



**TRANSPORT
SCOTLAND**
CÒMHDHAIL ALBA

Guidance on Inclusive Design for Town Centres and Busy Streets

Final Consultation Draft - for comment

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Guidance on Inclusive Design for Town Centres and Busy Streets

Introduction

Our town centres and streets provide facilities and amenities which play a vital role in supporting the needs of our communities and in developing a positive sense of local identity. Ensuring that all members of Scotland's communities irrespective of age, ability or gender have the ability to access these areas safely and confidently without obstruction is an important part of delivering an inclusive society.

When the design of town centres and busy street environments does not fully take into account the needs of all members of the community, people may become excluded from these areas and the essential functions that they provide. Potential barriers to access should be removed and not included in any scheme.

This national guidance has been developed to support the design of town centres and busy streets that are inclusive. It is based on the premise that if the area is designed for disabled people, then the majority will benefit.

This draft guidance was developed in response to research (see link below) which identified that street design should consider the needs of everyone and should take into account all Protected Characteristics under the Equality Act 2010. The research recommended that the principles which it identified should be embedded in guidance and applied practice.

[Inclusive Design in Town Centres and Busy Street Areas | \(Transport Scotland website\)](#)

[Inclusive Design in Town Centres and Busy Street Areas Transport Scotland Research Report \(PDF\)](#)

[Equality Act 2010 | Equality and Human Rights Commission \(equalityhumanrights.com\)](#)

The draft guidance covers the elements of inclusive engagement and design detailed at Part 1 and Part 2 later in this document but does not cover detailed design of other elements such as Bus Stops and cycling infrastructure. It also sits alongside, and does not replace but compliments, other national guidance documents such as Designing Streets, Cycling by Design and Scotland's National Standards for Community Engagement as well as UK Department for Transport Guidance on

Inclusive mobility and Guidance on the Use of Tactile Paving Surfaces (see links below).

[Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

[Inclusive mobility: using tactile paving surfaces - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Inclusive Design Working Group

This draft guidance is the product of a collaborative approach involving a working group with a diverse range of interests, knowledge, and specialisms, relevant to delivering inclusive design in town centre and busy street environments.

The working group consisted of representatives from the following organisations:

- Cycling UK
- Deafblind Scotland
- Disability Beyond Borders
- Guide Dogs Scotland
- Heads of Planning Scotland (HOPS)
- Mobility and Access Committee for Scotland (MACS)
- National Federation of the Blind UK (NFBUK)
- Royal National Institute of Blind People (RNIB) Scotland
- Scottish Government
- Sight Scotland
- Society of Chief Officers of Transportation in Scotland (SCOTS)
- Spinal Injuries Scotland (SIS)
- Sustrans
- Transport Scotland

The working group will be involved in considering the outcomes of forthcoming consultation on this draft and the development of the final guidance document.

Context

This document aims to support inclusive design and engagement processes that deliver accessible town centre and busy street environments for everyone. It has been developed in response to concerns relating to the particular difficulties which disabled people can encounter in accessing and moving around town centre and busy street environments if barriers to access have not been identified and/or removed. It is part of the actions taken under the Accessible Travel Framework to reduce obstructions on pavements (see link below).

[Going Further: Scotland's Accessible Travel Framework \(Transport Scotland website\)](#)

This guidance relates to streets in town centres and other busy streets. These are streets that serve a civic or public service function, such as shopping streets or areas where one or more public service is accessed, such as retail, hospitality, leisure, and key public services. Such streets have a proportionately higher level of motor vehicle and cycle traffic than other areas within the neighbourhood or settlement. Because of the function that these types of streets play in supporting communities, people are likely to want to access these spaces routinely.

Busy streets are also more likely to be serviced by public transport and may connect streets with civic functions. Traffic flows have been avoided as a measure for defining a busy street area, as what is considered “busy” within a village or rural setting will differ significantly from a more densely populated urban setting.

As well as the guidance in this document, wider transport, design, and place making policy should be considered, including the need to design for low traffic, low speed environments. Use of the sustainable transport hierarchy (see link below for diagram image) is necessary to encourage walking, wheeling, and cycling over motor transport, while still allowing for essential car users and essential taxi users to access busy streets.

[Sustainable travel and the National Transport Strategy \(Transport Scotland website\)](#)

In January 2022 latest changes were brought into the Highway Code.

[The Highway Code: 8 changes you need to know from 29 January 2022 - GOV.UK \(www.gov.uk\)](#)

They include new rules around how all road users including pedestrians interact. It sets a new hierarchy and reminds all road users that the people they encounter may have impaired sight, hearing, or mobility and that this may not be obvious.

