7.1 This chapter sets out policies on a range of issues about the places and spaces in which Londoners live, work and visit that are integral to delivery of the Mayor's vision and objectives set out in Chapter 1, but in particular those that London should be:

- **A city of diverse, strong, secure and accessible neighbourhoods** to which Londoners feel attached, which provide all of its residents, workers, visitors and students – whatever their origin, background, age or status – with opportunities to realise and express their potential and a high quality environment for individuals to enjoy, live together and thrive.
- **A city that delights the senses** and takes care over its buildings and streets, having the best of modern architecture while also making the most of London's built heritage, and which makes the most of and extends its wealth of open and green spaces, natural environment and waterways, realising their potential for improving Londoners' health, welfare and development.

7.2 This chapter focuses on a broad range of policy areas that impact directly on how people perceive and use the places they live in, work in and visit. The quality and function of neighbourhoods and places, access, heritage, local character, landscapes, inclusive design, safety, security and resilience, green infrastructure, biodiversity, air quality, soundscapes and the Blue Ribbon Network all contribute towards making London a special place and improve quality of life.

7.3 Achieving this requires wide-ranging policies and actions and therefore goes beyond the themes of this chapter. It also requires action on issues outside the scope of the London Plan and will be addressed in other mayoral strategies and programmes, for example action on crime and anti-social behaviour.

Place shaping

POLICY 7.1
BUILDING LONDON'S NEIGHBOURHOODS AND COMMUNITIES

Strategic

A In their neighbourhoods, people should have a good quality environment in an active and supportive local community with the best possible access to services, infrastructure and public transport to wider London. Their neighbourhoods should also provide a character that is easy to understand and relate to.

Planning decisions

B Development should be designed so that the layout, tenure, and mix of uses interface with surrounding land and improve people's access to social and community infrastructure (including green spaces), the Blue Ribbon Network, local shops, employment opportunities, commercial services and public transport.

C Development should enable people to live healthy, active lives; should maximize the opportunity for community diversity, inclusion and cohesion; and should contribute to people's sense of place, safety and security. Places of work and leisure, streets, neighbourhoods, parks and open spaces should be designed to meet the needs of the community at all stages of people's lives, and should meet the principles of lifetime neighbourhoods.

D The design of new buildings and the spaces they create should help reinforce or enhance the character, legibility, permeability and accessibility of the neighbourhood.

E   The policies in this chapter provide the context within which the targets set out in other chapters of this Plan should be met.

LDF preparation
F   Boroughs should prepare plans to ensure infrastructure and services will be delivered to meet the needs of existing and new development. Cross-borough and/or sub-regional working is encouraged, where appropriate.

G   Boroughs should work with their local communities to set goals for their neighbourhoods and strategies for achieving them.

7.4   People should be able to live and work in a safe, healthy, supportive and inclusive neighbourhood with which they are proud to identify[1]. They should have easy access to services and facilities that are relevant to them and should be able to navigate their way easily around their neighbourhood through high quality spaces, while having good access to the wider city. They should have access to a network of open and green spaces that meets their recreational needs and a natural and built environment that reinforces a strong, unique local history and character.

7.5   Against the background of a rising number of both younger and older Londoners over the Plan period, increasing the opportunities everyone has to access and participate in their communities will help all Londoners to enjoy and feel secure in their neighbourhoods[2]. This can be achieved by extending the inclusive design principles embedded in The Lifetime Homes standards (see Policy 3.8) to the neighbourhood level. Ensuring that families with small children, older people and disabled people can move around, enjoy and feel secure in

their neighbourhoods, enables everyone to participate in, and contribute to, the life of the community. Lifetime neighbourhoods[3], where access to public transport, basic amenities, local shops, cultural facilities, places to meet and relax, and green and open spaces are within easy reach of homes, and where facilities such as public toilets and seating are consciously planned into proposals at the outset, help to build cohesive, successful and sustainable communities. The Mayor will assist boroughs and other agencies in developing lifetime neighbourhoods by providing advice and guidance in updated supplementary guidance on *'Accessible London: achieving an inclusive environment'*, and through the Mayor's Housing SPG and Shaping Neighbourhoods SPG. This guidance will also include information and other resources to support neighbourhood planning.

7.6   Boroughs should be clear about their expectations for their communities and their neighbourhoods. They should work with local communities to prepare and communicate strategies for meeting those expectations, ensuring communities are engaged in shaping and delivering their local strategies and encouraging a sense of belonging to their neighbourhood. Local strategies and neighbourhood plans should take into account the current and future population profile and the building types of each neighbourhood as they influence the character of the local area (Policy 7.4). Identification and realisation of neighbourhood development goals should not be limited to planning policy; positive change can also come through management practices and investment and maintenance decisions. Engagement in cross-borough and/or sub-regional working is encouraged, where appropriate (See Policy 3.16).

