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Shaping Place; Changing Lives - A Place-Making Symposium for Councils

Oct 2015 NEWTOWNABBEY

Mourne Mountains from Rathfriland | Paul Byrne Nov 15

Northern Ireland's new Councils have been responsible for placemaking through planning and community planning since April 2015 and at the time of the Symposium were scheduled to accept new regeneration responsibilities from 1 April 2016. The Minister for Social Development announced on 26 November 2015 that regeneration powers would remain with the Department.

Supporting Councils in these new responsibilities, NILGA, DCAL and MAG curated this Placemaking Symposium for elected members and officers.

This is a transcript of the talk presented by Graham Marshall on the Prosocial Place Programme at the symposium.

Talk Transcript | November 2015

Speaker Profiles

Graham Marshall BA(Hons) | PGDipLA | MAUD | CMLI
Graham worked for several leading London urban design practices for over a decade before joining ***Liverpool Vision*** as a founding director in 1999. He was responsible for the creation and successful delivery of the *Liverpool City Centre Strategic Regeneration Framework*, winning many awards for this work.

Establishing ***Maxim Urban Design*** in 2004, Graham returned his focus to towns and communities, acting primarily as a design advisor to public clients. At the same time, he was an Urban Design Advisor to the London Development Agency, and an active member of several regional Design Review Panels. He is a Built Environment Expert with ***Design Council CABE*****,** acting in an enabling capacity.

In 2013, Graham established the ***Prosocial Place Programme***, partnering with researchers in Liverpool and Middlesex Universities to address the issues of 'harsh environments' and their effects on communities through an integrated evidence base approach to urban planning, design, development and stewardship. He has transformed Maxim into a social enterprise, ***Prosocial Place*****,** to implement this knowledge-based approach to urban design. He is also a visiting senior research fellow at the ***University of Liverpool*** Institute of Psychology Health and Society.

Prof. Rhiannon Corcoran - Rhiannon was to have spoken at the symposium with Graham but unfortunately had to send her apologies at the last minute.

She is a professor of psychology at the ***University of Liverpool*** Institute of Psychology Health and Society and has been researching the psychology of mental health and wellbeing for over 25 years. Rhiannon is a director of the *Prosocial Place Research Programme* with the aim of understanding the interactions between mental, social and physical capitals to address the toxicity of cities for mental health and wellbeing.

Rhiannon co-directs the University's Heseltine Institute of Public Policy and Practice. She leads the health and wellbeing theme addressing the research impact agenda by connecting the university's researchers to national and international practitioners and policy makers across 5 place-based themes.

Rhiannon also co-directs the Improving Mental Health theme of the National Institute of Health Research **North West Coast *CLAHRC Programme***. In this she works closely with Liverpool's Clinical Commissioning Group, Public Health department and Mersey Care Mental Health Care Trust. Rhiannon is a trustee and director of the service–user led charity the ***Liverpool Mental Health Consortium***.

Slide 1 - Cover Slide

Today I will summarise why it is important to put the health and wellbeing of individuals and communities at the heart of the place-making process. If government cancelled the Planning Statute on Monday, people and places would still be here and we would continue with life as we always have – successful communities planning for themselves.

Our urban places are human habitats, created and continually modified by our behavioural responses to them; responses that are evolutionary in nature. For this reason it is important that we develop an understanding of these processes, the human needs generated and the behavioural responses provoked. For planning to be successful (and useful) it must act upon this understanding.

Today I want to share and discuss three key concepts and principles:

- Social Sustainability
- "No Health Without Mental Health"
- Places Change Minds

I also want to discuss these against a backdrop of Civic Stewardship. The 'design' of new developments receive a lot of attention through the planning process, whilst the evolution of existing places receives little or none except from the highway engineer.

It should therefore be a sobering point to consider that 80% of the building we will have in 2050 already exist. This suggests we need to put a lot more consideration into the Stewardship of these existing places where most people live and will continue to live…and into which all 'new places' will be assimilated.

Slide 2 – Is Celebration the 'Perfect' Community?

Places comprise a mixture of incremental organic growth, suburban sprawl (sometimes planned) and new planned settlements like the Garden Cities and New Towns. The later are often attempts at addressing the perceived failures of the former and since the 19th century have been largely driven by economic and social engineering. When Walt Disney designed the town of Celebration his concept also extended to the manner in which people should live in 'his' utopia.

