

Dear Peter & Steve,

I am pleased to provide a report on the collaboration between Groundwork Trust, Manchester, Salford and Trafford and the InSITU research team regarding the consultation for the Lower Kersal 'Health Walk' and experimental use of Geographic Information Systems for Participation as a Method of obtaining and communicating community views and preferences.

This has added value to the on-street techniques previously developed by Groundwork and enabled us to capture and graphically present a great deal of local knowledge that I do not think could have been obtained by other means. As the final Round Table and other discussion recommended, the approach thus developed has proved effective and could be used on future projects if combined with other survey methods, and I understand that Salford City Council is considering its use on other scheme in the locality. It also has further potential as a means of reporting back to those communities how their input was, at various stages, incorporated into the design of the scheme. For example, in the case of the Lower Kersal Health Walk, how their comments have led to further measures to improve the design, especially for personal security along particular sections of the route, influenced the choice of surfacing materials, signage and public art etc.

I also confirm Groundwork's 'contribution in kind', especially by Angela Palliser, Helen Barker and myself and myself throughout the project. As detailed below, this included preliminary meetings and Round Tables in 2006 on 25 May, 8 June and 5 July, on-street consultations (including equipment supplied by Groundwork) on 26 July, 3 August and 5 August, and then the feedback and final Round Table meetings on 31 August and 14 September. With regard to the input by our personnel, this amounts to 4.75 days, which at a daily rate of £400 would amount to about £1900 contribution in kind.

Regards

Rob Fulton

(See attached file: in situ report.doc)

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InSITU PARTNER: END OF PROJECT REPORT

Groundwork Trust, Manchester, Salford and Trafford: The Lower Kersal 'Health Walk'

Preliminary meetings with the research team and project requirements

A number of preliminary meetings were held with the InSITU research team during the early months of 2006. Several projects were discussed and agreement was reached about focussing on Groundwork's Lower Kersal 'health walk', one of three which were being planned, because of its compatibility with the In-SITU project criteria and practical arrangements about requirements for the scheduling of the consultation and the health walk design and its implementation.

A key meeting to discuss the detailed arrangements for the health walk was held on 8th June between Angela Palliser, New Deal for Communities Project Co-ordinator and Rob Fulton, Community Link Officer with Groundwork and two members of the Salford InSITU team. The composition of a Round Table, to steer the project, was discussed and the details of the approach normally taken by Groundwork with regard to consultation with members of the local community was explained, as were the GIS-P benefits and process. It was agreed that the In-SITU team's scoping study to test the GIS-P model and the associated community consultation would be adapted to follow both Groundwork Manchester, Salford and Trafford's normal methodology procedures (using on street consultation instead of a panel of community members) and operate within Salford City Council's published 'gold standards' policy for community consultation. It was agreed that the Round Table would meet once in late June/early July 2006 to agree the specific objectives and the scope of the consultation and again in September 2006 to evaluate the results, including the performance of the GIS-P tool in this particular application.

Groundwork contribution to the initial Round Table included representatives from the Good Practice in Community Involvement Team, a landscape designer/architect from Groundwork, a voluntary Walk Leader, who met with the InSITU team, along with a representative from Sustrans (which is planning to include part of the health walk in the National Cycle Network), representatives from Sports Village, New Deal for Communities, the Community Health Action Partnership, the Environment Agency (as the landowner), Senior planners and engineers from Salford City Council and a youth outreach worker. Round Table members met at the Sports Village in Lower Kersal on the 5th July 2006 and also walked the health walk route as part of the proceedings. They were interested in tapping community views on a range of issues connected with the development of the 'health walk' including key issues about the area such as inaccessibility and specific locations for anti-social behaviour/nuisance, signage and seating/rest-points. Agreement was reached about tapping the community about the following in order to identify priorities for funding given their limited budget for the development of the project:

- Their current and past use of the space
- Concerns about using it
- Suggestions for improving it
- Local history and myths connected with the space

Following Groundwork's 'on street' methodology, the combined Groundwork/In-SITU team commenced the 'health walk' consultation on the 26th July 2006, using a large map of the area, which was presented to community residents in different locations to facilitate the engagement of a range of 'hard-to-reach' groups. The use of a map's visual display was

considered to be particularly beneficial given the objective of targeting these particular groups and the fact that the local community was 'questionnaire-tired'. It was planned for each of the consultations to take place for around one hour but it was noted that the timing needed to be flexible in order to consult with a maximum number of subjects. Three consultation sites were initially used to facilitate access to 'hard-to-reach' groups:

- St. Sebastian's Community Centre/GP Surgery, Charlestown (morning) to target older residents, mothers with children and less physically able residents;
- The shopping area at the south end of Littleton Road/ east end of the Red Path (lunchtime/afternoon) to target teenagers, mothers with young children and middle-aged residents.
- Sports Village (early evening) to target younger residents and teenagers.