POLICY 7.2
AN INCLUSIVE ENVIRONMENT

Strategic

A The Mayor will require all new development in London to achieve the highest standards of accessible and inclusive design and supports the principles of inclusive design which seek to ensure that developments:

   a can be used safely, easily and with dignity by all regardless of disability, age, gender, ethnicity or economic circumstances

   b are convenient and welcoming with no disabling barriers, so everyone can use them independently without undue effort, separation or special treatment

   c are flexible and responsive taking account of what different people say they need and want, so people can use them in different ways

   d are realistic, offering more than one solution to help balance everyone's needs, recognising that one solution may not work for all.

B The Mayor will assist boroughs and other agencies in implementing accessible and inclusive design in all development proposals by updating the advice and guidance in the Supplementary Planning Guidance *'Accessible London: Achieving an inclusive environment'*; by continuing to contribute to the development of national technical access standards and by supporting training and professional development programmes.

Planning decisions

C Design and access statements submitted with development proposals should explain how, following engagement with relevant user groups, the principles of inclusive design, including the specific needs of older and disabled people, have been integrated into the proposed development,

whether relevant best practice standards such as British Standard BS 8300:2009 have been complied with, and how inclusion will be maintained and managed.

LDF preparation

D Boroughs should develop detailed policies and proposals in consultation with user groups that ensure the physical environment can meet the highest standards of accessibility and inclusion and that the principles of inclusive design are adopted at the earliest stages of the development process including when drawing up masterplans, area planning frameworks and development briefs.

7.7 This policy seeks to achieve the highest standards of accessible[4] and inclusive design[5], in all new developments in London. Inclusive design is a process to ensure the diverse needs of all Londoners are integrated into development proposals from the outset[6]. This is key to ensuring that the built environment is safe, accessible and convenient and enables everyone to access jobs, opportunities and facilities. It is fundamental to improving the quality of life for all Londoners, and particularly for disabled and older people who, despite progress in building a more accessible city in the last decade, still experience considerable barriers to living independent and dignified lives as a result of the way the built environment is designed, built and managed.

7.8 In their design and access statements, applicants for planning permission should demonstrate their commitment to achieving high quality inclusive design, how their proposals ensure an accessible environment, how they have engaged with users (including for example organisations of disabled and older people) and the processes used to achieve these. Examples of good practice include the Olympic Delivery Authority's

Inclusive Design Strategy and Standards and Stratford City Consultative Access Group. The outcome should be places where people want to live and feel they belong, which are accessible and welcoming to everyone.

7.9 Advice on developing and implementing effective inclusive design strategies, on an inclusive development process and on technical inclusive access standards is available in CABE's *Principles of Inclusive Design*, in the London Development Agency's *Inclusive Design Toolkit* and in the GLA's *Supplementary Planning Guidance Accessible London: achieving an inclusive environment*.

POLICY 7.3
DESIGNING OUT CRIME

Strategic
A Boroughs and others should seek to create safe, secure and appropriately accessible environments where crime and disorder, and the fear of crime do not undermine quality of life or community cohesion.

Planning decisions
B Development should reduce the opportunities for criminal behaviour and contribute to a sense of security without being overbearing or intimidating. In particular:

a   routes and spaces should be legible and well maintained, providing for convenient movement without compromising security
b   there should be an indication of whether a space is private, semi-public or public, with natural surveillance of publicly accessible spaces
c   design should encourage a level of human activity that is appropriate to the location, incorporating a mix of uses where appropriate, to maximize activity throughout the day and night, creating

a reduced risk of crime and a sense of safety at all times
d   places should be well designed to promote a sense of ownership and respect
e   places, buildings and structures should incorporate appropriately designed security features
f   schemes should be designed with on-going management and future maintenance costs of the particular safety and security measures proposed in mind.

The above measures should be incorporated at the design stage to ensure that overall design quality is not compromised.

7.10 Measures to design out crime should be integral to development proposals and be considered early in the design process, taking into account the principles contained in Government guidance on *'Safer Places'*[7] and other guidance such as *'Secured by Design'*[8] published by the Police. Development should reduce the opportunities for criminal and anti-social behaviour and contribute to a sense of security without being overbearing or intimidating. Places and buildings should incorporate well-designed security features as appropriate to their location and use, which maximise the security of people and property without compromising the quality of the local environment. All spaces should have clear ownership, and be managed in a way that shows clearly that the space is cared for. Future maintenance of the space or building should be considered at the design stage.

7.11 Buildings and spaces should be designed in a way that clearly defines whether they are public, semi-public or private, and provides opportunities for activity and casual surveillance of publicly accessible spaces. Pedestrian, cycle and vehicular routes should

be well defined and integrated, and limit opportunities for concealment.