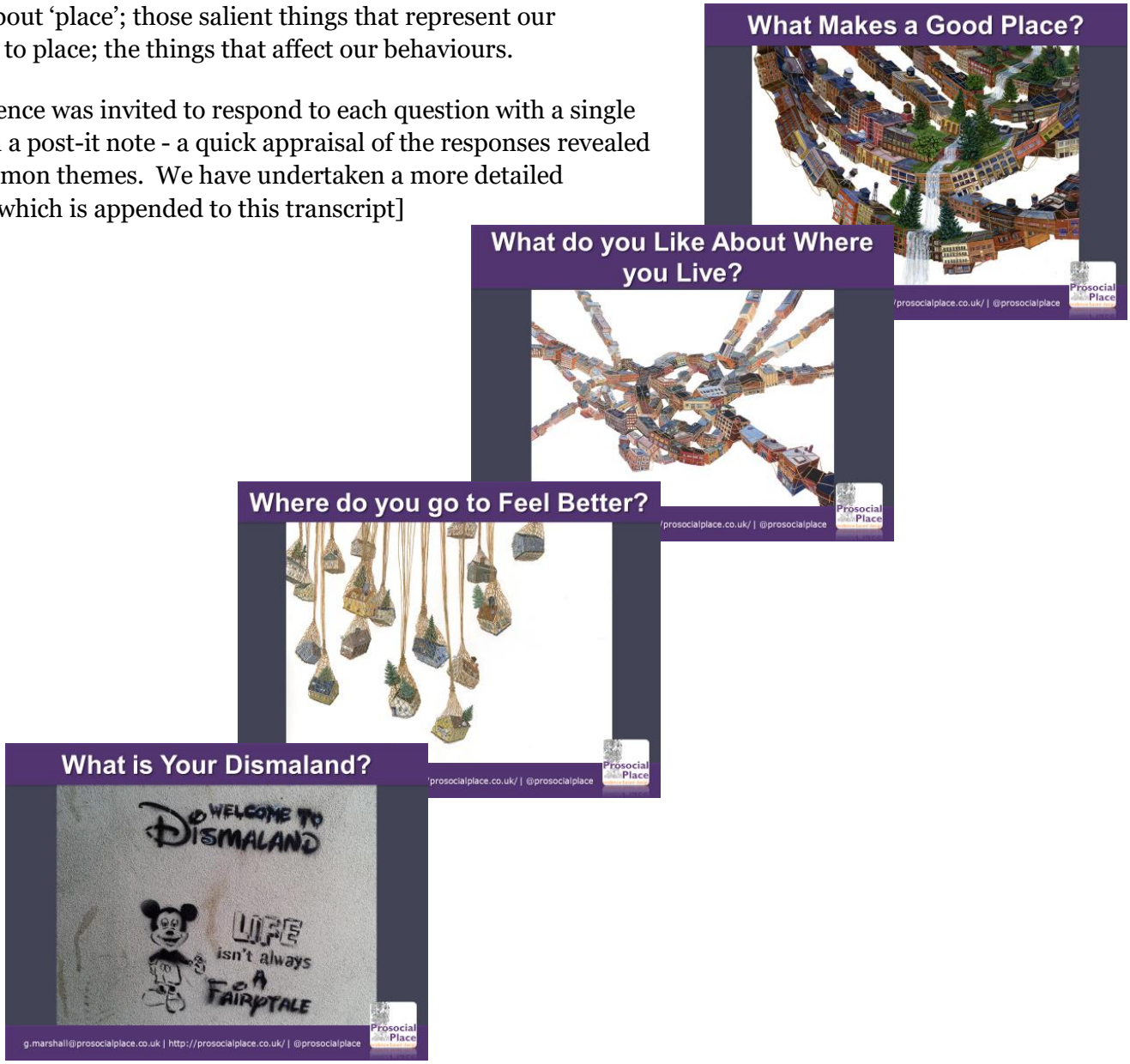
Led by a paternalistic elite, the approach has been dogmatic.

A more convincing approach to place-making would be to apply the scientific method to understanding how people respond to and adapt their environments (habitats) - for better and worse. Over the past century social scientists have been building an evidence base that can better serve our place-making approaches, and more importantly our stewardship of existing places.

Slides 3, 4, 5, & 6 – a series of questions are posed…

The next four slides contain questions that we regularly use to elicit feelings about 'place'; those salient things that represent our responses to place; the things that affect our behaviours.

[The audience was invited to respond to each question with a single answer on a post-it note - a quick appraisal of the responses revealed some common themes. We have undertaken a more detailed appraisal which is appended to this transcript]



Slide 7 – Which is the biggest killer?

The audience unanimously answered "Loneliness", which was predictable given the nature of the talk. The supplementary question, "which group is most effected?" provoked a range of responses.

The (current) answer is: "Middle-age adults were at greater risk of mortality when lonely or living alone than when older adults experienced those same circumstances."

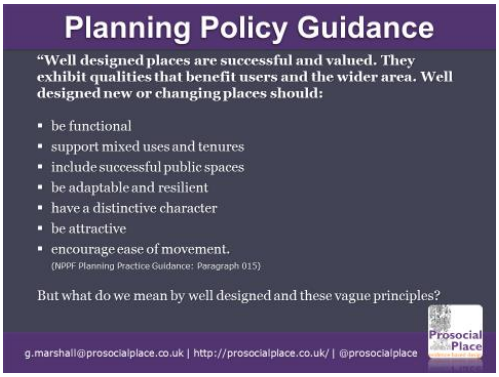
Loneliness and Social Isolation as Risk Factors for Mortality - A Meta-Analytic Review - Holt-Lunstad etal
http://pps.sagepub.com/content/10/2/227.full

Slide 8 – What is Good Design?

We all intuitively and consistently differentiate between 'good' and 'bad' design through our behavioural responses to place. But the translation of that knowledge into consistently good place-making practice remain elusive.

Government, built-environment professionals and developers unite on the need for 'good design' but habitually fail to agree a workable definition of what that is…and some continue to regard 'design' as a luxury in a number of circumstances.

Slide 9 – Planning Policy Guidance



For decades we have attempted baseline urban design guidance within the planning policy context, but the outcomes remained vague enough for the core principles to be widely interpreted and often wilfully misinterpreted. For example, at design reviews, proposers, reviewers and local authorities often differ on the design merits of a scheme crucially because their agendas are seldom aligned.

The development of the National Planning Policy Framework (NPPF) rationalised the guidance in 2012, editing out much repetition and contradiction. Whilst positive reference and linkage has been made with public health policy, this remains an edit of existing dogma rather than a much needed critical review of its value or evidence base. It raises the question: *What do we mean by well designed?*

Slide 10 – Empty Words

So…"What do we mean by well designed?"

In 2012, Dr Steven Marshall published a paper interrogating urban design theory and found it wanting. At best, it is based on intuition, assumption and consensus amongst an elite of 'built environment' professionals which when used as the basis of design guidance, it establishes an unsound policy framework.

As Groucho Marx might have noted at Design Review…of course our design satisfies best practice urban design principles…

But the really big issue is the lack of a mechanism to direct the ethical evolution of existing places. Current design guidance is principally applied to new development – not the ongoing stewardship of existing places where the majority of people live…and we can't design review everything.

