Future of London’s full-day conference shared insights on severance arising from physical barriers and administrative or political boundaries in London and beyond. Cross-sector speakers and participants shared practical approaches to overcoming the barriers – approaches which can be applied individually or strategically. The conference was free to attend thanks to our sponsors.

**Challenges**

Nicola Mathers, Head of Leadership at Future of London, chaired the first session of the day, which highlighted the impacts of barriers on London including the economy, access to services, well-being, and growth.

Lyn Garner, Chief Executive at LLDC, noted that despite the London Plan and many Opportunity Areas, it’s boroughs that drive policy – but there are divergent views across and within local authorities about how those policies should be implemented. Mayoral Development Corporations can help, especially if neighbouring boroughs co-create a strategic vision. In Lyn’s experience, the most effective collaborations come together over a specific issue. Although it isn’t always easy, built environment professionals must make time for cross-borough working.

**AM Keynote**

In a city already fractured by barriers, developing London in a way that doesn’t cause more severance or displacement is at the forefront for Lynne Miles, Associate Director of Arup’s Integrated City Planning team. Tied to this is a need to consider financial barriers, as increases in land value – which impacts affordability – are embedded in development. This ‘first, do not harm’ approach is informing Arup’s work at Meridian Water, LB Enfield, where 10,000 homes are planned for an area heavily constrained by railways, waterways and contamination. Experiences from abroad offer some ways forward. Arup’s global research project ‘Under the Viaduct’ called for better use of spaces under elevated infrastructure (e.g. flyovers, viaducts) – both for existing structures and those yet to be built. Uses such as retail, commercial, public passageways, public space and even housing can activate these underused areas, turning them into ‘seams’ rather than barriers. For practitioners, acknowledging that elevated infrastructure has an impact on cities beyond the role of transport corridor is a crucial first step to reducing the barrier effect they often bring.

**Countrieside**

Plates People Love
Heather Cheesbrough, Director of Planning & Strategic Transport at LB Croydon, explained how post-war development in Croydon brought buildings with large footprints and restricted the town centre within a ring road. Today’s town centre is difficult to access by foot or bike and has a reputation as an unwelcoming concrete jungle. But Croydon is rapidly shedding this image: developer contributions from several new schemes and other funding sources are bringing new public squares, at-grade crossings, and an improved east-west walking route which includes a new footbridge at East Croydon station.

For practitioners who have found building near or over railways testing, East Croydon’s footbridge sets a precedent. Network Rail’s Development Director, Stuart Kirkwood, acknowledged that London’s railways are complex to work around and constrain many development sites, but he wants to encourage more development around Network Rail’s infrastructure. Releasing land and assets to achieve a £1.8 bn property target will necessitate partnerships working through both physical and administrative barriers.

Solutions

A complement to the preceding ‘Challenges’ panel, this session, chaired by FoL Chief Executive Lisa Taylor, focused on replicable, practical, and successful real-world solutions to physical and administrative barriers. The panel shared key lessons for audience members including the role of stakeholders, financing methods and thinking beyond red-line boundaries.

Tricia Patel, Equity Partner at Pollard Thomas Edwards, used Woodside Square in north London as an example of how intergenerational living, communal space, and true tenure mix help overcome social barriers in housing schemes. Among other examples, she cited Arundel Square in Islington, where PTE negotiated with Network Rail, the council and residents to deck over a railway cutting with a new public garden and space for homes. On schemes involving so many parties and long timeframes, patience, persistence, partnerships and persuasion – along with a strong vision – are crucial.

In east London, several schemes from housing association Poplar HARCA are improving connections for local people constrained by the area’s arterial roads and railways. Head of Partnerships Alex Jeremy gave the example of the Spotlight Centre, whose central location, BMX track and green space brings together people from across the neighbourhood. Poplar HARCA has also offered underused spaces like garages for business and community use, and are themselves using such spaces along the A12 to house its own Fashioning Poplar scheme which will bring textile production and associated jobs back to the east end.