7.12 An integrated mix of land uses throughout a neighbourhood will add to its vitality and security but should be carefully managed to minimise conflict between incompatible activities. Day time and night time uses should be incorporated into development where appropriate to ensure that spaces are active and informally monitored.

POLICY 7.4
LOCAL CHARACTER

Strategic
A Development should have regard to the form, function, and structure of an area, place or street and the scale, mass and orientation of surrounding buildings. It should improve an area's visual or physical connection with natural features. In areas of poor or ill-defined character, development should build on the positive elements that can contribute to establishing an enhanced character for the future function of the area.

Planning decisions
B Buildings, streets and open spaces should provide a high quality design response that:

a has regard to the pattern and grain of the existing spaces and streets in orientation, scale, proportion and mass

b contributes to a positive relationship between the urban structure and natural landscape features, including the underlying landform and topography of an area

c is human in scale, ensuring buildings create a positive relationship with street level activity and people feel comfortable with their surroundings

d allows existing buildings and structures that make a positive contribution to the

character of a place to influence the future character of the area

e is informed by the surrounding historic environment.

LDF preparation
C Boroughs should consider the different characters of their areas to identify landscapes, buildings and places, including on the Blue Ribbon Network, where that character should be sustained, protected and enhanced through managed change. Characterisation studies can help in this process.

7.13 The social, cultural, environmental and economic relationships between people and their communities are reinforced by the physical character of a place. Based on an understanding of the character of a place, new development should help residents and visitors understand where a place has come from, where it is now and where it is going. It should reflect the function of the place both locally and as part of a complex urban city region, and the physical, economic, environmental and social forces that have shaped it over time and are likely to influence it in the future. Local character does not necessarily recognise borough boundaries. The Mayor therefore encourages cross-borough working to ensure a consistent approach to understanding and enhancing a sense of character. The Mayor will develop supplementary guidance to help boroughs with this work.

7.14 The physical character of a place can help reinforce a sense of meaning and civility – through the layout of buildings and streets, the natural and man-made landscape, the density of development and the mix of land uses. In some cases, the character is well preserved and clear. In others, it is undefined or compromised by unsympathetic development. Through characterisation

studies, existing character can be identified and valued, and used to inform a strategy for improving the place. This should help ensure the place evolves to meet the economic and social needs of the community and enhances its relationship with the natural and built landscape. The community should be involved in setting these goals for the future of the area (Policy 7.1).

7.15 The Blue Ribbon Network has significant cultural, historic, economic and environmental value to local character. Later in this chapter a range of policies require buildings and spaces to have particular regard to their relationship to waterspaces in their form, scale and orientation. New development should enhance physical and visual access between existing streets and waterfront sites and incorporate features that make the best functional use of the site's proximity to a water resource. Buildings and spaces should be designed to activate the Blue Ribbon Network in a way that is appropriate to its character, infrastructure value and heritage significance.

POLICY 7.5
PUBLIC REALM

Strategic
A London's public spaces should be secure, accessible, inclusive, connected, easy to understand and maintain, relate to local context, and incorporate the highest quality design, landscaping, planting, street furniture and surfaces.

Planning decisions
B Development should make the public realm comprehensible at a human scale, using gateways, focal points and landmarks as appropriate to help people find their way. Landscape treatment, street furniture and infrastructure should be of the highest quality, have a clear purpose,

maintain uncluttered spaces and should contribute to the easy movement of people through the space. Opportunities for the integration of high quality public art should be considered, and opportunities for greening (such as through planting of trees and other soft landscaping wherever possible) should be maximised. Treatment of the public realm should be informed by the heritage values of the place, where appropriate.

C Development should incorporate local social infrastructure such as public toilets, drinking water fountains and seating, where appropriate. Development should also reinforce the connection between public spaces and existing local features such as the Blue Ribbon Network and parks and others that may be of heritage significance.

LDF preparation
D Boroughs should develop local objectives and programmes for enhancing the public realm, ensuring it is accessible for all and reflects the principles in Policies 7.1, 7.2, 7.3 and 7.4.

7.16 The quality of the public realm has a significant influence on quality of life because it affects people's sense of place, security and belonging, as well as having an influence on a range of health and social factors. For this reason, public and private open spaces, and the buildings that frame those spaces, should contribute to the highest standards of comfort, security and ease of movement possible. Open spaces include green and civic spaces, both of which contribute to the provision of a high quality public realm (see Policy 7.18). Legibility and signposting can also make an important contribution to whether people feel comfortable in a place, and are able to understand it and navigate their way around. On going maintenance

of this infrastructure should be a key consideration in the design of places.

