

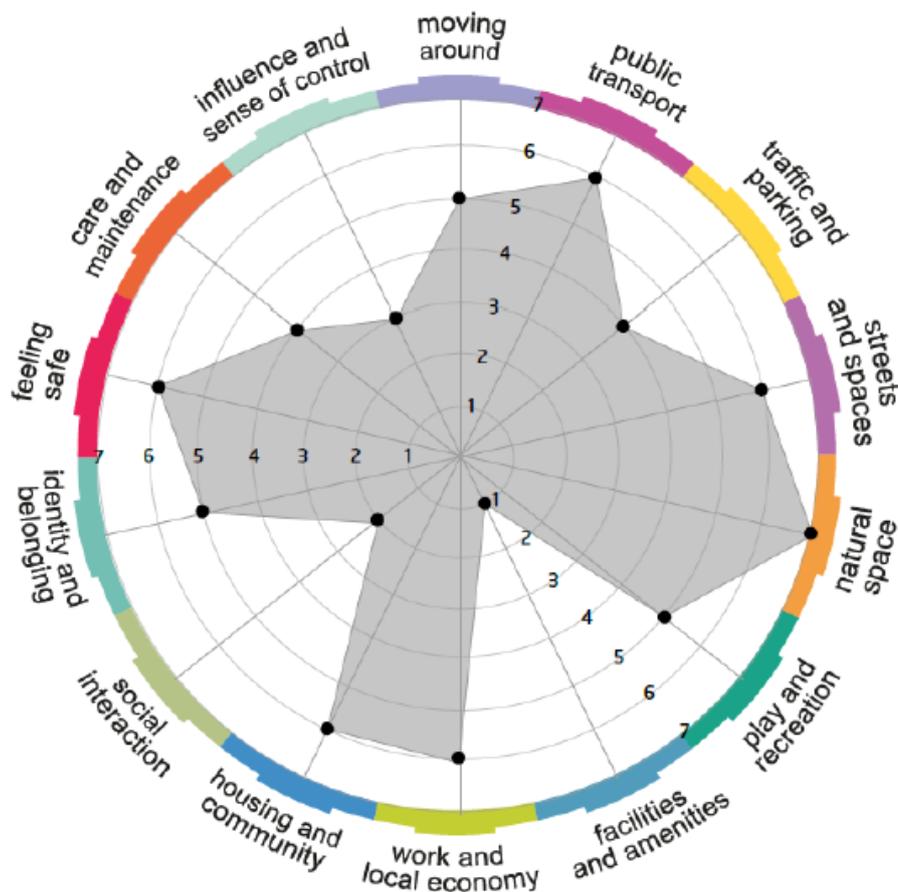
CAFS PROJECT

Place Standard Air Quality Pilot

June 2018-October 2018

Final Report and Analysis

Place Standard – (Technical Version) How Clean is Our Air?



Executive Summary

SEPA and Scottish Government, on behalf of the Cleaner Air for Scotland (CAFS) Governance Group, commissioned PAS to co-ordinate with SEPA, the Place Standard Implementation Team and relevant local authorities to facilitate a series of Place Standard workshops to test the pilot air quality technical version of the Place Standard tool.

The Place Standard Tool breaks down the complex topic of 'place' into fourteen categories covering spatial, social and environmental factors. The Place Standard provides prompts for discussions under each category, allowing users to consider all the elements of a place in a methodical way. The tool pinpoints the assets of a place as well as areas where a place could improve and is invaluable for sparking conversations locally, representing an important break away from a top-down approach to community engagement.

The air quality technical version of the tool was created by adjusting the Place Standard tool to focus on 'Improving Air Quality'. The 'prompt' questions that sit under each of the headings in the diagram above were adjusted to bring air quality and health considerations more to the fore, as well as considering some high level questions about air quality at the outset.

This was intended to enable better conversations within local authorities and communities of interest around air quality, help identify measures that go beyond actions delivered by Environmental Health, and engage other areas of local authorities that can have a positive impact on air quality. The results will also feed into the ongoing review of the Place Standard.

The increased use of vehicles in our towns and cities has created pockets of poor air quality and research has shown that air quality in areas of heavy traffic has a direct impact on human health and wellbeing, including reduced respiratory function and negative impacts on the heart and lungs. Behavioral change is required in order to achieve Scotland's emission reduction targets, and to improve air quality and health outcomes across the country. This includes behavioral change amongst the public at large, and also at a strategic level in terms of how the public sector works, both internally and with external partners. One of the key aims of this research was to assess whether the use of the 'How Clean is Our Air' technical version of the Place Standard Tool resulted in more informed conversations about air quality, encouraging users to consider air quality holistically in terms of both how it impacts on a place and how it is impacted by the design and use of that place.

A series of on-street survey sessions with the general public and focused Place Standard workshops with local authority staff and wider stakeholders were held in Glasgow, Edinburgh and Crieff, within a variety of air quality contexts.

The workshop sessions followed a traditional format, respondents were split into small groups with PAS staff facilitating sessions, guiding participants through the technical version of the Place Standard tool using the adjusted 'prompt' questions. The technical version of the Place Standard tool was also delivered to members of the general public in the form of an on-street survey.

In this version of the Place Standard, delivered as an 'on the street' questionnaire, the indicators were split into the following four categories:

- Getting About - taking prompts from the Moving Around, Public Transport, Traffic and Parking categories of the Place Standard
- Living and Working - taking prompts from the Streets and Spaces, Natural Space, Play and Recreation, Facilities and Amenities, Work and Local Economy, Housing and Community categories of the Place Standard
- Safety and Social – taking prompts from the Social Interaction, Identity and Belonging, Feeling Safe categories of the Place Standard
- Maintenance and Management – taking prompts from the Care and Maintenance and Influence and Sense of Control categories of the Place Standard

The on-street survey was delivered by PAS staff and volunteers who wore specifically designed project t-shirts to draw public attention. The team also used a large Place Standard vinyl floor mat with cones to encourage participants to use the tool in a street setting. PAS volunteers recorded the responses of members of the public to the questions and prompts in the on-street questionnaire.

The use of the air quality version of the Place Standard tool did lead to more focused discussions about the impact of air quality on issues such as health and wellbeing and how a place is used, amongst local authority officers, members of the general public and other communities of interest. Through use of the tool, a number of respondents (including members of the public, local authority officers and members of interested external organisations) recognised that certain areas within these cities are impacted by poor air quality and that this had a direct impact on their health, the health of others, and how they moved around those areas and socialised. Discussions of air quality were more focused in responses to the on-street surveys in Edinburgh and Glasgow, and in responses to the two Place Standard workshops held in Glasgow. Discussion of air quality was less apparent in responses gathered from the Youth Workshop held with students from Tynecastle High School in Edinburgh. In this workshop responses tended to focus on the more traditional place based elements explored in the original version of the Place Standard tool. Discussion of air quality was also limited in Crieff, where members of the public responding to the on-street survey, in particular, seemed to indicate they were unaware of any issues related to poor air quality in the area.

Even where discussion of air quality was not explicit, responses to the 'How Clean is Our Air Place Standard' did elicit discussion of a range of issues which do impact on air quality. Issues with traffic and congestion were prevalent in all three locations in response to all on-street surveys and workshop sessions. These responses also demonstrated how these factors not only impacted on air quality, but on the daily lives of the people in the three locations surveyed.

The technical version of the Place Standard Tool was also successful in demonstrating how polarising and ultimately subjective a subject air quality can be. Despite the fact that the locations in Edinburgh, Crieff and Glasgow studied in this project were chosen because they are located within Air Quality Management Areas (AQMAs), it was clear when speaking, in

these locations, to members of the public in particular that many were unaware of such issues, or uninterested. Whilst air quality did have a direct impact on some respondents, or was an issue they thought about, a number of respondents also indicated that they did not think about air quality and that it did not impact on them (or they were unaware of how it might impact on them). Indeed some respondents went as far as to suggest that they thought air quality in the areas in question was good. Views on air quality were often based on experience of other areas; a number of respondents in all three locations suggested that air quality in their areas was not 'bad' when compared to other cities across the world.

Responses to the air quality workshops and on-street surveys demonstrate that respondents link public realm improvements with having a positive impact on air quality. When asked to set objectives for improving air quality in the future, respondents in workshops held in all three locations suggested that one of the key areas of focus should be public realm improvements; with more pedestrianised areas, wider pavements, reduced traffic and more green infrastructure. Issues with narrow pavements, vacant buildings and a lack of greenspace came out strongly in the workshop held in Crieff. In Edinburgh, whilst a number of respondents indicated they were happy with the public realm, it was clear it was a negative experience for others. As with discussions about air quality, discussions about the impact of traffic and the public realm were also polarising.

Thirty four workshop participants responded to the question 'Did you find this Place Standard a useful way of discussing air quality?' Thirty out of 34 participants stated that they found this a useful way of discussing air quality. All respondents from the workshop in Crieff stated that they found the technical version of the Place Standard Tool useful. Participants in this workshop included local authority officers and representatives from interested external organisations such as the NHS. In the workshop held with local authority officers in Glasgow 17 out of 21 respondents stated they found the tool useful as a means of structuring discussions around the issue of air quality. There were no responses from the workshop held in Edinburgh with stakeholders interested in the development of a Low Emission Zone (LEZ) in the city, as the question wasn't asked.

The most common reason given for finding the technical version of the Place Standard useful was that it encouraged a holistic approach to discussions about air quality. The prompts within this version of the Place Standard tool, and the format of the workshops allowed participants to discuss air quality within the wider context of how it impacted on many different aspects of place - from how people moved through an area, how they socialised and health impacts.

This would suggest that the technical version of the Place Standard Tool would be particularly useful in helping local authorities developing air management strategies. Responses given in the workshops, and to the on-street surveys, ensured that air quality was not discussed in isolation, but rather in terms of how it impacted on movement, health, socialising and the use of amenities. Responses also outlined how the design of certain areas had an impact on air quality. Responses also clearly outlined barriers to undertaking active forms of travel and greater use of public transport. This information could clearly be used to develop strategies and priorities to improve air quality.

