
- they enhance public space and create a place for social interaction.

The location of street furniture should be provided in areas where there is a concentration of pedestrian activity and on streets with pedestrian-oriented destinations (such as the QE2 Mile). The city council and its partners should aim to create places where people are encouraged to gather or linger and enjoy the public space. The location and placement of street

furniture should be informed by the layout of street trees and lamp columns as these elements develop a street rhythm and pattern. Street components should be placed in relation to these elements, sensitive to vehicular flows and pedestrian movements.

Adapting to Change

The streets and spaces in the city need to be adaptable to change and far-future scenarios (e.g. what if there are no cars or lorries in the future? How would we manage our streets and spaces differently as a result?) More immediate scenarios for change such as the reduced personal mobility of an ageing population also warrants consideration. How will an increased use of motorised scooters impact on street design? With a growing and ageing residential population in the city centre, this will undoubtedly become an issue.

The changing nature of retail, the rapid and transformative effect of the internet on the high street is another area that requires investigation, as these changes may have a significant impact on some streets that have previously been under-pinned by retail activity. One thing is clear however, despite these potential changes streets will remain and adapt as they have done in the past as the best way to organise people, movement and trade.

Finally, ensuring a set of streets and spaces that are adaptable to the effects of climate change will be essential. The link with the greening the city theme will be critical here, with streets that can provide shade but also accommodate increasing surface water run-off.



Streets + Spaces Overall Framework Plan

The City Centre Action Plan and other existing policies for the city, together with the evidence gathered through the series of workshops, has directly informed the creation of an overall streets + spaces framework for the city centre.

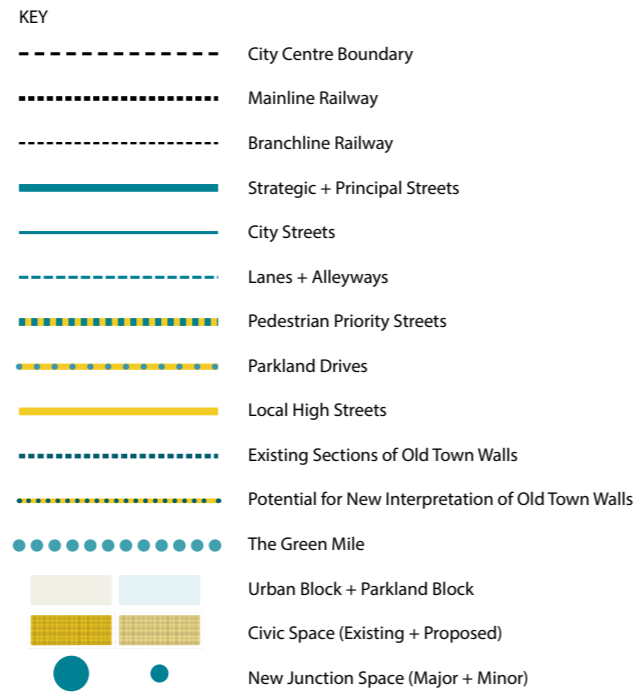
Bringing it together

Essential to the city centre's legibility is the attractiveness of connected routes and a sense that each street leads to a clearly recognisable destination. Each street also needs to hold the promise of rich and rewarding experiences. The overall framework plan represents an improved street network that will support a high level of "city liveability" for the city's residents, visitors and investors. (CCAP)

Challenges

The CCAP and the workshops identified a series of challenges that need to be addressed through future investment in the city. This framework plan will provide guidance on how best that investment can be applied to generate the best economic, social, environmental and cultural returns. The main aims of this overall framework plan are:

- to piece together a currently fragmented urban fabric.
- to give a better understanding of the value of public streets and spaces.
- to develop clear public space destinations.
- to help enable connectivity between core of the city centre and its nearest neighbourhoods.
- to keep hold of the "Genius Loci" of Southampton the city must understand the elements that give it distinction.
- to allow adaption to new economies, lifestyle changes and environmental conditions.



Streets + spaces categorisations

This framework plan establish an overview of the current situation on the ground and the specific streets and spaces that require interventions to deliver improvements. There is also high level guidance on the nature and scale of the interventions required.

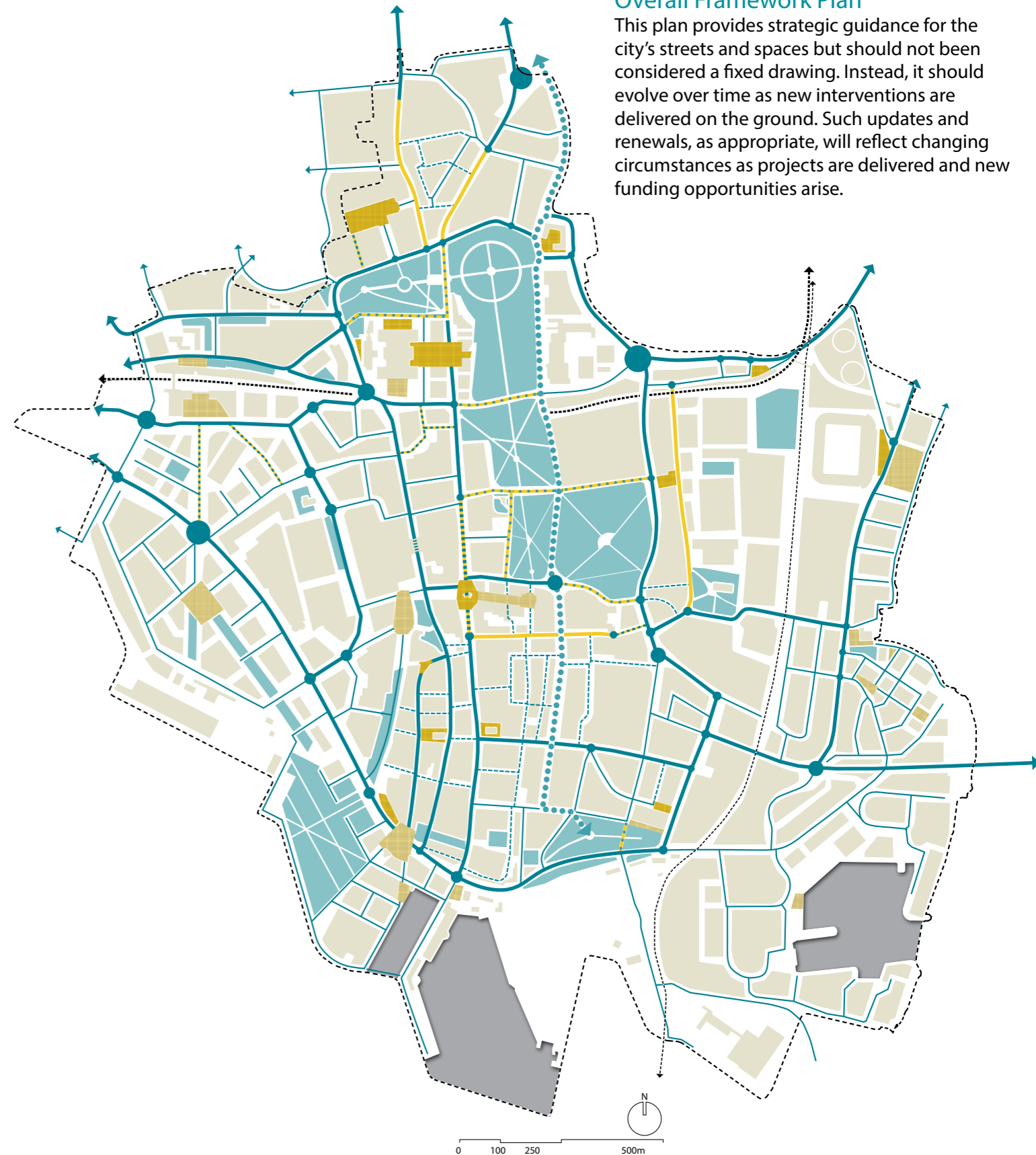
About this plan

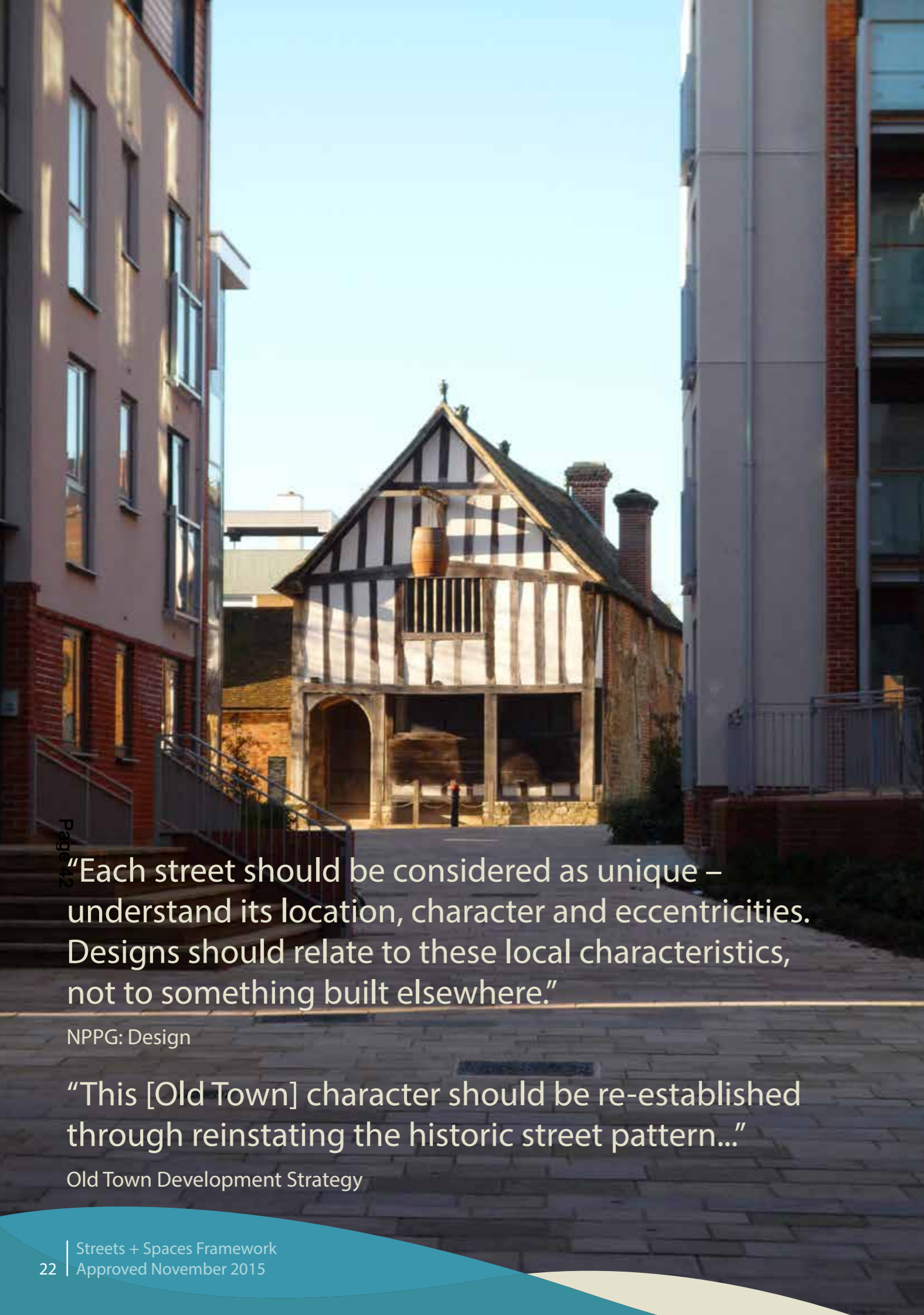
This plan brings together the various layers of thinking about the delivery of a sustainable street network for the city centre. It takes the achievements of more than a decade of good work in the city, adds the ambitions of the City Centre Master Plan and combines with current thinking for the city's two waterfronts.

The result is a simplified graphic that represents a hierarchy of streets and spaces and an improved public realm. The plan sets out a categorisation for each street and space within the city (both existing and proposed) so as to inform the future planning and design of each element within the network.

Overall Framework Plan

This plan provides strategic guidance for the city's streets and spaces but should not be considered a fixed drawing. Instead, it should evolve over time as new interventions are delivered on the ground. Such updates and renewals, as appropriate, will reflect changing circumstances as projects are delivered and new funding opportunities arise.





Page 12

“Each street should be considered as unique – understand its location, character and eccentricities. Designs should relate to these local characteristics, not to something built elsewhere.”

NPPG: Design

“This [Old Town] character should be re-established through reinstating the historic street pattern...”

Old Town Development Strategy



03

Categorisation

A sustainable network of city centre streets and spaces will provide a pattern of routes that serve the needs of businesses, residents and visitors. A good network must facilitate easy access to all city destinations. The network should give priority to non-motorised modes and result in a distribution of pedestrians, cyclists and vehicular traffic that is consistent with the desired function of each component of the street. A defining characteristic of a sustainable network is that it offers choices of route that connect origins with destinations.

A good streets and spaces network works best when it provides a variety of street types. This variety will be enforced by the pattern of the street network itself but also by the design of individual streets, sections of individual streets and civic spaces. Natural and built features, including topography and important business and community destinations should also be taken into account to create designs that are distinct to Southampton.

Conventional highways classifications have used systems to help define the function and

operational requirements for streets and spaces. These classifications have been used in highway engineering and design manuals as the primary basis for geometries and construction details. Common factors in such conventional classifications include issues such as traffic volume, trip characteristics, vehicle speeds. These and other factors in the functional classification system relate mainly to the movement of motor vehicles, not cyclists or pedestrians and historically have not considered the context or land use of the surrounding urban environment. This approach does not provide those designing in the urban environment with sufficient guidance on how to design for all users of our city centre streets.

The street types are defined in this framework using a quality classification, rather than a functional one. This system helps encourage ease of access for all modes of travel, with a greater focus on the pedestrian. This quality classification system has been applied to all street types in the city centre. Developers, designers and contractors that work in the city centre should recognise these street classifications and respond to them in a contextually appropriate manner.

Strategic Streets

Benefits

These streets provide the main structure for the wider city street network. These are the principal routes to which other lower order streets connect. These streets are critical to the efficient movement of traffic, provide a shop window for the city and a first impression for visitors. Getting the look, feel and function of these streets right is therefore critical if the economic investment opportunities sought by the city are to be fully realised. Although a major priority, currently the emphasis of these strategic streets is too far skewed towards purely moving vehicular traffic, rather than showcasing the city's existing assets, or creating prestige address streets along which city businesses can flourish.