Given the discreet, self-contained nature of the local communities, two further consultations were undertaken at different locations in the study area on the 3rd and 5th of August:

- The shopping area at the northern end of Littleton Road (morning/lunchtime) to target mothers with children, teenagers and middle aged residents;
- A pirate/treasure hunt event on the Kingsley Green housing estate (Saturday afternoon) to target young children and a wider cross section of the community not accessible on weekdays.

Finally, on the 31st August, the Charlestown and Lower Kersal Local Transport Action Group, including six community residents, was consulted. Overall, between 100 and 120 subjects engaged in the consultation process.

Evaluation of the outcomes of the GIS-P Panel sessions

A second Round Table meeting was held on the 14th September 2006 to discuss the outcomes from GIS-P process in the form of digitised maps. The different types of map that were produced proved to be extremely useful. For example, individual topic maps focused on historical notes, recent past use, current use, experience of crime, fear of crime and a range of concerns and suggestions, which provided data on all priority topic areas. Other maps combined topics and/or primary and secondary data for example, one showed residents' experience of crime in comparison with both the official police crime figures for the period from January to June 2006 and the Index of Multiple Deprivation (IMD) crime score.

A further map highlighted significant differences between perceived and actual crime. Parts of the proposed health walk route such as the river bank were not used by many residents because of the perceived risk to personal safety and yet there was a low incidence of recorded crime in this area in contrast to particular black spots such as the Red path and Littleton Road. The discrepancy in the perceived and actual crime figures is more likely to be the result of crime in the river bank area not being recorded rather than community misconceptions. Either way, the map highlighted a significant constraint on community access. The information contained in the GIS maps was therefore useful in providing relevant details and insights from the community's point of view.

From Groundwork's perspective, the main benefits of the GIS-P model, over and above the on street mapping that is normally employed in community consultation, were the following:

- More details from the consultation are able to be recorded in a more appropriate format;
- The high quality digitised maps facilitate feedback to the community in that they are able to see how their comments have directly informed the work;
- The presentation of details relating to a number of different topics/themes in their spatial context facilitates more informed discussion and makes decision making easier;

At the Round Table meeting there was considerable enthusiasm for the high quality of the maps and their clear presentation of relevant data stimulated a useful discussion of relevant issues including prioritisation in relation to funding and timing of developments. Overall, Round Table members also recognised the benefits from GIS input; they felt that the results were valuable in aiding decisions to be taken at the meeting, particularly because of the combination of different types of information presented in context, which made it easier to understand a range of issues about particular places and areas. In short, there was a consensus that the maps provided more information in a more user-friendly format than was normally the case. They also considered that these qualities of the maps were not only valuable for decision-making, but for providing feedback to the community. For example, residents can evaluate the views that have been voiced by the community and see whether or not they agree with them. This can provide an opportunity for further input. Similarly, proposals can be seen in-situ so that they can be more easily understood by the community, particularly where a visualisation has been developed.

The consensus from the Round Table was that the GIS method was valuable, but it should be used in conjunction with a variety of means such as face-to-face interviews, focus groups, panels and questionnaire surveys so that as wide an audience as possible is included. This is important to gather the views of those people/communities who do not usually engage in such activities and because feedback comes in a variety of different formats, which can't always be presented on a map. All Round Table members felt that they would welcome further use of GIS in future projects to facilitate discussion and decision-making.

Future Developments and Scope for Using GIS-P

Given the enthusiasm of the Round Table members about the capability of GIS, it's not surprising that a number of discussions have already taken place about its further use in future projects. For example, Groundwork are considering the feasibility of using GIS in two potential projects which are currently being discussed with Salford City Council. First, its application is being considered in relation to both identifying perceived constraints on walking to school and mapping routes that are taken by children who currently walk to school in the Irwell Riverside Ward in order to co-ordinate walking in groups along shared routes. Second, we understand that the Council is considering its use in the identification of young residents' use of space and their level of social responsibility in the Lower Broughton and Kersal areas of the city.

-- Original Message -----

From: [Peter Hinton](#)

To: [Steve Shaw](#)

Sent: Friday, April 13, 2007 12:41 PM

Subject: InSITU report

Dear Steve,

Back in January 2007, in my role as Director of the Institute, I was pleased to write a letter of support for the proposed research programme *InSITU* concerning sustainable access to 'disadvantaged areas with time-depth' where regeneration is being planned. I am pleased that the application for funding was successful and that the collaboration that followed has been mutually beneficial. As you know, the development of appropriate methodologies to measure the social benefits of historic environments - and more broadly, the engagement of socially disadvantaged groups with archaeology - remains an important theme for IFA. Greater involvement of the public in the processes of designating and issuing consents for 'historic assets' (presently scheduled monuments, listed buildings, registered parks, gardens and battlefields; and potentially World Heritage Sites in future) underpins the DCMS Heritage Protection White Paper (March 2007), which has wide heritage sector support. The development of appropriate working cultures and methodologies is therefore a pressing priority for the sector.