How the Guidance is set out

The guidance is structured around ten key principles required in order to support inclusive design in town centres and busy streets. These principles are derived from research into inclusive design in town centres and busy street areas (see page 3) in conjunction with views and input from the working group.

The guidance is comprised of two main elements:

Part 1- Inclusive Engagement for Street Design incorporating principles 1 to 5.

Part 2 - Physical Design Measures for Inclusive Design incorporating principles 6 to 10.

There is also an annex, which provides links and information on specific issues such as the Public Sector Equality Duty (PSED), the Equality Impact Assessment (EqIA) process, relevant legislation, and street design guidance documents. A glossary of terms is included on page 26.

How the Guidance can be used

This guidance can be used to help structure, plan, and design inclusive environments.

For those involved in designing or delivering street improvements or adjustments, this guidance provides information on the engagement process, equality duties and key design features to allow accessibility and navigation of busy streets. It emphasises the need for meaningful engagement with local people and a place and person-led approach.

This guidance will be of interest to individuals who use these areas including but not limited to disabled people, disabled people's organisations and community groups involved or interested in new or emerging street design projects in town centres and busy streets.

Part One - Inclusive Engagement for Street Design

There are five high level principles on engagement for street design. Also provided are guidance notes for engagement on street design, based on the National Standards for Community Engagement. Additional guidance can be found within the Scottish Government Participation Framework which provides advice on participation including the spectrum of participation; inform, consult, involve, collaborate, and delegate. [Participation Framework \(www.gov.scot\)](http://www.gov.scot)

Principle 1 – Why?

The need for engagement.

We need to engage, listen, and understand what a community needs to ensure that designs are inclusive so that people can access and navigate their local town centre. Genuine engagement is something more than consultation and is additional and prior to the formal consultation process. It is a commitment to involve, listen and where appropriate, take on board and respond to comments and views as per the Participation Framework referred to above. Public bodies, and those funded by public bodies, need to ensure they are meeting the general requirements of the Equality Act 2010, and the Public Sector Equality Duty for example, by ensuring reasonable adjustments are made and those sharing Protected Characteristics are not negatively affected or disadvantaged during the consultation/engagement process.

[Reasonable adjustments: a legal duty - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Principle 2 – When?

Early and ongoing engagement is required.

Engagement should start at the concept stage, continue through the project's construction and completion, and go beyond to a post completion evaluation of the project. How people already use or would like to use the space is important in developing contemporary designs for a place and helps to ensure that accessibility issues are considered throughout the design and construction process and thereafter.

Principle 3 – What?

All engagement materials and language used should be accessible to the audience.

Design teams and those involved in the design should ensure that all engagement materials and language are accessible to the audience (for example by using tactile plans, exploring the need for British Sign Language Interpreters and or electronic note takers), and that people are given sufficient time to understand the information before they are required to respond. Engagement should be accessible including opportunities for digital participation and should follow the guidance:

[Understanding accessibility requirements for public sector bodies.](#)

Principle 4 – How?

There is a need to engage with individuals, local communities and groups who use, or may use a place.

The people who live, work, or use a place know it best, and it is important that they are able to contribute to and influence decisions on future change.

As well as local people, people who travel through an area, experiencing the place for only a brief time, should be included when undertaking engagement activities. This engagement can offer a unique perspective of how a place is perceived and functions. National organisations, particularly those whose remit is to promote inclusivity and accessibility, disability organisations and local Access Panels should also be included.

The capacity of local and national organisations to contribute effectively to all consultations should be considered and built into timelines.

Principle 5 – Where?

The engagement should take place at convenient locations for all parts of the community to attend.

Flexible approaches including virtual means of engagement should be implemented to meet the needs of all groups. Engagement should take place in accessible locations that are convenient for the community, at times that suit local people and convenient for local accessible transport.

National Standards for Community Engagement

There are already well-established guidelines for community engagement and the additional recommendations for street design should be read together with these. There are seven National Standards for Community Engagement. These are:

1. Inclusion
2. Support
3. Planning
4. Working Together
5. Methods
6. Communication
7. Impact

[National Standards for Community Engagement | What Works Scotland](#)



The seven national standards shown in the graphic above are repeated below accompanied by specific actions for engagement related to street design.

As in the national standards, 'We' refers to the leaders or organisers of the engagement process. All of the information from the National Standards should be followed as well as the additional information noted below.

As detailed above engagement on street design should be based on the National Standards for Community Engagement and follow advice on participation including the spectrum of participation; inform, consult, involve, collaborate, and delegate which can be found within the Scottish Government Participation Framework.

