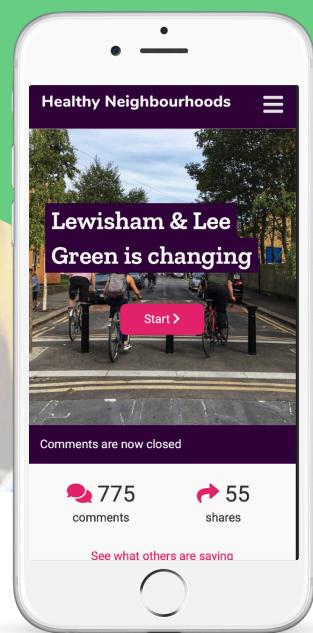


Case study: Using StreetBuilder to develop Lewisham's flagship Low Traffic Neighbourhood

From The Future Fox



In May 2020 Lewisham Council were able to implement the UK's largest recent Low Traffic Neighbourhood, with 13 traffic restriction schemes and 3 school streets in an area of 8,000 homes.



About the project

In early 2019, the Lewisham secured Transport for London funding and commissioned The Future Fox and Sustrans to deliver detailed community engagement and co-design of a Low Traffic Neighbourhood.

The borough saw in-depth community engagement as critical to delivery success, where the measures were potentially highly controversial. It was essential for them to understand the appetite and consensus levels for specific measures in the area.



3 x digital response rate



Trusted by the community and cabinet



16 interventions with community support

Getting actionable feedback with StreetBuilder

Our online engagement platform, StreetBuilder, was used to encourage the community to identify traffic-related issues in their area and state their preferences about different solution options. This reflected the in-person co-design process, enabling meaningful engagement at much greater scale.

The responses were used to identify where interventions could be taken forward with community support.

StreetBuilder made it easier for us to incorporate community feedback into designs. This is vital to build trust and show we're listening, and meant we could improve the neighbourhood in the way our communities wanted"

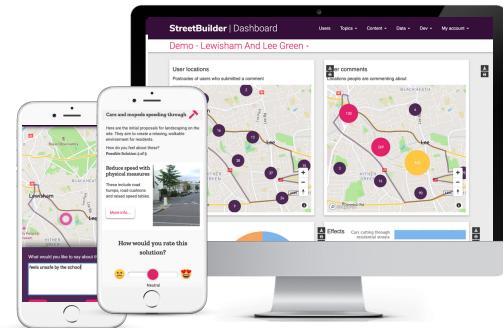
Josh Learner, Cycling & Walking Programme Manager, Lewisham Council

Unlocking community support at scale



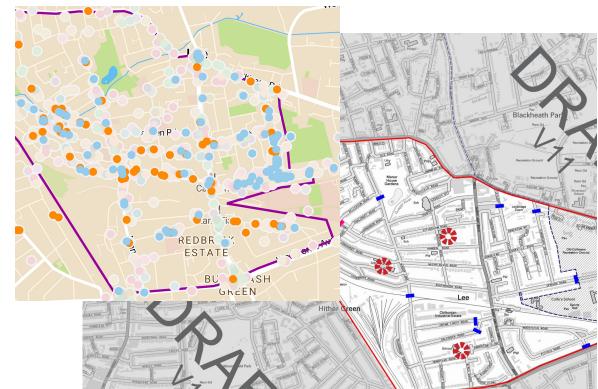
Reaching diverse participants

Through multi-channel outreach in the area of 8,785 households, 797 people responded, leaving thousands of comments, representing the highest level of engagement the local councillors had seen to a public consultation to date.



Issues people care about

The engagement process was divided in two stages allowing us first to understand local priorities in a structured way through the issues mapping feature.



Testing community support

The second stage asked the community to rate possible solutions to the issues on a graded scale. The process helped inspire and inform users, and was key to managing expectations on potentially controversial measures.



A deliverable, ambitious plan

The result was a radical traffic reduction masterplan with 15 filtered permeability measures and 3 school streets. The defensible StreetBuilder data gave councillors and cabinet members confidence to take forward the plans knowing they had sufficient support. Most of the measures were implemented in June 2020, as a vital part of Lewisham Council's COVID-19 response.



**“Thank you for doing this.
This has been the best consultation format I've encountered.”**

Consultee, Lewisham 2019

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