The respondents who indicated that they didn't find the use of the Place Standard a useful way of discussing air quality indicated that they felt that the prompts needed to be more focused on air quality. There was a sense that there were not enough prompts specifically relating to air quality, and that discussion focused too much on wider 'place' issues which resulted in a loss of focus. Responses to the Youth Workshop in Edinburgh and the on-street survey in Crieff, for example, did not bring out a clear discussion about air quality; participants instead focused on issues relating to place which could have been explored using the original version of the Place Standard Tool. It is recommended that in future the number of 'original' place based prompts should be reduced, to focus on the new air quality specific prompts. Facilitators should be given training on which specific prompts to focus on, to ensure conversations remain focused on issues linked to air quality. Work could be done in future to develop prompt cards and facilitator packs to help support discussions.

A number of participants (whether responding to the on-street survey or taking part in a facilitated workshop) were more comfortable discussing air quality in categories related to traffic and movement but found it difficult to discuss air quality in the context of other categories such as Care and Maintenance, Identity and Sense of Belonging and Influence and Sense of Control. It is recommended that in future a series of facilitator notes are developed to provide advice on how to frame discussion for these areas which are less obviously relevant to discussions about air quality.

A number of workshop participants stated a number of questions felt irrelevant to the areas being surveyed, or that questions and prompts felt repetitive. For example, issues discussed in the Moving Around category were often repeated in the Public Transport and Streets and Spaces categories. Although repetition is also an issue for respondents and facilitators when using the original version of the Place Standard tool, it was also discussed in negative terms by some respondents using the air quality version of the tool. It is recommended that the number of prompts in each category is reviewed to reduce repetition between headline categories.

In both the Glasgow workshops and in the workshop in Crieff a number of participants indicated that they found it difficult to answer solely within the bounds of an LEZ or Air Quality Management Area (AQMA), wishing to focus their answers on the wider area. Some participants attending workshops on behalf of a local authority, business or organisation also expressed confusion about whether they were expected to answer from a personal perspective or a professional perspective, which created some disparity in how groups scored some of the categories. Although the tension between professional and personal perspectives led to some interesting discussion, it may be beneficial in future workshops to be specific about whether participants are considering an area from a purely professional (e.g. local authority technical expert) perspective or whether they should score on the basis of their personal experience as a citizen. It is recommended that facilitator notes are developed for each area of focus to ensure participants remain clear on what place they are responding to, and how the information gathered will be used. In future a template could be developed, as part of a facilitator pack, allowing this information to be clearly outlined.

In workshops in Crieff and Glasgow participants were invited to take a 45 minute guided 'walk-around' of parts of the area they were going to survey. Participants were positive about this experience. In the Glasgow Internal Workshop it was particularly evident that

discussions about air quality were influenced by things the participants had witnessed whilst taking part in the tour. The walk-around conducted in advance of some Place Standard tool workshops added context to the new prompts in the air quality version of the tool. This allowed participants to see first-hand the issues which were being discussed. Conducting a walk-around of the location in advance of the workshop was a successful element of this project and should continue in future workshops.

The on-street surveys using the condensed version of the technical air quality Place Standard tool were successful in reaching out to a wide range of members of the public, gathering responses from people who would not necessarily take part in a formal workshop. There were 130 responses to the on-street survey in total, across the three locations. Whilst some responses to these surveys were fairly basic, there were also some very detailed responses. Researchers were able to gather a range of views on issues relating to air quality, and wider issues, within a relatively short amount of time. The on-street surveys were useful, but even using the condensed version of the technical tool they were difficult to deliver. Respondents often had limited time to respond to this questionnaire, and the large number of prompts in the questionnaire, combined with the often limited knowledge of respondents on the subject matter, made it difficult for facilitators to elicit and record meaningful responses. In future a redraft of some of the questions should be considered. It is recommended that the number of prompts is reduced and that they are more clearly focused on air quality. The on-street surveys should not be undertaken as a sole means of engagement but only to complement the more traditional workshop setting.

KEY RECOMMENDATIONS FOR IMPROVING DELIVERY

- It is recommended that the number of 'original' place based prompts in each category is reviewed/reduced to reduce repetition between headline categories and to focus on more air quality specific prompts. Facilitators should be given training on which specific prompts to focus on, to ensure conversations remain focused on issues linked to air quality. Work could be done in future to develop prompt cards and facilitator packs to help support discussions.
- Questions and prompts should be simplified, where possible.
- It is recommended that in future a series of facilitator notes is developed to provide advice on how to frame discussion for categories such as 'Influence and Sense of Control' which are less obviously relevant to discussions about air quality.
- It would be beneficial in future workshops to be specific about which area participants should relate their answers to e.g. a whole city or a limited area within that city such as an AQMA or LEZ. It should then be made clear why they are being asked to answer in this way. A facilitator pack should be provided to those individuals facilitating the workshop making this information clear.
- Where participants are representatives of a local authority or another organisation, it should be made clear at the start of the workshop whether they are considering an area from a purely professional perspective or whether they should score on the basis of their personal experience as a citizen.

- It is recommended that facilitator notes are developed for each area of focus to ensure participants remain clear on how the information gathered will be used. In future a template could be developed, as part of a facilitator pack, allowing this information to be clearly outlined.
- The walk-around conducted in advance of some Place Standard tool workshops added context to the new prompts in the air quality version of the tool. This allowed participants to see first-hand the issues which were being discussed. Conducting a walk-around of the location in advance of the workshop was a successful element of this project and should continue in future workshops.
- The on-street surveys should not be undertaken as a sole means of engagement but only to complement the more traditional workshop setting.

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1. Introduction – Project Background

1.1 CAFS PROJECT AIMS AND OUTPUTS

SEPA and Scottish Government, on behalf of the Cleaner Air for Scotland (CAFS) Governance Group, commissioned PAS to co-ordinate (with SEPA, the Place Standard Implementation Team and relevant local authorities) a series of Place Standard workshops and on-street engagement to test the pilot air quality technical version of the Place Standard. The results will feed into the ongoing review of the Place Standard.

Successfully addressing air pollution in Scotland requires a partnership approach, involving Government, its agencies, local authorities (LAs), businesses, NGOs and the general public. The Place Standard provides a robust framework for conversations between all those involved in improving air quality in Scotland.

A pilot air quality ‘technical version’ of the Place Standard was developed with the Place Standard Implementation team. The hope was that the structure of the Place Standard tool could be adapted to facilitate ‘better’ conversations about air quality, how it is impacted by the design of a place, how it impacts on place and people, and how multiple stakeholders can come together collaboratively to improve air quality at a local level.

1.2 APPROACH, AIMS AND OUTPUTS

PAS acted as a neutral third party to organise the workshops/events, engage participants, facilitate discussion and capture outputs using the How Clean is our Air version of the Place Standard tool.

This was not intended to be in-depth quantitative research – rather it looked at key messages and patterns in responses.

Project *aims* were:

- To get all stakeholders, including members of the general public, local authority officers and other interested bodies thinking about the impact of air quality on their place and health and wellbeing;
- To enable better conversations within local authorities and communities of interest around air quality improvement measures;
- To help identify measures that go beyond actions delivered by Environmental Health and engage other areas of the local authority (such as transport and planning) that can have a positive impact on air quality.
- To engage participants in a series of facilitated Place Standard trial workshops to listen to, discuss and record their views on air quality improvement measures in the context of LEZ development/delivery, Local Air Quality Management (LAQM) action planning, and city centre planning
- To assess whether the use of the How Clean is Our Air technical version of the Place Standard Tool resulted in more informed conversations about air quality, encouraging users to consider air quality holistically in terms of both how it impacts on a place and how it is impacted by the design and use of that place

- To achieve interactive and informal events, which encourage participants to meet each other and engage in dialogue.

Project *outputs* are:

- Participants thinking in a structured manner about air quality in their place – working with the pilot air quality technical version of the Place Standard tool.
- Written report of the findings of the events and key discussion points/trends (analysis), including a summary of the process involved to feed into the review of the Place Standard.
- Providing the building blocks of a ‘roadmap’/methodology for use of the How Clean is Our Air technical version, based on the results of the trial, to enable uptake of identified opportunities/actions and recommendations for further use of the tool.

1.3 PROJECT GEOGRAPHICAL SCOPE AND TIMEFRAME

The place workshops and on-street engagement covered three ‘place’ locations and contexts:

- Glasgow: supporting Low Emission Zone (LEZ) development/delivery
- Crieff: Local Air Quality Management (LAQM) Action Planning
- Edinburgh: air quality in city centre planning

2. PAS – Our Approach to Engagement

PAS (www.pas.org.uk) is an independent and impartial organisation, operating on social enterprise principles with the aim of helping people to understand and influence the places where they live. PAS are experienced in working closely with communities and utilise a pool of experienced engagement specialists. PAS places neutrality above all else. Our facilitated engagement events provide a neutral space for informing, discussing and gathering views. PAS is wholly independent in its views and actions and is not beholden to local authority, Scottish Government or private interests. As a volunteer-led organisation our projects are delivered by teams comprising volunteers (largely town planners and built environment professionals) and staff.

3. The Place Standard Tool

The Place Standard tool, developed by Architecture and Design Scotland, NHS Scotland and the Scottish Government, provides an easily understood framework to structure conversations about place. Both physical elements and social aspects are included. The tool presents a methodical means of considering the range of elements comprising 'place'. It prompts users to identify and discuss both the positive and negative aspects of a place, and rate them on the compass diagram below. Figure 1 shows an example of an unfilled Place Standard 'compass diagram'.