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Opportunities

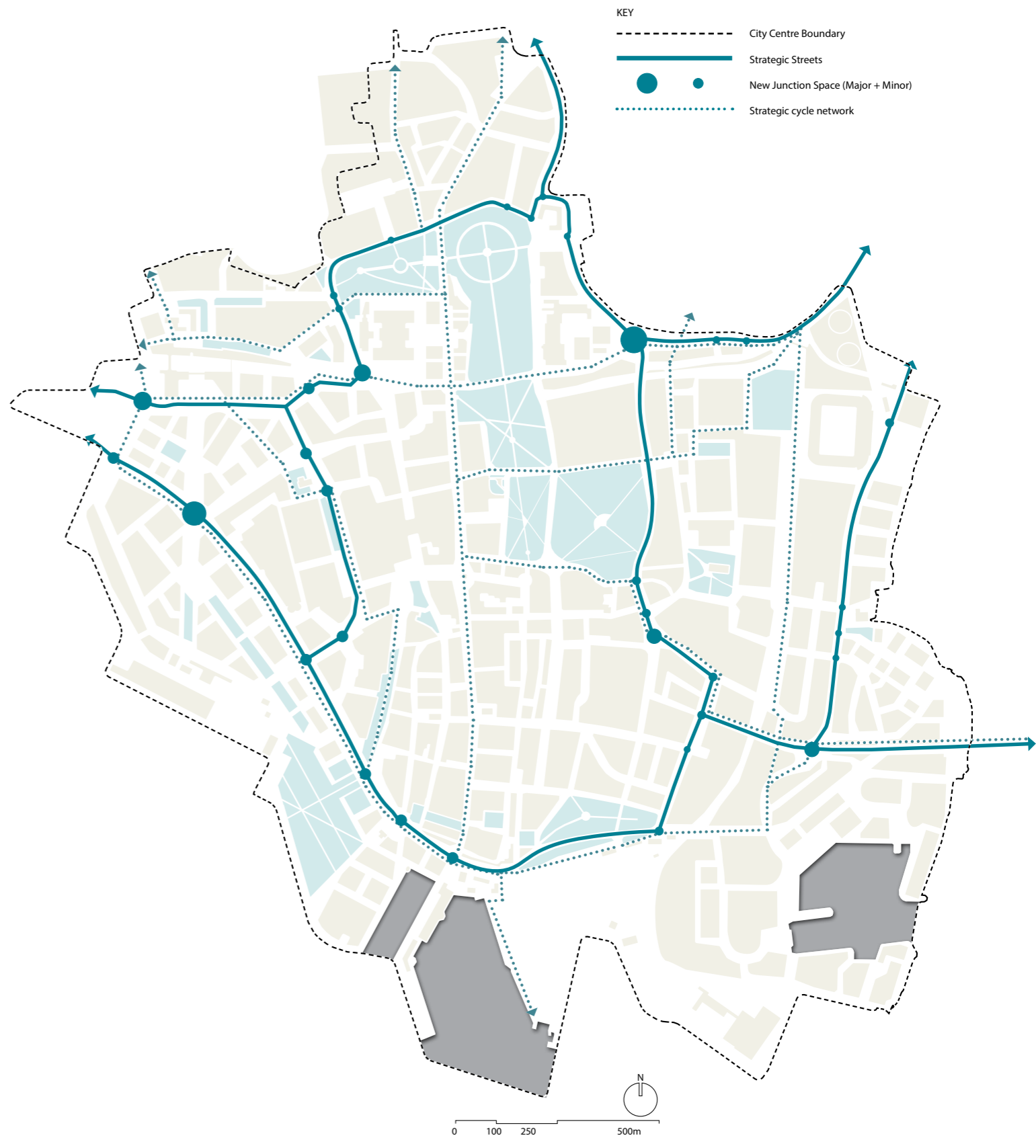
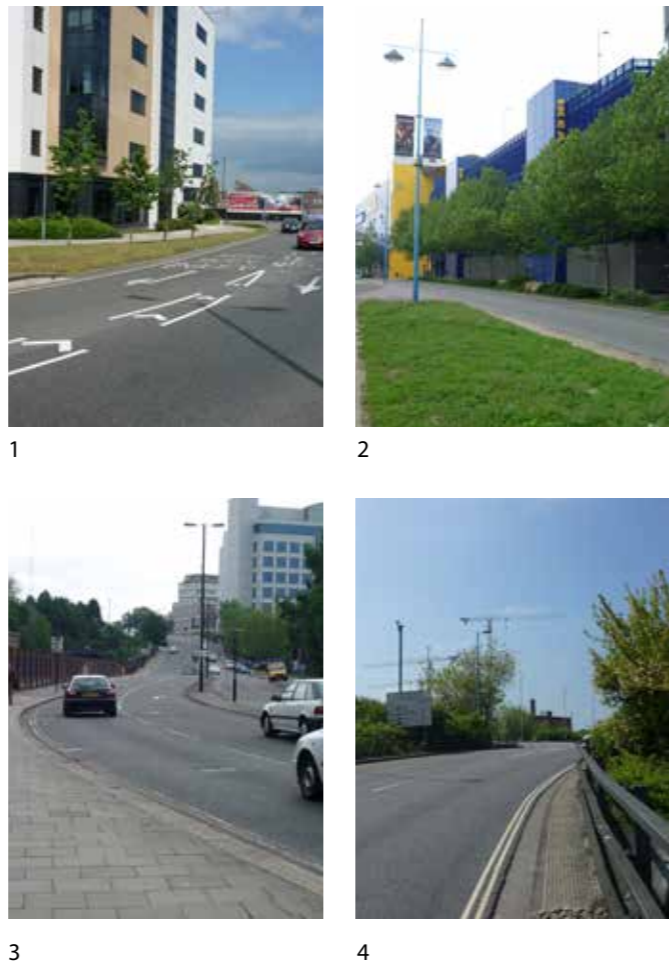
The scale of the strategic streets provides opportunity where the efficient movement of traffic allows for new designs to deliver a more balanced set of functions, accommodating all modes of travel more effectively and creating a better public realm setting for new investment opportunities, which are critical to the success of the city's VIP's.

The introduction of median strips, tree planting (either along the a central strip or on the edges of the carriageways), more frequent and better quality pedestrian crossings, higher quality paving materials and lighting that is designed for pedestrians as well as vehicular traffic will all combine to create the type of city address streets currently lacking in the city centre.

- 1 Charlotte Place is a junction that is currently traffic dominated and needs to be redesigned to provide improved pedestrian access and stronger connections to the city parks and the Newtown Nicholstown neighbourhood.
- 2 West Quay Road represents a good example of a 'continental' tree-lined urban boulevard, unlike the section of Western Esplanade past the station (3) and Albert Road North (4) which would benefit greatly from a greener environment.

DESIGN CHARACTERISTICS

- Accommodate high volumes of traffic, often on a wide, multi-lane, multi-modal thoroughfare
- Can be divided by a broad central reservation, often with trees or lamp columns, in paving or grass
- Can also incorporate trees on both sides of the street and in the central reservation
- Often associated with high-quality commercial buildings



Strategic Streets

Priorities

Platform for Prosperity has delivered key public realm improvements and greater accessibility for pedestrians assisting a key city council priority to reconnect the city to the waterfront. This work continues along Town Quay Road and when complete in 2015 will form a major public enhancement to this strategic street which will balance the need for port access with the public benefit of improved access to both Mayflower Park and Queen's Park, including a stronger pedestrian public realm emphasis to Queen's Terrace linking to the previous improvements to Oxford Street.

In the future two clear priorities exist for the enhancement of the strategic streets; Station Boulevard/Western Esplanade, and Six Dials.

Station Boulevard/Western Esplanade

Work is currently on-going delivering a major public realm enhancement to the north side of the station and attention is turning to the southern approach to the city via Western Esplanade up the hill to the civic centre.

The key priorities here are:

- To increase the available space for pedestrians to improve the desirability and safety of walking to and from the south side of the station.
- To increase the developable area of the station Quarter redevelopment helping to create a more desirable business address
- To create logical, direct and safe crossing for pedestrians and cyclists across Western Esplanade linking to the proposed new pedestrian link to the city centre through the Toys'R'Us car park.
- To increase street tree planting along Western Esplanade to improve pedestrian comfort by mitigating local climatic extremes and assisting in reducing atmospheric pollution.



1 Station Boulevard will deliver a direct and more comfortable pedestrian connection from the south side of the station to WestQuay. Image by Urban Initiatives Studio Ltd.

Six Dials

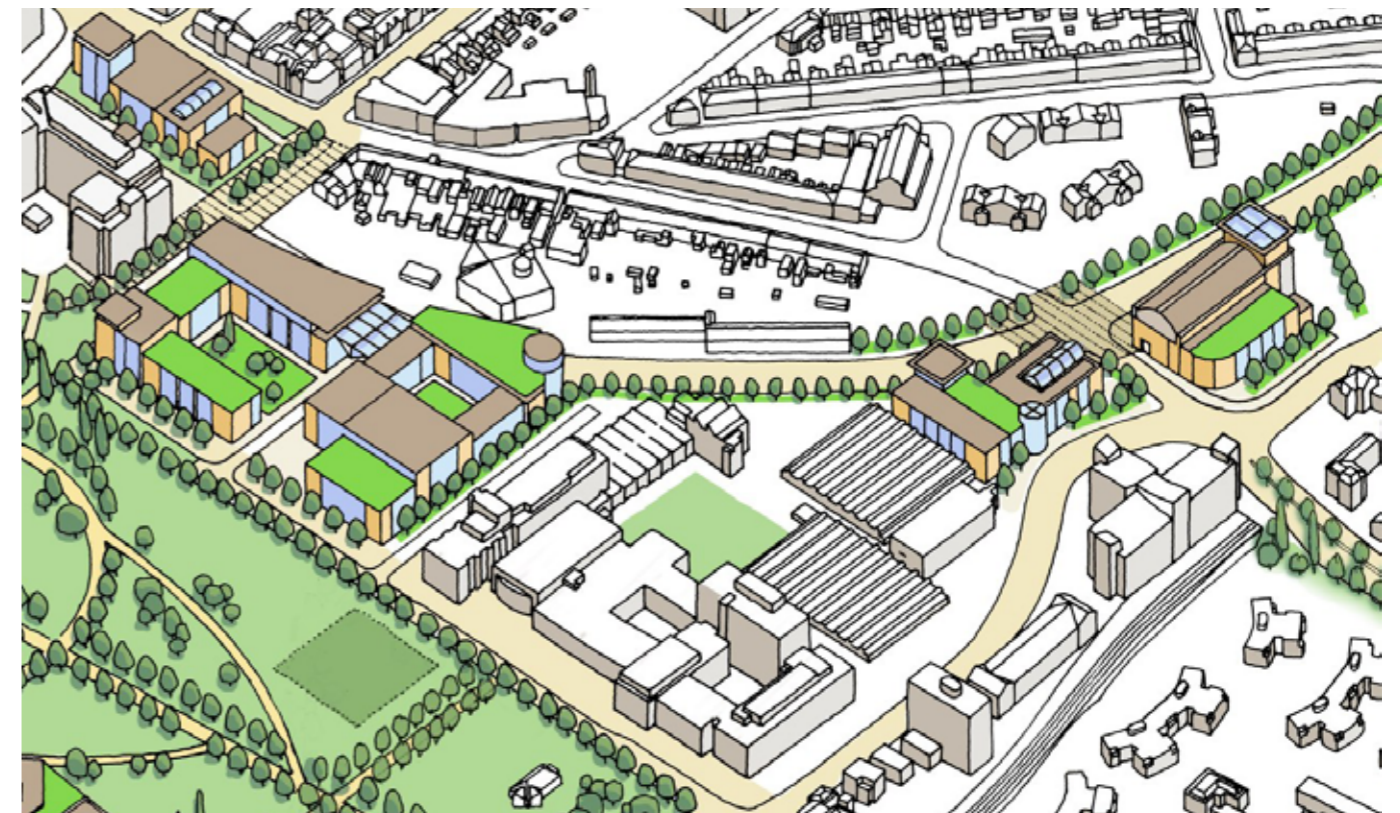
With the on-going expansion of Southampton Solent University and increasing residential populations in St Mary's and the future regeneration of the Northam Estate it is necessary to reduce the severe segregating impact of the Six Dials junction with the need to maintain acceptable junction capacity at this key eastern gateway to the city centre .

The key priorities are:

- To reconfigure the junction to remove the network of subways and provide for at grade crossing re-establishing the original pedestrian connections between St Mary's, Northam and the city centre to improve the desirability and safety of walking and cycling between these important neighbourhoods.
- To increase street tree planting along St Andrew's Road to improve pedestrian comfort by mitigating local climatic extremes and assisting in reducing atmospheric pollution.
- To seek to identify opportunities for development to help define and provide identity to this key city gateway.



2 Station Boulevard will deliver a better pedestrian and cycle environment between the city centre and the south side of the Central Station. Image by Urban Initiatives Studio Ltd.



3 Illustrative impression of Six Dials taken from the City Centre Master Plan

Principal Streets

Benefits

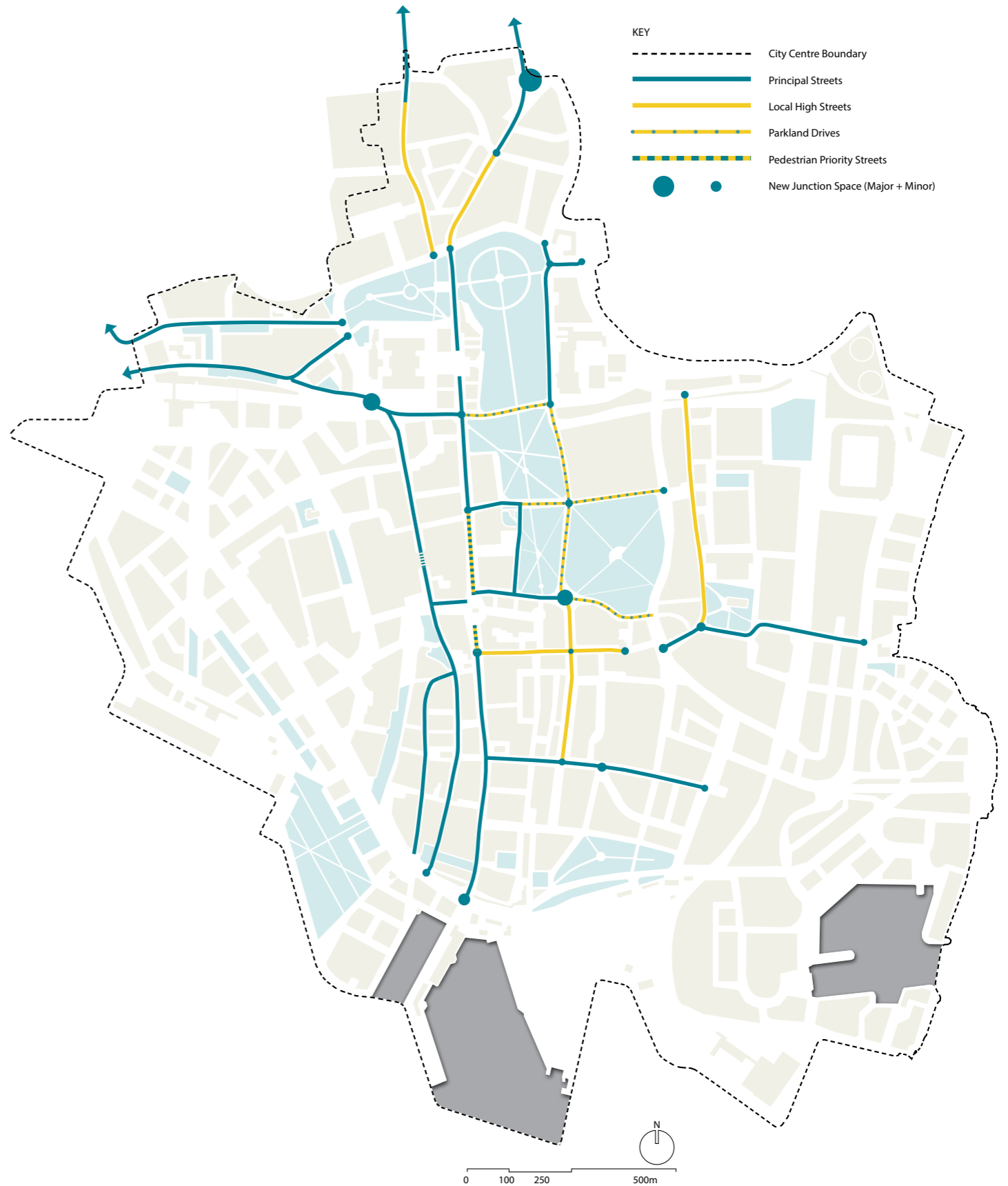
One level down from the Strategic Streets are the city's principal streets. These exhibit greater variety, and include parkland streets, local high streets and general mixed used streets that provide much of the life and activity of the city. An ambition of this framework is to create conditions that will allow these activity levels to grow by further measures to increase the space available to the pedestrian.

Opportunities

The variety of street types within this categorisation means there is no one size fits all approach. Design interventions must be responsive to the adjacent land uses and occupiers. For example, busy retail streets with independent traders need careful consideration of car parking needs while streets adjacent to or running between the city's parks can adopt qualities of a parkland drive. Taking a variety of approaches will reinforce its character and ensure each street will be distinctive and special.

DESIGN CHARACTERISTICS

- These can provide a critical social function as local high streets serving an immediate business and residential neighbourhood
- Pedestrian-priority streets, often designed as a single surface shared among pedestrians, cyclists and low-speed motor vehicles
- New parkland streets can adopt the qualities of a formal drive or ride with entrance gateways to define a change in character.



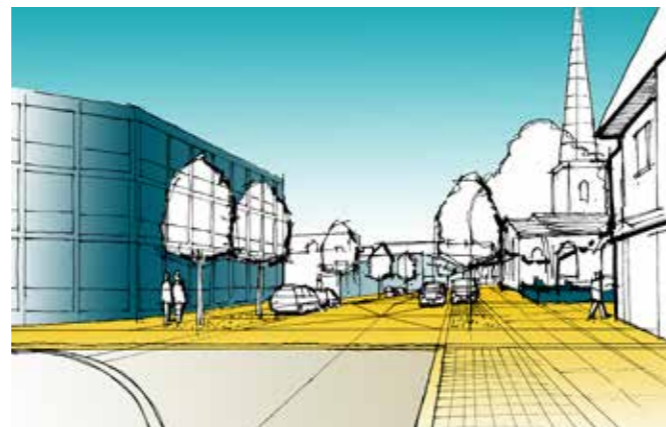
1 Civic Centre Road



2 New Road through the Central Parks



3 Castle Way at St Michael's



4 At Castle Way there is an opportunity to create a street worthy of the location outside one of the cities major landmarks

Principal Streets

Priorities

The QE2 Mile has delivered significant public realm improvements over the past ten years including the delivery of Purbeck stone paving along High Street to respect the importance of this historic paving material within the city, new signing and information maps to aid navigation along the route and public art interpretation of the streets heritage.

In the future three clear priorities exist for the enhancement of the principal streets: Civic Centre Road/New Road, Western Esplanade/Town walls, and Portland Terrace.