**Project partner report for *InSITU* research programme
Institute of Field Archaeologists (April 2007)**

1. Introduction and overview of IFA involvement

The case study areas that were selected for *InSITU* have been interesting ones from an IFA perspective, and three of them are particularly useful examples for our membership

- the future use and development of the public squares in central York, to ensure that local people as well as tourists will benefit from the proposed enhancement of the historic environment
- the detailed negotiation over development and refurbishment of the former Terry's chocolate factory, an important site of industrial heritage, also in York
- interpretation and a 'family trail' in Sutton House where the National Trust has a strong mission to make the Tudor building accessible as a resource for socially and culturally diverse communities in Hackney

Two active members of IFA, John Oxley (City of York Archaeologist) and Janet Miller (WS Atkins, Director of Heritage) have provided archaeological involvement in *InSITU*. As outlined in my letter of support, we recognised that the original proposal for *InSITU* had the potential to enhance the work of the scoping study carried out by IFA funded by National Trust, *Measuring the social benefits of the historic environment*. Our expectations concerning the application of Geographic Information Systems for participation (GIS-P) in social appraisal of historic environments have been fulfilled. It is also good to see that there is scope to take it a stage further, especially by combining and integrating the technique with other methodologies through the 'Preserving Our Past' research cluster in the case study area of Burslem in the Potteries, where our previous investigative study was carried out. In line with our original estimate, the IFA and its members have been pleased to contribute six days contribution in kind at £450 per day with the following useful outcomes summarised below.

2. Use of the *InSITU* methodology for archaeology and area-based conservation of historic environments

Initial discussion between the *InSITU* team and John Oxley led to participation by York City Council, especially by the Centre Management Team and the City Events Coordinator who were in the early stages of formulating plans to improve the squares in the city centre for the enjoyment of local users, as well as visitors, and thus to maximise the social benefits of the historic environment.

The first activity piloted by the *InSITU* facilitators from Stockholm Environment Institute at the University of York was 'on-street' consultation: this enabled residents and visitors to discuss their use of the city centre. This approach captured the views of younger adults, a group that is often 'invisible' in surveys relating to perceptions of historic environments. The second activity took the form of a guided walk that followed by a discussion group and mapping-exercise involving eleven residents drawn from the 'York Talk About' standing panel.

In both approaches, participants responded to open-ended questions

- what are the benefits of existing spaces?
- what would they change in the city centre?
- how would these changes alter the way the space is used?

The digitised maps produced by the two panels were presented to City Council officers with 'speech bubbles' annotated to the locations identified and discussed by the participants. Detailed views, preferences and suggested solutions were thus communicated on design issues that included facilities (seating/other street furniture, cycle parking, toilets); amenities (trees and fountain; al fresco dining); use of space (events, cars and pedestrians).

A particularly innovative feature of *InSITU* is the ability to superimpose the comments of different groups of participants. Thus, points of consensus as well as potential conflict could be mapped. For example, the fountain in Parliament Street was mentioned by almost all local participants as a valued focal point, especially for meeting others. The young adults identified a small enclave off the main street where they liked to 'sit here for food and meeting friends – it's a bit more private'. Their presence did not raise any critical comments from the adult participants; thus, it seemed to be an important place to protect for this purpose as the public spaces are upgraded. Elsewhere, however, some conflicts were identified: al fresco dining was considered appealing by many, but conflicted with the desired movement of pedestrians at specific 'pinch points' – especially parents with small children in pushchairs, mobility impaired people and cyclists.

Through the GIS-based technique, valuable insights, opinions and preferences relating to historic environments were articulated, and represented on high quality digitised maps in all the case studies. To summarise, it has the following features that make it particularly useful to archaeologists and more generally to heritage service providers

1. The map-based workshop 'panels' or 'on-street consultation' enables participants of all ages and abilities to establish their own agenda with confidence and to express their opinions and attachments regarding historic environments in a very site-specific way (points, lines, areas)
2. The map itself seems to engage people and stimulate open-minded discussion by a much wider public than would generally attend more conventional meetings on planning and heritage conservation issues, so that valuable local knowledge can be obtained
3. Participants' views, preferences and suggested solutions are digitised with 'speech bubbles' (GIS-P mapping), and the plans produced by different panels (e.g. age groups) can be superimposed, so the points of consensus or conflict can be identified with reference to heritage designations and sites of archaeological interest
4. The annotated, digitised maps can be interpreted with clarity and acted upon by archaeologists and heritage service providers, as demonstrated in York and other case studies
5. Ideally, the outcomes of such community involvement would be built up into a digital map-based archive and integrated with the comprehensive local and national GIS databases for historic environments as discussed in the Government's (DCMS 2007) Heritage Protection White Paper.