Ben Coles, Director of Communities & Environmental Services at Groundwork London, shared his experiences delivering estate greening and helping increase access to and community ownership of green spaces. Joining up several small schemes can benefit a wider area; the Connecting Collyhurst project in Manchester which built a green link across neighbourhoods bisected by a major road. He suggested that partnerships should be proportional to the barriers and stressed the importance of effective engagement during schemes impacting residents.

European approaches

Looking beyond London, our European neighbours grapple with their own barriers and have designed innovative solutions. Amanda Robinson, Head of Knowledge at Future of London, led this session on lessons from other cities.

In Paris, the périphérique (ring road) separates Paris from its banlieues (suburbs) with a 33 km long, 400 m wide trench of motorway, constructed on what used to be the city’s fortifications. Urbanist and writer Justinien Tribillon highlighted stark socioeconomic disparity across the ring road and showed how buildings on each side face away from it, causing further disconnection. At a political level, solving issues caused by the périphérique is extremely challenging: the Métropole du Grand Paris has 131 communes (similar to local authorities), each with its own mayor. But change is happening from the bottom up.
Parisians are increasingly socialising in or even moving to the banlieues, spurred in part by websites like Enlarge Your Paris.

Etten-Leur in the Netherlands took a different approach. Jeanette Veldkamp, Associate Director at Chapman Taylor, explained that in the 1960s, a new motorway designed to connect the region sliced through the town. While smaller than the périphérique at 60 m, its impact was still significant, cutting the town in half. When a bypass was eventually constructed, Chapman Taylor delivered a masterplan which replaced the divisive motorway with two new public squares, housing, retail, and an underground car park, bringing the two halves back together with pedestrian-friendly design.

Partitioned by a military buffer zone since 1974, the experience of Nicosia in Cyprus may not at first glance appear relevant to London – but Martina Juvara, Director at Urban Silence shared three lessons from her consultancy experience. Firstly, developing a shared vision of Nicosia as a united city has instilled the concept of ‘unity’ in deliverable plans. Secondly, seed projects for residents to bring abandoned spaces back into use support collaboration, while seemingly small touches along checkpoints like flowers, benches, public art, and refurbished building facades make the city feel welcoming. Finally, flexibility towards building use and business permits has stimulated independent and creative businesses.

[Nicosia’s masterplan] established the principle that the city should always be united. It was completely unacceptable to consider that the two sides would turn their backs on each other. This has informed every plan since. It also established another principle: that one side should not be allowed to become poorer than the other. If something is done on one side, something should happen on the other. Just imagine if Canary Wharf and Poplar would’ve been planned on both sides.

- Martina Juvara

London Bridge tour

For this breakout session, WSP’s Adrian Tooth, Project Director and Jack Adams, Lead Engineer took delegates on site at nearby London Bridge station. They explained that London Bridge used to operate as two entirely separate stations with one entrance, creating an impenetrable north-south barrier. Redevelopment sought to reduce this barrier, adding entrances with better connections through the station and beyond to the surrounding area and improving tube and bus access. In the station, all platforms have step-free access.

Practices such as team away days, co-located offices, using a team name rather than employer name, and prioritising conversation instead of emails (‘walk and talk, don’t sit and send’) promoted cross-team communication among different delivery organisations.

Proposals for London


Chair Gareth James, Senior Transport Projects Officer at LB Hounslow – himself an FLL graduate – introduced the breakout session.
Matt Dibben, Head of Employment, Skills and Enterprise at LB Brent, wants to see universal access for London’s young people to develop enterprise, creative and digital skills. He proposed bringing together key partners and influencers to create an enterprise skills system in schools. Ellen Storrar, Senior Policy Officer at the GLA, also saw a need for better training opportunities. She pitched a London Local Labour Initiative to ensure Londoners can access construction jobs linked to development throughout the city, not just in their borough.

Looking beyond London, Charles Glover-Short, Head of Corporate Research at Optivo, noted that disparities between the national government’s ‘benefit cap’ for London and neighbouring boroughs have left households just outside the Greater London boundary struggling. He called for policymakers to address the imbalance. But as Theresa Dugbatey, Project Manager at LB Hackney pointed out, policymakers within local authorities often have vastly different approaches. She suggested that repairing relationships between departments such as Asset Management and Regeneration can improve services for residents.