It is estimated that we have already built up to 80% of the building we will have in 2050 – consider that this percentage will be much higher for the public realm which tends to be more enduring than individual buildings. It is therefore essential that we develop better mechanisms for managing the overall function and experience of these places.

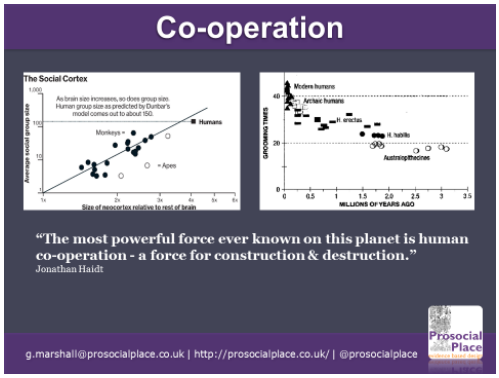
Slide 11 – Social Sustainability

We are programmed by evolution to seek out optimal habitats and our modification of the environment over time has produced urbanisation. We did this for convenience to minimise our foraging efforts by resource planning and developing surpluses.

Life History Theory shows how the qualities of these environments directly determine our life strategies and our wellbeing, emphasising the importance of place design. Harsh environments and the adaptive behaviours they prime have significantly negative impacts on sustainability. If we want to be more sustainable, we need to be working on social sustainability not technocratic fixes – it is behavior we need to change.

Slide 12 – Co-operation

Where resources are stable, reliable and predictable, people plan their futures and develop the capacity to adapt to inevitable life stresses, to change and co-operate with other future oriented people they encounter in their communities.

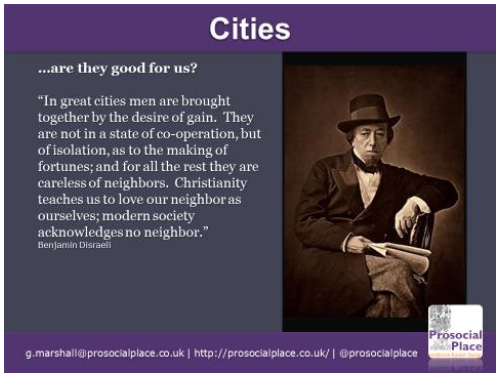


Slide 13 – Cities

So, are cities good for us?

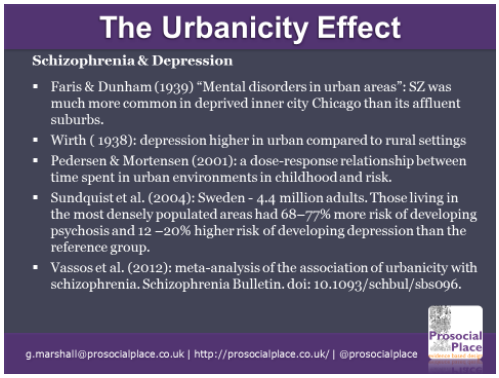
The technocrats speak of economies of scale, reduced cost of infrastructure and proximity of people to things – in other words, critical mass.

But Disraeli did not think that they are good for us when they are economically focussed and neglectful of neighbourly co-operation.



Slide 14 – The Urbanicity Effect

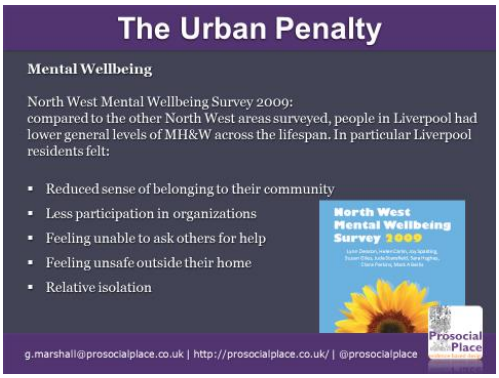
The link between urban environments and mental wellbeing was first made by social scientist in the 1930's, although it is anecdotally referenced in literature since the beginning of urbanisation. Known as the 'urbanicity effect', its process is not yet fully understood. However, its outcomes are measurable and are referred to as the 'urban penalty'.



Slide 15 – The "Urban Penalty"

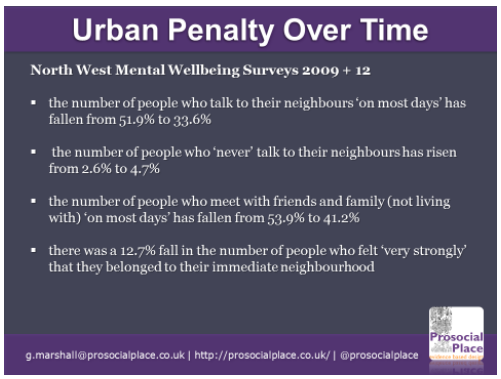
The North West Mental Wellbeing Survey of 2009 identified Liverpool to be suffering 'urban penalty' effects greater than other urban areas surveyed after controlling for relevant factors. This is despite access to the greatest amount of urban greenspace of any city nationally and ironically Liverpool communities have the lowest levels of vitamin D3 despite high levels of coastal sunshine.

It is clear that isolation is a key issue in Liverpool and perhaps the progression of harsh environments has a lot to do with this.



Slide 16 – Urban Penalty Over Time

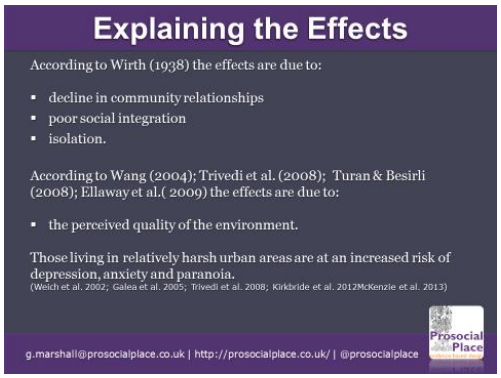
The urban penalty is not a static effect, but plays out as a negative downward spiral transferring from the individual to the wider community as behavioural responses to harsh environments provoke further negative changes to the environment. Places become harsher, people more isolated.



