

# The Healthy Streets for Surrey Guide and DLUHC Design Code Pathfinder

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# What is Healthy Streets?

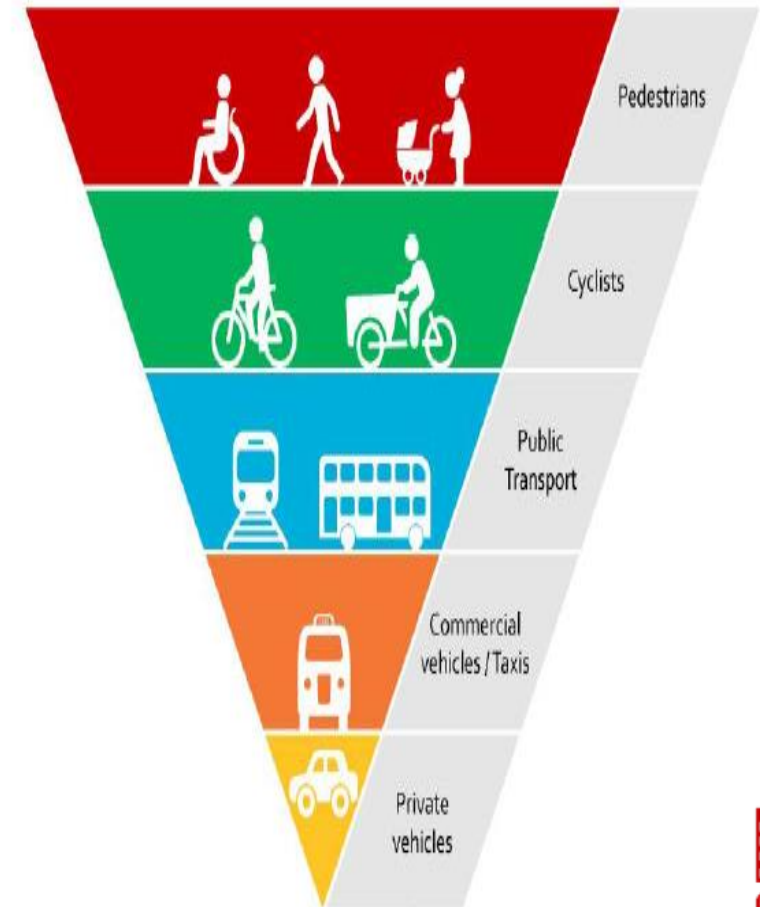
## Aim and purpose

Healthy Streets raises the bar for creating new streets and retrofitting of existing streets within Surrey. For too long street design has focused on streets' function of facilitating movement between places at the expense of their function as places. We have turned this on its head.

Healthy Streets for Surrey broadens the focus of street design to include health, happiness, prosperity and sustainability.