[Participation Framework \(www.gov.scot\)](http://www.gov.scot)

Inclusion

We will identify and involve the people and organisations that are affected by the focus of the engagement.

For street design:

The engagement needs to start early, at concept stage, and continue through the design process. Adequate time for engagement needs to be built into any project plan.

Local people (who live, work, visit or travel through an area) and groups who have an interest in the project should be included in an engagement plan. This can include national groups and organisations as well as Access Panels (see Link below).

[Access Panels \(Disability Equality Scotland website\)](#).

The engagement plan should ensure that all sections of the community have opportunities to input into the design.

There should be engagement and dialogue with a broad range of stakeholders at events, to promote collaborative dialogue.

All communications should be in accessible formats and should reach as many groups as possible.

Early and ongoing engagement will benefit the EqIA process. It will help embed the right methodology from an early stage and provide a record of the approach to inclusion adopted within the design process.

Support

We will identify and overcome any barriers to participation.

For street design:

Individuals will differ in the type of meeting or event they are comfortable in attending. A range of event options should be considered and may include individual meetings if appropriate, informal on-street events, virtual engagement, and other flexible approaches as well as more formal consultation.

Planning

There is a clear purpose for the engagement, which is based on a shared understanding of community needs and ambitions.

For street design:

Engagement should be an on-going activity during the design process, with a timetable setting out when and at which stages engagement will happen. Any changes to the design that has been agreed will require further engagement.

Consideration should be given to setting up a working group; such groups can provide valuable continuity over the lifetime of the project and will become more knowledgeable on the design as the process goes forward.

All engagement should consider accessibility regardless of the scale of the project but should be proportionate to the size of project, with larger projects likely to require more engagement.

The wider project programme should allow for the identification of stakeholders, provide sufficient time for stakeholders to plan and attend engagement events and sufficient time to allow interested parties to respond to consultation throughout the engagement period.

Sufficient budget should be provided to allow for an inclusive engagement process (from concept stage to post-completion evaluation). This should be acknowledged by the project funder.

Working Together

We will work effectively together to achieve the aims of the engagement.

For street design:

As well as the roles and responsibilities being set out early in the process, a timetable for the project should be set out, indicating when there will be opportunities for people to engage. This should include all stages of the project delivery and should be shared with individuals, groups and those delivering the project.

Methods

We will use methods of engagement that are fit for purpose.

For street design:

Although it is important to have maps and images or models of the street available, there are benefits to visiting and physically interacting in the area of the project. It is also important to have material samples available at engagement events.

Site visits at various times of day and lighting conditions can help ensure the design and materials are suitable. It is also important to check materials in different weather conditions.

It is important to provide street designs, including layouts, paving patterns, material samples, tactile plans and any 3D plans of key locations or features.

Communication

We will communicate clearly and regularly with the people, organisations and communities affected by the engagement.

For street design:

All the engagement materials need to be accessible. This includes accessible websites and published materials.

Different communication methods will help to ensure that the different communication needs of individuals are met. Individual preferences or needs for communication should be requested, understood, and accommodated.

Information should be provided in appropriate formats, which should be reasonable, appropriate, and accessible to both the receiver and the sender, for example, larger font size Sans Serif, descriptors and alternative text for all graphics, images, and braille. Having the ability to provide information in an alternative format is key to fulfilling the request. It is important this is done in a timely manner. Communication should follow best practice guidance on accessible engagement.

Supporting diversity at events can encourage more informed discussion and develop a greater understanding of the differences in requirements for accessibility.

Good record keeping at engagement events can help improve the design and be used to show the people involved how their input has been considered and acted on as part of a feedback loop.

Keeping a record of engagement also supports inclusive engagement and demonstrates how the design has developed through the process. This can be used to show compliance under the Equality Act 2010 for reasonable adjustments, should continue to inform the EqIA and show compliance with the Public Sector Equality Duty.

Impact

We will assess the impact of the engagement and use what we have learned to improve our future community engagement.