Finally, Claire Perrott, Associate at Tibbalds, turned to the impact of physical infrastructure. She recommended a London-wide programme to catalogue and promote use of neglected spaces underneath flyovers with the aim of (re)connecting communities.

### Proposals for Poplar

The ‘Solutions’ panel showed that Poplar HARCA is committed to overcoming barriers. Paul Augarde, Director of Placemaking, explained that the organisation has also partnered with the University of Bath to provide a live site for final-year case study projects for BSc Architecture students. Groups of architecture and engineering students designed bridges to connect areas severed by the River Lea Navigation and the A12. As part of FoL’s remit to support the next wave of built environment practitioners, representatives of the student groups were invited to present their schemes.

Marina Mylonadis and George Gill worked on the Poplar Exchange, a bridge over the River Lea that doubles as a market and could host other events such as car boot sales, fashion shows, start-up showcases, and open mic platforms. Tiffany Cheung and Thomas Foster’s Unity Bridge features sensory gardens at each bridgefoot and an amphitheatre spanning the river.

For the A12, Lynsey Hogarth and Jack Hodkinson were part of the project team behind Syncopation, which includes a building with space for Fashioning Poplar, exhibitions and performances. Finally, the team behind Flux Poplar, represented by Harriet Baldwin and Callum Gray, designed a multi-level bridge with space for food growing and a community kitchen.
PM Keynote

Focusing on administrative barriers, LSE London Director, Professor Tony Travers, mapped political entities affecting London. Wards, London boroughs, Greater London, and boroughs outside London each have different political control, interpretations of law and policy, and planning priorities. Service level impacts include different waste and recycling rules, patterns of social care, and housing policies.

Reduced barriers could come from the London Plan driving more cohesive policy; cross-borough partnerships; and political parties taking a London-wide approach. More radically, fewer boroughs, more co-ordination power for the Mayor, and more voluntary partnerships could reform ways of working. Most importantly, however, is the need for greater awareness of the impacts of boundaries on services, development, planning and public realm.

Understanding and overcoming barriers workshops

Two linked workshops, facilitated by Jonathan Ball from DesignMine, offered a more interactive element using the Royal Docks and Old Oak & Park Royal as case studies. Paul Creed, Head of Development & Placemaking for the GLA Royal Docks team, pointed out barriers around the Royal Docks, such as the docks themselves, elevated DLR tracks, roads, and the airport; Claire O’Brien, Assistant Director of Planning at OPDC, noted that major roads, railways, canals, and Wormwood Scrubs constrain Old Oak & Park Royal.

For the first workshop, Jonathan invited participants to assess a typical walking route through one of the sites. Aided by photographs and aerial maps, small groups identified the positives, negatives and opportunities for improvement. These issues were shared, grouped and labelled to identify the types of barriers present in each site. Participants in the second workshop took these barriers and developed a set of solutions for specific ‘personas’ (e.g. student, local business owner, visitor).

Jonathan then invited each group to select one idea and develop a one-minute pitch to the rest of the participants. Bridges, new public spaces, and walking and cycling routes featured heavily in the solutions for overcoming barriers. However, all the pitches were about creating a new destination in the capital, transforming these fragmented locations into new vibrant places for Londoners and visitors alike – tackling perceptions of these places as much as the physical barriers.

Data and tools for overcoming barriers

There are a wide range of data available to show where barriers are located within the public realm and the effects of these barriers on people’s interactions with places and travel choices. Rebecca Lee, Senior Architect at Pollard Thomas Edwards and Leaders Plus grad, led this session to highlight different tools and data for understanding – and overcoming – barriers.

UCL’s Street Mobility Toolkit focuses on assessing road-based severance. Research Associate Dr Paulo Anciaes, one of its architects, incorporated data sources such as stated preference surveys, video surveys, and participatory mapping. The toolkit also generates a cost/benefit analysis of options for reducing severance on a given road, the probability of a person making the trip under different option scenarios, and a ‘severance index’ measuring the impact on pedestrian movement. It is intended for use by groups like governments, academics, and communities.