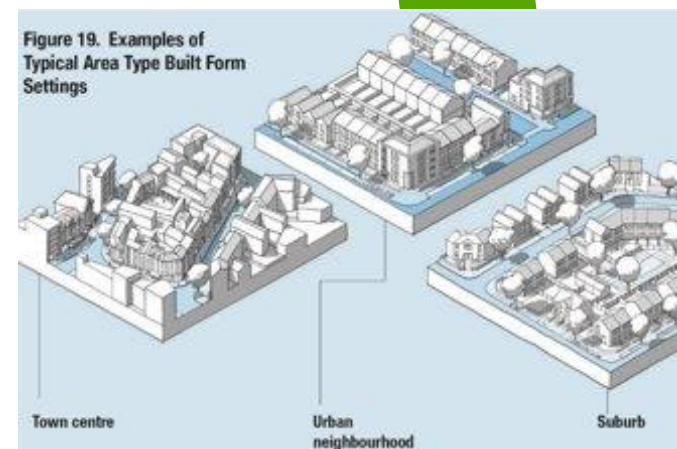
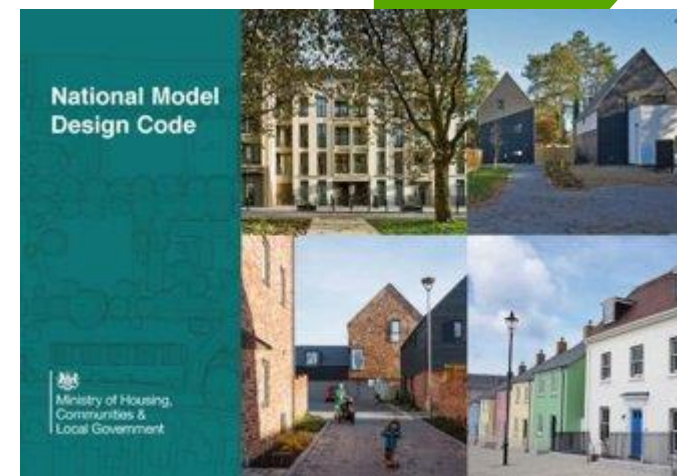
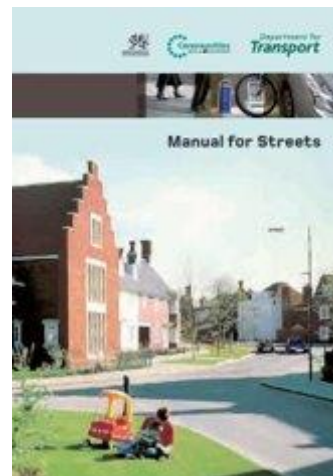
This design guide establishes the well tried and tested hierarchy of users, as set out in the “up-side down pyramid”.

The application will mainly be in new build development and on Brown or Green field sites there is little excuse for not aiming for full implementation. Retrofit situations can be more challenging where existing urban form can limit opportunities. It covers all the main stages of any development from pre/planning through to delivery.



# What did we require of the new guidance?

***“To allow a range of users, from curious residents to master-planners to highways engineers quickly and easily to access and understand design guidance to help them create healthy streets which are safe, green, beautiful and resilient. Aimed for use in both new build and retrofit situations, this guidance document covers the main stages of pre/planning and delivery through to Section 38 and 278 agreements.”***



# The Healthy Streets for Surrey Guide and DLUHC Design Code Pathfinder – Our journey:

In 2020 Create Streets were commissioned to review the street design and layout of residential developments in Surrey. Although two previous versions of Design Guidance had been produced, there was a need to refresh and update the County Council's street design guidance so that it accords with current thinking.

On 25 October 2022, Surrey County Council's Cabinet endorsed The Healthy Streets for Surrey Guide and agreed adoption of the guide as County Council policy for the design of streets in all new developments in the county.

The second phase involved the digitalisation of the PDF version, enabled through funding from the Department for Levelling Up Housing and Communities (DLUHC). This involved intensive inter-team working between Surrey's IT, Placemaking, Digital Projects, and Transport Development Planning groups. The web version was soft launched in June 2023.



# Surrey Pathfinder - Digital Design Code



Surrey County Council developed a 'Design Code' with Create Streets in PDF format. The wording of this document was later signed off by SCC Cabinet. The document is currently known as 'Healthy Streets'



The content of the document was then converted into a 'webtool/website' to improve accessibility, searchability, and interactivity.



Working with the Digital Design Team, (which sit within Surrey County Council's IT Department), we designed the webtool using a user centred design approach.

## Discovery Phase

- Understand the current landscape and pain points faced by users. Develop and test hypotheses

## Alpha Phase

- Prototype designs to test with users and helping to further test and validate hypotheses.

## Beta Phase

- Create proof of concept processes and products to test and validate in 'real life'. Iterate the design to onboard lessons and understanding built from experiments

# Reflecting users' needs in a website and webtool

## Requirements and guidance



1. Process



2. Streets for Surrey core principles



3. Governance



4. General layout principles



5. Carriageway and junction design



6. Pedestrian and pavement design



7. Street trees



8. Sustainable drainage systems



9. Street furniture, lighting and signage



10. Vehicle parking



11. Cycling




12. Integrating public transport

## Create your checklist

The **create your checklist** is an alternative search tool that allows you to search for individual **code** items, instead of searching for a whole page. This allows you to filter the results into **Musts** (mandatory requirements), **Shoulds** (requirements that require justification to deviate from) and **Could**s (recommendations). Clicking on the item will take you to the content page where the code item appears.