For street design this will include:

- How maintaining records that include the design response to the engagement can inform the EqIA or Access Audit.
- How the engagement process has demonstrated compliance with the relevant legislation and regulations associated with inclusive design and engagement; and

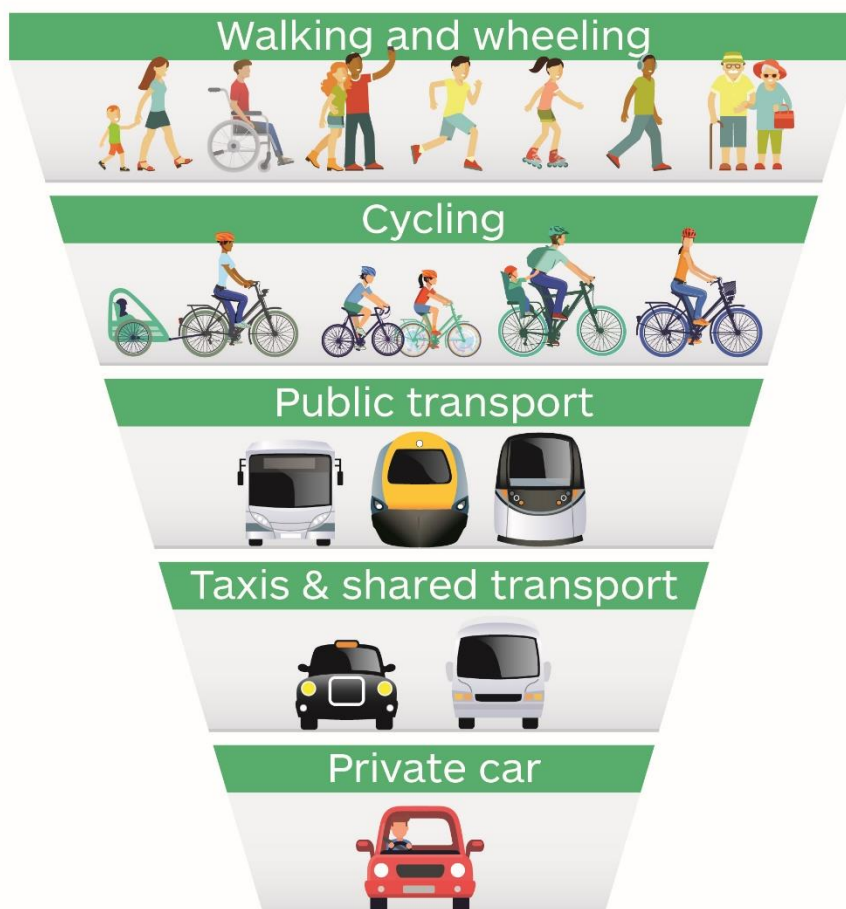
Ongoing evaluation can demonstrate how valuable engagement is and can be used for lessons learned for future projects.

Part Two - Physical Design Measures for Inclusive Design

As with all street design, a place and person-led approach should be used which takes into account the individual aspects of the street and the needs of all of its users. Design measures which separate pedestrian routes from cycle and motor vehicle routes can provide benefit for all users. However, what enables one group may potentially disable another, for example, kerbs can allow blind and visually impaired people to navigate but can also be a barrier to wheelchair users. The design process needs to take potential conflicting issues such as this into account, for example by use of dropped kerbs with appropriate tactile paving.

When designing or adapting busy streets and town centres, the sustainable transport hierarchy should be referred to in determining how the travel priorities of different modes of transport should be considered.

Prioritising Sustainable Transport



The hierarchy puts the consideration of walking and wheeling at the top followed in descending order by cycling, public transport, taxis, and shared transport with private cars at the bottom. In addition to supporting sustainable travel, the hierarchy can help in the design of inclusive street environments with the consideration of walking and wheeling prioritised. In using the hierarchy, any particular requirements for disabled people should be taken into account, such as the need for disabled access and accessible parking at key locations.

During the design process, projects should adopt a holistic and integrated approach to design that reviews and takes into consideration the surrounding streets and any impacts this may have on the design. In doing so the design can more successfully create an environment where traffic volumes and speeds are kept at a level that suits the environment and users.

The following sets out the principles and key considerations to support physical design measures for inclusive design.

Principle 6 – Effective Separation Between Different User Zones.

Appropriate demarcation between pedestrian, cycle and motor vehicle zones significantly increases user confidence and enhances safety.

Key Considerations

The separation of pedestrians, cyclists and motor vehicles supports access for all street users, particularly those with disabilities.

In general, street users value some form of kerb to define the pedestrian space and demarcate it from cycle traffic and the motor vehicle space. The provision of a detectable kerb reduces anxiety, promotes confidence, and increases accessibility.

Research commissioned by The Guide Dogs for the Blind Association suggests that kerb upstands should provide a level difference of at least 60 mm to be fully detectable by blind and partially sighted users and assistance dogs.