Slide 17 – Explaining the Effect

Where resources are unstable, unreliable and unpredictable, thrill seeking and un-cooperative impulsive, self-centered choices become the norm. We call this future discounting behavior, which can be expressed through substance abuse, unhealthy diet choices and educational underachievement for example.

However, we should not dismiss this behavior as simply dysfunctional. It is adaptive to the chronic environments that people find themselves exposed to, and is designed to deliver a wellbeing fix albeit short term and not conducive to long-term health and wellbeing.



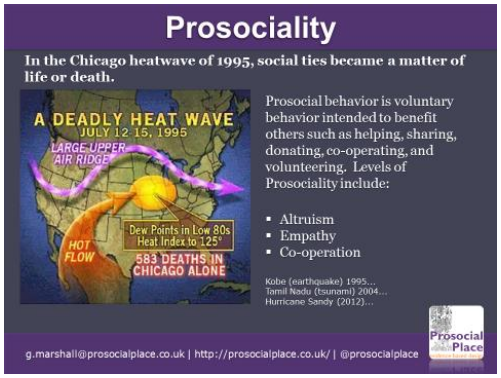
Slide 18 – Prosociality

When disaster strikes, like with the Chicago heatwave, social scientists discovered that living in what we term a 'prosocial' neighbourhood could be a*" matter of life or death"*. This effect has been consistently measured in disasters across the world where it cuts across cultural differences. Prosocial dimensions include:

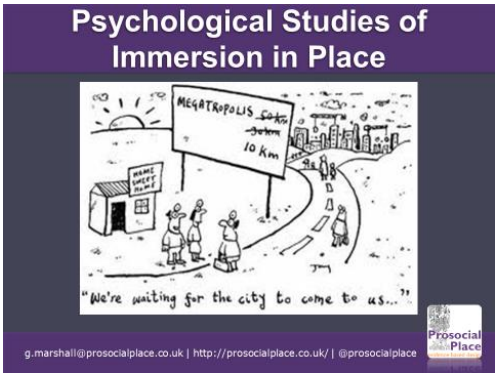
Altruism - incurring indirect cost to self by helping others - basis of evolution of social species.

Empathy - understanding the feelings and thoughts of others and behaving accordingly - basis of culture.

Co-operation - working or acting together for a common purpose or benefit – basis of wellbeing.



Slide 19 – Psychological Studies of Immersion in Place



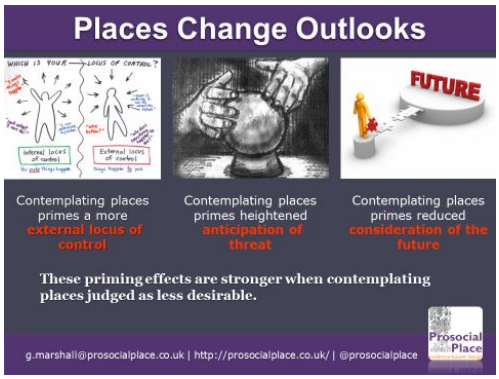
The following slides present an overview of our recent projects and the knowledge base we are developing around this. It builds upon several decades of my work as an urban designer and synthesises that with the scientific work of Rhiannon and colleagues. A knowledge base is emerging around co-design processes and intuitive urban hypotheses and being tested.

Slide 20 – Places Change People

When asked, the majority of people know that the public realm has an important influence on their lives. The other 15% in this survey just don't know it!

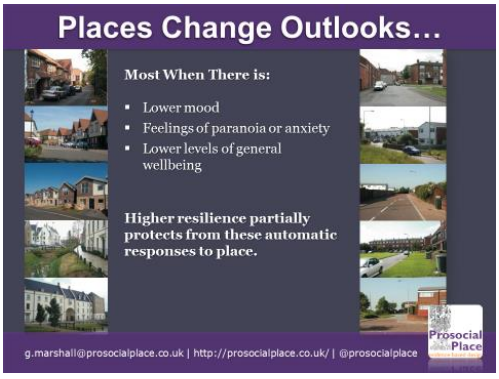
When the artist Abigail Reynolds creates model representations of neighbourhood statistics, as in 'Mount Fear', the impact of 'place' on people is impossible to ignore. People will avoid the 'peak' places where they feel afraid. This changes those people and how they react to similar places in future.

Slide 21 – Places Change Outlooks



To investigate this we selected a range of photographs from CABE best practice and struggling towns we had been undertaking regeneration studies for. The images were without people to maintain the focus on 'place' and matched for greenspace, scale, blue sky etc. A wide group were asked to contemplate these photographs in terms of how nice they though the places were, and how much they might want to live in them. From this we selected the 5 most and the 5 least favourable places.

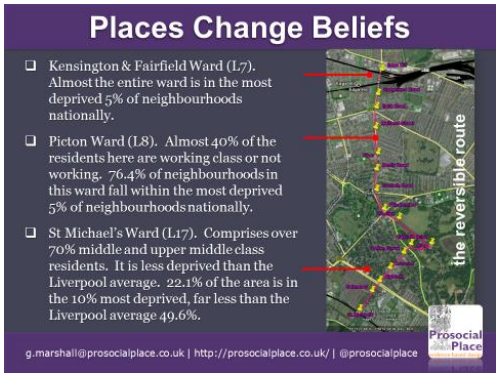
Slide 22 – Places Change Outlooks…



We presented these 10 photographs to a wide group of students (circa 300) with participants profiled for paranoia, depression and anxiety. Measures were taken for each participant on their *'control'* over their lives, perceived *'threat'* levels and their *'future'* contemplation. We split these questionnaires randomly with half the questions asked before exposure to the images and half afterwards to measure the impact of the contemplation.