If you want to extract all of the 'musts' on EV charging then simply search for **EV charging**. You can then use the **refine your results** option to extract the **musts**. If you would like to see all of the **musts** in the entire website, then enter an asterisk (\*) as your search term to return all results, and then filter by using the **must** option.

If there aren't many matches for your search, try using a different search term. For example, instead of **wayfinding**, try searching **street signs**. You can also **search the site** for additional information.

 Search

### Refine your results

All results (263)

Could (19)

**Must (94)**

Should (150)

Your search for 'Cycle Storage' returned 94 results in the category Must



### 11.8.7 - Cycling Storage (Must)

Shared or communal cycle parking. This type of storage must be secure, well-overlooked, secure and easily accessible and large enough to accommodate all cycle users.

Requirements and guidance > 11. Cycling > 11.8 Cycling Storage

## Refine your results

All results (750)

Could (68)

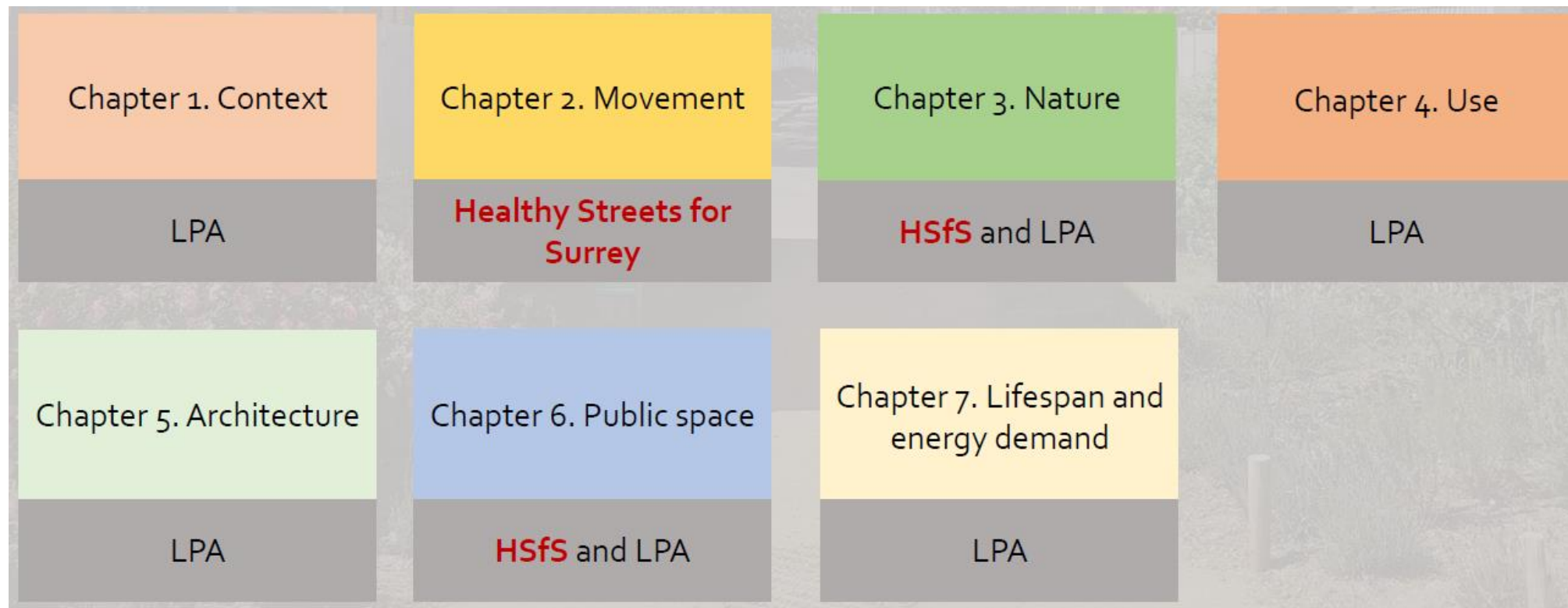
**Must (330)**

Should (352)