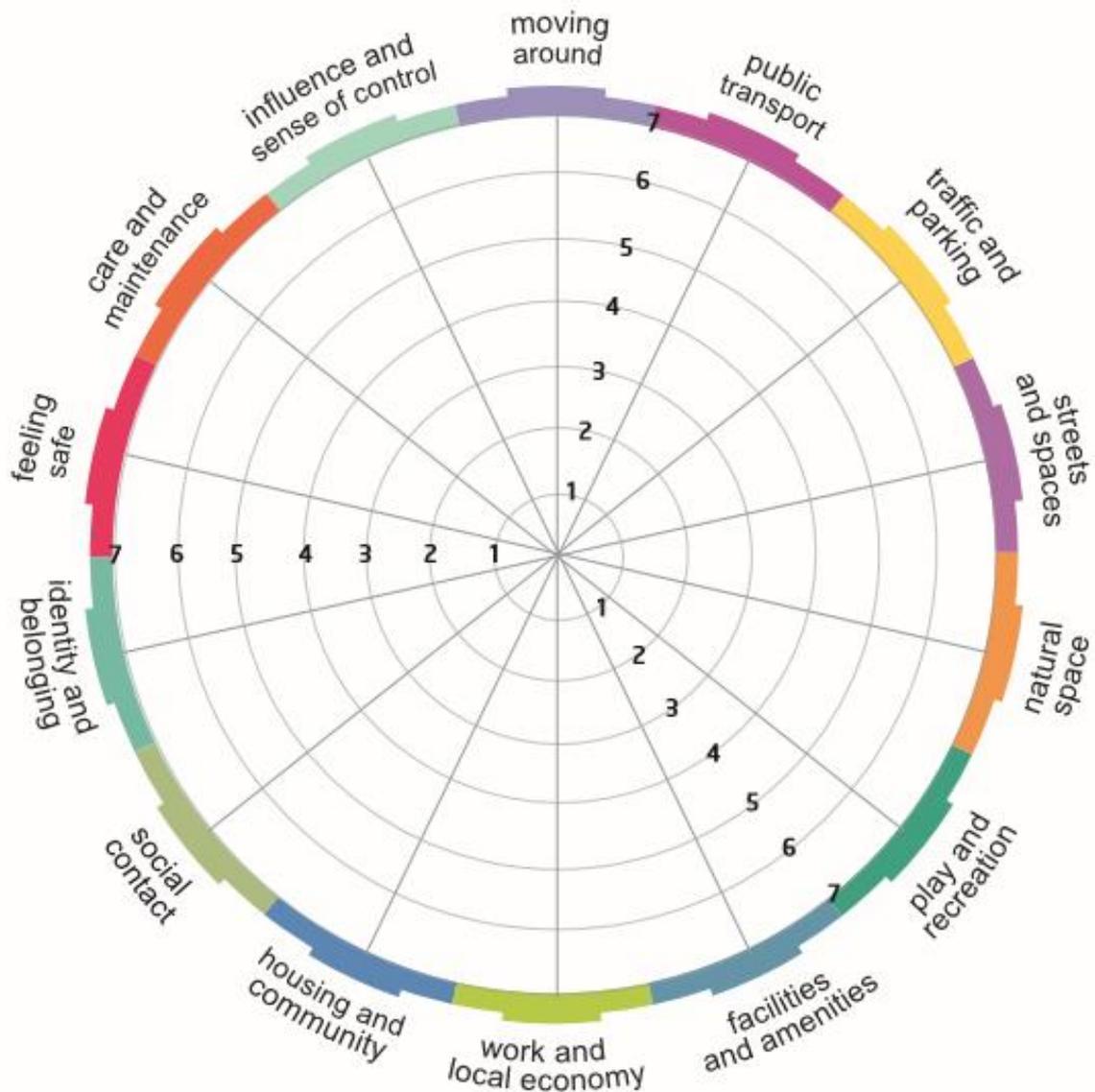


Figure 1: The Place Standard 'compass diagram'

The Place Standard Tool breaks down the complex topic of 'place' into fourteen categories covering spatial, social and environmental factors. The Place Standard provides prompts for discussions under each category, allowing users to consider all the elements of a place in a methodical way. The tool pinpoints the assets of a place as well as areas where a place

could improve and is invaluable for sparking conversations locally, representing an important break away from a top-down approach to community engagement.

The Place Standard has been applied in many different contexts and in a variety of ways. It has been used most commonly to facilitate community engagement to inform local planning (for example development of locality plans) or strategic planning (master-planning or to inform a council's strategic plans).

The air quality technical version of the tool was created by adjusting the Place Standard tool to focus on 'Improving Air Quality'. The 'prompt' questions that sit under each of the headings in the diagram above were adjusted to bring air quality and health considerations more to the fore, as well as considering some high level questions about air quality at the outset.

Within this project, the technical version of the Place Standard tool will be delivered in a traditional workshop format, with PAS staff facilitating sessions with local authority staff and relevant stakeholders, using the adjusted 'prompt' questions. This technical version of the Place Standard tool will also be delivered to members of the general public in the form of an on-street survey. The full version of the Place Standard Tool breaks down the complex topic of 'place' into 14 categories which encourage users to consider the physical, social, health and cultural elements of a specific area. In this version of the Place Standard, delivered as an 'on the street' questionnaire, the indicators were split into the following four categories:

- Getting About - taking prompts from the Moving Around, Public Transport, Traffic and Parking categories of the Place Standard
- Living and Working - taking prompts from the Streets and Spaces, Natural Space, Play and Recreation, Facilities and Amenities, Work and Local Economy, Housing and Community categories of the Place Standard
- Safety and Social – taking prompts from the Social Interaction, Identity and Belonging, Feeling Safe categories of the Place Standard
- Maintenance and Management – taking prompts from the Care and Maintenance and Influence and Sense of Control categories of the Place Standard

The on-street survey was delivered by PAS staff and volunteers who wore specifically designed project t-shirts to draw public attention. The team also used a large Place Standard vinyl floor mat with cones to encourage participants to use the tool in a street setting.



Figure 2: On-street engagement in Glasgow and Edinburgh

PAS volunteers recorded responses of members of the public to the questions and prompts in the on-street questionnaire.

This CAFS project hopes to illustrate that improvements to air quality do not happen in a vacuum – they relate to place. The increased use of vehicles in our towns and cities has created pockets of poor air quality and research has shown that air quality in areas of heavy traffic has a direct impact on human health and wellbeing, including reduced respiratory function and negative impacts on the heart and lungs. Behavioral change is required in order to achieve Scotland’s emission reduction targets, and to improve air quality and health outcomes across the country. This includes behavioral change amongst the public at large, and also at a strategic level in terms of how the public sector works, both internally and with external partners. For the CAFS project it is important to build up a clear picture of the negative impacts of air quality and how these can be improved through the design of our streets and public spaces.

4. Approach within each of the three Local Authorities

The pilot of the air quality version of the Place Standard tool was conducted in conjunction with three local authorities; City of Edinburgh Council, Glasgow City Council and Perth and Kinross Council. Each authority was in the process of undertaking engagement both internally with officers across different departments, and externally with members of the public and other interested businesses and organisations. In each case the context in which the air quality version of the Place Standard tool was being used was different. The approach taken in each authority area was therefore different, and agreed in advance with all relevant partners. Further background information of the context of each engagement is provided in this section

4.1 GLASGOW CITY COUNCIL

Glasgow City Council (GCC) has been making good progress with [the introduction of its LEZ](#) in Glasgow City Centre. Engagement in this project was undertaken in advance of the first phase of Glasgow's LEZ introduction on 31 December 2018. The target date for full implementation is 31 December 2022. Delivering the LEZ is part of a wider strategy to improve the environment within the city centre as outlined in the Council's City Centre Transport Strategy 2014-2024. The aim of engagement conducted as part of this project was therefore to:

1. allow views from the general public on air quality (using the How Clean is Our Air - Place Standard) to be gathered/compared in different parts of the city centre;
2. allow interested/affected city centre businesses/stakeholders to come together as part of an external air quality place standard workshop; and
3. allow internal GCC departments to come together to widely discuss air quality and the LEZ using the How Clean is our Air Place Standard.

Through this engagement the intention was to make GCC's LEZ work more widely known amongst the general public and across departments, and allow information to be gathered to feed into the process (including implementation of the Transport Strategy). Analysis of the outputs from the surveys and workshops will support Low Emission Zone (LEZ) development and delivery.

4.2 THE CITY OF EDINBURGH COUNCIL (CEC) – City Centre

To help develop the 2050 Edinburgh City Vision, CEC plans to have measures in place by April 2019 to show how it is going to tackle air quality in the city centre to help create safer and more attractive streets and spaces, cleaner air and improved access for all. Three inter-related projects are central to this process of improving the quality of life of those who live, work and visit Edinburgh:

- **Central Edinburgh Transformation**
 - o medium-term action plan to improve the public realm in the city centre to improve conditions for, and prioritising access for, pedestrians, cyclists and public transport users

- **Local Transport Strategy Review**
 - o identifying transport and mobility issues and opportunities to help reduce the need to travel and improve quality of life

- **Low Emission Zones (LEZs)**
 - o introducing LEZs into Scotland's four biggest cities (Edinburgh, Glasgow, Dundee and Aberdeen) by 2020 is a commitment in the 2017/18 Programme for Government. This is linked to Cleaner Air for Scotland (CAFS) (Scottish Government's national cross-organisational strategy to reduce air pollution) which includes two technical frameworks; the National Modelling Framework (NMF) to standardise the modelling of air quality in Scotland, and the National Low Emission Framework (NLEF) to assist in the appraisal of transport related air quality improvement options to help facilitate consistent assessment and implementation across Scotland. LEZs are aimed at improving air quality by keeping the most polluting vehicles out of the most polluted places.

Information gathered through the use of the air quality technical version of the Place Standard tool in this project was to be used to support the development of these three projects. The aim of the Place Standard 'air quality' workshops was to help structure conversations about how central Edinburgh is experienced as a place, to help investigate barriers to access and how to provide a more integrated transport network and improved air quality. In essence CEC was interested in asking members of the public 'What kind of city centre do people want?'