[Guide Dogs Kerb Height \(ucl.ac.uk\)](https://www.ucl.ac.uk/guide-dogs/kerb-height)

The provision of “level surface” streets, with tactile paving used to demarcate the pedestrian space from motor traffic, should not be considered unless traffic speed and volume is low and consultation with the local community, in particular disabled street users including visually impaired people has been taken into account.

Strong justification will be required if a street is to be categorised as “low flow and low speed.” Any such provision should involve extensive consultation with local street users and the reasoning recorded in the EqIA. This type of arrangement is likely to be appropriate only on historical streets. This could be accompanied by additional measures to improve the accessibility of these areas, such as reducing traffic to minimal levels with one-way traffic or restricted vehicle access.

Principle 7 – Clear, Unobstructed Pedestrian Corridors and Footways

Pedestrian corridors and footways should be free from obstruction and of the requisite width to support safe, unhindered, confident access for all street users.

Within town centres and busy street areas, pedestrian corridors should be kept free from obstructions such as street features and furniture. Two metres should be the minimum width for a clear pedestrian corridor. If the design cannot meet this minimum width, the reasons should be recorded as part of any EqlA, and any mitigation recorded (refer to the annex). Further information is provided by the Department for Transport (see link below).

[Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

A wider pedestrian corridor should be considered where large numbers of pedestrians need to be accommodated, for example, at transport hubs and busy crossing points.

Design features which enable pick-up and drop-off by support vehicles, at places where the pedestrian corridor can be accessed, are essential for disabled street users in town centres and busy street areas. The enforcement of regulations governing movable temporary features will support access for all street users. Further information on pick-up and drop-off points is included (See above link).

Regular rest locations with a variety of street bench/seating options should be provided, with clear wayfinding and directions to improve access for street users. The seating should be accessible and outside the pedestrian corridor.

Any features or furniture that may cause an obstruction, such as tables and seating for cafés, as well as lampposts, utilities, bins, trees etc. should be outside of the pedestrian corridor, i.e., the full width of the pavement would have to be more than two metres to accommodate street features while maintaining the necessary pedestrian corridor.

Consideration should be given to signage locations and the proximity to other street features and furniture, giving consideration to rationalising and simplifying signage. This should include consideration of where temporary signage can sit in the event of works being undertaken. For roadworks, further information can be accessed on the [Scottish Road Works Commissioner's website](#).

As people with sight loss require a means of navigating access to the building line, a tapping rail, landscaping, or screening is required. Pavement studs or other unobtrusive identification to show the limits for pavement cafés may be useful to avoid encroachment of the cafés into the pedestrian corridor.

A well-designed pavement café in the right location can add value to the pedestrian environment and should present no barriers or hazards to disabled people. However, a badly designed external café area or a café on to narrow a footway can restrict the pedestrian route, causing particular issues for disabled people.

Pavement cafés should be located adjacent to the building frontage so that staff and customers do not conflict with the general direction of pedestrian travel or otherwise obstruct the pedestrian corridor.

Screening around pavement cafés or similar street features should enclose seated areas other than entrances and exits. Where provided, screening should be around one metre high to retain obstacles such as customer's bags and maintain any pedestrian corridor outside of the seating area.

To be detectable by long cane users, the screening should be continuous to the ground or, alternatively should incorporate a low tapping rail. Drainage should be allowed to flow beneath the rail; however, any gap between the bottom of screening and the ground should be sufficiently small to avoid a roller ball on a long cane becoming stuck. Screens should not contain sharp edges or protruding parts and all furniture and displays should be contained within the guarded area. Screening that contrasts with the background is good practice and can aid detection by partially sighted people.

Guidance should be obtained from the relevant local planning and roads authorities with respect to any relevant local policies for example in relation to A Boards and / or pavement cafes.

Cycle parking should be located out with the pedestrian corridor. It should be in an area with demarcation which allows enough space for all users to pass and circulate around the cycle parking facility. Further information is provided in Transport Scotland's Cycling by Design guidance for permanent cycling infrastructure design on all roads, streets, and paths in Scotland (see link below)

[Cycling by Design | \(Transport Scotland website\)](#)

Any landscaping should be considered carefully, to enhance the enjoyment of the pedestrian corridor while not impeding crossing points and general permeability. Landscaping such as swales and rain gardens can help to demarcate a route with the integration of Sustainable Drainage Systems (SuDS).

Principle 8 – Crossings

Signal-controlled crossings are preferred by many street users and provide the highest degree of control and therefore confidence for disabled street users.

Key Considerations

The type and frequency of pedestrian crossings (both signal controlled and non-signal controlled) are important considerations for maintaining and improving safe access thereby enhancing confidence for pedestrians and disabled users when accessing town centres and busy streets. This includes correct use of accessibility features such as tactile paving and, audible outputs and rotating cones.

