

Transport Scotland

Draft guidance on inclusive design for town centres

What did you tell us?



Easy Read



1. Introduction



We had a **consultation** on the draft Guidance on Inclusive Design for Town Centres and Busy Streets.

A **consultation** is when we ask you what you think about something and listen to what you have to say.

Draft means it is not the final version.

Inclusive design means making sure that town centres and busy streets are planned:

- so that everyone can use them
- so people feel safe and confident when using them

Busy streets are:



- shopping streets
- areas with a public service building like a school or hospital
- areas that have more traffic including public transport



The consultation was from 11 January 2024 until the 29 March 2024.



We say thank you to the people who answered the consultation.

This document is about what they told us.



An Easy Read version of the consultation document is available at: [gov.scot](https://www.gov.scot)

Who answered the consultation questions?

There were 57 responses from people and organisations including:



- experts who know a lot about inclusive design
- access panels
- local councils
- **public bodies** - organisations that provide public services
- transport groups
- voluntary organisations



Most people sent a response online using Citizen Space, or by email to the Transport Scotland policy team.

3. Engagement principles



Engagement means communicating with people to ask them what they think about things, and listening to their views.

Principles are what we believe in and how we want to work.



Many people supported the principles.



Principle 1. Why and Principle 2. When

People suggested:

- engagement should happen early in a project to make sure the design is the best it can be
- residents could give ideas about what engagement should happen





- engagement should continue:
 - throughout the project
 - after it is finished
- to have a consultation that is always open



A person noted that there may not be enough time to do consultation because of how funding is organised.

Principle 3. What

People told us:



- having some events in person and some events online at different times and on different days to help more people take part
- having information that anyone can find and use
- it should be possible to partly fill in a response and be able to go back to it to finish





- engagement could be in local places like:
 - going door to door with leaflets
 - in shopping centres
 - in schools



- consultation notices should be posted at a height that people who are wheelchair users can read



Principle 4. How

People suggested:

- there should be training for the engagement team so they know how to meet the needs of different groups of people
- designers be fully involved in the consultation process, so that they understand people's different needs





- there should be Easy Read engagement materials



- having drawings and models of what the project would look like



- using the Place Standard tool – it says organisations that provide services and look after places must work and plan with local communities to make them work well for everyone

Principle 5. Where

People suggested:



- having an accessible location that people can easily get to using public transport
- have engagement in places that are already used by local organisations and community groups



- feedback should think about the area in different weather conditions and light levels



- have a **walk-through** – when designers can see the area in real life and check if their designs will work well

4. Engagement themes

Who

People suggested groups who should not be missed in planning and carrying out engagement including:



- local authorities should use their database of blue badge holders to contact them
- vulnerable people
- people with English as a second language





- homeless people
- young people in care



- groups or people with the same disabilities or health conditions - not everyone with the same disability or health condition will have the same experiences

Some people asked how do we include the quiet voices in the community?



People suggested:

- not enough people in a local community are consulted – 90 percent of the population should be involved
- engagement with organisations that represent people with diverse needs is important
- a list of contacts would be useful





- people who live locally should have more input than national organisations



- local Community Councils should get support from the local council to understand the laws and standards in the draft guidance

Engagement leading to action

Some people wanted to know what happens:



- after the engagement
- when engagement is done but does not appear to result in changes to the design

People suggested:



- having a budget to pay participants for their time
- training members of the design team in disability awareness

5. Design principles



There were 5 design principles in the draft guidance document.

Principle 6. Make it clear how areas are separated to show who can use them

People suggested:

- checking the height of kerbs and **dropped kerbs**



Dropped kerbs are the edge stones between a pavement and the road, that are lowered to make it easier for pushchairs and wheelchairs to cross over.



- make sure that all parts of the country use the same colours to show which areas are for pedestrians, cyclists and motor vehicles



- all new roads near new houses should have cycle lanes separate from cars and pedestrians
- pedestrians should not have to cross a cycle lane to reach their parked car



- some people asked for clearer language to be used about the different spaces mentioned



Principle 7. Clear pedestrian corridors and footways

A **pedestrian corridor** is the area where people can safely walk, wheel and move around.