Civic Centre Road/New Road

This section of street represents the key east-west spine of the city centre, connecting the future Station Boulevard to Six Dials and provides important linkages to the Cultural Quarter and the QE2 Mile.

The key priorities are:

- To reduce the impact on pedestrians created by cross city traffic and thereby stimulate the potential for greater trading activity to enrich and enliven the street scene.
- To enhance the setting of the Civic Centre and the southern entrance to the Cultural Quarter.

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To unite the Central Parks by creating an impression of vehicles moving through a parkland drive rather than a segregating road.

Bernard Street

Changes through the delivery of the former Fruit and Vegetable Market site, one of the City's VIP's affords the opportunity to begin to re-focus this street to improve pedestrian movement, access and interpret key heritage assets.

The key priorities are:

- To respect and emphasise the strategic view along

Bernard Street to the spire of St Michael's church.

- To interpret the line of the former Town Wall where it crosses the street at Back of the Walls.

Portland Terrace

Changes associated with the future delivery of Station Boulevard and the east-west spine, and potential pressures for additional city centre mixed use developments will present the opportunity to focus on the future role and function of this neglected city street.

The key priorities are:

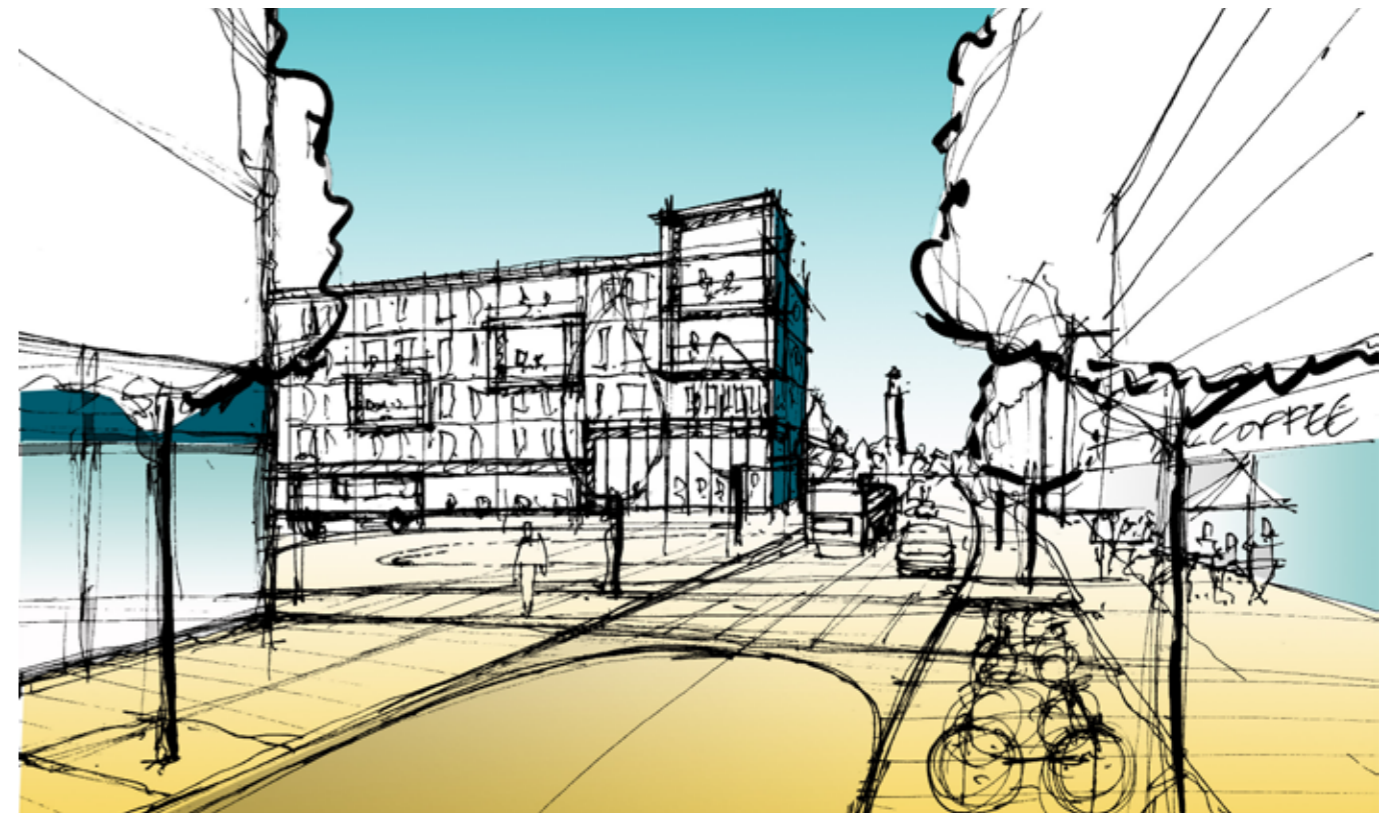
- To re-establish this once great city street by recovering space for the pedestrian and improving direct links across to connecting streets to the QE2 Mile.
- To prepare a strategy for a bustling active thorough-fare within the Heart of the City with an emphasis on greater development frontage along the street including the provision of a new public space linking Westquay to Above Bar Street.



1 The strategic city view to the landmark of St. Michael's.



2 Civic Centre Road, looking west. The potential reduction in carriageway width and the use of a median strip with tree planting will help to return this route to a street rather than simply a trafficked highway.



3 Portland Terrace, looking north towards the clock tower. Re-establishing this once great city street, framing the view to the majestic Civic Centre clock tower and encouraging retail frontages on to the street, should be a priority for the city.

City Streets

Priorities

City Streets provide the backbone of the city centres movement network and the overall priority for these routes is to enrich and enliven the pedestrian experience moving between city centre destinations.

In the future a clear priority exists for the enhancement of the city street: Western Esplanade/ Town walls, and in addition two major rejuvenation areas; Western Gateway and Itchen River will need to identify new and/or upgraded city streets.

Western Esplanade/Town Walls

Changes associated with the delivery of Watermark WestQuay and the Royal Pier Waterfront will focus attention on Western Esplanade as the pivotal connection between these two major new city destinations and provide an opportunity to provide a street worthy of its magnificent setting alongside the Town Walls as the main southern entrance into the new City Plaza.

The key priorities are:

- To celebrate, protect and enhance the magnificent setting afforded by the Town Walls.
- To interpret in the design the heritage of this location and its significance as part of the International Maritime Promenade.
- To deliver a high quality linear park connecting the urban setting of City Plaza to the new Mayflower Park; an exemplary new park providing a spectacular waterfront setting, and a permanent home for the International Boat Show and other large scale events.

Western Gateway

This area forms part of the Major Development Zone of the city which in the future will incorporate a significant number of new office, commercial, leisure and residential land-uses. The area will also play a

critical role in linking Central Station to the Royal Pier Waterfront.

The key priorities are:

- To identify the key public realm hierarchy to define the framework for this evolving new place within the city centre.
- To identify the physical location and extent of a new linear park for the city, including a sustainable urban drainage strategy for the new quarter.
- To identify the role and function of new city squares and nodes within the new quarter to act as an activity focus for this new quarter of the city.

Itchen Riverside Master Plan

Currently the IRMP is gathering baseline research on the existing area, and projections for future marine employment needs to begin to prepare a framework for the area over at least a generation into the future.

The key priorities are:

- To identify the key public realm hierarchy to define the framework for this evolving new place within the city centre.
- To improve connectivity to and from the city centre and to increase access to the waterfront for the public.
- To identify the role and function of new city squares, green spaces and nodes within the new quarter which take full advantage of this prime riverside location.



1 Illustrative impression of the Western Gateway taken from the City Centre Master Plan



2 Indicative illustration of the new City Plaza next to the Town Wall on Western Esplanade to be delivered by the Watermark WestQuay development © Hammerson



3 Imaginative yet sensitive interpretation of the Town Wall and the former city shoreline should be a major design driver of enhancements to Western Esplanade, part of the International Maritime Promenade.

Local High Streets

Priorities

The award winning public realm enhancements to London Road have demonstrated how to balance the need for good access with the need to encourage a lively business and residential community to flourish.

Within the city centre there are three other streets that perform the function of local high streets, where residents of the city centre can meet their day to day shopping and services needs; St Mary's Street, Bedford Place and East Street. Each have different and distinct factors driving their role and function within the city centre.

The overriding priority for each of these areas is to enhance the economic health of the street through the sensitive introduction of public realm improvements in conjunction with the local business and residential communities they serve.

East Street represents the main focus of likely significant change in the future.

East Street

The demolition of the former East Street Shopping Centre and future proposals for the former Bargate Shopping Centre have the potential to re-establish the street network of this part of the city centre with the opportunity to significantly increase footfall and thus trading opportunity and competitiveness

The key priorities are:

- To re-establish the line of the Town Wall and the East Gate
- To improve pedestrian comfort and ease of using the street by increasing space at key crossing points and junctions
- To provide a direct pedestrian crossing across Queensway to Debenhams
- To work with the local business community to support community initiatives to improve the street



2
1-2 Local High Streets such as St Mary's Street thrive because they succeed in focusing on delivering for their immediate communities



3 Public realm enhancements to London Road have stimulated a greater range of businesses and services, increased residential living, re-establishing this route as an important local high street



4 A street carnival supported by the local business community in Bedford Place is a great way to mix business with pleasure and give a visual and tangible focus for residents who live in the city centre



5 Opportunities exist to build upon the business-led community arts festival in East Street to explore opportunities for the continuing improvement of this important local high street

Copyright; Feria Urbanism

Streets + Lanes

Benefits

The most common street types in the city centre are these narrower and shorter streets and lanes. In common with the principal streets, these are often historic and reflect patterns of development that have grown up over time. They provide a fine web of often time saving connections and are critical in ensuring choice of movement to and between the many activities and destinations within the city centre.

Opportunities

The relatively short length of these streets can allow for interventions that create pedestrian-priority (or even pedestrian-only streets) without affecting the overall permeability of the network for pedestrians. This encourages the majority of motorised movement to be maintained on the principal and strategic streets.

Streetscape intervention, such as new flush surfaces, without curb edges, or the simple deployment of a single bollard, seat or tree that stops-up the street for cars but keeps the street open for pedestrians and cyclists, should be more widely used.

The street audits revealed that Southampton has very few pedestrian-only or pedestrian priority streets relative to other British towns and cities and it is this level of street that presents the best opportunity to deliver far more than mere traffic movement. Such street types – short lengths of street that connected to the wider network but essentially pedestrian-dominated – often exhibit high levels of social and community activity and this will enhance the variety shown on the city life assessment (see page 11).

- 1 An inviting glimpsed view towards St Michael's Church from Western Esplanade. Lanes such as this add real character and richness to the city centre experience.
- 2 In contrast Water Lane linking Commercial Road to Cumberland Place is sadly not to the same quality, yet this is a more widely used route proving a time saving shortcut to the Mayflower Theatre and Central Station from the Polygon and Bedford Place. This is an example of where co-operation and involvement of local businesses and residents could make significant yet relatively low cost improvements to the attractiveness of a route.



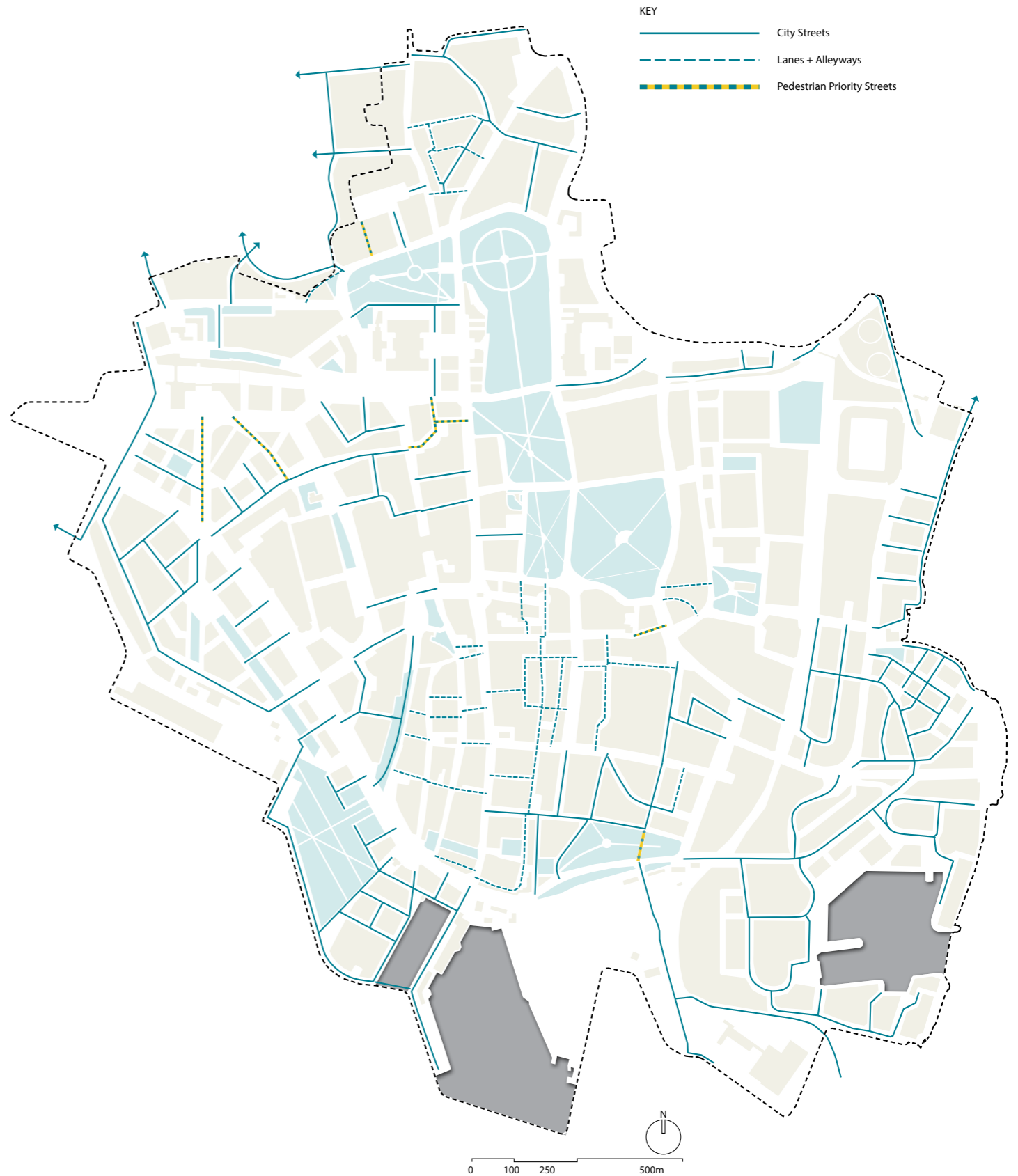
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2

DESIGN CHARACTERISTICS

- Often a former rural track or field boundary subsequently evolved into the urban fabric
- Irregular, informal alignment
- Varies in characteristics according to context
- Close to or part of the historic core of towns
- Generally a narrow carriageway with narrow pavements or no pavements at all
- Historic buildings will usually have frontages set right on the back edge of pavements
- Alleyways are narrow pedestrian route, often linking a high street with rear entrances and service roads and are often flanked by buildings or high walls.



Streets + Lanes

Priorities

Brewhouse Lane represents a route which was secured through the planning process which allowed for the re-establishment of a long lost lane. The priority particularly within the Old Town will be to re-establish lost links when development opportunities allow and deliver sympathetic, high quality enhancements to the network of lanes and alleyways which create time-saving and generally car free short-cuts within the city centre.

In the future two clear priorities exist for the enhancement of the lanes and alleyways: Back of the Walls and Blue Anchor Lane.

Back of the Walls

The redevelopment of the fruit and vegetable market affords the opportunity for the re-interpretation of this lost and neglected section of the Town Wall

The key priorities are:

- To re-expose and interpret in an imaginative and sensitive way the line of the former Town Wall within a publicly accessible, predominantly car free environment.
- To ensure that historically appropriate paving materials are used along this section of the Old Town.



1 Lanes often provide time-saving short cuts for pedestrians, such as Water Lane connecting to the Mayflower Theatre and the railway station



2 Details on an individual building can become important features which aid navigation within the city centre



3 Brewhouse Lane is an example of a once lost route, now re-established as part of a recent city centre development proposal



4 Illustrative impression of the Back of the Walls interpretation taken from the City Centre Master Plan



5 The twists and turns of Blue Anchor Lane heighten the expectation of what is to be discovered at either end of the lane.

Blue Anchor Lane

The human scale, history and beauty of the well worn paving stones combine to make this small lane one of the most aesthetically pleasing routes in the city centre

The key priority is:

- To ensure that any maintenance or restoration works necessary to this route are carried out in a manner that retains intact the exact proportional dimensions of the paving and the historic accuracy of the materials used.

Civic Spaces

Benefits

The range of civic spaces within the city helps promote social interaction and builds city and neighbourhood identity. They also help encourage pedestrian activity and the associated health benefits these can bring. Other critical benefits include the ability to help encourage local economic development by hosting a diverse range of community, cultural, and/or commercial events.