All crossings in town centres and busy streets should be designed carefully to support safe use by all street users. This includes, where appropriate, use of accessibility features such as tactile paving and, audible outputs and rotating cones.

Selection of the most appropriate type of crossing will be dependent on a variety of factors, including traffic speeds, traffic volumes and composition, pedestrian numbers, pedestrian needs, and desire lines. The importance of signal-controlled crossings for disabled people in town centres and busy streets means their deployment should always be a consideration. Reducing the volume of traffic may not remove the need for a signal-controlled crossing.

Engagement with local communities is key to developing appropriate crossing locations and designs. The type, location, and frequency of placement of crossings should be tailored for a particular location and considered on a case-by-case basis by planners and designers in line with the outcomes of engagement with the local community.

Crossings must meet the requirements of legislation and guidance, including the Traffic Signs Regulations and General Directions 2016 (TSRGD), and should be in accordance with the guidance in the complementary Traffic Signs Manual (in particular Chapter 6 on Traffic Control). This includes correct use of accessibility features such as flush dropped kerbs, tactile paving, audible outputs, and rotating cones on signal-controlled crossings. Rotating cones and audible outputs are essential for some people, including those with a sight impairment, deaf-blind people, and some wheelchair users (see links below).

[The Traffic Signs Regulations and General Directions 2016 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

[Traffic signs manual - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Traffic Signs Manual – Chapter 6 - Traffic Control \(publishing.service.gov.uk\)](http://publishing.service.gov.uk)

Tactile paving conveys vital information to blind, visually impaired, and other people about their environment, including hazard warning and directional guidance, thereby supporting independent mobility. The Department for Transport has provided Guidance on the Use of Tactile Paving Surfaces which should be followed (see link below).

[Guidance on the Use of Tactile Paving Surfaces \(publishing.service.gov.uk\)](http://publishing.service.gov.uk)

“In-line” or direct crossings are preferred by disabled people over “staggered” crossings. However, staggered crossings may be required where people have to cross multiple lanes of motorised traffic. The design should allow enough space for pedestrians and wheelchair users (and cycles where necessary) to pass at the island and have appropriate signal timings to prevent build up at the Island and to allow for safe crossing by all users.

Consideration should be given to engaging independent experts where appropriate, such as members of The National Register of Access Consultants (NRAC), access forums or suitably qualified individuals.

Advances in technology, which aid the use of crossings and navigation, should be considered as they become available.

Principle 9 – Materials

The design of pavements and other street features should consider colour and tonal contrast in all weather and light conditions to support access for all street users.

Key Considerations

Materials used should have properties which support accessibility (e.g., slip resistant paving with sufficient tonal and colour contrast) and be durable.

The materials used must support access to all parts of the street and provide ease of navigation. Social spaces should be identifiable and separated from areas required for movement.

Good build quality using durable materials, supports access for all street users. Whole life costs for materials should be considered.

Designs should factor-in regular planned maintenance to ensure the area remains accessible for all street users and where possible, any opportunities presented by planned maintenance to also improve accessibility should be taken advantage of.

Both aesthetics and function are essential elements, but it is critical that the materials support accessibility and safety. Not everyone sees colours in the same way. Fluorescent colours and some paving patterns can cause difficulty for some street users.

Where possible, street furniture should be chosen so that it is visually distinguishable from paving materials. Where this is not possible then markings such as banding with contrasting tones can help to make street furniture distinct from the surrounding environment. Reflective materials can pose issues with glare that can be problematic for all street users, and particularly for partially sighted people and careful consideration should be given to their use.

Materials should be assessed in both wet and dry weather conditions and different lighting conditions. Many materials used externally that provide demarcation when first constructed, will weather to grey over time, making it difficult to distinguish.

Social spaces can be identified in diverse ways but should have clearly identifiable delineation.

Utility companies and local authorities may require access from time to time to undertake certain work. Consideration should be given to the likelihood of future access to underground services and amenities, the cumulative effects of accessing these services and the ease with which the surface can be re-instated to the same quality.

Repairs to roads and footways following work undertaken by utility companies may initially be of a temporary nature prior to full reinstatement works being completed. Temporary repairs, which should exist for no longer than six months, should be held to the same standards on tolerance (specifically how much higher or lower than the surrounding area) as a permanent reinstatement, and should not impact on accessibility. When undertaking temporary repairs, consideration should be given to retaining features that enable navigation, particularly those used by blind and visually impaired people. For roadworks, further information can be accessed on the [Scottish Road Works Commissioner's website](#).