4.3 PERTH AND KINROSS COUNCIL – Crieff

Perth and Kinross Council (PKC) has, over the last few years, been working on an Air Quality Action Plan (AQAP) with a range of internal and external stakeholders. A steering group was formed and has held regular meetings to inform the Draft Action Plan. The members of the steering group include Perth and Kinross Council officers from Environmental Health, Sustainable Development, Roads, Transport Planning, Public Transport, Planning and Parking departments. The Steering Group also includes external representation with representatives from Transport Scotland's Environment and Sustainability Branch and representation from Tayside and Central Scotland Transport Partnership. The action plan has been developed by specialist consultants, Ricardo Energy & Environment, with direction from the steering group.

At the time of this project PKC wished to engage with members of the public on this action plan and simplify it for engagement purpose. The action planning process had become somewhat protracted, having gone on for four years, it was hoped therefore that the CAFS project would allow a fresh perspective to help bring the action plan to its conclusion.

The aim of Place Standard 'air quality' workshops and on-street engagement was to help structure conversations about how Crieff's Air Quality Management Area (AQMA) is experienced as a 'whole place'. It was anticipated these engagement exercises would help

investigate barriers to access and how to provide a more integrated transport network and improve air quality.

Information gathered from public on-street engagement will feed into the action planning process at this critical engagement phase. The aim was for this form of engagement to act as a warm-up to official AQAP public consultation which was due to take place later in the year.

The purpose of the internal workshop was to facilitate an improved understanding of how air quality affects/is affected by LA departments beyond Environmental Health, and allow the draft Air Quality Management Action Plan to be viewed with fresh eyes, given much has changed since it was drafted (e.g. publication of the active travel strategy).

There was a perceived opportunity to use the How Clean is Our Air technical version of the Place Standard Tool to add value to the work already undertaken on the Crieff Air Quality Action Plan; whilst also evaluating the effectiveness of the Tool itself. This was a particularly good time to be using the technical version of the Place Standard in Crieff given the Government's active travel agenda. Additionally, this was an excellent opportunity for Perth and Kinross Council to use the Place Standard, which they had not done previously.

5. Process

In order to account for the different contexts in which each engagement process was undertaken, a different approach was taken in each local authority area, with a differing mix of on-street engagement with members of the public and workshops undertaken with young people, local authority officers and external professional stakeholders. More details of the process undertaken in each area are provided in this section.

5.1 Glasgow City Council

5.1.1 On-Street Engagement

PAS volunteers delivered an on-street survey version of the air quality technical version of the Place Standard at four locations in Glasgow. The surveys were conducted in the following four locations with volunteers spending an hour at each:

- Sauchiehall Street – 11am – 12pm
- Union Street - 12.15pm – 1.15pm
- Hope Street – 1.30pm – 2.30pm
- Argyll Street – 2.45pm – 3.45pm

These locations were identified in advance by Glasgow City Council to aid their ongoing work in relation to the forthcoming LEZ.

5.1.2 External Workshop

Interested or affected city centre businesses/stakeholders from Glasgow's Low Emission Zone consultation process were invited, by Glasgow City Council, to take part in this two hour Place Standard workshop. Representatives from the following organisations were present:

Organisation
National Health Service
West Coast Motors
Enterprise Holdings
McGills
DHL
EST
Autogas Limited
First Bus Scotland
Eco Stars
Road Haulage Association
Scottish Environmental Protection Agency
Transport Scotland
Glasgow Taxis
Glasgow Centre for Public Health

The workshop consisted of an initial presentation which introduced participants to the purpose of the project, information on Glasgow's LEZ and a brief overview of the previous on-street engagement. Participants were asked to respond to the following two questions before undertaking the Place Standard exercise:

- What one thing do you like about Glasgow City Council's work to improve air quality in the city centre?
- What one thing would you like to share about how the low emission zone will affect your business/organisation?

Participants were then introduced to the Place Standard Tool and were given information on how to score each of the categories. Participants were broken up into three groups to undertake the Place Standard exercise. Each group was facilitated by a PAS volunteer, who asked the questions in the Place Standard booklet and recorded responses. Participants were given one hour to respond to all categories of the Place Standard. Having completed the Place Standard exercise, each group was asked to identify three key priorities to improve air quality in the future. The raw data from this session is recorded in Appendix B of this report.

5.1.3 Internal Council Workshop

Officers from departments across Glasgow City Council were invited to take part in this three and a half hour workshop. Participants were invited by the Sustainable Glasgow Team Leader who is the project lead for Glasgow's LEZ. There were 21 participants from Glasgow City Council and two from SEPA. Participants were broken up into three groups:

Group 1: Technical Service Officers

Group 2: Carbon and Climate Officers

Group 3: Environmental/Air Quality Officers

This workshop had all of the same elements as the previous External Workshop, described above, but also included a 45 minute walk around of selected locations within the LEZ prior to completing the Place Standard exercise. Participants were given one hour and fifteen minutes to complete the Place Standard exercise. The raw data from this session is recorded in Appendix C of this report.

5.2 The City of Edinburgh Council

5.2.1 On-Street Engagement

PAS volunteers delivered an on-street survey version of the air quality technical version of the Place Standard at two locations in Edinburgh on 'Clean Air Day' 21 June:

George Street – 11am – 2pm

Princes Street West End – 3pm – 6pm

These locations were identified in advance by City of Edinburgh Council. Volunteers delivering the survey were asked to focus on Princes Street as the Council felt it would be beneficial to gather specific information on this area to complement existing engagements which had gathered views on George Street. The date and location was chosen to coincide with Clean Air Day and a related event on George Street.

5.2.2 Youth Engagement

Thirty two 14-16 year-old humanities students from Tynecastle High School took part in a two hour Place Standard session facilitated by PAS volunteers. This school was chosen because of its location within Edinburgh's Central Air Quality Management Area. The school is flanked by two busy main roads and is near to a local brewery.

The session started with a short presentation discussing air quality and air quality management areas within Edinburgh. Students were introduced to the project and the Place Standard Tool. Before undertaking the Place Standard exercise, participants were asked to write down what they thought about when they heard the term 'air quality'. The Students were split into four groups to complete the Place Standard exercise and given one hour and twenty minutes to complete it. The final twenty minutes of the session were spent discussing the responses of each group and identifying priorities for future action to improve air quality in the area.

The raw data from this session has been recorded in Appendix E of this report.

5.3 Perth and Kinross Council – Crieff

5.3.1 On-Street Engagement

PAS volunteers delivered an on-street survey version of the air quality technical version of the Place Standard at James Square in Crieff. This area is located within the Air Quality Management Area.

Just as in Edinburgh and Glasgow, PAS volunteers delivered an on-street survey version of the technical version of the Place Standard. Volunteers recorded responses of members of the public to the questions and prompts in the on-street questionnaire. The raw data has been recorded and is in Appendix G of this report.

5.3.2 Internal Council Workshop

This workshop followed the same format as the Internal Workshop held with Glasgow City Council officers described in Section 5. The workshop consisted of 15 participants including Perth and Kinross Council officers and members from external organisations invited by the Council. Organisations present are outlined in the table below:

Organisation
Perth and Kinross Council
NHS Tayside
Geo.Geo
Tayside and Central Scotland Transport Partnership
SEPA

The workshop started with an initial presentation which introduced participants to the purpose of the project, information on Crieff's AQMA and a brief overview of the previous on-street engagement. Participants were asked to respond to the following two questions before undertaking the Place Standard exercise:

- What one thing do you like about Perth & Kinross Council's work to improve air quality in the city centre?
- What one thing would you like to share about how AQMA will affect your business/organisation?

Prior to the Place Standard exercise participants were given the opportunity to take part in a guided tour of the AQMA. Due to the small size of the area, participants were able to walk the entire area. Participants were then introduced to the Place Standard Tool and were given information on how to score each of the categories. Participants were broken up into three groups to undertake the Place Standard exercise. Each group was facilitated by a PAS volunteer, who asked the questions in the Place Standard booklet and recorded responses. Participants were given one hour to respond to all categories of the Place Standard. Having completed the Place Standard exercise, each group was asked to identify three key priorities to improve air quality in the future. The raw data from this session is recorded in Appendix G of this report.

6. Analysis of Results – Glasgow City Council

6.1 On-Street Engagement

What does the Place Standard Tool reveal about Glasgow as a place?

As can be seen in Table 1 the Place Standard engagement undertaken on four streets within Glasgow's proposed Low Emission Zone showed a mixture of views on the impact of air quality on moving around in the city; on living, working and spending time in the city centre and on feelings of safety. There was also a mixture of responses in relation to how well buildings and spaces were taken care of and on how confident respondents felt in their ability to influence decisions relating to air quality and more generally in relation to the city itself.

Table 1: Place Standard Survey Scores: Glasgow On-Street.

Question	Location	Place Standard Score (1 is a negative score and 7 is a positive score)						
		1	2	3	4	5	6	7
How would you rate air quality in this location? 31 Scores	Sauchiehall Street	1	2	3	1		1	1
	Union Street	3	1		3	2		
	Hope Street		2	5	1			
	Argyle Street		1	3		1		
	Total	4	6	11	5	3	1	1
Does air quality impact how you move about here? 16 Scores	Sauchiehall Street			3		1		
	Union Street			2		1	1	
	Hope Street	1	1	1		1		1
	Argyle Street		1	1		1		
	Total	2	2	7		4	1	1
Does air quality affect how you feel about living, working or spending time here? 16 Scores	Sauchiehall Street			3	1			
	Union Street			1	2	1		
	Hope Street	1			1	1	1	1
	Argyle Street			1	1	1		
	Total	1		5	5	3	1	1
Does air quality in this location have an impact on your health or how sociable you can be here? 13 Scores	Sauchiehall Street			3		1		
	Union Street				2	1	1	
	Hope Street			2				
	Argyle Street				1			
	Total			5	5	2	1	
Are buildings and spaces well cared for? And do you feel able to influence decisions about the future of this area? 13 Scores	Sauchiehall Street					1	1	
	Union Street		1	1	1			
	Hope Street	1		1			1	1
	Argyle Street			3		1		
	Total	1	1	5	1	2	2	1

As can be seen in Table 1, a score of three (out of seven) was the most frequent given by respondents when asked to consider the impact of air quality on moving around, indicating air quality did impact on how people moved around the area. However, a number of positive scores of five or above were also given, which would indicate air quality did not influence how all people moved through this space. Whilst low scores (between 1 and 3) were also given by respondents when asked to consider the impact of air quality on health, safety and living and working in the city centre (indicating that air quality did have a negative impact on these factors); a number of high scores were also given. It is clear that the scores alone cannot truly reflect the opinions of respondents and that a thematic assessment of responses provided is required to provide more nuance.