Opportunities

New developments in the city could bring forward new city spaces at a range of scales. Foremost in the design process should be a consideration about how the space can continue to animate the life of the city by encouraging informal and formal events to thrive. Reference to the city life assessment (see page 11) should help inform the variety of activities possible in new civic spaces. Of key importance is to avoid designs which overly prescribe or control the use of a space by pedestrians. Spaces which have proved over time to be the most adaptable and flexible to the changing needs of society have usually been ones that have concentrated on encouraging permanent activity at the built edges and temporary activity within them.

- 1 St Michael's Square is a small square of 30m x 25m. It provides a setting for a historic landmark building within the city but also allows participants at events such as weddings to gather before and after.
- 2 Guildhall Square is a primary civic space within the city and at 100m x 50m one of the largest. Designed with major performances and civic events in mind, it is a core element of the city's Cultural Quarter.
- 3 Holy Rood Church defines its landmark setting by a generous set-back within the High Street which provided the opportunity for an enhancement scheme using planting, seating and public art to provide an important punctuation point on the QE2 Mile.
- 4 The Sea City Museum has outside it a small city space that uses a clean and simple materials palette. Irregular in shape, it provides a gathering space for those arriving at one of the city's most popular attractions and one of its most striking architectural interventions.

DESIGN CHARACTERISTICS

- Differ in scale from large civic squares (e.g. Guildhall Square) down to small setback spaces adjacent to a monument (e.g. Holy Rood)
- Street plazas include extensive pedestrian priority works that have shifted emphasis from movement to staying (e.g. Oxford Street, Bargate)
- All scales and types include a variety of hard and soft landscape features but with an emphasis on hard paving and street trees.



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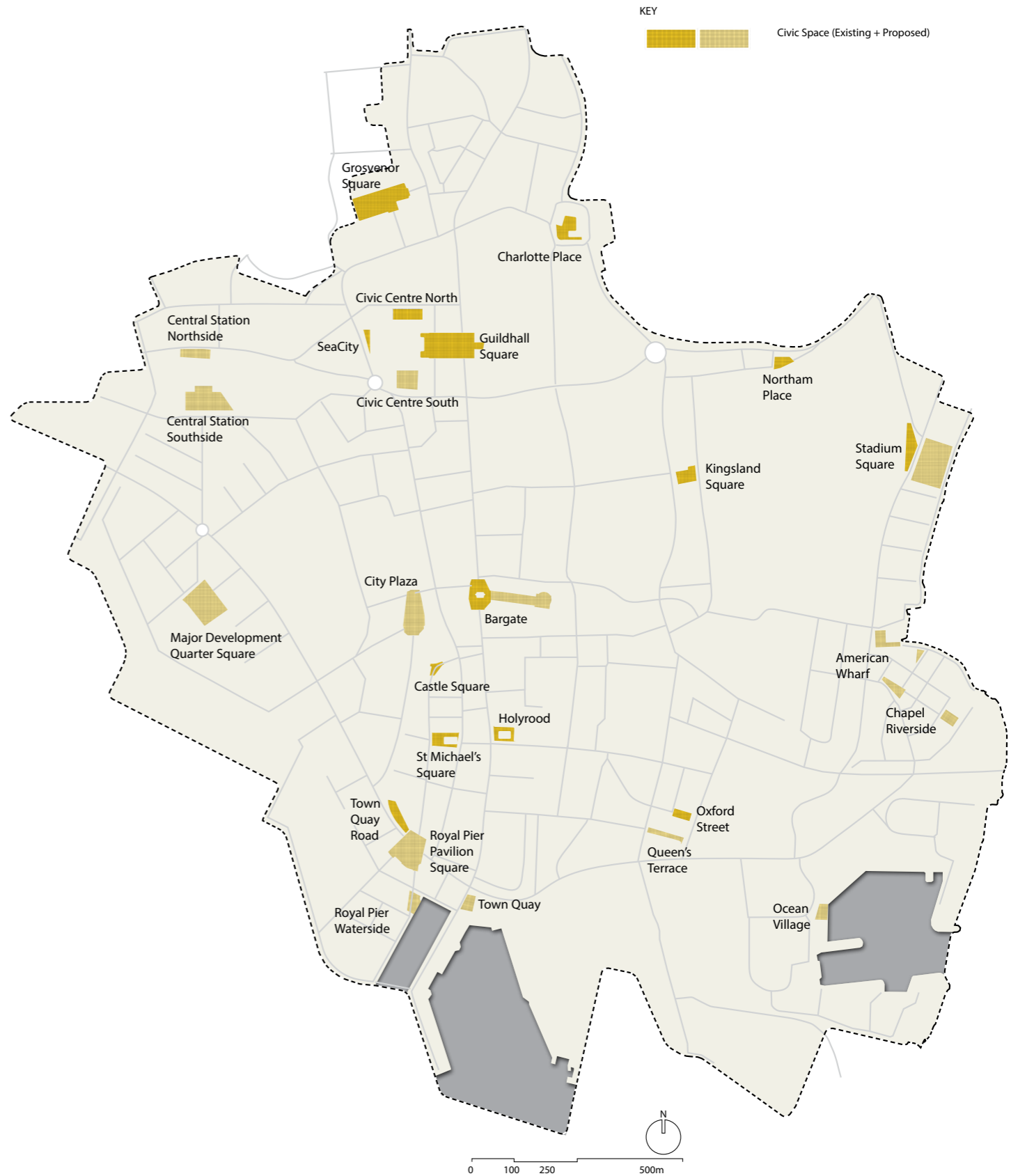
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Civic Spaces

Priorities

The ongoing rejuvenation of Guildhall Square has not only provided a setting fitting of the magnificent Civic Centre, but has also provided a robust and flexible events space, along with new opportunities for businesses and city living, all helping to identify this space as the centre of the City's new Cultural Quarter. Completion of the new Arts Complex in 2016 with a direct connection into Andrews Park will further identify and embed this refreshed and dynamic quarter into the fabric and life of the city.

There are four clear priorities for city space enhancements in the future; City Plaza, Station Square, Civic Centre Place and Bargate.

City Plaza

Key in the delivery of Watermark WestQuay due for completion in 2017 is the new City Plaza, a space inspired by the setting next to the Town Walls and reflecting this once inter-tidal location reflecting the history of the area

The key priorities are:

- To set a new benchmark for public realm quality within the city centre
- To create a social meeting place at the heart of the city
- To improve accessibility between the city centre via Western Esplanade to Mayflower Park
- To create a key destination on the International Maritime Promenade

Station Square

The first phase of the public realm improvements to the north side of the station are due for completion in 2014, which begins the transformation of this key destination and point of arrival into the city.

The key priorities are:

- To create a positive first impression on arrival into

the city

- To create clear logical and uncluttered routes to and from the city centre and in particular the Civic Centre and Arts Quarter
- To allow commuters efficient and direct access to the station, and to allow visitors space to orientate themselves upon arrival

Civic Centre Place

Civic Centre Place is the key public space on the east-west spine across the city centre and fronts our most important public building of the 20th Century, the magnificent Civic Centre. It is vital that the new space is designed to reflect the great sense of civic confidence that the building was designed to embody.

The key priorities are:

- To create an impressive ceremonial space for the city
- To reflect in its design the people and cultures of the modern city and its legacy as the Gateway to the World
- To create a welcoming, open and inclusive space; a people's place, at the centre of local democracy

Bargate

The priorities for the area around the Bargate were set in the adopted North South Spine Strategy and remain unchanged

The key priorities are:

- To improve pedestrian connectivity between the Precinct and the High Street
- To re-establish a sense of transition between the Old Town and the heart of the city
- To reconnect at high level the Bargate to the Town Walls
- To encourage temporary uses of the space to take full advantage of the sites relatively sheltered southerly aspect



1 Impression of the proposed City Plaza at Watermark WestQuay © Hammerson



2 Impression of the Central Station North public realm enhancements. Image by Urban Initiatives Studio Ltd.

City Parkland

Benefits

The magnificent major parks of the city centre are the emeralds within the city's crown. They are one of the key social, cultural and environmental assets which define the city, and their significance is reflected in their nationally listed status. Not only do they provide a major attraction to residents and visitors, but they are pivotal in the business attractiveness of the city centre. Few cities have been provided with such a powerful and enduring legacy of civic confidence and pride.

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In addition to the major parks the city has a variety of smaller pocket parks, such as Town Quay Park that represent urban oasis within the bustling life of a busy city. These parks are an important focus for the local neighbourhoods that make up the city centre and those communities should be involved in the design, implementation and maintenance of these vital green spaces.

Opportunities

Mayflower Park should be transformed as part of the Royal Pier VIP into a destination providing an inspiring stage on the city's waterfront.

Western Esplanade should be transformed into a linear park linking the proposed City Plaza with Mayflower Park.

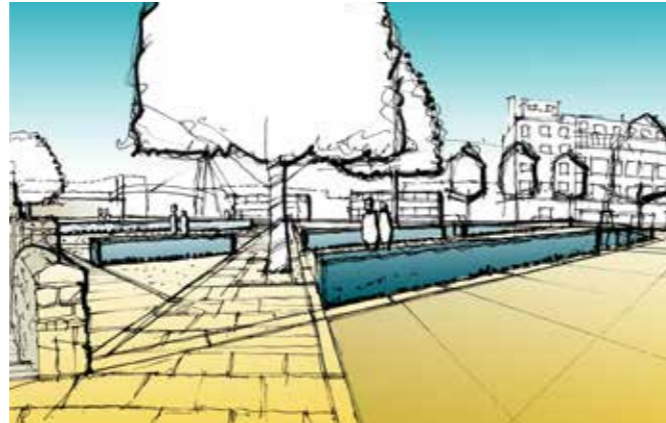
New and enhanced pocket parks will ensure that city centre workers, visitors and residents are always near to an attractive and high quality green space.

The Green Mile (CCAP) should be created linking the Inner Avenue to Queens Park via the Central Parks and Queensway.

- 1 Albion Place provides an opportunity to provide an urban oasis at the heart of the city using edible plants inspired by its former role as an orchard within the Town Walls
- 2 Town Quay Park combines informal green space with heritage assets (and the occasional exotic visitor) to create a positive space which could be enhanced further.
- 3 The city needs more seating within its green areas to allow for social interactions such as picnics.
- 4 Pathways across the major parks are often wide and generous enough to protect the grassland either side.
- 5 In other instances, informal tracks have been created by users in response to poor access arrangements.

DESIGN CHARACTERISTICS

- A variety of scales, styles and ingredients can be found in the city's parkland but common to all is the respite they can offer from the urban intensity around them.



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Parkland Drives

Priorities

The Central Parks are a vital component of the city centre, not just because of the magnificent recreational legacy, but also in respect of mitigating pollution, reducing the urban heat island and providing for the physical and mental well-being of residents, workers and visitors alike.

There are two clear priorities for street enhancement; New Road and Queen's Terrace.

New Road

Changes to reduce cross-city traffic using this route as a short cut rather than using the strategic street network will create the opportunity to refocus this street for city centre access, particularly by public transport.

The key priorities are:

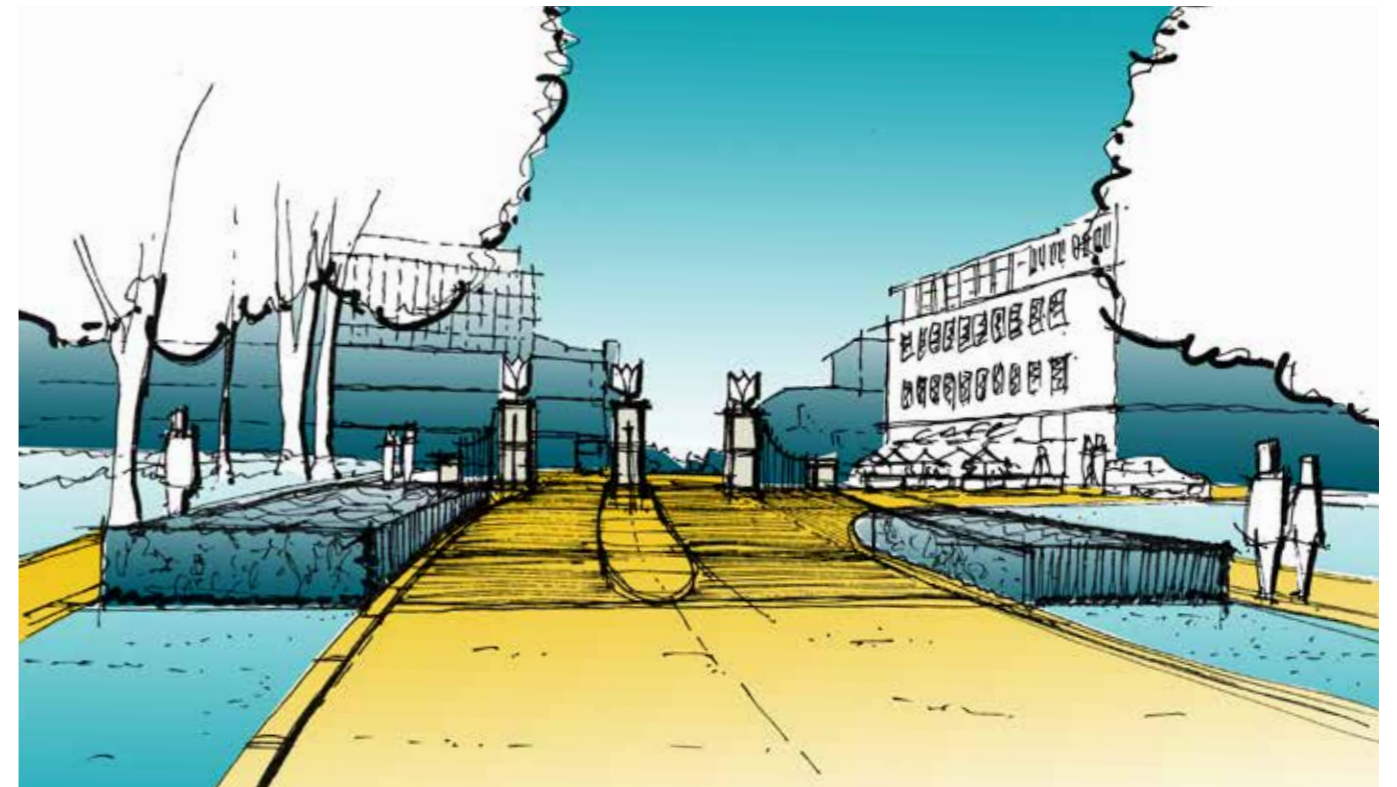
- To increase the amount of park space to help reduce severance and unify the Central Parks
- To celebrate the transition through the park to give a clear visual impression of a changed, slow speed, pedestrian priority public realm
- To increase the amount of permeable surfacing to help reduce the impact of surface water run-off



1 The paths through the Central Parks are vital not just for passive recreation but form part of the fundamental pedestrian access network to and from the city centre

Oxford Street to demonstrate a consistent and cohesive approach

- To increase footpath widths to encourage greater trading opportunity for business to utilise the parkland edge setting
- To increase the number of public seats to take opportunity of good views into the park and the fine architecture of South Western House and the eastern end of Queen's Terrace



2 New Road, looking west. Interventions here could allow the street to adopt 'parkland drive' qualities, with ornamental gates and pillars marking a change of character for those vehicular routes across the Central Parks



3 Street enhancements to Queens Terrace have delivered wider footpaths, new seats, tree planting and an extension to the existing park

Queens Terrace

Changes associated with the delivery of Platform for Prosperity have created the opportunity to improve the public realm along the Terrace

The key priorities are:

- To protect and enhance the setting of Queens Park
- To create a smooth transition between the street and Queens Park
- To create an equally high quality public realm connection to the recent enhancement works in

“The council will promote new or enhanced high quality strategic links, including as set out in the ‘City Streets’ programme. These will be pedestrian and cycle friendly, cater for people with reduced mobility, and create direct and clearly defined routes”

Policy AP19, CCAP

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Visualisation of the new arrival space in front of the north entrance to the Central Station. Image by Urban Initiatives Studio Ltd.



Visualisation of proposed new civic space on the south side of Central Station which will connect to a pedestrian priority link through to the heart of the city. Image by Urban Initiatives Studio Ltd.

Strategic Links

While the Streets + Spaces Framework sets out different categories of street type, there are a series of distinct strategic links that often combine several of these categorisations by linking together a series of streets and spaces. These eight different strategic links are identified in the emerging City Centre Action Plan Policy AP 19.

Collectively and individually, these strategic links seek to enhance connections within the city centre to improve its cohesiveness and attractiveness and encourage people to walk and cycle. Combined, they will connect the key transport interchanges, the main retail heart, the city’s waterfronts, existing areas of open space and other key destinations across the city centre.