3. Presentation of findings: 'York Spaces'

John Oxley's involvement also included collaboration in the *York Spaces* seminar held at St. William's College, York Minster on 28th September 2006. This event was organised through ICOMOS (UNESCO World Heritage) Cultural Tourism Committee. The event was attended by around 50 leading experts in the conservation of historic environments and heritage attraction managers, and was addressed by the Lord Mayor, Cllr Janet Hopton MBE. The presentations on *InSITU* 'Widening Participation in the Design of York's Public Spaces' by Steve Cinderby, John Forrester and Steve Shaw provided a useful opportunity to showcase the GIS-P tool and to discuss the initial findings from the field work carried out in the city over the summer with the expert panel and delegates. This was complemented by John Oxley's guided tour of the sites from his perspective as City of York Archaeologist.

4. Continuing collaboration between IFA/*InSITU* in 'Preserving our Past'

A call was made by joint funding councils EPSRC/ERSC/AHRC and English Heritage, inviting expressions of interest in the development of cross-disciplinary research relating to the theme "Preserving Our Past". An initial workshop was held in Birmingham on 29 March 2006, and the *InSITU* consortium was well represented among those who were selected to participate. These included Steve Shaw (PI) with IFA member John Oxley and *InSITU* Steering Group chair Aylin Orbasli. Two applications for funding were successful, and this has enabled further collaboration between IFA member Janet Miller, Head of Heritage at Atkins consultancy and two members of the *InSITU* team, Steve Shaw (PI) and Menna Jones (Research Fellow). The research cluster is headed by Heather Viles (PI), Department of Geography, University of Cambridge, and the cluster members comprise leading authorities with diverse expertise that includes archaeology, history and historical geography as well as planning and regeneration.

This new research project is on-going, and so far there have been two workshops. The first meeting explored the scope for integrating methodologies at different scales: *'Introducing methods for studying the historic environment'*, held at St Benet's Hall, Oxford on 5-7 January 2007. The second meeting Participation in Preserving Our Past: Second Meeting: *'Methods in action: addressing issues of Burslem's historic environment'* was held at Burslem School of Art, Burslem on 2-4 April 2007. In view of the previous study *Measuring the social benefits of the historic environment* (above), the IFA will take a keen interest in the outcomes of this project.

Best wishes

Pete

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Report on the Outcomes of Collaboration between LB Hackney Streetscene and the InSITU Research Consortium 2006/7

1.0 Background

A discussion between Tom McCourt, Assistant Director Transportation and Environment, LB Hackney and Steve Shaw, Director TRaC Research Centre, London Metropolitan University resulted in collaboration to test and develop the GIS-based tool for community involvement in public realm improvements that would offer particular benefits to disadvantaged groups. The tool would be refined to evaluate improvements carried out under a Streetscene initiative.

It was agreed that Hackney's contribution would be in-kind and in the form of officer time, assistance with access to digitised base maps and other resources, as well as contacts for meetings between the InSITU consortium and other departments, as well as local and regional organisations involved in environmental enhancement. In total, the in-kind contribution amounted to: 3 days officer time (@ £450 per day) for 'round table' meetings between InSITU team and Andrew Cunningham and Inge Hutton, Streetscene 16th January 2006 (with Steve Shaw and Gemma Grimes), 24th April 2006 (with Steve Shaw and Menna Jones) and 5th December 2006 (with Steve Shaw and Menna Jones). In addition, I understand that the InSITU team had meetings with the Museums and Culture Department of LB Hackney and with Andrew Pannicker, Homerton Hospital, Groundwork East London etc.

At the preliminary discussions that took place between Streetscene and the team from InSITU on 16th January 2006, it was decided that the most suitable case study to test the InSITU technique in evaluation mode would be the 'Homerton Link'. Funded by LB Hackney through the PRIDE initiative 'Public Realm Improvements and De-Cluttering', it was anticipated that the scheme would deliver significant improvements to pedestrian access, safety and personal security, complemented by planting and other enhancements between Homerton Silverlink railway station and Homerton University Hospital. The scheme was strongly supported by the Hospital as well as Silverlink, and had been championed by Cllr. Jessica Crowe, Deputy Mayor and Lead Member for Environment.

The scheme should be seen in the broader context of encouraging greater use of public transport to the hospital via North London Link. There was opposition to the idea of CPZs around the hospital. In essence, it had been designed to benefit local residents in an area of low-car ownership. It would also benefit people, who visit and work in the area, in particular: patients and hospital visitors and hospital staff, many of whom work on early and late shifts, and consequently have to get to-from the station during hours of darkness.

It was agreed that the InSITU team would convene a 'local panel' to traverse the route and carry out a detailed user-assessment and satisfaction survey of the PRIDE improvements. The views of the local panel would be expressed on a digitised map in a format that would allow their comments to be easily understood by Council officers, and thus acted upon where it is appropriate and practical to do so.