The participant group was split in half to consider either the favourable or unfavourable images. For each image we asked: '*is this a nice place; would you like to live here; how much antisocial behaviour is there; how community spirited is it; how rich and poor are the inhabitants?*' Most participants felt less in control of their lives, anticipated more threat and had a tendency to consider their futures less when contemplating all these places – with more significant differences with the unfavourable images.

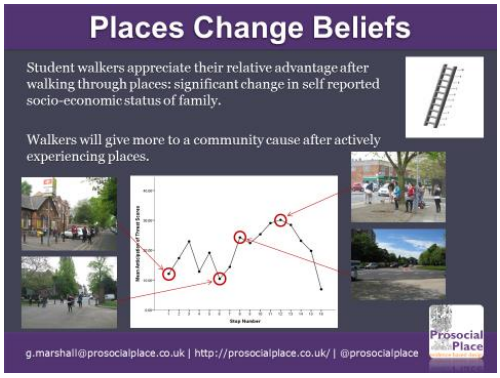
Slide 23 – Places Change Beliefs



We then took this idea outside with a series of walks through Liverpool. I identified a two mile walk with 16 stops representing Kevin Lynch's hypothesis that people interpret the spatial arrangement of the city by paths, nodes, edges, districts and landmarks – they make mental maps. The walks started and ended at a railway station, traversed two high streets and passed through a Grade 1 Listed park in the middle.

Student groups were guided on the walks over two hours, some same sex, some mixed, in different directions, the same time of day and week and generally the same weather conditions. None of the students knew this part of the city.

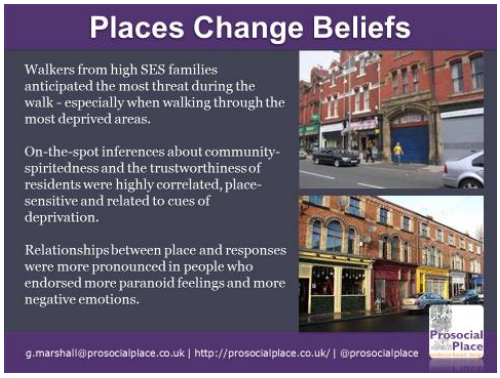
Slide 24 – Places Change Beliefs



Again we profiled the student's first for their levels of paranoia, depression and anxiety. On the walk they had a booklet to fill in at each stop (node) which sought to record their thoughts and feelings about the 'place'. As well as this they were asked to say how much of a £100 they would give to a 'community cause' and to rate their own family's socio economic status – before and after the walk.

We saw significant changes in self-reported socio-economic status and higher levels of giving to a community cause after the walks – supporting an increase in altruism (prosociality).

Slide 25 - Places Change Beliefs



Participants from high SES families anticipated the most threat during the walk - especially when walking through the most deprived areas.

On-the-spot inferences about community-spiritedness and the trustworthiness of residents were highly correlated, place-sensitive and related to cues of deprivation.

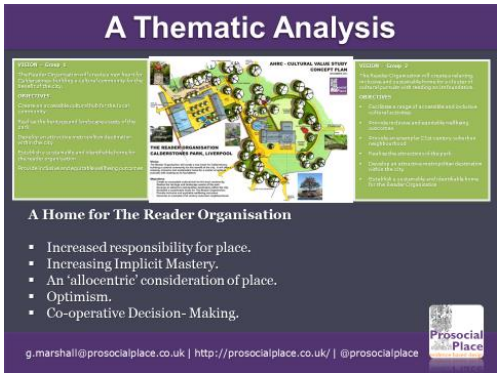
Relationships between place and responses were more pronounced in people who self-reported more paranoid feelings and more negative emotions.

Slide 25 – Engaged Place-making: Opening Eyes

Following many years of successful community engagement and participation in place-making projects, we have taken some time to measure the outcomes of our approaches. The results are eye opening and have led to the development of a more inclusive methodology.

Win one project we worked with volunteers from *The Reader Organisation* in Liverpool, facilitating a co-design programme with two separate groups over a six week period. The work was funded by the Cultural Values Programme of the AHRC

Slide 26 – A Thematic Analysis

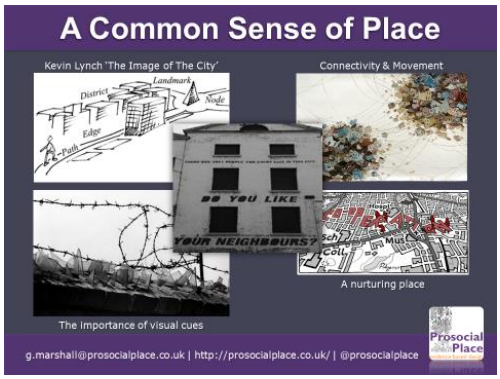


Through the co-design process we measured changes in the groups as a result of consideration of place, an important end in itself for the participants. Although each group approached the task differently within the constraints of the brief, their outputs were very similar. We then synthesised their appraisals and sketch design work into a workable design proposal. Qualitative outcomes included:

- Increased responsibility for place.
- Increasing Implicit Mastery.
- An 'allocentric' consideration of place.
- Optimism.
- Co-operative Decision- Making.

We also found 'uncertainty' to be an interesting issue. Participants were forced to face their fears in this new arena of responsibility for place design. It took several weeks for them to break out of their comfort zones which illustrates the single session approach to consultation is flawed.