At Space Syntax, an ‘integrated urban modelling’ approach uses data like maps, land uses, transport network capacity, demographic details, and economic data to expose patterns of movement and connectivity in an area. Director
Ed Parham demonstrated how this approach can test the outcomes of potential improvements, such as adding footpaths along desire lines or step-free access, before committing to change on the ground. While it’s possible to build bigger models to take in more data or a larger geographical area, Ed suggested that perhaps the goal should be to build a model that a non-expert can use.

‘Big data’ can map movement (e.g. via mobile signals), sentiment (e.g. via social media comments) and economic activity (e.g. via card transactions) instantly and in huge quantities.

Jawad Sardar, Director at SUM Global, shared examples of using social media data in London. In one case, businesses in Hammersmith and Fulham reported that income decreased on football match days; analysis showed that residents didn’t go to the shops on those days because they didn’t want to engage with football fans. While big data is useful, Jawad and other speakers all agreed that it needs to complement – not replace – other data.

**Repairing place perceptions**

Psychological barriers and negative perceptions of places can prevent Londoners from accessing amenities and limit London’s growth. Hasanul Hoque, Operations Director at Camden Town Unlimited, introduced this session to showcase ways of overcoming what are often highly individualised barriers.

Using walking interviews and electroencephalograms (EEG) to measure brain activity, Dr Sara Tilley, Research Fellow at University of Edinburgh, contributed to a project exploring barriers to older people’s mobility. Participants enjoyed environments that are colourful, familiar, and inspire good memories. Familiarity is important for wayfinding (e.g. navigating by landmarks) and feelings of safety, suggesting that retaining familiar aspects of a place during periods of rapid change can encourage mobility among older people. Participants also reported wanting social reasons to walk rather than walking for health alone.

Demand for SME workspace is growing in London, but as Juliet Can, Director at Stour Space noted, workspaces don’t always reflect the city’s diversity, with proportionally few black and minority ethnic (BME) tenants. She offered numerous suggestions for attracting more BME tenants and visitors: create a diverse team that people can see themselves in (inquiries to Stour Space from BME individuals increased after a website redesign added Juliet’s photo to the ‘About Us’ page); add spaces like cafes and exhibitions for conversation; promote BME connections in partners and supply chains; and create BME ambassadors.
Rainbow flags matter. It’s gone beyond just meaning something to the LGBT community. It is one of the most powerful symbols for tolerance for anyone. If you were to walk into an area with rainbow flags, you’d feel a bit more comfortable with some visible symbols around.

– Yohanna Weber

of Planning Out, pointed out that increasing LGBT+ visibility not only increases safety and belonging, it tends to bring growth and investment. She suggested more visible LGBT+ symbols to create a more inclusive public realm; better licencing regimes, reformed business rates, and more use of ‘Agent of Change’ to halt the rapid loss of community venues; and an ‘LGBT Places Toolkit’.

With a view across one of London’s biggest neighbourhoods, Peabody’s Director of Public Realm and Landscape, Dr Phil Askew, reminded the audience that Thamesmead was initially a state-of-the-art development before becoming a byword for failed post-war planning. Now home to two Housing Zones and with Crossrail on its doorstep, perceptions of Thamesmead are again changing as investment increases. Peabody’s cultural strategy is bringing workspace to the area, while improvements to landscaping, wayfinding, lighting, and feelings of safety along footpaths will entice visitors to the area’s extensive but severely underused green spaces.

Public health implications and approaches

Physical severance can cut people off from community amenities as well as expose them to poor-quality environments; administrative barriers can make it difficult for people to get the help they need. Catherine Max, Health and Sustainability Consultant at Catherine Max Consulting, chaired this session to understand the implications of barriers for public health and budgets.

Health care in London involves 32 boroughs, as many clinical commissioning groups (CCGs), hospitals, emergency services, the GLA and other bodies, requiring considerable cross-organisation working. Yvonne Doyle, Regional Director (London) of Public Health England, anticipates that health care devolution will bring reform for London. For example, the GLA and boroughs have the power to embed health in policy; design places where healthy environments are the norm; tackle air quality; and promote healthy childhoods. Pilot schemes around London are accelerating devolution ideas. At the same time, care providers and boroughs need to communicate better with Londoners to understand their needs and implement digital solutions for quicker access to health care.