Thoughts on impact of air quality

When directly asked 'does air quality need to change here?' a number of respondents indicated that they were concerned about poor air quality in the city centre. A number of respondents raised concerns about the impact of heavy traffic and congestion on air quality in the city centre. Some respondents stated that they believed public transport was contributing to congestion and having a particularly negative impact on air quality.

Public Transport and Congestion

Air quality is horrendous; far too much transport; why don't we have designated cycle streets.

Sauchiehall Street Respondent

[Air Quality] *Could be better; too many buses and cars.*

Union Street Respondent

Create more streets without buses – very bad air pollution as they are all using the same routes

Hope Street Respondent

Respondents outlined an awareness of the potential negative health impacts of poor air quality in Glasgow. Respondents discussed concerns about the impact of public smoking on their health and their experience of public spaces. Respondents also discussed a desire to see the introduction of more green infrastructure.

I have seen online articles – apparently spending the day in Glasgow is the equivalent of 6 cigarettes.

Union Street Respondent

It's not open enough, not enough air circulation. It's congested; not enough trees like in places such China where they have forests in buildings.

Sauchiehall Street Respondent

However, a number of respondents indicated that they had not thought of air quality at all; that they thought it was better in Glasgow than in other cities or that it simply had not impacted on them.

Air Quality Improvement Measures

Respondents were also asked to consider how air quality could be improved in the four locations surveyed. Responses were categorised and are shown in table 2.

Table 2: Suggested air quality improvement measures.

Improve engine efficiency of private cars/encourage use of electric vehicles	3
Ban cars from city centre/reduce traffic	6
Public Transport Improvements/retrofit fleet	4
Designated smoking areas	1
Other	1

The most common suggestion was to ban private cars from the city centre. Respondents also suggested a focus on improving engine efficiency in both private cars and public transport. Respondents suggested promoting the use public transport and continuing with the ongoing retrofit of the bus fleet to reduce harmful emissions.

Does air quality impact how you move about here?

The Impact of Air Quality

Some respondents did indicate that concerns about poor air quality had led to them avoiding certain parts of the city.

[I] would be hesitant to bring young children in to the centre; hotspot for fumes; Central Station can get congested around Hope Street; ideally all cars, buses and taxis would be hybrid or electric; public transport does not suit everyone and assistance is needed.

Sauchiehall Street Respondent

I could walk through Argyle Street, but I don't because it smells bad.

Hope Street Respondent



Figure 3: On-street engagement on Union Street

It's alright [air quality]; I avoid certain streets like Buchanan Street.

Hope Street Respondent

Active Travel

A small number of respondents also indicated that poor air quality, linked with traffic, stopped them from undertaking forms of active travel, such as cycling.

Cycling behind cars really smells and obviously isn't good for you; I don't like cycling because of safety issues and I find it difficult to breathe behind cars.

Sauchiehall Street Respondent

However, concerns about safety, linked to traffic and congestion and lack of segregated infrastructure was the most prevalent reason given for not cycling in the city or undertaking more active forms of travel, rather than concerns about air quality.

I wish we had cycle paths; I'm scared to cycle in the city; walking is fine.

Union Street Respondent

Quite easy to walk; I don't go on a bike, I feel it wouldn't be a good idea.

Union Street Respondent

Hire bikes are not being used. There is no space for segregation here like in Amsterdam; hire bikes harder to rent than in San Diego; need to make it simple; got to be segregated like in Amsterdam; need space...for everyone.

Hope Street Respondent

Most respondents indicated that they found the city centre very easy to walk. There was less consensus when it came to cycling. Whilst some respondents indicated they were happy to cycle in the city centre, the responses gathered would seem to indicate that if the council were to promote increased cycling in the centre, they would need to go some way to addressing safety concerns linked with a lack of segregated infrastructure and heavy traffic.

Traffic, Parking and Public Transport.

Some respondents discussed avoiding driving in the city centre due to concerns about congestion. This had led to some using public transport instead of using a private vehicle. However, issues relating to the practicality of public transport were raised. The respondent quoted below, for example, indicated that traffic in the city centre made public transport slow and at times unreliable.

Because of the traffic and parking here, I have started using the public transport, however it takes a lot of time.

Sauchiehall Street Respondent

Cost of public transport is more expensive than using cars and it is more time consuming; it is not time or cost efficient.

Sauchiehall Street Respondent

Public transport is too slow through the centre

Hope Street Respondent

As well as being seen as contributing to poor air quality and congestion, respondents also raised concerns about the cost of public transport. A number of respondents indicated that they could not afford to use public transport on a regular basis. One respondent noted that this was particularly true when using combinations of public transport such as the subway and the bus. It was suggested that a system similar to London's Oyster Card system would be beneficial.

Maybe payments to use public transport should cover using trains, subway and buses as it is too expensive to use them in combination.

Sauchiehall Street Respondent



Figure 4: On-street engagement in Glasgow city centre

Although the responses above show that concerns about air quality are affecting how and where people move in the city, respondents tended to focus on issues such as traffic and congestion and concerns about the cost and reliability of public transport. Although there was an awareness of issues relating to air quality amongst some respondents, there were also a number of respondents who indicated they did not think about air quality or that they were not concerned about it.

Does air quality affect how you feel about living, working or spending time here?

Some respondents discussed how concerns about air quality impacted on their experience of the area, making them less likely to spend time in the certain areas for social purposes.

Really conscious of the poor air quality as it affects how you are feeling.

Hope Street Respondent

Would not use the area socially – too many smokers.

Argyle Street Respondent

However, a number of respondents also indicated that air quality did not factor into their considerations.

A wide range of factors was discussed in response to this section of the survey. A number of respondents, for example, indicated they came to the city centre for work, to access facilities and amenities and to socialise. Respondents were also positive about their ability to access facilities and amenities without needing private transport.

I come in for the shops; there are good pubs/shops/restaurants; I can get to everything without a car.

Union Street Respondent

Traffic and Noise

As with the previous section of the survey, which focused on how respondents moved around, a large number of responses in this section discussed the impact of traffic and noise. Whilst some respondents indicated that these factors did not affect their experience of the city centre, it was clear they did impact on others.

Traffic doesn't impact on how I use the space, but if you were to come in by car you might spend more time looking for a space than actually what you come to do.

Union Street Respondent

In the night the traffic does disrupt my sleep.

Sauchiehall Street Respondent

Noise isn't great; it's crowded; there is always background noise.

Hope Street Respondent

Whilst some respondents were positive about the pockets of greenspace within the Low Emission Zone area, such as Kelvingrove Park, some respondents were clear that the city centre would be improved through the introduction of more green infrastructure.

Does air quality in this location have an impact on your health or how sociable you can be here?

When asked to discuss the impact of air quality on health and sociability at the survey locations, there was an indication by some respondents that poor air quality was having a direct negative impact on their health.

Air quality has a massive impact on health. I've had multiple trips to the hospital for breathing and allergies.

Sauchiehall Street Respondent

Sometimes I feel not so healthy; buses pump out black smoke and I worry about the effect on my lungs; I cover my mouth with my jumper but maybe I'm just paranoid.

Union Street Respondent

I wouldn't like to live here because of the pollution

Union Street Respondent



Figure 5: On-street engagement with members of the public in Glasgow using air qualityPlace Standard questionnaire

Some respondents also indicated that poor air quality could impact on how they, and others, socialised.

I don't think about it much when socialising; not going to sit outside a bar though; not very healthy in terms of air quality; [I] know council want to encourage people to sit outside, but it is not a nice environment for it.

Hope Street Respondent

Night Life

However, other factors also came out strongly in this section, including concerns about safety linked with both anti-social behaviour and the movement of traffic.

A number of respondents discussed how Glasgow is a different city during the day and during the night. There was concern raised about the prevalence of drunk and aggressive behaviour.

There's the stuff you can see and the stuff you can't; there is an underlying feeling that stuff can go on here, but this isn't related to air quality that is more related to alcohol consumption

Union Street Respondent

There is mostly a sense of community except late at night when people are too drunk.

Sauchiehall Street Respondent

Traffic

Whilst a number of respondents indicated that traffic did not make them feel unsafe or impact them in the city centre, some respondents did state that traffic made the area feel unsafe.

The way that people drive cars doesn't make me feel prioritised and safe as a pedestrian or a cyclist, there is no adherence to the Highway Code.

Sauchiehall Street Respondent

Whilst it is clear from responses provided that some members of public do feel that poor air quality is negatively impacting on their health, this is a polarising topic, with a number of individuals indicating this has no impact on their day to day life at all.

In terms of sociability, more people discussed concerns about anti-social behaviour than those discussing air quality.

Are buildings and spaces well cared for? And do you feel able to influence decisions about the future of this area?

Discussion of air quality did not come out strongly in this section. Instead the focus was primarily on the cleanliness of public areas, condition of buildings and the need to improve the public realm.

I like how buildings are preserved and maintained, but I think there should be green spaces, living walls and rooftop gardens; more greenery and shelters could encourage people to stay regardless of the weather.

Sauchiehall Street Respondent

End of Sauchiehall Street has been neglected; Charing Cross is run down; the centre needs to be more pedestrian friendly (pavement cafes, on-street art exhibitions).