# New Design Codes and HSfS

Healthy Streets' focus on street design means it can be incorporated or 'drag and dropped' into other LPA design codes and their different chapters  
An example of a new Design Code structure might therefore be:





# Feedback

<https://healthystreets.surreycc.gov.uk/>

*Really  
like this!*

*(Glossary pop  
ups)*

*"The structure of this page is well laid out and  
easy to find information. With clear sub  
headings, key bullet points and design  
considerations. May be better supported with  
some diagrams?"*

*"It helps to  
understand  
what  
is important"*

*(Must, Should and Could)*

*I like that each  
section has its  
own opening  
page which  
makes it clear  
that you are  
moving onto a  
new section.*

*"Website  
presents  
well and is  
easy to use  
and  
navigate."*

*"I need to have a  
record of the  
communication  
that I've sent to  
someone"  
(contact us)*

*"I find it user  
friendly.  
I didn't find  
anything that  
wasn't working, if  
that makes  
sense."*



## Historical overview and comparison

Site: Healthy Streets Time period: Last month (01/03/2024 - 31/03/2024)

Compare to

Align weekdays

Yes

No

Visits

**1,737**

+114 ?

Page views

**6,772**

+860 ?

Unique visitors

**1,294**

+48 ?

Bounce rate

**60.16%**

-0.28 ?



# The desired end-result - retrofit and new build delivery of the Healthy Streets for Surrey approach



# Healthy Streets Implementation :

## Case Study Site Visits

Working with Create Streets we organised 2 cases study visits

- Uplands road /Tunsgate – Guildford
- Caterham Barracks

Each case study had a mixture of colleagues from different disciplines to cover a wide breath of elements that may come up when looking at a masterplan for a development.

There were lively discussions of what elements of the development were executed well and what could be done differently now that we have the Healthy Streets Design code in order to raise the bar in street design.

The case studies can be accessed virtually on the geo tourist website, and they can be undertaken by teams in their own time - the links for each site visit are below :

Uplands Road, Guildford: <https://geotourist.com/tours/6982>

Tunsgate, Guildford: <https://geotourist.com/tours/7079>

Caterham Barracks: <https://geotourist.com/tours/7076>

# Healthy Streets Implementation : Case Study Site Visits



Uplands Road , Guildford



Tunsgate, Guildford



Caterham Barracks



# Healthy Streets Implementation : Design Charette

SCC colleagues went to the Create Streets offices in London for a design charette workshop

A design charette is an interactive workshop with intensive dialogue and design processes. They bring communities and designers together to draw up plans with pens and paper, talk through ideas, disagreeing sometimes, but ultimately coming to a constructive consensus.

SCC staff outlined their aims for the workshop, with the focus on how to improve group design work, designing as a team to raise design and placemaking ambitions, and bringing local communities with them through engagement and community co-design.

The London Road cycle scheme was used as a case study where the scheme was reworked as if there were no plans and a shared vision for the scheme was created. The Healthy Streets for Surrey design code was used as the main point of reference to inform the ideas for the scheme in the workshop.

This design charette process can be used in projects where there are multiple internal teams and disciplines who are working on the same scheme to get everyone's visions aligned on where they see the scheme going. This process allows challenges to be discussed earlier on which will save money and reduce delays in the project overall.



# Healthy Streets in Action: Staines Iron Bridge – simple placemaking



# Case Study – Croydon Road, Caterham









# Healthy Streets in Action

## Caterham – Croydon Road



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# Thank you

Feedback and queries to:

**[Healthystreetsdesigncode@surreycc.gov.uk](mailto:Healthystreetsdesigncode@surreycc.gov.uk)**