Slide 27 – A Common Sense of Place



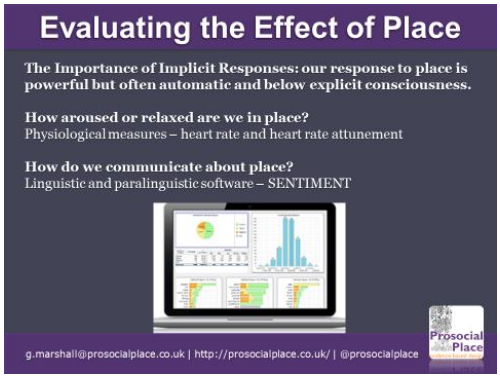
Through our work we have found that communities possess a common sense about place and their reactions to it. We can again see this in Lynch's hypothesis that people interpret the spatial arrangement of the city by paths, nodes, edges, districts and landmarks – they make mental maps and respond to visual cues.

What we do not seem to have is what Jane Jacobs referred to as a "common wisdom" and that is where we come in as planners and designers.

The following slides we will run over quickly and consider some of the ways we can interpret place.

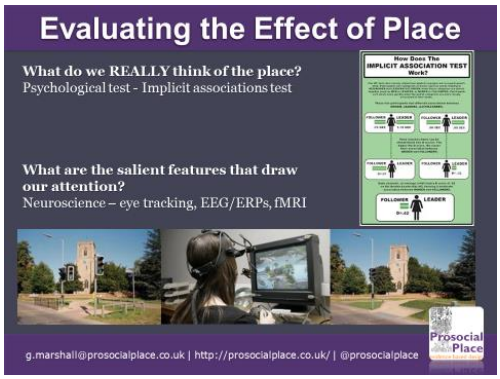
Slide 28 – Evaluating the Effect of Place

Our responses to place are not always explicit – what we say is not always what we feel, and therefore not how we will respond.



Slide 29 - Evaluating the Effect of Place

What do we really think of place – what do we look for?



Slide 30 – How to Change Behaviour

We do not need to spend more money to make better places – we need to spend what we do 'wisely' and with clear purpose. The top image is of an expensive street gym that changes nobody's behaviour – it facilitates the already heathy.

The 'intervention' (centre and right) illustrates a multi-million traffic scheme in Bristol outside the main station, completed only a few years ago. It created an inhospitable traffic dominated environment at a major gateway for citizens with a negative effect on investment in the surrounding commercial property - a barrier to everyone.

This scheme is now being redesigned by the Bristol Place Directorate (similar to Croydon) to create a more balanced and integrated environment – I do not know if this is yet good enough, but it certainly illustrates the point that poor design leadership can be expensive and retrograde.

A scheme we are impressed with is Poynton, south of Manchester (bottom left). This is a change to place that has anecdotally changed behaviour – consider the film on YouTube:

https://www.youtube.com/watch?v=-vzDDMzq7d0

Slide 31 – Policies for People

Policies for better place-making are not confined to the 'built-environment sectors'. There is a great deal of social policy that can be applied to the built environment for better approaches and outcomes. Within the UK, Scotland is leading the way on this co-ordinated approach and I would urge you to look closely at what they are doing.

Slide 32 – Better Policies for People

But when developing and delivering policy for wellbeing, it is important to remember that we are not all the same. Hedonism is the pursuit of pleasure – typically for increase instant wellbeing, often associated with future discounting behaviour as a response to harsh environments.

Eudaimonic wellbeing is more likely facilitated when resources are plentiful, secure and reflected in nurturing environments. However, simply moving from a poor environment to a good environment will not immediately alter functional behaviours adapted to the harsh environment. Having a nice park nearby isn't enough.

Slide 33 – The Role of Wellbeing in Future Place-making Policy

Social policy must be implemented symbiotically with planning policy and incorporate longitudinal evaluations on health and wellbeing to monitor and direct improvement – to develop an evidence base.

Slide 34 – "Well-Design" a Working Example

"Well-Design" has more meaning for us than the architecturally focussed "*well-designed*".

It is a holistic approach that we have seen taking shape in Bristol (and Croydon). Organisations like Design Council CABE and Living Streets are developing programmes and strategies to create safe, active and connected environments.

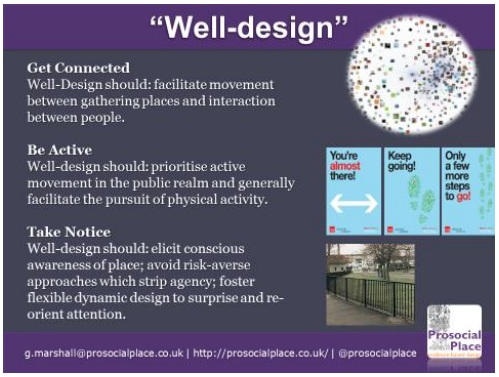
Poynton has illustrated that a single junction redesign can bring a town back to life. People's response to this new environment changes behaviours. And that is an important point. The fabric of an area must be capable of supporting prosocial behaviour and promoting behaviour change before it can take place.

Slide 35 – Five Ways to Wellbeing

A key public health policy idea from the *New Economic Foundation* (NEF) that we believe complements place making is the *5 Ways to Wellbeing*. It provides an outcomes based agenda to underpin place design and management.

The outcomes are focussed on mental wellbeing, which in turn impact positively on other aspects of our lives. Based on these we are working up an evidence based set of urban design principles.

Slide 36 & 37 – "Well-Design"



Get Connected
Well-Design should: facilitate movement between gathering places and interaction between people.