Sauchiehall Street Respondent

Some parts of Glasgow need to be better maintained; Union Street isn't particularly well-lit or well cared for. At night it is very dark and can make you feel unsafe; scaffolding makes it less pleasant.

Union Street Respondent

Responses relating to how much influence individuals felt they had over decisions also varied with a fairly even split between those who believed they were able to influence decisions about place or air quality and those who felt they did not have the ability or desire to do so.

Conclusions

Air quality was a polarising topic for respondents to the Place Standard survey. Whilst some respondents related that poor air quality had a direct impact on their health or led to them avoiding certain areas of the city, a number of other respondents were clear that they were not aware of an issue with poor quality or that it did not impact on them.

Traffic and congestion was identified as a concern by a large number of respondents who discussed the negative impact traffic had on air quality, active travel, public transport and the use of the public realm. Responses indicated that many members of the public did not feel prioritised.

Respondents indicated that they found the city centre very easy to walk. There was less consensus when it came to cycling. Whilst some respondents indicated they were happy to cycle in the city centre, the responses gathered would seem to indicate that if the council were to promote increased cycling in the centre, they would need to go some way to addressing safety concerns linked with a lack of segregated infrastructure and heavy traffic.

Discussion of public transport was also polarising; whilst a number of respondents were positive about public transport, it is clear an equal number felt public transport was too expensive, contributed to congestion and at times unreliable. These issues form a barrier to increased use of public transport. The responses appear to indicate the public are supportive of ongoing retrofit of the bus fleet, to reduce harmful emissions.

It is clear that issues unrelated to air quality also impacted on the public's experience of the city centre. Fear of anti-social behaviour was an issue that came out strongly in responses to the survey. The cleanliness of public areas, condition of buildings and the need to improve the public realm were also important issues raised through the survey.

6.2 External Workshop

Business representative participating in this workshop outlined concerns that the Low Emission Zone proposed in Glasgow had the potential to negatively impact on their operations; expressing concern on how vehicle restrictions could impact on delivery schedules and on how the cost of retrofitting vehicle fleets could lead to increased costs for customers. There was concern that retrofits would also devalue older vehicles, leaving businesses further out of pocket.

However, participants also recognised the opportunities the introduction of an LEZ offered. This includes the potential to improve public health through reduced emissions and promoting active forms of travel. Participants recognised the opportunity to explore new methods of travel into the city centre, alternative fuel sources and the opportunity to improve movement through the city due to reduced levels of congestion.



Figure 6: Introductory presentation for workshop participants in Glasgow

Air Quality

Poor air quality within the LEZ was identified in group discussions as having a negative impact on how some individuals moved around, with some participants stating that pollution from emissions made being in certain areas unpleasant. Some participants stated that they actively avoided areas such as Hope Street because of concerns about air quality.

As a pedestrian it's not pleasant, an awful lot of time spent at junctions; it's smelly, it's polluted.

Group 2: Moving Around

Hope Street is extremely polluted – would avoid walking down it – would actively avoid.

Group 2: Social Interaction

There was also some recognition of the canyon effect, with participants in group 3 discussing how the city itself had not been designed with air pollution in mind.

City centre buildings not designed to prevent the Canyon Effect.

Group 3: Streets and Spaces

Some participants also stated that poor air quality in areas such as George Square also meant they did not spend time outdoors. There was some debate within groups however. In Group 2 for example some participants expressed concern about pollution and traffic whereas others dismissed the impact of poor air quality, suggesting the weather had more of an impact on how the area was used than concerns about air quality.

Areas can feel traffic centred and polluted.

Group 2: Streets and Spaces

20 people smoking [on a street] does more to affect air quality than traffic.

Group 2: Traffic and Parking

Weather has more of an impact on use of area than air quality.

Group 2: Facilities and Amenities

Air quality and its impact on the area covered by the LEZ was discussed in multiple Place Standard categories showing that discussion of air quality is multi-layered and its impact potentially wide-ranging. Although there wasn't consistent explicit discussion of air quality in all categories of the Place Standards exercise, there was discussion of factors affecting air quality.

Wider Discussion from the Place Standard Exercise

Traffic and Active Travel

Groups discussed how congestion and noise changed the way Glasgow feels, not in a positive way, group 2 for example discussed how there was a dislike of the city centre which stems from a dislike of traffic. Group 1 was clear that there was an over provision of parking within the LEZ and this encouraged increased car use. Group 3 discussed the negative impact of traffic and noise on enjoyment of outdoor space.

Traffic was seen as negatively impacting on active travel, with a lack of segregated space for cyclists identified as an issue. Cycling in the city feels unsafe, pollution also an issue. Indeed participants in Group 2 clearly stated that they saw the introduction of the LEZ as an opportunity for people to re-evaluate how they accessed and moved around the city centre.

LEZ could make people think about how to access the city centre.

Group 2: Moving Around

There was wide ranging discussion on public transport provision, promoting active travel, the public realm and pedestrian safety in the city centre. These were the issues which came out most strongly when participants were asked to outline priorities for improving air quality in the future.



Figure 7: Group discussion with LEZ stakeholders in Glasgow using the technical version of the Place Standard tool

There was consensus amongst the groups that cycling safety and experience in the city centre could be improved.

Too busy. Traffic not segregated. Cycle ways are still nowhere near European Standards.

Group 1: Moving Around

There aren't many [cycle lanes]. They [Glasgow City Council] are building more, but they're outside the city centre.

Group 2: Moving Around

Cycling could be improved.

Group 3: Facilities and Amenities

Fears about safety linked with a lack of segregation and heavy traffic movement in the city were seen as factors stopping a wider take up of cycling.

Public Realm

Whilst some of the discussion amongst groups acknowledged that there are attractive areas in Glasgow, good architecture and strong sense of pride in being from Glasgow (reflected in high score in the Identity and Belonging category), there was recognition more could be done to improve the public realm. The groups discussed issues with litter and maintenance in response to a number of Place Standard Categories; including Care and Maintenance; Identity and Belonging and Streets and Spaces. There was a general sense amongst the groups that issues with litter and fly tipping were getting worse and detracting from the city. In group 2 for example, a representative from a Glasgow taxi firm noted that the upkeep of the city is the worst he has ever seen, noting that Glasgow is developing a reputation as a 'dirty' city. All groups noted that most significant areas of greenspace were outwith the LEZ; although Group 1 noted that the Avenues Project, a £115 million investment in streetscape and public realm improvements, could improve this.

There was a general consensus amongst the three groups that they would like to see more done to improve pedestrian experience of the public realm, including clearing litter and widening pavements. Group 2 discussed a desire to see more pedestrianised areas; whilst Group 1 discussed a desire for more streets to be used to sit outside. Group 2 discussed the positive impact hosting the Commonwealth Games had on the city, particularly in terms of closing roads and pedestrianising areas. There was consensus amongst business representatives in this group that if they were given enough notice of road closures in advance, they would happily accommodate similar closures in the future. Group 2 were also positive about the Avenues investment programme, noting in the Moving Around category that although they would rate moving around the city as a 2 or 3 out of 7 at present, they would potentially rate it at 5 or 6 after some proposed improvements were carried out.



Figure 8: Identifying barriers and opportunities at workshop with LEZ stakeholders in Glasgow

Anti-Social Behaviour

All three also discussed the negative impact of anti-social behaviour on pedestrians. Participants discussed fears linked to street drinking, aggressive begging and wider antisocial behaviour. The design of certain spaces was also identified as contributing to feelings of unease; for example Hielanman's Umbrella, which is enclosed and poorly lit.

There is a difference of feeling safe between night and day.

Group 2: Feeling Safe

Hielanman's Umbrella and Central Station streets a bit intimidating.

Group 3: Feeling Safe

Although no group were explicit in linking these discussions to air quality when undertaking the Place Standard exercise; participants were clear at the end of the session when they were asked to identify priorities for improving air quality in the future (shown in figure 2) that they wanted to see active travel infrastructure improvements such as segregated cycle lanes, as well as a range of public realm improvements

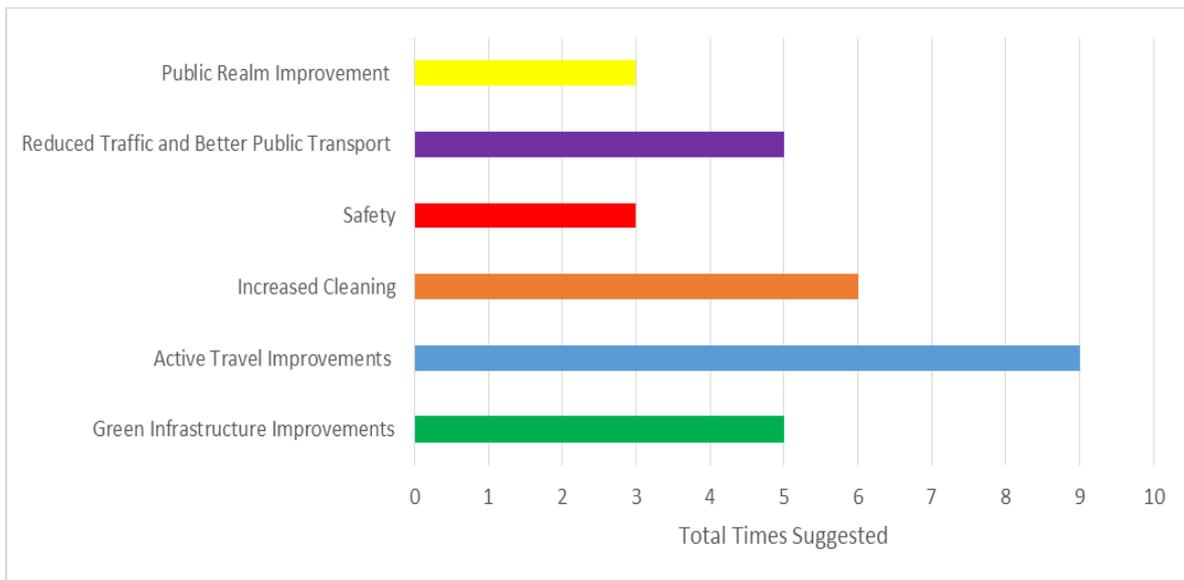


Figure 9: Suggested priorities for change to improve air quality.