Reinstatements must comply with the current Specification for the Reinstatement of Openings in Roads, issued under Section 130 of the New Roads and Street Works Act 1991. Compliance with this specification is mandatory and should result in a finish that is acceptable in terms of accessibility.

[Specification for the Reinstatement of Openings in Highways - Fourth edition \(publishing.service.gov.uk\)](#)

When designing landscape features along a pedestrian corridor these should be conducive to promoting biodiversity, cooling of streets, levels of wellbeing and supporting urban drainage. Consideration should be given to maintenance arrangements of landscaping adjacent to pedestrian corridors, to avoid undergrowth and thickened shrubbery taking over the paved surface and tree canopies drooping to head height. Pavement grilles for street trees should be considered carefully where they are in proximity to the pedestrian corridor.

Principle 10 – Consistency in Design

Consistency of approach in the design of street features in town centres and busy street areas supports access for all street users, increases confidence and minimises feelings of anxiety or of feeling unsafe.

Key Considerations

This principle focuses on consistency of approach in street design, as each project has to be design-led and appropriate for the context and environment, rather than using a standardised approach.

An EqIA must be undertaken where changes to physical design features are proposed. This will support the identification of changes to the existing level of amenity for disabled street users. It will record design decisions and how they support access for disabled street users.

Consistent and ongoing monitoring and evaluation will inform better design. This should include baseline surveys and continue post-construction and in use. Any lessons learned should be shared and the knowledge used to inform future projects.

An EqIA must be started at the concept stage of the project and updated on an ongoing basis during the project as part of the project documentation until the project is completed.

For public sector organisations, and for organisations undertaking work on their behalf, the Public Sector Equality Duty is a legal requirement. Further information is included in the annex.

Small-scale trials can help gather information to inform the design. These can include temporary infrastructure installations and trials of materials on site.

It is important to gather data to understand how the area is used, establishing a baseline prior to any design work taking place, through the design and build process (especially if trials are used) and after completion to see how the space is being used. This will be especially useful for learning lessons for future projects.

Road Safety Audits are specified, undertaken, and managed by local authorities, except in the case of trunk roads where the specification is set in GG 119 of the Design Manual for Roads and Bridges (see link below).

[GG 119 - Road safety audit \(standardsforhighways.co.uk\)](https://standardsforhighways.co.uk)

The success of finished projects can be monitored in a number of ways including road safety audits. It is also important to gather information on how people feel about the end results. The key questions for evaluation include:

- How well does the design work?
- Does it do what it was intended to do?
- Is the area accessible for disabled people?
- Do people feel safe in the area?

Design and Access statements are required for specific applications and form part of the planning application process, as set out in Planning Circular 3/2013: Development management procedures (see link below). These include major developments and conservation areas. For other projects, it may be useful for the project team to produce a Design and Access Statement, to show how the requirements for accessibility have been incorporated into the design.

[Making a Planning Application - Planning Circular 3/2013: Development management procedures - gov.scot \(www.gov.scot\)](https://www.gov.scot)

Consideration should be given to the undertaking of an independent accessibility assessment by suitably qualified individuals or organisations, such as Access Panels, Access Officers, and the National Register of Access Consultants (see link below).

[The National Register of Access Consultants | NRAC](#)

Glossary

Crossing – A facility provided to enable pedestrians (and/or cyclists) to cross a carriageway or cycle track. These can be signal-controlled, controlled without signals (e.g., zebra controlled) or uncontrolled.

EqIA – Equality Impact Assessment. A key tool to show how the needs of people with Protected Characteristics as set out in the Equality Act have been taken into account. More detail is included in the annex.

Pedestrian – A person walking rather than travelling in a vehicle, including those who use walking aids and prams/pushchairs.

Public Sector Equality Duty as set out in the Equality Act 2010 ([Equality Act 2010](#) | [Equality and Human Rights Commission \(equalityhumanrights.com\)](#))

A public authority must, in the exercise of its functions, have due regard to the need to: -

- (a) eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited by or under this Act.
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Rotating tactile cones – A device to assist crossing for sight-impaired pedestrians; the cone is located on the underside of the push-button box at the roadside. When the cone begins to turn, the green man is also displayed, which signals it should be safe to cross. When the red man is displayed, the cone stops rotating.

Street Furniture - Essential and immovable elements in a street – lighting columns, litter bins, benches, trees etc.

Street Features - Elements in the street that may move e.g., domestic waste and commercial waste bins.