Older people are London’s fastest-growing demographic and their health care needs are pressing. Paul Goulden, Chief Executive of Age UK London, highlighted loneliness as a major issue for older people. The built environment has an impact; people with mobility issues or living in severed neighbourhoods may not be able to travel. Fear – of the unknown, of change, or of crime – also prevents people from going out. Bringing young and old Londoners together around shared interests helps dispel stereotypes, while designing public spaces to be accessible, safe, and have public toilets means people of all ages can enjoy them.

We’re adding years to our life, but are we adding life to our years?

– Paul Goulden

LB Havering has one of London’s oldest populations – as well as a huge influx of children, said Oli Davey, Design Engineer at Urban Movement. Many residents will be accommodated in Romford’s Housing Zone, but walking journeys to Romford town centre are hindered by a dual carriageway ring road. With Liveable Neighbourhood funding from TFL, the council intends to improve junctions, remove crime-hotspot subways, and create roadside green spaces to make it easier to walk. Health-related goals include reduced air pollution and healthier lifestyles, and the town centre is expected to benefit from ‘the pedestrian pound’.

Public Health panel.
L-R: Yvonne Doyle, Oli Davey, Paul Goulden, Catherine Max
Community-driven solutions

Physical and administrative barriers operate at different scales. While major strategic projects draw focus, there’s a lot that communities can do to resolve barriers in their neighbourhoods. Suzanne Johnson, Head of Economic Regeneration at LB Hackney and Future London Leaders grad, chaired this session in which community-led groups shared their approaches and ambitions for overcoming barriers.

Andy Bates, Manager of Leathmarket JMB, a resident-managed housing organisation, explained that mistrust is a key barrier between residents and organisations like housing associations and local authorities. Trust works both ways: community organisations are currently locked out of bids for DCLG and GLA funding, but reform could improve relations. The public sector can help through genuine consultation, targeted funding towards organisations that engage with residents, and making the most of existing assets before undertaking redevelopment.

Big Local funding is supporting 150 resident-led initiatives throughout the country, including several in London. At the Grange Big Local in East Finchley, Community Partnership Manager Jon Woolfson is part of a team with a goal to improve connections – both physical and personal – within their neighbourhood. In doing so, administrative barriers are ever-present, from procurement rules to negotiating with landowners to identifying the correct council departments and contacts to work with. Local authorities can help by ensuring groups are engaged consistently and meaningfully, especially where groups are contributing money.

Crowdfunding offers another mechanism for community groups with a vision. Amanda Gregor, Urban Designer at Witteveen+Bos and volunteer at Peckham Coal Line, discussed how Peckham Coal Line is a crowdfunding beneficiary which will develop disused railways to create a direct and accessible walking link – and a piece of London’s Green Grid – between Rye Lane and Queens Road. The pace of development in Peckham has raised some threats to the Coal Line’s future, but the Coal Line team has worked with developers to integrate their plans and LB Southwark supports the project in its Local Plan.

Brixton has also changed fast, and Resolve Collective is keen to ensure young people can participate in local projects. Akil Scafe-Smith, Founder, and Seth Scafe-Smith, Project Lead, shared experiences from recent projects which have combined design, technology, and art. Their ‘If These Walls Could Talk’ project asked young people to develop ideas to reframe walls from barriers to meeting places. In ‘Brixton Passageway’, Resolve used recycled product boxes from local traders to showcase the cultural and social value of Brixton’s market and arches. Young people offered their own thoughts on what creates value locally, bringing them into a discussion from which they’re generally excluded.
Closing remarks

Dave Hill, commentator at OnLondon, concluded the day. He agreed with Lynne Miles that as London’s neighbourhoods change, physical and administrative barriers need to come down – and must not be replaced by new barriers, especially social divisions. While major infrastructure barriers are a pressing issue, one of the day’s recurring themes was how to tackle softer, more individualised barriers – particularly for Londoners who don’t feel welcome in a place.

Contemporary planning is built on the mantra that mixed communities don’t feel welcome in a place.

Recalling Tony Travers’ afternoon keynote, Dave noted the challenge of balancing power among layers of government; the huge range of opinions and desires within London’s communities add another layer of complexity. Reconciling myriad ambitions for the city’s growth is no small task.