Public Transport

Group 1 discussed the ongoing retrofit of the bus fleet in preparation for the LEZ; this was seen as on track. In general public transport was seen as reliable, however groups were particularly critical of the bus network in the city. Buses were seen by some participants as too costly, with some participants stating it was cheaper and easier to use a car. The timing of bus services was criticised, as some participants believed services finished too early. Participants also discussed an under-provision of Park and Ride facilities.

Interestingly, the parking provision for new housing developments was discussed. New housing developments do not include parking provision for private vehicles. Group 2 discussed the success of this measure, noting that it has been successful because the areas in question are well serviced by public transport.

Conclusions

Poor air quality was identified as a factor affecting participants' movement through the LEZ, with some participants stating that they actively avoided areas due to poor air quality. Air quality was also identified by some participants as having a negative impact on how the area

was used. However, this was not a consensus view in all groups, where some participants did state that factors such as the weather had more of an impact on how they used the area than air quality.

Traffic and congestion were identified as having a negative impact on air quality and on user experience of the city centre. Safety concerns linked with heavy traffic movement were also identified as having a negative impact on active travel, in particular on cycling.

The LEZ was identified as an opportunity to re-evaluate how people access the city centre and to promote wider improvements in active travel infrastructure, public transport and the public realm. These were identified as key priorities for improving air quality within the LEZ. Wider concerns about public safety and the cleanliness of public places will need to be addressed if members of the public are to be encouraged to try alternatives to private vehicles. Some participants were positive about limiting parking provision in new housing development, but this success is dependent on reliable public transport. This may be an issue for low income families in particular, where cost was identified as limiting uptake.

6.3 Internal Workshop

Officers from Glasgow City Council participating in this workshop outlined how they believed the introduction of a Low Emission Zone in Glasgow would help improve air quality, contribute to climate change objectives and targets and contribute to improving the health and wellbeing of people in the city. Some officers also stated they believed it would help reduce the amount of traffic in the city centre, lead to improving vehicle standards and ultimately support public realm improvements.

At the start of the workshop participants were asked to reflect on how the introduction of a LEZ will affect how they work. Officers recognised the potential for the introduction of a LEZ to raise awareness about air quality amongst members of the public and promote inter-departmental working within the Council. Officers recognised the introduction of an LEZ as an opportunity to promote public transport and active travel whilst also improving the public realm, introducing greener infrastructure and supporting public health objectives.

Impact of Poor Air Quality

All three groups taking part in the workshop recognised that poor air quality was having a potentially negative impact on public health. In the Moving Around category for example, some members of Group 1 expressed concern about how air pollution in parts of the city centre was potentially impacting on those using the space.



Figure 10: 'Walk Around' in advance of Place Standard workshop

If you were there all day, dread to think of the health impact – it [pollution] would all go on your lungs.’ Difficult to breathe.

Group 1: Moving Around

This was reiterated by Group 3 where some participants said they notice emissions in their lungs; particularly on Union Street and Hope Street and would therefore avoid those streets. There was a sense amongst this group that people using public transport are being penalised for it as they are breathing in fumes whilst in the city centre. In the Feeling Safe category participants also stated they did not feel healthy because of air quality.



Figure 11: Group discussions using the technical version of the Place Standard tool

All groups linked poor air quality in the city centre with emissions from public transport. One participant in Group 1 went as far as to suggest that the contribution to air pollution from cars was actually quite small when compared against the bus fleet. This participant suggested that if bus fleet improvements continued, reducing emissions, the emission reduction requirements for areas within the LEZ will be met. Participants in Group 1 and 3 stated they often saw empty buses within the city centre and thought this was a sign that certain routes were over-serviced. However in Group 1, it was noted by one participant that the city centre was a drop off point and often a starting destination for routes, meaning passengers were picked up elsewhere.

All groups discussed the canyon effect as being an issue, trapping pollution related to traffic emissions. Participants identified Union Street, Hope Street and Renfrew Street as being particularly impacted by this issue. Emissions from buses also identified as damaging buildings, leading to discolouring and negatively impacting on the public realm.

Whilst air quality was acknowledged as an issue in the city, some respondents in Group 1 downplayed its impact within the Social Interaction category, noting weather had more of an impact on spending time outside than poor air quality. For some participants air quality was not something which impacted on their use of the city.

Air Quality in the Wider Context

The detrimental impact of traffic and congestion was discussed at length by all three groups. Safety concerns linked with heavy traffic was outlined as a factor limiting people undertaking active forms of travel; particularly cycling.

All three groups discussed how cycling amongst traffic was potentially unsafe. This was discussed in both the Moving Around category and Feeling Safe category where some participants stated they would not consider cycling in the city because of a lack of infrastructure to segregate cyclists from other forms of traffic.

Poor for people on bikes. I wouldn't feel comfortable in amongst traffic.

Group 1: Moving Around

Union Street and Queen Street were identified as problem areas, where participants would feel uncomfortable cycling due to the number of both cars and buses.



Figure 12: Facilitated discussion with Glasgow City Council officers using technical version of the Place Standard tool

Despite a general consensus amongst the group that the city centre was compact and walkable, a number of participants discussed concerns for pedestrian safety due to heavy traffic and dangerous driving. Whilst undertaking a tour of the LEZ in advance of the Place

Standard workshop some members of Group 1 witnessed a car mount a pedestrian walkway. In the Traffic and Parking category members of Group 2 discussed how roads cut through pedestrian routes impeding cycling and walking. Group 3 also discussed how areas within the LEZ felt unsafe for pedestrians, stating that due to traffic and congestion, roads could be difficult to cross and navigate. This was seen as limiting active travel which in turn would increase reliance on vehicles, negatively impacting on air quality.

Pedestrians don't feel safe crossing the road – you've got to have your wits about you.

Group 3: Traffic and Parking

Responses to the Place Standard exercise indicated that concern about safety due to anti-social behaviour related to excessive drinking and wider concerns about the homeless community also led to some participants choosing to drive rather than walk or cycle.



Figure 13: PAS staff facilitating use of the Place Standard tool

Negative experiences when using public transport were also identified as contributing to increased car use. The high cost of public transport, in particular using buses, was identified as prohibitive. Participants also discussed poor user experience negative with seemingly random price increases; routes taken away despite customer objections, dirty buses and passengers crammed onto single deck buses on some busy routes. Participants in Group 1 discussed feeling unsafe in this environment. This led some participants to state that it was quicker and cheaper to bring their car into the city to get to work. Some participants felt that poor bus service, combine with wider congestion issues meant it was ultimately an easier choice to take the car to arrive at work.

Despite some concern about public transport, this was identified as a key aspect of removing private car parking provision from residential development in the city centre. Group 1 discussed how those living within the city centre did not need a car, as work, facilities and wider amenities were well serviced by public transport or accessible on foot. However two groups questioned whether there was a sufficient mix of tenures, whilst all groups were of the opinion that housing was too expensive. Some participants felt a lack of affordable housing within the city centre, or lack of appropriate tender types was potentially forcing more people to live outside of the centre and increasing reliance on private vehicles. Some participants felt there was no evidence to back up such a claim.



Figure 14: Participants discuss prompts in the technical version of the Place Standard tool

All groups gave the Natural Space category a low score. Whilst there was agreement amongst group that the architecture around the city was attractive, participants found it difficult to connect the Care and Maintenance category to discussion about air quality. Group 1 identified streets such as Union Street, Hope Street and Renfrew Street as poor, because they promoted the canyon effect, pavements were too narrow and there were too many buses. Good streets identified included Killermont Street, because of the green infrastructure lack of pollutants and wider open spaces. However discussion of air quality was often not explicit in categories such as Care and Maintenance, Play and Recreation, Facilities and Amenities, Work and Economy, Identity and Belonging and Influence and Sense of Control.

Priorities for future action to improve air quality

On the basis of responses to the How Clean is Our Air Place Standard, participants were asked to identify priorities for improving air quality in the future. All three groups set a priority around improving the public realm and increasing green infrastructure. Two groups focused

on improving public transport; making buses more attractive, more cost effective and improving routes and scheduling. One group chose to focus on promoting sustainable travel.

Using the Place Standard to discuss air quality

Seventeen out of 21 participants stated that they found using the technical version of the Place Standard Tool a useful way of discussing air quality. Those participants who stated that they liked to use Place Standard when discussing air quality felt it helped to frame the conversation, allowing for a wide range of opinions to be considered, allowing participants to understand the impacts of poor air quality from a range of perspectives. Participants were also positive about the tour of the LEZ which took place before the Place Standard workshop.

Four participants stated they did not find the Place Standard useful. This was because they felt prompts were too focused on place, rather than air quality. It was felt the Place Standard was repetitive and there was a need to reduce categories. Even where participants were positive about the Place Standard; six still stated they would like prompts that were more focused on air quality, with clearer guidance. Two participants wanted fewer categories in total.

7. Analysis of Results – The City of Edinburgh Council

7.1 On-Street Engagement

What does the Place Standard Tool reveal about Edinburgh as a place?

As can be seen in Table 3 the Place Standard engagement undertaken in the West End of Princes Street and George Street showed a generally positive outlook from respondents on issues relating to movement through the city centre, living and working in the city centre and safety in the city centre. When asked about their opinions on the maintenance of buildings and spaces in the area, and their thoughts on their ability to influence decisions, respondents provided an even spread of scores.