2.0 Planning Satisfaction Survey using GIS-P

On 24th April, a further meeting took place with the InSITU team (who also held discussions with Homerton University Hospital) to set out Streetscene's initial expectations for the GIS-based participation tool.

Streetscene suggested that the local panel should be asked to concentrate on the following issues for users (i.e. local residents, hospital workers, visitors, patients) and their satisfaction with the PRIDE improvements to access, personal security and safety:

- Do users feel more secure walking along specific sections of the route, especially where the pavement has been re-constructed and/or widened (by the station), and where street lighting has been improved?
- Are there any areas along the route where they still feel uneasy with respect to personal security (e.g. near bus stops, particular corners etc.). If so what action is still required and where?
- Is the entire route accessible and do users feel safe with regard to traffic? If not, what still needs to be done and where?
- Are users satisfied with the greening/landscaping, e.g. street trees, other planting?
- Were the contractors considerate when the work was in progress?

Streetscene strongly recommended that the main focus should be upon urban design, and that it should be made clear to the participants that the remit would not cover broader issues such as bus services, traffic congestion, parking/loading, environmental issues such as litter and fly-tipping. InSITU agreed, and through subsequent discussion it was felt that the last point might be dropped from the survey, since the Panel would include non-locals who would not be able to comment. It is understood that the hospital representatives agreed this agenda and added the issue of signage and way finding between the station and the hospital. Streetscene provide detailed plans for the PRIDE improvements, both hard copy and digitised.

Timescale

The PRIDE improvements were completed on schedule for April 2006. The planned improvements to the hospital access/exit and frontage to reduce pedestrian vehicle conflicts have been delayed (legal aspects of planning requirements).

CCTV

The location of the three CCTV points was indicated on the plan. LBH monitor the CCTV centrally at Stoke Newington base room, which is linked to the Metropolitan Police. In future, there will be closer coordination with CCTV monitoring at North London Link Silverlink at Homerton and other stations.

Maintenance

The improvements to the route are subject to the LBH policies on maintenance. Condition of pavements, street furniture etc. would be inspected on a monthly basis along this pedestrian route. Contractors would be liable for poor workmanship. Trees are given annual pruning.

PRIDE and Publicity

Before the PRIDE improvements began on this scheme (February 2006), leaflets were posted to residents along the route. Furthermore, 1000 were made available at the hospital and 500 at the station, together with a poster publicising the improvements.

Future Proposals

The scheme had been funded under PRIDE for 2005/6. As a pilot initiative, better understanding of users' satisfaction would inform future schemes where the approach could be replicated in the future. Other sections for areas public realm improvements from 2007 to 2009 will include:

- Hackney Central
- Dalston Kingsland
- Shoreditch
- Along Berger Road in the Homerton area
- Along Barnabas Terrace in the Homerton area.

3.0 Review of the Satisfaction Survey using GIS-P

The final meeting was held at Streetscene Office on 5th December 2006. Steve Shaw gave a short presentation, explaining how views, preferences and in some cases suggested solutions were obtained from the panel and expressed on the digitised maps. Menna Jones showed the individual and collective maps that had resulted from the GIS-P consultation with the local panel, and then gave a presentation on the findings along the Homerton link route.

In summary, the following observations and critical comments were made by the Streetscene team with respect to the process and findings from the Homerton Link case study:

- A useful post-implementation satisfaction study.
- Interesting to see the differing ideas of what people notice and care about
- It was a useful exercise to facilitate first-hand commentary from the public along the walking route, drawing from their local knowledge.
- The comments made were particularly useful for feeding back to TfL, especially regarding the pedestrian crossing on Homerton High Street as 'missing link' and with regard to safe routes to the North London Line stations in anticipation of TfL taking on the responsibility for franchising the rail service
- Would be useful for the people dealing with this route to use the annotated map and follow it.
- It was an interesting and useful exercise to review the user observations and to be able in seeing what can be done and what realistically cannot.

With regard to the views, preferences and suggested solutions expressed on the GIS-P maps by the local panel, the following points were made with regard to feasibility and possible action in response to the satisfaction survey:

- It is not possible to change the steep grading of the slope in Barnabus Road the pavement left of

Homerton Station that was identified by the wheelchair user, because of the physical constraints of the site.

- The tactile pavement is the right colour, but the tactile area needs to be extended further from the kerb into the pavement.
- Black bollards were chosen in consultation and are a 'viser clear' colour contrast. These bollards are also of the standard height.
- With regard to personal safety, the spacing of the street lighting columns along the east side of Wardle Street by St Barnabus' Hall are correct (i.e. meet British Standards). However, because of the configuration of the boundary wall by the bus stops means that shadows are cast creating dark corners which may make some users feel uneasy after dark.
- The park on Homerton Grove will continue to be a park, whilst it is recognised that there is room for improving the space especially for hospital visitors, patients and staff.
- The step at Homerton Railway Station is currently being discussed with TfL.
- ASBO sign seems to have expired and could be regarded as 'clutter'.
- Streetscene will offer to give a direction/orientation map to Silverlink to have at the railway station in Homerton.