People suggested:

- this can be difficult to introduce as not all towns and cities have good enough or wide enough pavements



- how it will be checked if there are any things that get in the way of people moving around

- what will happen when people break the rules



- there must be cycle parking near water bottle filling stations

- bike storage locations should include space for larger cycles including adapted, tandem and cargo cycles



- if e-bike and e-scooter schemes do not have docking stations, people could leave them anywhere and they could block pavements

- clear signs where footways are shared with cyclists



Principle 8. Crossings

People suggested:

- **controlled crossings at 4 way junctions** – where 4 roads meet



A **controlled crossing** lets people and cyclists cross a road safely, for example by using traffic lights.



- make sure cycles are included in controlled crossings
- there should be a path through tactile paving at a crossing for people with feet problems



- concern about **continuous footways** as a form of crossing

A **continuous footway** is a path that goes across a road and gives priority to people walking, wheeling or cycling.



- bollards should be put either side of dropped kerbs to stop parking across them



- there needs to be more time given to cross the road at controlled crossings



Some people preferred **2-stage crossings** to give more time.

A **2-stage crossing** is where there are 2 separate buttons for pedestrians to press and the road is crossed in 2 parts.



Principle 9. Materials

People suggested:

- not using cobbled or flat paving tiles as they can be slippery
- having guidance to support buying materials locally and having ways to check how long materials will last
- making sure that the work of one **utility company** is not quickly followed by another



A **utility company** puts in services like gas, electric or phone.

Principle 10. Consistency in Design

People suggested:



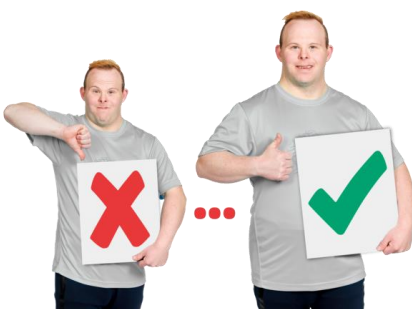
- having better ways to make people follow **Equality Impact Assessments** – ways to make sure people are treated fairly and equally by work policies and decisions



- keeping street design the same in different places helps people with sight loss to move around
- councils cannot afford to collect data on road safety

6. Design themes

There were 2 different views about design:



- some people wanted design principles to be the same everywhere
- some people thought it was best to have a design that suits each place and how much traffic there is



They also had different views about using high quality design if it would be very expensive.

Maintenance

People said:



- dropped kerbs and controlled crossings must be kept in good repair
- it is important to have good quality materials that will last a long time



- councils must have accessible ways for people to report faults
- pedestrian spaces should be protected from heavy vehicles
- surfaces must be kept in good repair



If surfaces are not looked after it can cause pain or injury to wheelchair users, or they cannot use the area.



Hazards

People said:

- paving is often:
 - slippery
 - uneven
 - not well looked after



- raised kerbs are a good way to make it clear where different areas stop and start



- there should be dropped kerbs at all crossings and on long or residential roads



- people with dementia may not see a kerb unless the 2 areas:
 - have different colours
 - use different materials

7. Main themes in engagement and design

Implementation – how the guidance will be used



People said:

- it should be clear who the guidance is for and how they should use it
- make it clearer how the principles will work
- the guidance may not be adding anything new



Cost

People were worried about:

- the cost of what is being proposed in the guidance
 - good engagement must be properly funded
 - new design must include planning for the cost of controlled crossings





Enforcement – making sure the rules are followed

People said they were worried about:

- how it will be checked if people were following the guidance
- if there would be penalties for not following the rules
- the Public Sector Equality Duty is not being followed, for example organisations are not doing Equality Impact Assessments (EqIA)
- there is a need for training on EqIA



Good examples of engagement and design

People said the guidance needed examples:

- of good design and good engagement
- of poor engagement that resulted in bad design





- of what inaccessible material and language look like compared to more accessible material and language



Other people gave examples of work that had gone well including:

- visually impaired people gave advice on how to improve new cycle paths in Glasgow



- engagement in Stirling Council with local people living with dementia, and their carers and families who gave advice and information on projects in Stirling city centre



- Aberdeen City Council Disability Equity Partnership worked on the design of projects in Aberdeen city centre

Additional images from: cycling-embassy.org.uk, trafficchoices.co.uk