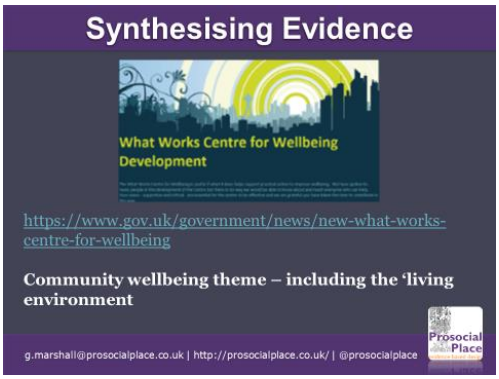
Be Active
Well-design should: prioritise active movement in the public realm and generally facilitate the pursuit of physical activity.

Take Notice
Well-design should: elicit conscious awareness of place; avoid risk-averse approaches which strip agency; foster flexible dynamic design to surprise and re-orient attention.

Keep Learning
Well-design should: endorse engaged design to enable individuals to learn about their place; encourage conscious foraging where dealing with uncertainty engages the brain.

Give
Well-design should: give 'place' back to people through co-production; advocate volunteering in the pursuit of good places to live; prioritise flexible spaces to accommodate prosocial community activity.

Slide 38 – Synthesising Evidence



Currently, Government is synthesising evidence on the impact of place on wellbeing with the *What Works Wellbeing Centre* where Rhiannon is a major contributor within the *Community Wellbeing Programme*. We have a blog piece on the site about Community Wellbeing that discusses our ideas a bit further:

http://whatworkswellbeing.org/2015/07/16/community-wellbeing-creating-pro-social-places/

Appendix – Appraisal of Workshop

Shaping Place; Changing Lives - A Place-Making Symposium for Councils

Newtownabbey Oct 2015

Summary Report – Appraisal of Opinion Poll

The data and findings summarised in this report were gather by members of the Prosocial Place Knowledge Exchange Programme from Liverpool University at the MAG Symposium for Councils in Newtonabbey. Participants included Council Members and Officers, with some additional people interested in place-making.

Participants numbered around 40, and were asked to answer four questions with their most salient thought(s). We received a total of 316 comments within the 10 minute time slot. The first interesting thing to note from the results is the spread of comments – the first two questions were about 'place' and elicited 17% more responses than the second two questions that were more reflective about 'self'.

Comments fell into two equally categories: *people* and *environment*. Within these, the comments generated a series of themes that varied in frequency between the questions. *People* generated two themes: *Community* and *Feelings & Senses*, reflecting references to 'others' and 'self'. *Environment* generated a number of themes: *Public Space; Landscape; Built Place; Facilities & Movement; Stewardship*. It is undoubtedly the case that some of the more nuanced responses to the questions we asked reflect the background of the participants, the nature of the event and the local geography.

What Makes a Good Place?

Within this question, 63% of responses were about people, with two-thirds of those about the importance of *feelings* - sense of place, identity and safety. Within the *community* theme, "peoplescape" is a term that captured two thirds of the comments that referred to 'people' and the things that they do.

Comments about environment focussed on *open space* (11.5%), *facilities & movement* (11.5%), and *stewardship* (8%). "Green" was a key word in reference to spaces. *Built Place* and the wider *landscape* did not feature highly in response to this question, representing only 5.7% of the comments.

What do you Like About Where you Live?

Within this question, 40.8% of responses were about people, which is a 20% reduction from the previous question. There is also a reversal in the themes too. Considering their own place, respondents ranked *community* (25.5%) very highly. Safety was less of an issue, being replaced by feelings of peace and identity.

Comments about environment were also quite different. The focus switched to *Facilities & Movement* (20.4%) with accessibility being an important attribute. *Built place* (13.2%) and the wider *landscape* (14.2%) are significantly more important, whilst *stewardship* is not mentioned at all – suggesting the participants are living in well designed and managed environments with great access to facilities and open landscapes. Considered against the preceding question, it also suggests that they appreciate the benefit of these things. Responses to *public space* (11.2%) were the same, although the leading word here was 'space'.

Where do you go to Feel Better?

Within this question, responses about people dropped to 12.3%, with a focus on family and friends, and not community. The majority of the responses were about the environment, with 40% of comments being about escaping to the wider *landscape*, particularly watersides and iconic natural places. The next ranked area was *public space* (21.5%), with the key word 'park' dominating. In the *built place* (10.8%) and *facilities themes* (10.8%), responses were more nuanced – home, bed, pub, football.

Where is Your Dismaland?

This question is difficult, and took longer for participants to answer. Comments about people dropped to 9%. The majority of comments were about poor quality *built places* (34.8%) and *facilities & movement* (27.3%) which are closely linked. Similarly, the next two ranked themes were *stewardship* (13.6%) and *public space* (10.6%), which were similarly linked.

Conclusions

Across first three questions, the most frequently referred to positive aspects focussed on *community* spirit /good people, *open space* /*landscape* assets and positive *feelings* about those things. Typically these views made up 75% of all views expressed. Thus, the data gathered using this informal poling method is consistent with the notion that social sustainability and community wellbeing exist and are derived in both social spaces and physical places. Clearly the people who expressed their views cherish and value these social and living environment assets and they understand their value very well.

Consistent with evidence about the negative effects of city living on mental health and wellbeing, views expressed in relation to the question "Where is your Dismaland?" referred primarily to poor quality *built places* and their *facilities* (62.1%), followed by poor quality *open spaces* and their *stewardship* (24.2%).

These findings point to clear conclusions. The future of socially sustainable places, characterised by high wellbeing, rests on our ability to design, develop and manage the physical assets of the living environment in ways that facilitate natural social interactions, the development of community spirit and neighbourliness. We need to turn the common sense expressed in this poll into a common wisdom.