They include brand new streets through as yet unbuilt areas of the city (e.g. the Major Development Zone) and the enhancement of existing streets and spaces. All the projects will give priority to pedestrians and cyclists, will cater for different levels of mobility and will enhance crossings across busy roads through

remodelling of the highway network. Where relevant, changes to the street network will be in accordance with policy AP 4 (the Port) of the CCAP, recognising that the strategic links and improved connections will provide major benefits to the city centre. All the strategic links will include high quality public realm and active building frontages.

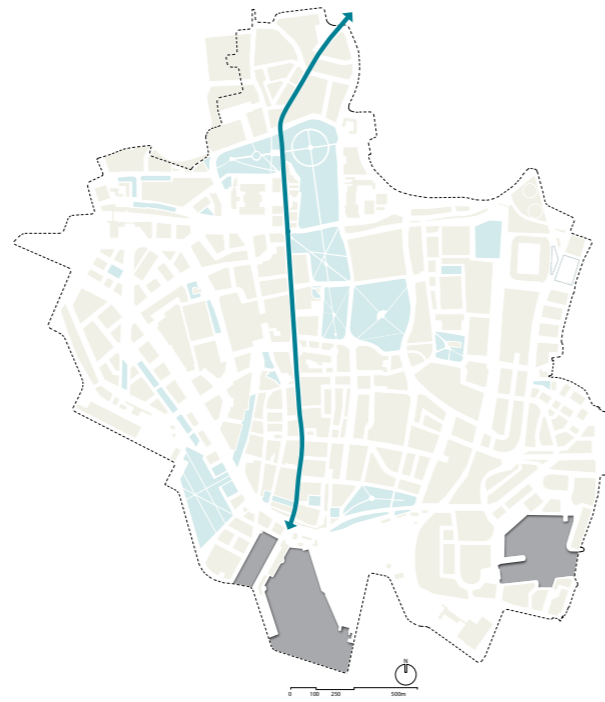
The eight diagrams on the following pages reflect each of the strategic links identified in the CCAP. Each project will be subject to more detailed design work through the delivery of the CCAP. Future design work will set out in more precise detail where elements such as street trees, water features, different hard and soft landscaping and street furniture will be located.

An important outcome of these future design projects will be to show how these different elements, when combined in creative and successful ways, can strengthen and celebrate the city’s rich and distinctive heritage and communities.

QE2 MILE

KEY ASPIRATIONS

- To steadily increase the amount of shared and pedestrian priority space along the QE2 Mile
- To continue to encourage active ground floor uses within buildings edging the route
- To continue to encourage temporary uses within the street that add to the attractiveness of using the city centre

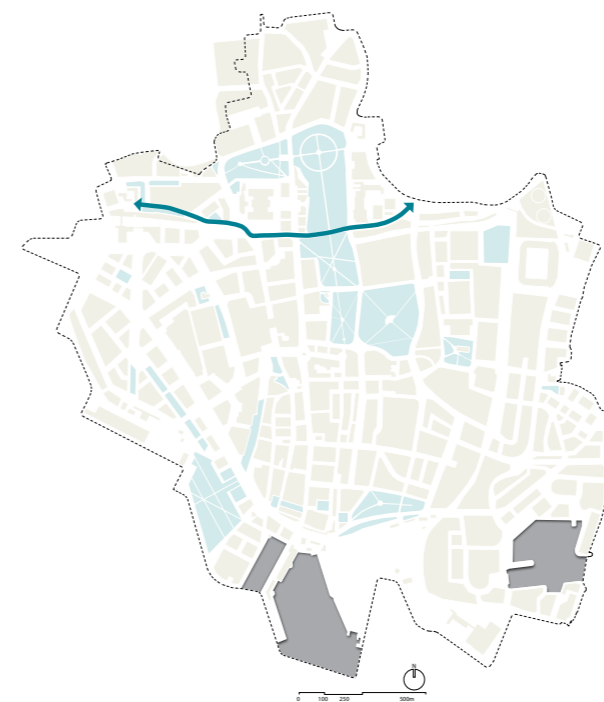


01. The QE2 Mile — From the Avenue to Town Quay, largely complete, including the London Road improvements.

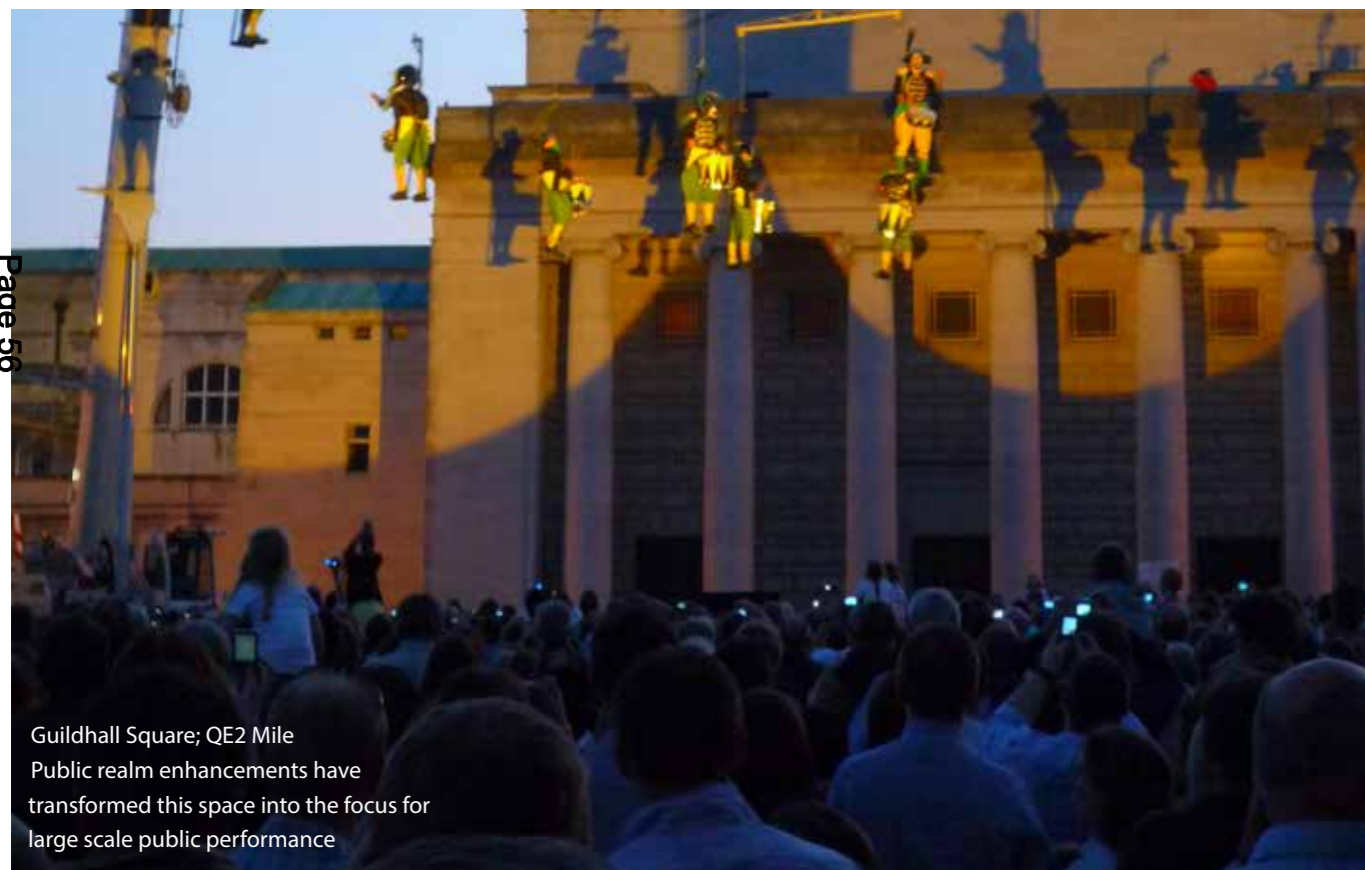
EAST-WEST LINK

KEY ASPIRATIONS

- To create an impressive sense of arrival at this key city gateway
- To provide a key public space in front of the main entrance to the Civic Centre
- To recognise the key change in character across the Central Parks
- To improve pedestrian and cycle access by the re-modelling of the Six Dials junction



02. East-West Spine — from the Central Station to the northern end of the main shopping area, the Civic Centre, Cultural Quarter, Central Parks, Solent University, Six Dials to connect to Northam as part of the east-west link.



Guildhall Square; QE2 Mile
Public realm enhancements have transformed this space into the focus for large scale public performance



Visualisation of proposed new civic space on the north side of Central Station.
Image by Urban Initiatives Studio Ltd.

INTERNATIONAL MARITIME PROMENADE

KEY ASPIRATIONS

- To reflect the significance of water to the city both today and in the past in a manner appropriate to the different streets + spaces through which the route passes
- To develop a component, such as a way-marker that defines and co-ordinates the route



03. International Maritime Promenade — from the Central Station, via the WestQuay shopping area, Harbour Parade, Town Walls, the waterfront at Royal Pier / Mayflower Park, via Town Quay Road Platform Road.



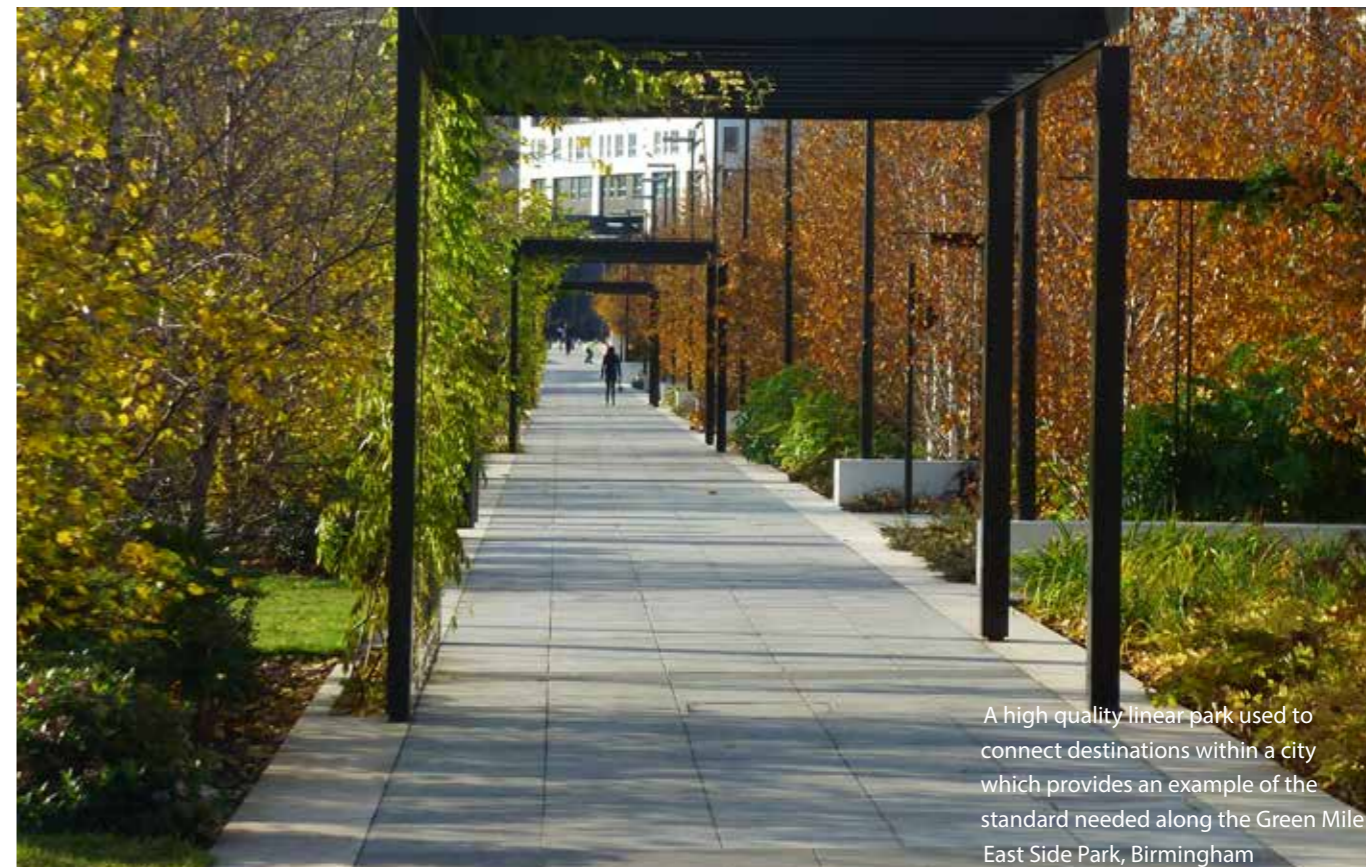
04. The Green Mile — From the Central Parks via Queensway to Queens Park.

GREEN MILE

KEY ASPIRATIONS

- To make a major contribution to the greening of the city; a key aspiration of the CCAP
- To increase the opportunity for reducing surface water run-off by the minimising of hard surfacing
- To increase street tree planting to improve the city's micro-climate
- To implement a major sustainable urban drainage scheme

City Plaza will use swirling bands of granite and ebbing and flowing water pools to reflect the once intertidal shoreline that existed along Western Esplanade prior to the construction of the Western Docks
© Hammerson



A high quality linear park used to connect destinations within a city which provides an example of the standard needed along the Green Mile East Side Park, Birmingham

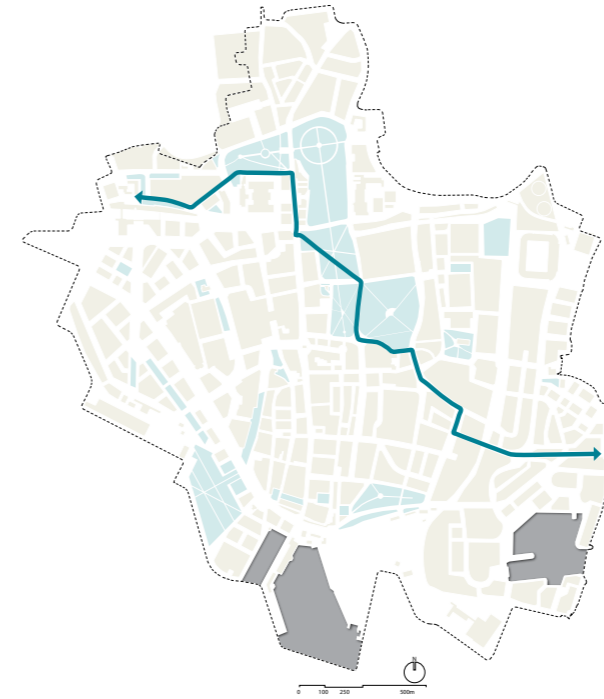
ITCHEN RIVERSIDE LINK

KEY ASPIRATIONS

- To positively reconnect the city centre with the Itchen River
- To open up the potential of this significant river frontage to play a key role in the life of the city



05. Itchen Riverside Link — From the main shopping area, through Chapel to the Itchen waterfront at Town Depot.



07. Itchen Bridge Link — From the Central Station, through the Central Parks and Marsh Lane to the Itchen Bridge as part of a wider cycle route to Woolston and Sholing.

ITCHEN BRIDGE LINK

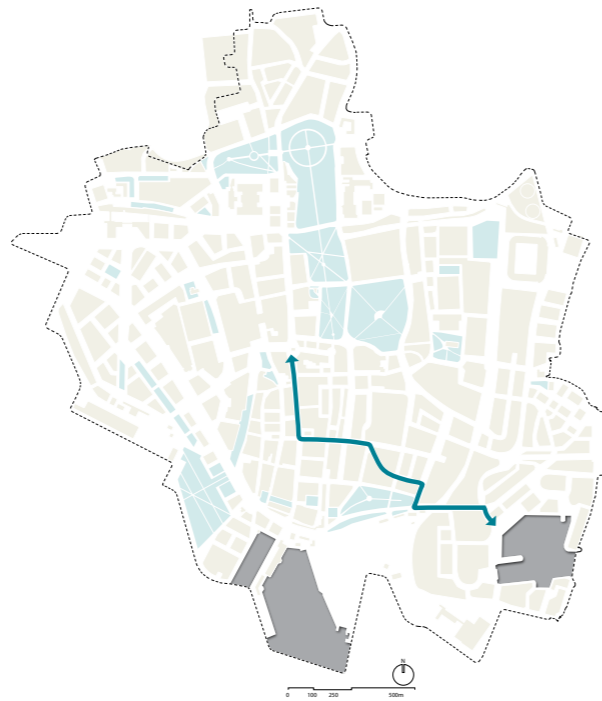
KEY ASPIRATIONS

- To improve pedestrian and cycle access from Woolston and the eastern suburbs to the city centre and Central Station
- To improve the attractiveness of the Cultural Quarter

OCEAN VILLAGE LINK

KEY ASPIRATIONS

- To improve the connection from the city centre and two key destinations; Oxford Street and Ocean Village
- To improve the quality of the public realm along Bernard Street to reflect the key view to St Michael's church and Holyrood
- To improve the pedestrian attractiveness of Canute Road



06. Ocean Village Link — Linking the main shopping area via Oxford Street to Ocean Village.



08. The Station Avenue — From the Central Station, establish a new avenue south through the Western Gateway to the waterfront at Royal Pier and Mayflower Park.