4.0 Opportunities for Exploiting the Techniques Developed in the Case Study using GIS-P

Streetscene was in regular, close contact with Transport for London (TfL) regarding improvements on and within the stations in Hackney, as TfL will be taking over the railway franchise currently held with Silverlink. It was suggested to the InSITU team that there were some existing and future projects, where aspects of the GIS-P technique trialled and tested for the Homerton Link might be applicable, in particular:

- The Wayfinders Project, which encourages the public to use railway stations, although Homerton is currently not involved in this project (will be for the second stage)
- Station Accessibility, working for TfL, giving guidance on all Stations, comments raised by the Panel group can feed into the process.

I was emphasised by the research team that the GIS-P approach that was piloted and developed through the various InSITU case studies (in Hackney, York and Salford) can be used to widen and deepen community involvement at different stages of the urban design process, from early proposals through detailed engineering specifications and post-implementation, as with the Homerton Link. The approach could be combined with other techniques for 'visualisation' and user participation, for example, Planning for Real and more traditional questionnaire based surveys to obtain the views of a larger and representative sample of participants. It is also possible to use GIS-P with 3D imaging and Computer Aided Design.

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Dear Steve

Many many thanks again for all of the work that you undertook for the National Trust and I would like to reiterate again how useful the findings have been. Following on here is a short report as requested containing our findings.

Best wishes
Ruth Clarke
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InSITU PARTNER: END OF PROJECT REPORT **National Trust, Sutton House, Hackney**

Preliminary meetings with the research team and project requirements

Several preliminary 'round table' meetings were held with the InSITU research team in spring 2006. These enabled the management of the National Trust Sutton House to explain the context and establish our initial 'wish list' of specifications that could be tested through the community participation tool with maps and plans. Thus, we agreed with the research team how adaptation of the GIS-P technique to broaden participation in the design of the 'public realm' might enable us to tap the experiences and preferences of parents and children and help us design a 'family trail' and/or other means of engaging people from the local area, who might generally be regarded by heritage attraction managers as 'hard to reach' groups. It was explained that the profile of visitors to Sutton House is rather different from many other historic houses.

The main dominant groups at Sutton House are:

- Children (mainly through schools)
- Families (hold family days and 'Parent Power')
- Adult Leisure Learners (adults that are interested in learning)
- Over 55s (particular group that use the House)

A key meeting was held on 18 May 2006 with Steve Cinderby (SEI), Menna Jones (LondonMet), Anne Owen (SEI), Louise Ayres, Custodian of Sutton House and myself Ruth Clarke, Community Learning Manager. This enabled us to discuss in detail, the requirements. It was recognised that that the GIS-P approach could, potentially, be very useful for this and other historic houses owned by National Trust.

We explained that it would be very useful indeed to track the visitors as they moved around the house so that we would have a much clearer have an idea of:

- How long they spend in every room
- What they like in each room
- What they remember

As Sutton House is planning to develop a family trail and/or other interpretation, such information could be useful in helping to design the track. The researchers felt that the development of the GIS-based 'tool', applied for the first time to the interior spaces of a historic house, would be best suited to points two and three, rather than timing and close observation of the movements of the participants. It was agreed that selected families from the 'Parent Power' group would become involved in the focus groups, particularly as they were:

- a natural group, within a family environment
- for the children, there is a familiar adult available
- useful for having the parents and the child (different age groups) perception of the house.

It will also benefit the parents and children to know their involvement with the National Trust has led to them contributing to something tangible.

Requirements of GIS-P Panel sessions: It was agreed that the main issues to be discussed using GIS-P would be:

- a) what first caught your eye in the room?
- b) what else did you notice in the room?
- c) what have you enjoyed, what would you like to be different?

When working in the different rooms, the project team should try to ask different variations of the same questions to maintain an interest.

Evaluation of the outcomes of the GIS-P Panel sessions held at Sutton House

Following the GIS-P Panel sessions with the Parent Power participants (held 8th August 2006), a further meeting took place at Sutton House, 15 November 2006 to discuss the outcomes in the form of the digitised output plans, marked up with 'speech bubbles' that captured the perceptions and preferences of the Panel participants. Menna Jones and Steve Shaw met with Kevin Thompson, (local NT volunteer at Sutton House who assisted with the Panel sessions) and myself. We gave our initial feedback to the research team.