Wheeling – Refers to travelling by wheelchair.

Annex - Further Information on Legislation and Guidance

Design Tools

[Place Standard Tool \(Scot.Gov webpage\)](#)

[Place Standard Design Version](#)

Design Process

Only personnel who have all of the relevant required skills and experience at all stages in the process should be engaged, including when designing the project brief. The RIBA Plan of Work has a design cycle and may be useful (see link below).

[RIBA Plan of Work \(architecture.com\)](#)

Road and Street Design

Guidance on accessibility requirements and the application of tactile paving surfaces to support these requirements (see link below).

[Inclusive mobility and tactile paving guidance review - GOV.UK \(www.gov.uk\)](#)

A policy statement for street design in Scotland, covering overview, detail, and process (see link below).

[Policies - Designing Streets: A Policy Statement for Scotland - gov.scot \(www.gov.scot\)](#)

Guidance on the application of Designing Streets to different local road contexts (see link below).

[National Roads Development Guide \(scotsnet.org.uk\)](#)

Guidance for cycling infrastructure design on all roads, streets, and paths in Scotland (see link below).

[Cycling by Design | Transport Scotland website](#)

Transport Scotland's requirements for the inclusive design of road infrastructure (see link below).

[Roads for All: Good Practice Guide for Roads \(PDF\)](#)

A suite of documents which contains requirements and advice relating to works on motorway and all-purpose trunk roads (see link below).

[Standards For Highways](#)

Equality Act and Public Sector Equality Duty

The Equality Act extends the circumstances in which a person is protected against discrimination, harassment, or victimisation because of a protected characteristic. The public sector equality duty (or general duty) in the Equality Act 2010 came into force in 2011.

It means Scottish public authorities must have “due regard” to the need to:

1. eliminate unlawful discrimination.
2. advance equality of opportunity
3. foster good relations.

In 2012 Scottish Ministers made regulations that placed specific duties on Scottish public bodies to help them meet the general duty. These are also known as the Scottish Specific Duties (see link below)

[The Equality Act 2010 \(Specific Duties\) \(Scotland\) Regulations 2012 \(legislation.gov.uk\)](#).

For Public Sector Organisations, and for organisations undertaking work for Public Sector Organisations on street design, the public sector equality duty (Chapter 1 of Part 11 in the Equality Act 2010 Chapter 15) is a legal requirement.

[Equality Act 2010 Chapter 15 \(legislation.gov.uk\)](#)

Reasonable Adjustments

The Equality Act 2010 requires service providers to make reasonable adjustments in circumstances where a disabled person is placed at a substantial disadvantage in comparison with non-disabled people.

That requirement covers changing the way things are done; making changes to the built environment; and providing auxiliary aids and services. The Equality and

Human Rights Commission has produced a Code of Practice that gives more information on the application of reasonable adjustments (See link below).

[Services, Public functions, and Associations: Statutory Code of Practice | Equality and Human Rights Commission \(equalityhumanrights.com\)](https://www.equalityhumanrights.com/en/service-public-functions-and-associations-statutory-code-practice)

EqlA process and templates

Each Public Sector organisation will have its own process and templates for the EqlA process. It is important to follow these to ensure the EqlA meets the organisation's requirements, as it is the organisation's duty to meet the public sector equality duty.

The public sector duty extends to organisations contracted to carry out work for a public sector body. Therefore, the requirements for the organisation to meet these should be made clear in the procurement process.

Public sector bodies cannot abdicate or delegate their responsibility for meeting the public sector equality duty by 'contracting out' functions. Where a partner's functions will be carried out by an external supplier, both the partner and the contractor have responsibility for meeting the duty. If an external organisation is conducting functions on behalf of the partnership, then the public sector organisation needs to make sure that equality is given due regard.

Engagement

This guidance details the additional detail for community engagement for street design projects. The standards can be found in the link below.

[The National Standards — VOiCE \(voicescotland.org.uk\)](https://www.voicescotland.org.uk/)

Legislation

[Roads \(Scotland\) Act 1984 \(legislation.gov.uk\)](https://www.legislation.gov.uk/)

[The Traffic Signs Regulations and General Directions 2016 \(legislation.gov.uk\)](https://www.legislation.gov.uk/)

[The Traffic Signs Amendment \(Scotland\) Regulations and General Directions 2018 \(legislation.gov.uk\)](https://www.legislation.gov.uk/)

[New Roads and Street Works Act 1991 \(legislation.gov.uk\)](https://www.legislation.gov.uk/)

[Specification for the Reinstatement of Openings in Highways - Fourth edition \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/)



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