STATION AVENUE

KEY ASPIRATIONS

- To create a direct route between the key destinations of the Central Station and Royal Pier Waterfront
- To provide a linear park designed to showcase sustainable urban drainage and provide a high quality setting and distinct character for the Western Gateway Quarter



“Health and wellbeing are recognised as inextricably linked with the urban environment”

Royal Commission on Environmental Pollution



Streetscape Components

The existing strategy for the streetscape in the city; The Streetscape Manual was adopted in 2005. This set out a framework that expanded on the key theme of enriching the public realm through a highly successful network of high quality streets and public spaces in the city centre. The strategy is widely regarded as being key to the successful delivery of many public realm interventions, including the QE2 Mile and it has therefore been retained and refreshed in this report.

The retained set of integrated key structuring themes are as follows:

- Hierarchy
- Character
- Sustainability
- Colour
- Materials
- Style
- Location
- Street Trees
- Public Art
- Miscellaneous Items
- Advertising
- Management + Control

From this, a set of urban design principles has been established that define how the vision for the streets and spaces will be achieved, addressing each of the key structuring themes. These need to be applied to the detailed design and specification of new public realm in the city centre.

Hierarchy

The strategy framework consists of just two distinct levels:

- Level One — The QE2 Mile and the primary public spaces
- Level Two — The remaining public spaces and streets

A companion document to the Streets + Spaces Framework; the Streetscape Toolkit (BBLP, 2013) sets out the quality standards and specification expected for each component of the key structuring themes.

This document is used by the City's highways partner to ensure the consistency of materials and furniture used in areas adopted and maintained by the city.

Level One

The principal street, consisting of Above Bar and the High Street, lies on a north-south axis and converges on the heart of the city centre; the Bargate. This has been branded the QE2 Mile and establishes this principal street as the back bone of the city centre, reconnecting the city with the waterfront, linking together a number of key developments (both newly built and proposed) and public spaces of civic, historic and entrance gateway character. The primary public spaces are defined as:

- QE2 Mile
- Civic Centre Environs (inc. Guildhall Square)
- Bargate
- Town Quay
- Central Station
- City Plaza
- Mayflower Park
- Ocean Village
- the Central Parks
- the Old Town

The Old Town is considered to be a primary public space in its own right due to its special character and historic significance, which needs to be retained and enhanced in accordance with the aspirations of the adopted Old Town Development Strategy.

These spaces are the busiest and most visited spaces in the city. To reinforce their local distinctiveness, the QE2 Mile and the primary public spaces will each have their own style, be of the highest quality both in terms of materials and construction, individually designed to reflect and enhance their distinct character, role and function within the city.

As such the individual designs and specifications for the components of the streetscape in Level One. Primary public spaces are not specified in this document. They will be designed and specified to the highest quality, specifically when new public realm schemes for the QE2 Mile and other primary public spaces are commissioned. However the key design principles, set out here will set minimum quality standards for the design of these new public realm schemes. The common thread throughout the whole of the city centre's public realm will be a new high quality standard with consistency of style, colour and material for each public space and street.

Level Two

At the secondary level are the remaining public spaces and streets, those that are of secondary importance to the primary public spaces and streets.

Some of these streets have been designed around the needs of vehicles, often with development presenting its backs to the street. The visual qualities that contribute positively to the character and identity of the street are lost when viewed against overwhelmingly negative qualities. This creates a poor quality, unattractive and unsafe environment for the pedestrian that needs to be redressed.

Where opportunities emerge, complete stretches of the streetscape should be improved. This might focus on lighting or paving, or the whole streetscape, depending on what might have the most significant impact and on available budgets. Where budgets are limited, such as maintenance budgets, the emphasis should be on removing anomalies and poor quality street furniture, ensuring consistency along the existing streetscape, replacing street furniture with new elements that matches the majority style along the rest of the street.



Key Design Principles

Hierarchy

KDP 1 The QE2 Mile and the primary public spaces will each have their own unique style of the highest quality, individually designed to reinforce their 'special' role and function in the city and their local distinctiveness (level one in the hierarchy).

KDP 2 All remaining public spaces and streets will be consistent in style, colour and material (level two in the hierarchy). The exception to this is Oxford Street, where its special character and need to be retained and enhanced where possible.

KDP 3 All streetscape designs, including the design of components of the streetscape will be designed to a minimum standard of quality, as specified in this manual.

Character

KDP 4 All streetscape designs, including the design of components of the streetscape, will recreate or enhance existing positive characteristics to establish a new identity of high quality for each street or public space, being sympathetic in scale, and contemporary in style.

Sustainability

KDP 5 Each product specified should be procured using a sustainable procurement policy, using materials from a certified or sustainable source and implemented using contractors with a proven environmental management system in place.

KDP 6 In addition, each product specified should be evaluated using whole life costing to ensure it offers the best value for the purpose intended, over the anticipated lifetime of the product, and where possible it is made from recycled materials, can be recycled, has low embodied energy levels and, if it uses energy in its function, should use renewable energy sources, where possible.

KDP 7 All products specified finishes and fixing methods, sub bases etc. shall be fit for the purpose

intended, as well as anticipated abuse.

KDP 8 All products should require minimal maintenance, and be easily cleaned.

Colour

KDP 9 A palette of neutral whites, creams and buffs, accented by black, greys, terracotta reds and verdigris copper greens will be used in the city centre.

KDP 10 All street furniture will be coloured black or unpainted aluminium or steel, in all areas of the city centre, other than the QE2 Mile and the primary public spaces. These areas will have their own unique colour schemes, using a stainless steel, silver or grey colour palette except the Old Town, which will generally have black coloured street furniture. Shot peened finish will not be acceptable.

KDP 11 The colour blue previously used for street furniture will be replaced during scheduled maintenance works.

KDP 12 Bold colours will not be acceptable, except as accents to neutral colour schemes, and in school zones.

Materials

KDP 13 Generally materials used in the streetscape shall be rationalised and consistent throughout the city centre, except for the QE2 Mile and primary public spaces where higher quality materials, possibly bespoke in design, will be used to enhance local distinctiveness, and allow the creation of 'special' places.

KDP 14 Natural stone should be used for all primary public spaces. Streets in the Old Town and at the base of the Town Walls must be paved in Purbeck stone with a scabbled finish, laid to strictly controlled tolerances.

KDP 15 All products specified, should be readily obtainable, or if not, a suitably sized stock of replacements should be kept in secure storage.

Style

KDP 16 The style of all new street furniture installed as part of an improvement scheme should be contemporary, and of appropriate scale to its context, both of the street or public space, as well as adjacent items of street furniture.

KDP 17 The routine replacement of damaged or broken street furniture or paving should be consistent with the dominant style of the street or public space.

KDP 18 All components will be designed and located to be safe in use, and accessible to all sectors of our community, including the partially sighted, ambulant disabled, and people using pushchairs, walking aids and wheel chairs.

KDP 19 The City Shield will be incorporated in all street furniture within the Old Town.

Location

KDP 20 All streetscape designs, including the design of components of the streetscape, will be designed inclusively, giving safe access to all users of the public realm and compliant with the Disability Discrimination Act. Designers should be trained in dealing with access issues and access consultants used where designers lack detailed knowledge. The needs of local access groups should be considered and all designs in the streetscape consulted on and amended accordingly.

KDP 21 All designs must avoid creating clutter, only containing essential street furniture placed in appropriate locations in relation to each other to ensure easy and safe access, maintenance and cleansing.

KDP 22 Lighting, signs and street names will be mounted on walls rather than posts, unless there is some technical or legal obstacle to this.

Street Trees

KDP 23 The planting of street trees is a key requirement in the design of the streetscape, providing the specification of species assists in reducing the effects of pollution, is appropriately located, enhances the setting of heritage assets, does not unduly compromise natural surveillance and safety, and an agreed ongoing establishment and maintenance programme is in place.

Public Art

KDP 24 Public art should be fit for purpose in its design, use and maintenance. Its fixing or fitting should be designed to ensure full integration with abutting or adjoining components of the streetscape, such as paving, street furniture and trees. A full maintenance programme should be agreed before the art is commissioned.

Miscellaneous Items

KDP 25 All light fittings, associated housings, cabling, feeder pillars and ducts should be robust, fit for purpose, water tight, vermin and insect resistant. They should be designed as an integral part of the design of the surrounding paving and suite with adjacent street furniture.

KDP 26 All water features should be compliant with relevant health and safety guidelines and standards, fit for purpose and robustly designed.

KDP 27 All manhole and access covers should be aligned parallel to paving courses. The design bearing capacity should be sufficient to withstand anticipated vehicle loading.

KDP 28 All access hatches, covers and doors should be fitted with anti-vandal locking mechanisms.

KDP 29 All service feeder pillars and meter cabinets should be positioned discreetly so that they can be adequately accessed and maintained and finished in a colour appropriate to blend into the background.

Advertising

KDP 30 Adverts, placed either individually or in sequence, must not visually dominate the streetscape, adversely affect the setting of a heritage or landscape assets, or hinder movement, or use by the public.

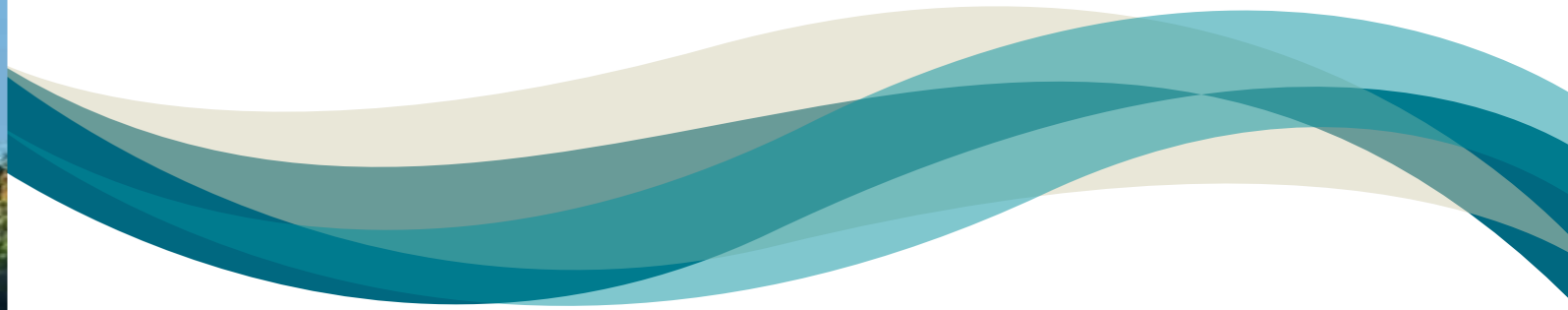
KDP 31 Where possible advertising should be incorporated within large structures deemed necessary in the streetscape, e.g. bus shelters.

Management + Control

KDP 32 The streetscape should be managed, maintained and cleansed to a level appropriate to its level of usage and function, which will promote and engender civic pride and ownership.

KDP 33 Where appropriate, legal powers should be used to enforce the law and prevent nuisance that degrades the quality of the streetscape, prevents access and decreases personal safety.





STREETS + SPACES FRAMEWORK
APPENDIX A

Street Audit + Workshop Series





Street Audit + Workshop Series

To get a better understanding of the issues and opportunities, a series of walking audits were held. These audits lasted around half a day and were immediately followed by an interactive workshop when the observations from the walking tours were added to large scale plans of the city centre.

The audits and workshop were led by officers from the City Council and participants were drawn from various stakeholders, organisations and agencies active within the city. The purpose of this collaborative approach was to ensure that the Council, its partners and representatives of the people of Southampton can reach a common agreement about the future of the city's streets and spaces.

Participants included representatives of voluntary groups with an interest in the city parks, heritage, representatives of businesses and elected members.

DATES OF THE AUDITS

- Workshop 1 | Eastern Area | 7 June 2013
 - St Mary's Neighbourhood, Marine Parade, Town Depot + Canute Road
- Workshop 2 | Western Area | 19 June 2013
 - Central Station South, Western Esplanade + West Quay Road
- Workshop 3 | Northern Area | 28 June 2013
 - Central Station North, Civic Centre Road, Havelock Road, Brunswick Place + East Park Terrace
- Workshop 4 | Central Area | 2 July 2013
 - Portland Terrace, Precinct, Bargate Street, Kingsway + Six Dials
- Workshop 5 | Southern Area | 9 July 2013
 - Town Quay, Platform Road, Threefield Lane + Holyrood Neighbourhood



01



02



03



04



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01 Eastern Area

The St Mary's Neighbourhood, the stadium and the relationship to the City Centre and the River Itchen was a focus of this first workshop and street audit.

Strengths + Weaknesses

With a vibrant and mixed community on the eastern side of the city, an obvious weakness was the lack of strong or continuous east-west routes through the area connecting with the city centre. These potential routes are blocked by the railway and industrial estates. Getting to the stadium on foot requires a significant detour away from the most direct routes. Similarly, the site of City College campus can frustrate east-west movements.

Possible Future Interventions

- Identify better east-west stadium connections
- Enhancements to Kingsland Square to make a better community space
- Apply an "avenue treatment" to Albert Road North.

Key Issues

01. Streets in the area are often narrow and this can create pinch-points with delivery vehicles.
02. The City College is an important and vital occupier in this part of the city. How can movement around the edges of the campus be made easier?
- 03 + 04. There are several east-west routes that are truncated or blocked. Can selected routes be opened up?
- 05 + 06. The subway under Evans Street is an uninviting, hostile pedestrian environment. This is to be removed through the redevelopment of the East Street Shopping Centre.
07. Kingsland Square is a great asset to the local community but it appears neglected and lacks suitable seating opportunities.
08. Albert Road North leads to the stadium but lacks a sense of continuity and enclosure.
09. Participants at the workshop note down their observations using specially prepared icons.
10. Extract from the final workshop plan.



05



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02 Western Area

The relationship between Central Station, the Civic Centre and the immediate area is critical as it forms the first impression of the city for many visitors.

Strengths + Weaknesses

This part of the city has a significant level of footfall due to the trips to and from the station. This is to the area's commercial and social advantage but the public realm fails to fully capitalise on this, with few social spaces and pedestrian routes that are often too narrow, poorly overlooked or indirect. The area directly south of the station is dominated by car parking with a poor quality pedestrian environment.

Possible Future Interventions

- Enhanced pedestrian and cycling routes between Central Station and the city centre
- New social civic spaces outside the Central Station
- Create a new "Civic Centre Place" public square
- Improve pedestrian access around West Quay Road and alongside Western Esplanade.

Key Issues

01. The workshop group discuss options for Civic Centre Place and the reconfiguration of the junction to improve the pedestrian experience.
- 02 + 03. Planted features on West Quay Road have matured well and the street now has more positive visual qualities.
04. The southern section of Western Esplanade provide a fabulous opportunity for a strong link between new retail (Watermark West Quay) and the Royal Pier development.
05. Access to the south side of the Central Station can be difficult and indirect, especially when crossing Western Esplanade.
06. The most direct access between the city's retail heart and the station is via the Toys R Us car park, a rather hostile pedestrian experience.
07. Portland Terrace needs to be 'recovered' as a principal city street.
08. Pavements adjacent to the station have been widened but narrow again towards the city centre
09. Extract from the final workshop plan.



04



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Page 66

03 Northern Area

The relationship between the large city parks and the surrounding urban environment was a particular focus of this audit.

Strengths + Weaknesses

The large parks are one of the city's principal assets but their scale and location means they need to be crossed by pedestrians moving from one side of the city to the other. Routes through the parks can feel intimidating due to the thickly planted edges. While this helps mitigate noise from the nearby roads it also screens the park from natural surveillance.

Possible Future Interventions

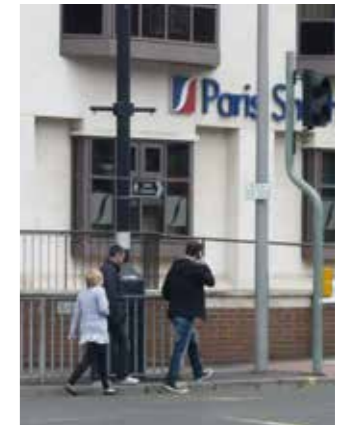
- Thinning out of the landscape edge to the park to create a more positive relationship between the urban and landscape context.
- Delivery of new or improved "at grade" pedestrian crossings at Six Dials and Charlotte Place
- Modifications to pedestrians facilities on the southern end of London Road.
- Repair of "puddle-points" on Above Bar.