Underpinning these themes, Dave identified another kind of barrier: insufficient public participation and engagement with planning and regeneration officials. Londoners agree that more housing is needed but disagree on how best to achieve it. Planning authorities, anxious about public backlash, may hesitate to make a conclusive case for good housing schemes. A key solution to these barriers is that built environment professionals need to get better at communicating the benefits of regeneration schemes that are trying to do the job well.

The case for good regeneration needs to be made more openly, more persuasively, perhaps a bit more bravely, to say that we’re actually about trying to break down barriers and make things better for people.

– Dave Hill

Speakers and Chairs

Dr Paulo Anciaes, Research Associate, UCL Transport Studies
Dr Phil Askew, Director of Landscape and Placemaking, Peabody
Paul Augarde, Director of Placemaking, Poplar HARCA
Harriet Baldwin, BSc Architecture Student, University of Bath
Jonathan Ball, Designmine
Andy Bates, Manager, Leathamarket JMB
Juliet Can, Director, Stour Space
Heather Cheesbrough, Director, Planning & Strategic Transport, LB Croydon
Tiffany Cheung, BSc Architecture Student, University of Bath
Ben Coles, Director, Communities & Environmental Services, Groundwork
Paul Creed, Head of Development & Placemaking, GLA
Oliver Davey, Design Engineer, Urban Movement
Matthew Dibben, Head of Employment, Skills & Enterprise, LB Brent
Yvonne Doyle, Regional Director (London), Public Health England
Theresa Dugbatey, Project Manager, LB Hackney
Thomas Foster, BSc Architecture Student, University of Bath
Lyn Garner, Chief Executive, LLDC
George Gill, BSc Architecture Student, University of Bath
Charles Glover-Short, Head of Public Affairs & Corporate Research, Optivo
Paul Goulden, Chief Executive, Age UK London
Callum Gray, BSc Architecture Student, University of Bath
Amanda Gregor, Urban Designer, Witterveen + Bos/Volunteer, Peckham Coal Line
Dave Hill, OnLondon
Jack Hodgkinson, BSc Architecture Student, University of Bath
Lynsey Hogarth, BSc Architecture Student, University of Bath
Hasanul Hoque, Operations Director, Camden Town Unlimited
Gareth James, Senior Transport Project Officer, LB Hounslow
Alex Jeremy, Head of Partnerships, Poplar HARCA
Suzanne Johnson, Head of Economic Regeneration, LB Hackney
Martina Juvara, Director, Urban Silence
Stuart Kirkwood, Development Director, Network Rail
Rebecca Lee, Senior Architect, Pollard Thomas Edwards
Nicola Mathers, Head of Leadership, Future of London
Catherine Max, Health & Sustainability Consultant, Catherine Max Consulting
Lynne Miles, Associate Director, Integrated City Planning, Arup
Marina Mylonadis, BSc Architecture Student, University of Bath
Claire O’Brien, Assistant Director of Planning, OPDC
Ed Parham, Director, Space Syntax
Tricia Patel, Equity Partner, Pollard Thomas Edwards
Claire Perrott, Associate, Tibbalds Planning & Urban Design
Amanda Robinson, Head of Knowledge, Future of London
Akil Scafe-Smith, Project Lead, Resolve Collective
Seth Scafe-Smith, Founder, Resolve Collective
Jawad Sardar, Director, Sum Global
Ellen Storrar, Senior Policy Officer (Housing), Greater London Authority
Lisa Taylor, Chief Executive, Future of London
Dr Sara Tilley, Research Fellow, Landscape Architecture, University of Edinburgh
Professor Tony Travers, Director, LSE London
Justiniel Tribiillon, Independent Consultant
Jeanette Veldkamp, Associate Director, Chapman Taylor
Yohanna Weber, Partner, Fieldfisher/Chair, Planning Out
Clare Woodcock, Principal Transport Planning Officer, OPDC
Jon Woofison, Community Partnership Manager, Grange Big Local

For conference slides, see slideshare.net/futureoflondon
For more on this project, see bit.ly/mendbarriers
Conference photos by Kristopher Morgan.