It was noted that three other NT properties, Sutton House, Osterley Park, Ham House and Morden Hall will be working together on a project that is looking at the different cultural connections in their communities that are significant to the buildings. It was through this wider project, known as 'London Voices', that we expressed an interest in experimental use of GIS-P for the Sutton House part of the project. After the first London Voices meeting had taken place and a further review of the plans had been done by us, a final collaboration meeting was held on 13 March 2007 with Menna Jones and Steve Shaw to discuss and assess the findings in more detail.

Overall, the GIS-P technique fully satisfied our requirements. The planning and setting up of the proposed family trail at Sutton House must be taken in the wider context of the Heritage Lottery funded London Voices programme. This scheme is designed to increase our capacity to work with family groups who are considered to be hard to reach. To facilitate participation in London Voices, families are being contacted through a chosen school in each area. Consultation days have thus been taking place where 'activity packs' are being tested-out through families that have volunteered to become involved. We are therefore looking at how these packs can complement the family trail.

The InSITU findings were very useful and informative as they showed the 'hotspots' of interest as well as the features that did not engage them at all. The digitised plans annotated with comments could be superimposed to demonstrate the differences and similarities of the commentaries of different family groups and individual participants. The GIS-P maps and plans have given NT a very good understanding of how people relate to spaces and objects in this historic house, and we feel that it should have wider application to the requirements of London Voices and indeed to other NT projects elsewhere.

Through London Voices (which runs through to 2009) funding will be available to work up the family trail, assuming that this is what the participants say they would like. It was particularly useful to highlight key themes for interpretation and engagement with the spaces and objects that are presented in Sutton House. These were:

- warmth (great interest in the fireplaces)
- religion (need for further explanation and understanding of the chapel in the basement)
- food (linking the Great Chamber and the kitchen)
- home (the different people, including French Huguenot immigrants who have lived in the house)

It was interesting that the objects and features of the house that related to these themes had stimulated dialogue between members of family groups, especially between generations. For example, discussion between Turkish grandparents and children about the social significance of fireplaces and cooking at home in village communities. Through consultation days with London Voices, volunteers confirmed the 'silences' on the GIS-P plans, indicating the features and objects that were of little or no interest, for example the panelling in the Linenfold parlour.

Future Developments and Scope for Using GIS-P

There are some good opportunities to transfer the approach and technique through London Voices to map perceptions and preferences relating to indoor and outdoor spaces of NT properties. Morden Hall, in particular, would be interested in developing and applying the technique as they are currently working up an HLF application need to show strong community involvement in any changes proposed for the landscaping and use of the park.

Confirmation of Contribution in Kind by National Trust to the Research Project

The half day meetings took place on the following dates:

14/02/05 with myself, June Cook, Steve Shaw and Gemma Grimes to discuss community projects at Sutton House

18/05/06 with myself, Louise Ayres, Steve Cinderby, Anne Owen and Menna Jones to discuss how GIS-P could be of benefit to Sutton House.

08/07/06 with myself, Steve Cinderby, Anne Owen, Clare Redwood and Menna Jones when the panel was held with the families involved with Sutton House.

15/11/06 with myself, Kevin Thompson, Steve Shaw and Menna Jones to discuss the initial findings in GIS format following the panel.

13/03/07 with myself, Steve Shaw and Menna Jones the final roundtable to discuss how GIS could be used in the future.

Furthermore, I understand that three colleagues (Kevin Thompson, Andrew Allen and Theo Tigger) from the National Trust participated in the all-day InSITU Symposium on the 14th of February.

Overall, this amounts in total to X 5.5 days contribution in kind by National Trust to InSITU at a daily rate of £400.00, which works out in all to £2200.00.

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Dear Carolyn,

RDA Assessment of the Contribution of InSITU to Community Engagement

Yorkshire Forward has valued its involvement with the InSITU project and as originally estimated in the letter of support from Jonathan Brown, Sustainable Development Manager, the RDA has contributed about 5 days officer time (£500 per day including on-costs).

To summarise my assessment on behalf of Yorkshire Forward, as discussed at our meeting on 12th December 2006, the pilot tool has proved useful in terms of the 'trickle down effect' if used by Local Authorities in their Area Action Plans, Local Development Frameworks and other such strategies. It has also been good for accessing hard to reach groups.

The York Centre study is interesting from a Yorkshire Forward planning perspective because we have to comment on Local Development Frameworks, and consider community consultation aspects. It will be interesting to see the extent to which the community consultation carried out through InSITU influences the public realm improvements to the historic centre of the city.

The Terry's site is of interest to Yorkshire Forward because it represents an economic development (and potential change in carbon emissions). Yorkshire Forward is a statutory consultee on the major planning cases such as Terry's, therefore strategically important sites like this are of interest to the RDA. Thus, the InSITU work in this area and the use of the GIS-P method is of relevance to Yorkshire Forward.

In more general terms, GIS-P should be very useful to local authority planners, especially as the consultation phase can be quite demanding, and a toolkit to enable its use would be of great use.