Key Issues

- 01. As part of the primary retail area, this part of the city experiences heavy footfall but in certain areas it needs better maintenance and repair.
- 02. The Six Dials underpass remains intimidating despite the application of colourful wall art.
- 03. Pedestrian access to Charlotte Place from the parks is complicated and frustrating.
- 04. The edge planting around the parks helps deflect traffic noise but can make the parks feel hostile and unwelcoming after dark.
- 05. Andrews Park lacks vital overlooking around its western edge.
- 06. London Road lacks a proper pedestrian crossing facility on the western side of the street, yet there is clearly a demand.
- 07. Brunswick place provides a clear between break between landscape and urban dominant character
- 08 + 09. London Road has been subject to a successful improvement scheme in recent years but pedestrian and parking conflict do still arise.
- 10. Extract from the final workshop plan.



05



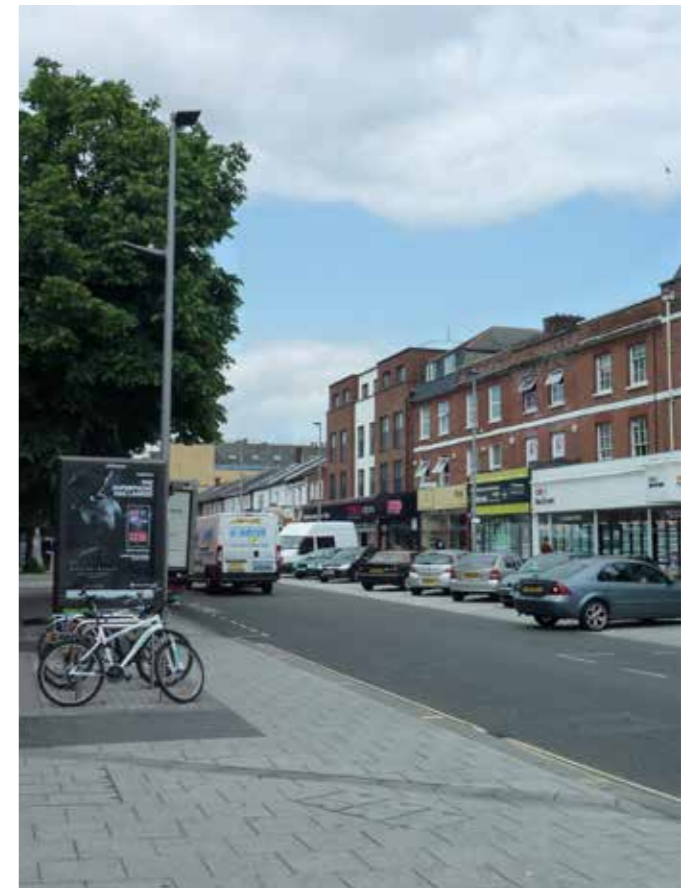
06



07



08



09



01



02



03



04

04 Central Area

The focus was the pedestrian experience of Above Bar and East Street, together with the public realm around the Holyrood neighbourhood.

Strengths + Weaknesses

The proximity of the city's retail heart to the city parks is a great strength of the area but these two distinct land uses often feel disconnected.



05



06

Possible Future Interventions

- Transformation of Pound Tree Road and New Road into "drives" or "parkland streets" that help unify rather than divide the parks.
- Better vehicle management along East Street through a greater understanding of the need (or otherwise) for on-street car parking on this street
- Wider, more generous pavements on the western side of Above Bar.
- Investigate improvements to Vincent's Walk and the western edge of Palmerston Park through better bus layover provision.



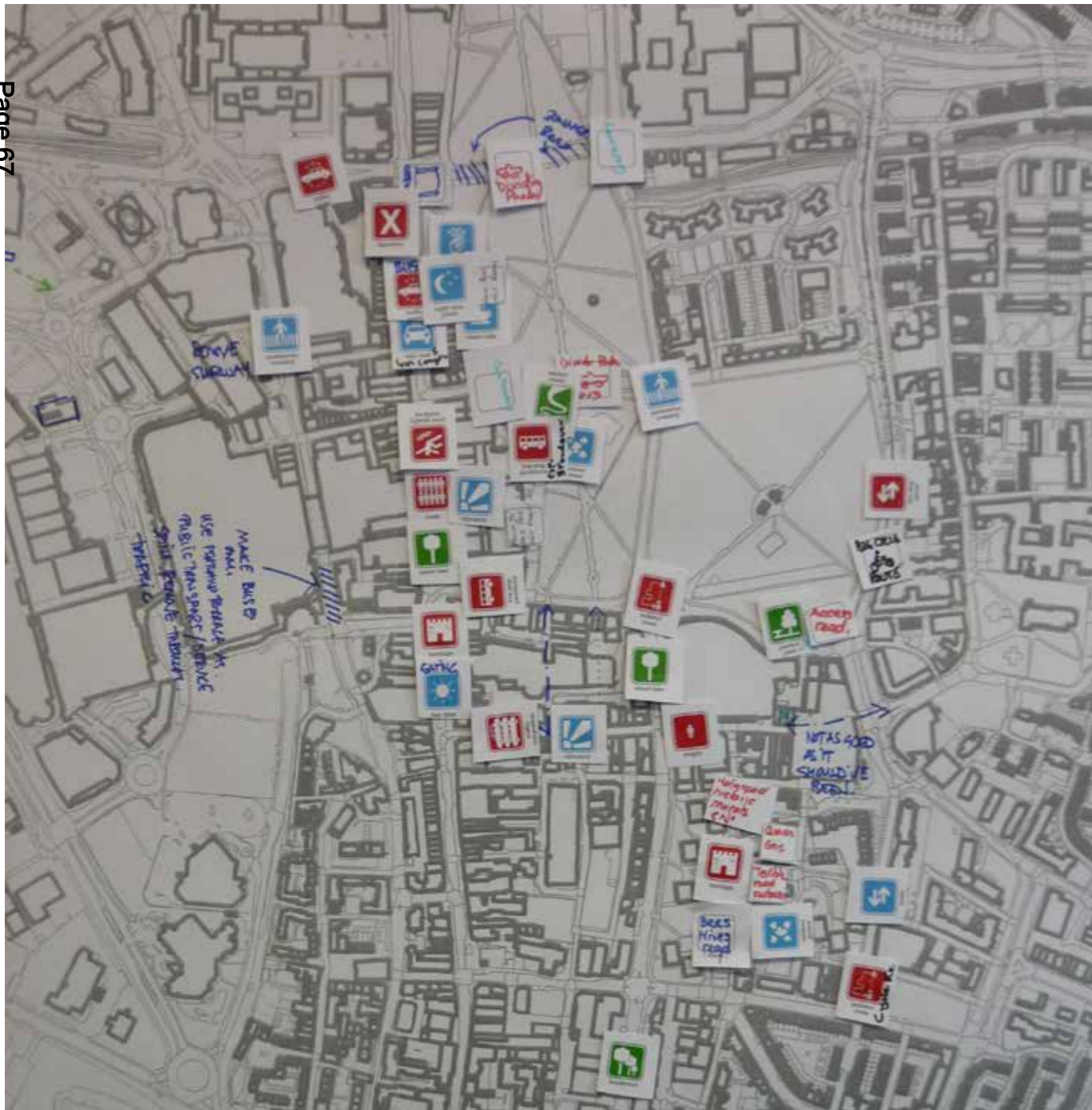
07

Key Issues

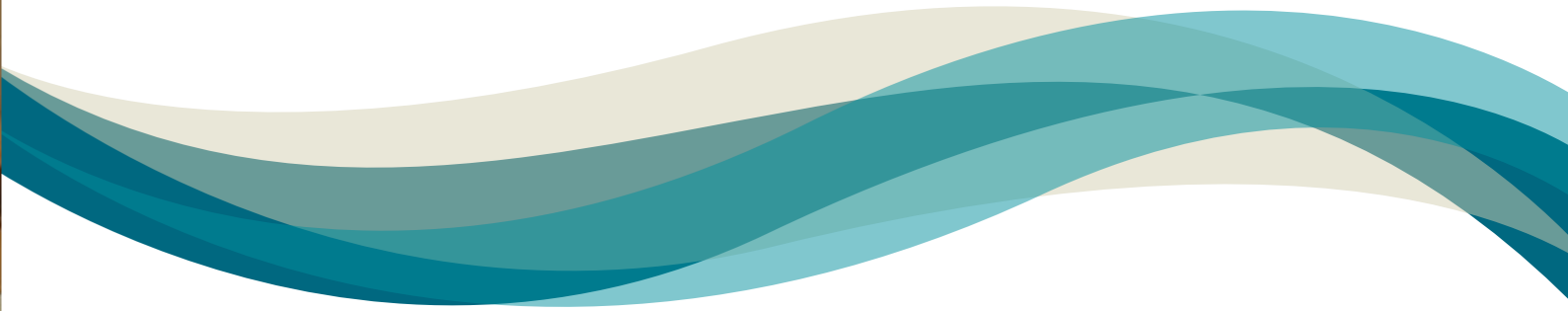
01. A lonely looking picnic bench in Palmerston Park, adjacent to Vincent's Walk. More features such as this are needed in the city but with greater thought about where they can best be sited.
02. The bus layover area at Vincent's Walk was considered to be a congested and unpleasant area in which to spend any length of time. A better solution to the needs of bus operators and passengers is required.
- 03 + 04. Above Bar suffers pedestrian congestion at its northern end but is clearly more generous in the pedestrian-only zone. How can these pinch-points be better managed?
05. East Street shopping needs to be nurtured and enhanced to increase street vitality.
06. Participants assess the impact of forthcoming changes as part of the redevelopment of the former East Street Shopping Centre.
07. Recent improvement to the Holyrood landscaped areas have delivered new play areas.
08. Participants at the workshop note down their observations using specially prepared icons.
09. Extract from the final workshop plan.



08



09



STREETS + SPACES FRAMEWORK APPENDIX B

Case studies and research
on the benefits of improved public realm

Oxford Street, Southampton

Recent studies within Southampton itself have shown similar economic improvements. The street scene improvements to Oxford Street started in October 2011 and the final road dressing was completed in August 2013. Unnecessary signs and markings have been removed, along with on street parking bays. The pavements have been extended and the road paved with good quality materials to create a pedestrian-friendly environment that encourages alfresco dining.

To evaluate the economic impact, the urban projects team at BB Living Places undertook an economic impact of the Oxford Street changes (draft findings, 5 September 2013). Information was gathered from a number of sources, including talking to visitors to the street and talking to those working on the street.

The people interviewed who work on the street felt the whole area had been given a lift and perceived a buzz in the evenings that was not there before. Those visiting the street have noticed that it is busier in the evenings and people are staying longer. This was reinforced by businesses who reported a marked increase in evening trade. Several businesses have taken on door staff to tap into the later trading and additional waiting staff to deal with their increased outdoor trade. There are 31 businesses on Oxford Street and 27 took part in the survey. In the twelve months since the improvements were completed:

- four have closed
- six new businesses have opened
- 15 jobs were lost (estimate)
- 54 new jobs have been created
- £800,000 was invested by the Council
- £1,800,000 has been invested commercially by businesses in renovations
- profits are up on average 5% predominantly in the restaurant and bars but the local florist has seen a 15% increase in trade due to their trade with the bars and restaurants
- five businesses reported at least a 10% increase in trade with only one business quoted as having a fall in trade

The study is still awaiting confirmation on several of the commercial investment figures and job creation numbers, so the estimates included here are conservative



Before and after images of Oxford Street, Southampton.

QE2 Mile, Southampton

There are clear economic benefits to a series of well-connected streets and spaces in a city centre and evidence is already emerging in Southampton to support this. In 2007/08 the Council approved a capital programme of public realm improvements to the value of £11.2m to what is now known as the QE2 Mile and Guildhall Square. Total investment levered into the city along the QE2 Mile since the works commenced in 2008 is around £70m of which over £60m is identified as Private Sector Investment (PSI). This includes Guildhall Square investment as well as planned development such as the New Arts Complex. The data collected over the period between March 2009 to March 2011 demonstrates that for every £1 spent on public realm around £5 of private sector money is levered into the city. Other indicators were also reported on:

- increased land and property values
- attracting visitors and tourism with Guildhall Square events having attracted 1000's of people
- direct increase in employment and new jobs – 2000 new jobs expected by 2015
- enhanced image evidenced by with improved quality of developers approaching the city and improved quality of traders operating on QE2 Mile
- improved public safety with a wider range of ages present on the street helping with 'self policing'
- increased footfall with major anchor retailers experiencing a 1% increase in footfall over the period.

The Pedestrian Pound Report

In 2013, Just Economic and Living Streets published a report called "The Pedestrian Pound" bringing together evidence that demonstrates how investment for walking can deliver a commercial return for business and a much needed boost for local economies too. The summary report sets out recommendations for action to national governments and local authorities to create safer, more attractive and enjoyable high streets.

The top three recommendations are:

- Invest in the public realm to create safer and more attractive high streets, with town centres being managed with a view to delivering health and environmental objectives too.



“.. for every £1 spent on public realm around £5 of private sector money is levered into the city”

- Give local communities powers to help high streets and town centres, including control over local planning issues, such as the 'change of use' from offices to housing.
- Boost footfall by making our high streets as accessible and enjoyable as possible. This is to be encouraged through local authority audits of the quality of the routes to and from their high streets and town centres, to promote events to make high streets as welcoming as possible and to adopt 20 mph limits where people live, work and shop.

Research shows that making places better for walking can boost footfall and trading by up to 40%

Good urban design can raise retail rents by up to 20%

International and UK studies have shown that pedestrians spend more than people arriving by car

Comparisons of spending by transport mode in Canada and New Zealand revealed that pedestrians spent up to six-times more than people arriving by private car

In London town centres in 2011, walkers spent £147 more per month than those travelling by car

Retailers often overrate the importance of the car. A study in Graz, Austria, subsequently repeated in Bristol found that retailers overestimated the number of customers arriving by car by almost 100%

Landowners and retailers are willing to pay to improve the streetscape in order to attract tenants and customers

Facts and figures in support of better streets and spaces, as taken from the Pedestrian Pound report, by Just Economics and Living Streets.

Health benefits

Case studies + evidence

RIBA, City Health Check

The Royal Institute of British Architects (RIBA) published a report in late 2013 on how design can save lives and money. The report sets out how, if we want people to walk more, it is a matter of the quality, not the quantity, of routes. Safety and aesthetics are more important to residents than more direct routes to destinations or an increase in the number of streets and parks. Direct interventions in our streets and spaces can make a real difference to safer and more attractive cities and help to save the NHS £675 million each year. It argues that local and central government, developers and architects need to work together to deliver places that people want to use. By doing so, regular physical activity can be encouraged that will reduce obesity, related health problems and their public cost.

England's cities are home to over half the country's population. The way these cities are planned has a major impact on transport, food and exercise choices. Whether people walk to the shops or whether children walk to school is often influenced by the safety, appearance and quality of our streets, pathways and green spaces. With an expanding ageing population who tend not to be as physically active as they should and increasing levels of obesity amongst the wider population the focus on increasing levels of physical activity to improve our health and well-being has never been more important.

However, recent research by the Department for Transport has found that walking trips have fallen by 27% over the last 15 years. The Department has also stated that if short car journeys were done on foot or by bike, most motorists would achieve recommended levels of physical activity. Even small increases in walking and cycling could benefit our health and people who walk or cycle to work are healthier and less likely to be overweight. To achieve this, "active travel" needs to be integrated into our daily lives and the physical design of our cities and communities can either support or inhibit walking and cycling.

Would we be happier living in greener urban areas?

This study draws on 18 years of panel data from over 10,000 participants to explore the self-reported psychological health of individuals over time and the relationship between urban green space, well-being and mental distress. Findings show that urban green space can deliver significant benefits for mental well-being.

The impact of green space was examined through a positive, evaluative measure of well-being and life satisfaction, as well as a more experiential marker of psychological ill-health; the General Health Questionnaire (GHQ) scale.

By using a fixed effects analytic approach more common in economic analyses, the green space effect was estimated without being biased by the personalities of the survey respondents.

Data was derived from the British Household Panel Survey, a nationally representative longitudinal survey of households in the UK that ran annually from 1991-2008, containing over 5,000 households and 10,000 individual adults.

Local area green space was derived from the Generalised Land Use Database, which classifies land use at high geographical resolution across England,

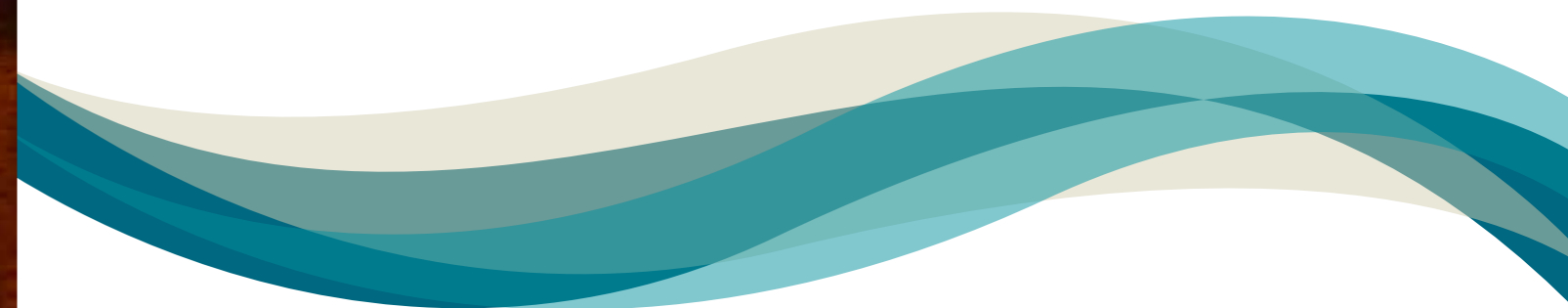
and has been applied to 32,482 Lower-layer Super Output Areas (LSOAs) – a standard geographic unit used to report small area statistics.