7.17 The public realm should be seen as a series of connected spaces that help to define the character of a place. Places should be distinctive, attractive, vital and of the highest quality, allowing people to meet, congregate and socialise, as well as providing opportunity for quiet enjoyment. They should also, wherever possible, make the most of opportunities to green the urban realm through new planting or making the most of existing vegetation. This will support the Mayor's aims for two million trees to be planted in London by 2025 and, to secure additional greening in the Central Activities Zone (CAZ) to help mitigate the urban heat island effect (Policy 5.10). Encouraging activities along the waterways can also contribute to an attractive townscape and public realm.

7.18 The effects of traffic can have a significant impact on the quality of the public realm in terms of air quality, noise and amenity of a space. The negative effects of traffic should be minimised to ensure people's enjoyment of public realm is maximised. The principles of shared space should be promoted in line with Policy 6.10 on Walking and in the Mayor's Transport Strategy. They should be implemented to accord with local context and in consultation with relevant stakeholders (including organisations of disabled and visually impaired people).

7.19 The lighting of the public realm also needs careful consideration to ensure places and spaces are appropriately lit, and there is an appropriate balance between issues of safety and security, and reducing light pollution.

7.20 The public realm does not necessarily recognise borough boundaries. Cross-borough working at the interface of borough boundaries should therefore be maximised to ensure a consistent high quality public realm. There is a range of guidance such as *Better Streets*[9], *Manual for Streets*[10], *Manual for Streets 2*[11], *Principles of Inclusive Design*[12], and *Streets for All*[13] which can help inform the design of the public realm. This should be part of a wider strategy based on an understanding of the character of the area.

POLICY 7.6
ARCHITECTURE

Strategic
A Architecture should make a positive contribution to a coherent public realm, streetscape and wider cityscape. It should incorporate the highest quality materials and design appropriate to its context.

Planning decisions
B Buildings and structures should:

a be of the highest architectural quality

b be of a proportion, composition, scale and orientation that enhances, activates and appropriately defines the public realm

c comprise details and materials that complement, not necessarily replicate, the local architectural character

d not cause unacceptable harm to the amenity of surrounding land and buildings, particularly residential buildings, in relation to privacy, overshadowing, wind and microclimate. This is particularly important for tall buildings

e incorporate best practice in resource management and climate change mitigation and adaptation

f provide high quality indoor and outdoor spaces and integrate well with the surrounding streets and open spaces

g be adaptable to different activities and land uses, particularly at ground level

h   meet the principles of inclusive design
i   optimise the potential of sites.

7.21 Architecture should contribute to the creation of a cohesive built environment that enhances the experience of living, working or visiting in the city. This is often best achieved by ensuring new buildings reference, but not necessarily replicate, the scale, mass and detail of the predominant built form surrounding them, and by using the highest quality materials. Contemporary architecture is encouraged, but it should be respectful and sympathetic to the other architectural styles that have preceded it in the locality. All buildings should help create streets and places that are human in scale so that their proportion and composition enhances, activates and appropriately encloses the public realm, as well as allowing them to be easily understood, enjoyed and kept secured. The building form and layout should have regard to the density and character of the surrounding development and should not prejudice the development opportunities of surrounding sites.

7.22 A building should enhance the amenity and vitality of the surrounding streets. It should make a positive contribution to the landscape and relate well to the form, proportion, scale and character of streets, existing open space, waterways and other townscape and topographical features, including the historic environment. New development, especially large and tall buildings, should not have a negative impact on the character or amenity of neighbouring sensitive land uses. Lighting of, and on, buildings should be energy efficient and appropriate for the physical context.

7.23 The massing, scale and layout of new buildings should help make public spaces coherent and complement the existing streetscape. They should frame the public realm at a human scale and provide a mix of land uses that activate its edges and enhance permeability in the area. New buildings should integrate high quality urban design ensuring an appropriate balance between designing out crime principles and appropriate levels of permeability. Consideration should also be given to the future management of buildings in their design and construction.

7.24 New buildings should achieve the highest standards of environmental, social and economic sustainability by meeting the standards of sustainable design and construction set out in Chapter 5 and by being consistent with the existing or planned future capacity of social, transport and green infrastructure.

**POLICY 7.7
LOCATION AND DESIGN OF TALL AND LARGE BUILDINGS**

Strategic
A Tall and large buildings should be part of a plan-led approach to changing or developing an area by the identification of appropriate, sensitive and inappropriate locations. Tall and large buildings should not have an unacceptably harmful impact on their surroundings.

Planning decisions
B Applications for tall or large buildings should include an urban design analysis that demonstrates the proposal is part of a strategy that will meet the criteria below. This is particularly important if the site is not identified as a location for tall or large buildings in the borough's LDF.

C Tall and large buildings should:
   a generally be limited to sites in the Central Activity Zone, opportunity areas, areas of intensification or town