In terms of using GIS-P at the regional level there are some limitations to its application (these limitations relate to the quality of local knowledge at the regional level). However, it could be useful to some teams when they are directly involved in working on big projects in specific areas (e.g. urban renaissance projects in Bradford). GIS-P if developed further could contribute to the evidence base of subsequent versions of the Regional Economic Strategy. Also, it could be of use to the Regional Spatial Strategy, which requires input from stakeholders. Whilst some stakeholders may not have appropriate knowledge, others (such as pressure groups or voluntary groups) may have knowledge that is appropriate for use at the regional level. Alternatively, if sufficient funding were available GIS-P could be used to create a mosaic of local knowledge to cover the whole region.

Regards

John Pilgrim

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Visit our website at www.yorkshire-forward.com

Taylor, Ewan wrote:

Dear Carolyn and members of the InSITU Research Team,

As requested, the following is a summary of the Council's involvement with the InSITU project and comment on the methodology and findings.

As you will recall in January 2005 City of York Environment and Development Services wrote to your colleague Steve Shaw at London Metropolitan University, in which the department confirmed its support for the proposed scoping study 'InSITU'. The study would focus on former industrial and other sites and premises and we welcomed the opportunity of working with the SEI research team at University of York to test the proposed methodologies with regard to public participation in the planning process.

The Council was pleased to learn that the application for funding was successful and there has been a useful collaboration with InSITU and the SEI team on two projects that have considerable significance for City of York Council. In both cases, wide community involvement is critical to regeneration, especially to ensure that local users have an input to planning and the design of the public realm: the former Terry's chocolate factory site and the proposed improvements to historic public spaces in the city centre. Below is a summary of our observations and comments concerning the utility of the GIS-P tool.

In line with our original estimate for contribution in kind to the project a total of 6.5 days officer time was committed (at a daily rate of £350), in preparation for the trials (15.12.05, 17.05.06, 25.05.06, 30.05.06, 28.07.06), regular contact during the on-street consultations and focus groups drawn from the citizens' panel during August and September, and follow-up meetings to evaluate the outcomes of the GIS-P panels (12.12.06, 13.12.06).

Utility of InSITU: Land Use Planning Services

(a) methodology

- * The method is ideal, would suit the Local Development Framework very well as it helps to look at a range of evidence. Realistically, resources, skills and capacity must be taken into consideration.
- * Input at the concept stage is very appealing, and can clearly be done with GIS-P - allows a wider range of options to be considered by the Council if people come up with interesting, 'out-of-the-box' suggestions.
- * Some of the findings are not directly relevant to the planning team
- * It is essential to ensure that the relevant stakeholders are involved in designing the research questions, the direction and scope of the fieldwork.
- * Being able to stratify data is very useful
- * The flexibility is good, as it can be taken to 'where people are'
- * Being able to record specific points and highlight them in the GIS is also good
- * This is a good way of collecting and storing a range of information
- * This could be used at the neighbourhood level to collect information about the local community
- * A practitioners manual would be good
- * Skills and capacity within the Council will limit the use of such a methodology at present.
- * Being able to make real time changes could be very interesting, especially in terms of new developments (i.e. people could attend a drop in event, and then visualisations could be mocked up by the end of the day to illustrate their suggestions).
- * The Council has struggled in the past to engage children in marking out the issues that concern them on maps in schools, and can see how the slightly more interactive approach we took in the city centre might be more appealing.
- * This is a useful way of challenging perceptions (e.g. the mock ups allow people to consider just how things might look).
- * The visualisations also help to spark people's imaginations.
- * Very good for finding out about stories/wishes/hopes, and to bring these together coherently.

(b) findings

Terry's Site

- * It's very good to have something that documents what local people want. It could be used by the

Council as further discussions with Grantside continue

- * It's also good to see some of the things suggested in the InSITU meeting are now in the plans (although it is not obvious whether or not this is because of InSITU)
- * The work may add to the Council's public consultation on Terry's.

City Centre

- * It would be good to see shading based on the intensity of comments (e.g. could the positives and negatives be combined, could the number of uses for a space be combined etc.).
- * This is likely to be very useful to other people in the Council. In particular, City Centre Partnerships may find this work very useful as they are working on the twilight economy. This will also be very relevant to the city centre manager who deals with the street furniture.
- * With regard to preparation of the Area Action Plan there is less certainty. Data has to be fit for purpose, and whether this would be useful enough is unclear. If this data could indicate how the space is used and by whom (again demonstrating intensity) that might make it more relevant.
- * The Area Action Plan is at a very early stage - there is likely to be a new post advertised to help develop this. In terms of the LDF the Core Strategy Issues and Options document will come out in the Summer.

Many thanks for involving us in this extremely worthwhile and highly relevant project.
 Please keep us informed of any future projects that we may be able to assist with.
 Best wishes,
 Ewan.

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