The analyses suggest that people are happier when living in urban areas with greater amounts of green space. Compared to instances when they live in areas with less green space they show significantly lower mental distress (GHQ scores) and significantly higher well-being (life satisfaction).

These effects emerge controlling for other differences at the different time points such as income, employment status, marital status, health, housing type and local area level variables, such as crime rates.

Poor quality urbanisation is therefore considered a potential threat to mental health and well-being and although effects at the individual level are small, this study demonstrates that the potential benefit at a population level should be an important consideration in policies aiming to protect and promote urban green spaces for well-being.

Would You Be Happier Living in a Greener Urban Area? A Fixed-Effects Analysis of Panel Data, Matthew P. White, Ian Alcock, Benedict W. Wheeler and Michael H. Depledge, Psychological Science, published online 23 April 2013, DOI: 10.1177/0956797612464659



STREETS + SPACES FRAMEWORK APPENDIX C

Assessment Criteria Checklist
for Development Proposals



Performance Checklist for streets + spaces enhancements

What category of street or space is under consideration? (see diagram on page 23)
How does the street or space relate to the city life assessment? (see diagram on page 11)

ACCESS

1. Is the street or space open 24 hours a day?
2. Is the street or space easy to find and get to?
3. Is the street or space accessible to all?
4. Does the street or space accommodate pedestrian, bicycles and vehicles easily?
5. Do adjacent buildings and layout make it easy to find your way around?

DESIGN + APPEARANCE

6. Does the street or space respond to local distinctiveness and context?
7. Is the street or space defined by a well-structured building layout?
8. Does parking add to or detract from the street scene?
9. Does the street or space integrate with existing roads, streets, paths and/or the surrounding development?
10. Do buildings, street and spaces take priority over the roads and parking so that highways do not dominate?

ENVIRONMENT

11. Does the “place fit the space”?
12. Does the place positively exploit the existing buildings, landscape and topography?
13. Is the street or space overlooked and does it feel safe, both night and day?
14. Is there shelter from the wind, weather and noise?
15. Has the street or space been designed to reduce its environmental impact?

COMMUNITY

16. Is the street or space close to community facilities such as schools, parks, shops and pubs? Does it encourage or frustrate connections to these facilities?
17. Is the street or space important to local shops, businesses and residents?
18. Is the street or space easy to reach by public transport?
19. Is the street or space welcoming and do people mix well?
20. Can the street or space cater for regular or one-off events?

MAINTENANCE

21. Is the street or space well looked after?
22. Is the street or space clean and welcoming?
23. Are repairs carried out to a high standard?
24. Are the people who look after the space around a lot?
25. Can the community be directly involved in looking after the street or space?



USEFUL WEB LINKS

www.southampton.gov.uk/citycentreactionplan

www.southampton.gov.uk/citycentremasterplan

www.southampton.gov.uk/streetscapemanual

www.southampton.gov.uk/northsouthspinestrategy

www.southampton.gov.uk/oldtowndevelopmentstrategy

STREETS + SPACES FRAMEWORK

Approved

November 2015

Building for a brighter future



At a Glance: a Checklist for Developing Dementia Friendly Communities

This 'At a Glance' offers useful checklists on designing dementia friendly communities. It summarises some of the key design points set out in the recent Housing LIN Viewpoint *Breaking New Ground: The Quest for Dementia Friendly Communities*, by **Dr Lynne Mitchell** at the University of Warwick (Viewpoint No.25, Housing LIN, 2012)

Edited for the Housing Learning & Improvement Network by
Jeremy Porteus

June 2012

Introduction

The term 'dementia friendly communities' has emerged in recent years as policy makers and practitioners seek new ways to address the steady rise in numbers of people with dementia as the population ages. It reflects a growing movement to remind society that people with dementia have the same rights as everyone else to be treated with dignity and respect, to lead independent, autonomous lives and to continue to be active citizens in society whose opinions are heard and acted upon.

The quest for dementia friendly communities recently received a boost from the Prime Minister's *Challenge on dementia*¹, launched alongside Alzheimer's Society's *Dementia 2012: a national challenge*². The Prime Minister's three key areas of driving improvements in health and care; creating dementia friendly communities that understand how to help; and better research will, if adequately met, help to improve the lives of people with dementia and their carers. Alzheimer's Society, working with the Dementia Action Alliance in supporting the development of dementia friendly communities, stresses the need to tackle the stigmatisation, exclusion, loneliness, and lack of control and empowerment people with dementia currently experience but at this early stage is not prescriptive about the specifics of what constitutes a dementia friendly community.

Seeking dementia friendly communities

With people aged 65 and over making up the largest number of households in the future, the importance of ensuring that all types of housing provide a flexible, adaptable living environment to meet people's changing needs throughout the life-course is apparent. Future proofing all housing would give people more housing choice and less likelihood of having to face disruptive adaptations or unwanted moves when circumstances change. And for housing to be both inclusive and dementia friendly they also need to address sensory and cognitive challenges.

Designing dementia friendly environments

The most useful design principles and recommendations currently available include:

1. Familiar environments which people with dementia recognise and understand:
 - Non-institutional buildings, rooms and spaces that meet older people's expectations of what such rooms look like in terms of scale, layout, fittings, décor, furniture and furnishings
 - Designs that are recognisable and familiar to people with dementia; features should be designed so their use is obvious and unambiguous – this is not a case of traditional versus modern or using a particular style or historical era but clarity of good design
2. Legible environments which give clues to help people with dementia understand where they are, what is expected of them in that space and which way they need to go:
 - A clear hierarchy of spaces including private, semi-private, semi-public and public spaces helps residents identify different spaces and helps protect their privacy and sense of home
 - Plenty of views of the outside provide interesting views, natural light and ventilation. Being able to see outside helps orientation and wayfinding and a sense of connection to the wider world

¹ *Prime Minister's challenge on dementia. Delivering major improvements in dementia care and research by 2015.* Department of Health (2012)

² *Dementia 2012: a national challenge.* Alzheimer's Society (2012)

- A minimum of wide, short corridors, single banked to allow natural light and views of the outside, no dead ends or blind bends and with views along them to functional destinations and interesting wayfinding cues, while avoiding clutter and trip hazards.
 - Where it is impossible to avoid having a number of corridors, a hierarchy of corridors helps to delineate private and public spaces
 - There is conflicting evidence about the effectiveness of signs and colour coding. But large, realistic graphics in clear, colour contrast to the background on essential destinations, such as toilet doors; and contrasting colours, for example between different doors or corridors, can be useful
 - 'Memory boxes' of possessions are useful for wayfinding and orientation and also help people maintain their sense of identity, self and belonging.
3. Distinctive environments, spaces and features help capture people's attention and concentration and enhance their living environment while helping them to find their way around:
- Separate distinctive rooms e.g. living room, dining room and activity room rather than one large generic shared space
 - Attractive and interesting wayfinding cues, such as art work, potted plants, ornaments, placed at strategic spots
 - Features to give clues to the use of a room, e.g. a fireplace and comfortable chairs in the living room, a dining table and chairs in the dining room ...
 - Visual access, e.g. a clear view of the en-suite toilet from the bed
 - Plain, clear colour contrasts between walls and floors, handrails and walls, doors and walls, sanitation ware and walls and floors, toilet seats / flush handles and toilets, taps and basins, furniture and walls / floors ...
4. Accessible environments that enable people to reach, enter, use and move around the places and spaces they need or wish to visit, regardless of any physical, sensory or cognitive impairment
- Location close to services, facilities, community activities and open space
 - Access to the outdoors, especially natural environments, is essential regardless of the severity of the dementia to enhance health and wellbeing and reduce stress. Sunlight is important for the production of serotonin, a mood-enhancing hormone and the absorption of vitamin D which reduces the risk of osteomalacia, osteoporosis and respiratory infections. Natural light and being able to see the cycle of day and night and the seasons can reduce 'sundowning' and sleep disorders
 - High-intensity levels of natural light indoors can positively affect sleep, mood and behaviour: large windows, glazed doors, roof lights, atria, light tunnels
 - Curtains, blinds and anti-glare, non-reflective glass to avoid glare, shadows and frightening reflections
 - Indirect artificial light adequate enough to provide the three to five times more light that older people need compared to younger adults
 - Flooring and pathways that are plain, non-reflective, wide, flat, smooth and non-slip, in clear colour and textural contrast to walls, doors etc
 - No changes in level, but if unavoidable a choice of steps and ramp with max. gradient 1:20, clearly marked and well lit with handrails and non-slip, non-glare surfaces

5. Safe environments so people can independently use, enjoy and move around places and spaces freely without fear of coming to harm
 - Important not to let safety concerns overrule issues of independence any more than necessary
 - No trip hazards
 - Flush thresholds
 - Flat, plain, non-slip flooring & paving
 - Handrails in clear colour contrast to walls
 - Camouflaged doors can prevent residents from entering unsafe areas
 - Outside enclosed spaces that are easy to navigate, overlooked and with flat, non-slip, plain paving, raised beds, seating and shelter, flat topography and no trip hazards
6. Comfortable environments so people feel at ease and are able to visit, use and enjoy places and spaces of their choice without physical or mental discomfort. Meeting the other five principles contributes to comfort but also:
 - Quiet, calm surroundings
 - Soft furnishings to deaden noise
 - Discreet alarms
 - Planting to buffer traffic noise
 - Large windows with low sills and nearby seating as attractive or interesting views, especially of nature, can have a therapeutic effect and can reduce blood pressure and stress levels

Extra Care Housing and dementia

Housing with care, such as extra care and continuing care housing, is becoming a preferred alternative amongst commissioners of adult social care to care homes for people with dementia. Research suggests that many people with dementia can lead good quality lives in extra care housing, at least in the mild to moderate stages, but they often experience loneliness and social isolation and a lack of acceptance by other residents^{3, 4}. For example, Midland Heart's research found that the needs of some people with severe dementia are better met in residential care.

Although specialist housing is designed to meet the needs of older people who need some support and care, it is not generally specifically designed to be dementia friendly, although this is beginning to change. The Housing LIN *Design principles for extra care factsheet*⁵ stresses that design for dementia principles must be incorporated into the design of extra care housing and points out that these will benefit all users of the housing.

Although not specifically related to design for dementia, the *Housing our Ageing Population: Panel for Innovation* report (HCA, 2009) has been influential in encouraging housing providers and developers to rethink how they design their properties. The report recommends 10 design components for housing for older people derived mainly from their study tour of 24 schemes in 6 countries:

³ Dutton R (2009) *'Extra care' housing and people with dementia*. Housing 21-Dementia Voice

⁴ Evans S and Vallely S (2007) *Social well-being in extra care housing*. Joseph Rowntree Foundation

⁵ Nicholson *et al.* *Design principles for extra care. Factsheet no.6. 2nd Edition*. Housing LIN and Care Services Improvement Partnership

1. generous internal space standards and flexible layouts
2. maximising natural light through the placement, size and detail of windows
3. building layouts that avoid internal corridors and single-aspect flats and provide large balconies, patios or terraces
4. adaptable homes in which new technologies can be easily installed
5. building layouts that promote circulation areas as shared to encourage interaction
6. multi-purpose space accommodating a range of activities
7. designing homes to be part of the street and public realm and nurturing the natural environment
8. energy-efficient and well insulated
9. adequate storage
10. shared external surfaces that give priority to pedestrians

We are now beginning to see private development companies in the sector incorporating these components into new build and looking into how to adapt existing properties but they have found that innovative solutions are sometimes required to ensure that the resulting design fits into the local character of the street.

Designing dementia friendly neighbourhoods

In terms of making neighbourhoods more dementia friendly, much can be done at the design level. Indeed, the design of the environment can make a big difference to their level of independence and ability to use and find their way around the neighbourhood. Importantly, in *Streets for Life* (Burton & Mitchell, 2006), the authors identified 6 principles of dementia friendly environments, namely: familiarity, legibility, distinctiveness, accessibility, safety and comfort and made over 70 recommendations. From those recommendations the following 17 key design features of new dementia friendly neighbourhoods stand out:

1. Small blocks laid out on an irregular (deformed) grid with minimal crossroads
2. A hierarchy of familiar types of streets, including high streets and residential side streets
3. Gently winding streets
4. Varied urban form and architecture that reflects local character
5. A mix of uses, including plenty of services, facilities and open space
6. Permeable buffer zones, such as trees and / or grass verges, between busy roads and footways
7. Buildings and facilities designed to reflect uses
8. Obvious entrances to buildings
9. Landmarks and environmental cues
10. Special / distinctive features at junctions, e.g. street furniture, trees
11. Wide, flat, smooth, plain, non-slip footways separate from cycle lanes
12. Frequent pedestrian crossings with audible and visual cues suitable for older people
13. Level changes only when unavoidable, clearly marked with handrails
14. Clear signs throughout
15. Frequent sturdy public seating in warm materials, with arm and back rests
16. Enclosed bus shelters, with seating and transparent walls or large, clear windows
17. Ground level public toilets

Where no new development is planned, the following improvements are likely to be helpful for people with dementia:

1. Add landmarks, distinctive structures, open spaces or places of activity
2. Add special features (e.g. post boxes, telephone boxes, trees, statues) at junctions, particularly complex ones
3. Add porches, canopies and clear signs to make entrances to public buildings obvious
4. Increase the widths of footways (e.g. by reducing the widths of roads)
5. On busy roads, create a green buffer zone between pedestrians and cars
6. Move cycle lanes from footways to roads
7. Increase the frequency of pedestrian crossings
8. Where there are steps, provide a slope or ramp (no more than 1 in 20) as well
9. Add handrails to steps or ramps, if they don't have them
10. Fix clear signs and symbols (where existing ones are poor) to publicly accessible buildings, preferably perpendicular to walls
11. Remove all unclear and unnecessary signs
12. Replace all unclear road and directional signs with clear ones
13. Increase variety in the existing built form (e.g. by painting doors and windows different colours and adding details such as window boxes)
14. Add trees and street furniture where possible
15. Make sure there are public seats, toilets and bus shelters that are suitable for older people
16. Make sure gates and doors only require up to 2kg of pressure to open
17. Improve audible cues at pedestrian crossings where necessary and increase crossing times
18. Replace cobbled, rough or patterned footways with smooth, plain ones
19. Reduce street clutter (e.g. boards, adverts, signs)
20. Increase the amount of street lighting where necessary

Work conducted with people with dementia by Alzheimer's Australia NSW⁶ has also identified the following as the most important outdoor design features:

- wide, flat, bicycle-free footways
- drive in / drop off points outside important venues
- clusters of shops
- non-slip, non-reflective paving
- clearly marked glass doors
- plenty of seating with arm and back rests
- good lighting
- dementia friendly signs and symbols
- sheltered bus stops with handrails and seating
- frequent pedestrian crossings
- handrails at crossings, bus stops, safety islands and corners

⁶ *Building dementia and age-friendly neighbourhoods. Discussion Paper 3.* Alzheimer's Australia NSW (2011)

All these design for dementia recommendations complement those for making neighbourhoods more age friendly including Help the Aged's (now Age UK) manifesto for lifetime neighbourhoods⁷, the World Health Organisation's global age-friendly cities guide⁸, the Lifetime Neighbourhoods report and the Inclusive Design for Getting Outdoors (IDGO) consortium⁹.

Conclusions

In conclusion, a dementia friendly community should provide a good choice of different types of housing with care and general housing with home-based health and social care services and ensure that the design of housing and neighbourhoods supports and enables people with dementia.

A key recommendation in *Dementia 2012* is for Alzheimer's Society to develop an understanding of what makes a dementia friendly community. They are gathering information and evidence on all the elements important to dementia friendly communities and believe that design and housing are likely to play a key role. Their report on housing and dementia, due out soon, begins to examine this role but they are very keen for people working in housing and design to share what evidence they have to help shape the development of the concept of dementia friendly communities and the role housing and design can play.

To read the full viewpoint by Dr Lynne Mitchell, *Breaking New Ground: The Quest for Dementia Friendly Communities*, go to:

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Web: www.housinglin.org.uk

⁷ *Towards Common Ground: the Help the Aged manifesto for lifetime neighbourhoods*. Help the Aged (2008)

⁸ *Global age-friendly cities: a guide*. World Health Organisation (2007)

⁹ www.idgo.ac.uk

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