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41 Post-Its / 87 comments

42 Post-Its / 98 comments

39 Post-Its / 65 comments

41 Post-Its / 66 comments

PEOPLE - Community

23% comments

"Peoplescape" (13 comments) – people / their experiences / friendly / playing / singing /dancing

Good sense of community (6 comments) - spirit / belonging / connectedness / cohesion / integration / use of space

Citizens and animals welcome

25.5% comments

Good sense of community (20 comments) - established open community / diversity / community spirit (x3) / neighbourliness / good neighbours (x5) / friendly community / the people (2) / community (x3) / community cohesion / part of an identifiable community

My family (3 comments) - Family Friendly / close to family and friends /

Close to friends

Smiles where people and animals live

10.8% comments

My family (3 comments)

Pub / hotel (3 comments) - with friends

Crowded area

3% comments

Crowded places

Disengaged Community

PEOPLE – Feelings & Senses

40.2% comments

Special Experiences *that make an impact on me* (13 comments) – people / views / smells / aesthetically pleasing / welcoming / love / life / smiles / beautiful/ attractive / ambiance / atmosphere

Feeling of safety (12 comments) – safe / people + structures / safe and happy children

Identity (6 comments) - comfort / sense of belonging / sense of place / inviting for the community to go into / I know where I am

Alive-ness (4 comments) - somewhere that makes me feel good / happy / joyous / content / comfortable

15.3% comments

Peaceful (7 comments) – peace and quiet / quiet / peace / quiet and peaceful / quiet but accessible

Identity (6 comments) – sense of belonging (x3) / sense of place / sense of being home

Feeling of safety (2 comments) – safe

1.5% comments

Where I feel safe and cared for

6% comments

Mentally – any illness seriously affecting myself or family

In our heads – lack of awareness of potential

Increasing lack of consideration

A place of profound inequality - selfishness, greed and lack of Christian values

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Newtownabbey Oct 2015

ENVIRONMENT – Public Space			
11.5% comments	***11.2% comments***	***21.5% comments***	***10.6% comments***
Green (5 comments) - quality outdoor spaces with green infrastructure / green clean environment / being able to see greenery / grass ***Nature*** ***Running water*** ***Air*** ***Light*** ***View***	***Public Open Space*** (5 comments) - Proximity to space / close to park / close to open space / green spaces ***Trees*** (3 comments) - Green tree-lined avenues ***Nature central*** ***Light*** ***Space***	***Park*** (10 comments) – open space / greenspaces ***Exercise*** (4 comments) - I go for a walk / run / cycle	***No Greenery*** (4 comments) - No trees / green spaces / a place without trees or greenness ***Non-safe areas*** (3 comments) - aggressive places / feeling captured in a place
ENVIRONMENT – Landscape			
1.1% comment ***The environment***	***14.2% comments*** ***Close to Beauty*** (7 comments) – beside the sea / The Cavehill ***Places to walk and visit*** (4 comments) – rural / close to countryside / green fields ***Great Scenery*** (3 comments) - landscape views	***40% comments*** ***Beside the Water*** (17 comments) - lough shore / beach / coast / Strangford / Castlerock / Portstewart ***Natural Environment*** (9 comments) - outdoors away from people / natural environment / countryside / The Cavehill / Glenariffe / Gort a Choirce / Top field	
ENVIRONMENT – Built Place			
4.6% comments ***Quality Place*** (4 comments) – design (x2) / attractive spaces + buildings / focal point	***13.2% comments*** ***Quality Place*** (9 comments) - good design and setting – Garden Village / historic fabric / Victorian / heritage / housing / the neighbourhood / shared heritage and spaces /semi-urban environment / urbanity **Home** (4 comments) - the house / high ceilings / space	***10.8% comments*** ***Home*** (3 comments) ***My Garden*** (2 comments) ***Bed*** (2 comments)	***34.8% comments*** ***Poor Quality Place*** (12 comments) - poorly designed buildings with no light / blocked frontages / dead space / rundown buildings / roller shutters (x3)/ lots of concrete / dead frontages / inside spaces with no connection to nature and daylight / dark built-up concrete area with shutters / trapped between high rise buildings only able to see concrete and hardly ant sky. ***Ugly Places*** (9 comments) - Bangor Marina / Newry Quays / Ballymena Riverfront / Enniskillen shopping island / Carrick / Larne (x3) ***Housing estates with poverty and social problems*** ***City Centre living***

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ENVIRONMENT – Facilities & Movement			
11.5% comments ***Accessible*** (5 comments) - easily accessible / walkable / connectivity ***Facilities*** (3 comments) - different uses / things to do and see ***Functional*** (2 comments)	***20.4% comments*** ***Accessible*** (15 comments) – connectivity / good access / convenience / proximity to all that I need / meets my needs / satisfies many needs and wishes / close to shops / close to services / transport connections / distance from key locations ***Facilities*** (5 comments) – airport / city centre / amenities / has a pub / general stores / resources	***10.8% comments*** ***Facilities*** (6 comments) – theatre / swimming pool / café / eateries / football to support local team / sporting event ***Away from transport routes***	***27.3% comments*** ***Traffic*** (8 comments) - busy congested city streets / commuting and sitting in traffic / Heavy traffic – in or around / The Westlink / The urban motorway / Multi-storey carparks ***Shopping Centres*** (5 comments) - Outdated supermarkets / spending spare time in a shopping centre esp on a Sunday / Out of town shopping – car dominated ***Poor Services*** (5 comments) - Local hospital A&E (x2) / Social services / Education / Health services
ENVIRONMENT – Stewardship			
8% comments ***Shared Space*** (3 comments) - multi-use space ***Cleanliness*** (2 comments) - people and structures ***Ownership*** ***Resilient***			***13.6% comments*** ***Broken Spaces*** (8 comments) - untidy environment / dirty streets / vandalised playgrounds / flags / graffiti / empty lifeless public realm which is dominated by motor vehicles ***Short-termism***
MISCELLANEOUS			
		4.6% comments ***Being Away*** (3 comments)- travelling / holidays	***4.5% comments*** ***Corporation Street dole office*** ***Near smelly industry*** ***UDF flags***