Table 3: Edinburgh on-street engagement Place Standard Scores

Theme	Location	Place Standard Score						
		1	2	3	4	5	6	7
Does air quality impact how you move about here? 41 respondents	West End			3	4	4	4	2
	George Street		1	3	3	10	6	1
	Total		1	6	7	14	10	3
Does air quality affect how you feel about living, working or spending time here? 44 respondents	West End		1	1	2	9	5	1
	George Street			6	6	7	5	1
	Total		1	7	8	16	10	2
Does air quality in this location have an impact on your health or how sociable you can be here? 39 respondents	West End	1	1		5	2	7	1
	George Street		1	5	6	6	3	2
	Total	1	2	5	11	8	10	3
Are buildings and spaces well cared for? And do you feel able to influence decisions about the future of this area? 34 respondents	West End		3		8	1	5	
	George Street	1	2	6	2	4	1	1
	Total	1	5	6	10	5	6	1

Thoughts on the impact of air quality in Edinburgh?

Of the 75 survey respondents to the on-street surveys, 21 explicitly stated they had thought about the impact of air quality in the Princes Street/George Street area. 12 stated they had never considered the air quality in the area.

When members of the public were asked for their thoughts on the impact of air quality in the area opinion was split. As can be seen by responses (shown in Appendix D) a number of respondents stated they were concerned about air quality in the area.

I avoid Princes Street given air quality issues

George Street Respondent

The dreadful air quality is something I think about a lot, it is something I think is really important. There are a lot of cars. I've noticed chest tightness whilst waiting for buses. Even in a vehicle, waiting in traffic, I am affected by the poor air quality.

George Street Respondent

I do think about air quality because I am asthmatic. Princes Street is a nightmare. Air quality is much, much better in American cities.

George Street Respondent

As can be seen from some of the quotes highlighted above, some respondents discussed how emissions from public transport and other vehicles aggravated existing health issues. There was a feeling expressed by some respondents that the area felt unhealthy because of traffic emissions.



Figure 15: On-Street Engagement in Edinburgh's West End

However almost double the number of respondents stated that they were either unaware of poor air quality in the area, indifferent to it, or believed the air quality was good.

The air quality in Edinburgh is quite great, there is nothing to improve.
George Street Respondent

Often the belief that air quality was good in the area was based on comparisons with other cities such as London, Manchester and other places across the world.

Air quality is better here than where I was living in Italy.
George Street Respondent

Never noticed because I just moved from London and it was worse.
George Street Respondent

Some respondents judged the air quality to be 'good' on the basis that it was as they would expect it to be for a busy city centre.

Unsure if air quality is good or not. Maybe, considering this is a city, it's pretty good.

West End Respondent



Figure 16: PAS volunteers engage with members of the public on George Street

When asked to comment on the impact of air quality on the area, a number of respondents discussed high traffic volume in the area and issues relating to congestion. This impacted on their experience of the area.

There's lots of traffic with all the buses/taxis/cars; it smells of petrol and I often think to myself 'is this good for me?'

George Street Respondent

[Air quality in Edinburgh is] worse than average; definitely can be improved; transport contributes to a greater part of the pollution.

George Street Respondent

It was interesting that a number of respondents discussed that they had noticed pollution from vehicles in the area, but had not considered the air quality of the area. There was a recognition from some respondents that because 'air quality' was in essence 'invisible' it was not something they considered.

Traffic causes pollution; there are many buses; I don't think about air quality.

West End Respondent

Air quality is invisible so don't think about it so much; on Princes Street I am struck by all the public transport.

West End Respondent

Traffic and congestion were not the only factors identified as having impacts on air quality in the area. A limited number of respondents also highlighting the damaging impact of public smoking and the impact of construction.

Construction impacts on air quality particularly dust

George Street Respondent

Too much congestion; keeping traffic moving would help; vaping also affects air quality; would like to see it restricted; some issues also with wood burning stoves.

George Street Respondent

Some respondents discussed how buildings in the area trapped pollutants (canyon effect); whilst one respondent suggested that the open nature of the area would support the dispersal of pollutants.

Air Quality Improvement Measures

Respondents provided a number of suggestions to improve air quality in the area. These responses were grouped into categories and are shown in figure 3 below.

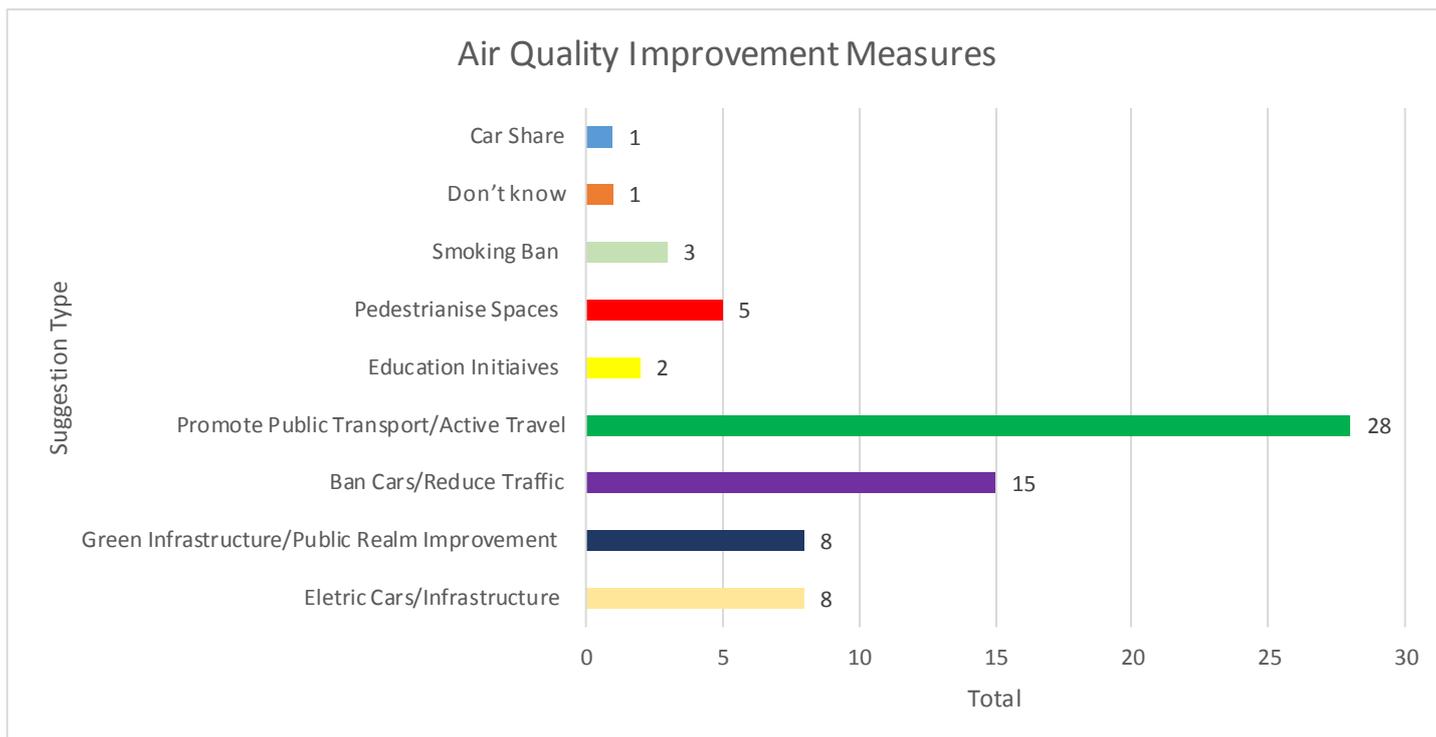


Figure 17: Suggested air quality improvement measures - Edinburgh On-Street

Reducing transport emissions was a key focus for many respondents. A number of the suggestions put forward by on-street respondents focused on improving access to public transport or promoting active travel such as cycling by improving associated infrastructure. Respondents suggested increasing bus and tram services, introducing more park and ride facilities to increase convenience, providing cheaper services and retrofitting the fleet to reduce emissions. In terms of promoting active travel, a number of participants suggested the development of more cycle lanes, segregating bike traffic from car traffic to improve safety, increasing the provisions of secure spaces to park bikes. One respondent also suggested the introduction of a 'Boris Bike' scheme (which we note has since been introduced through the Just Eat Cycles scheme).

Eight respondents discussed a desire to see more electric vehicles in the city centre and a desire to see the infrastructure put in place to support this. A number of respondents also discussed their desire to see an overall reduction in traffic around Princes Street, particularly from private cars, although some suggested there are too many buses in the area. Respondents suggested banning all private cars and all diesel engine vehicles; some respondents suggested the introduction of a permit system or a city centre tax. As can be seen in figure 3 a number of respondents called for a ban on parking in the city centre and for the pedestrianisation of areas such as Princes Street and George Street.

Eight respondents said they would like to see more green infrastructure and general improvements to the public realm. Respondents did not focus solely on the impact of transport emissions, but also on the need to limit public smoking and vaping.

Getting About – Does air quality have a positive or negative effect on how you move about here?

Traffic, Congestion and Active Travel

A small number of participants indicated that considerations related to air quality impacted on how they moved around the Princes Street area. One respondent indicated that they felt the air quality had a positive impact on how they moved around the centre.

Air quality has a positive effect on how I move around here; it's easier to walk [than in Manchester] and doesn't affect my asthma.

West End Respondent

One respondent recognised the potential of the built environment to affect the dispersal of pollutants.

Notice that air quality is worse when enclosed by high buildings.

West End Respondent

A small number of participants also noted that air quality in the area impacted on how they chose to travel through it.

I choose to walk rather than cycle because of air pollution.

George Street Respondent

However, most respondents suggested that concerns relating to air quality did not impact on how they moved, indeed there was a degree of uncertainty expressed by some about how to gauge the impact of something day to day when it wasn't visible.

There is no visual effect; how do you know the effect if you can't see it; poor air quality doesn't affect me day to day with breathing

West End Respondent

Rather than air quality, most respondents focused on the impact of place based elements on their choice of transport or indeed the need to get somewhere quickly.

Do not take air quality into account; I go the fastest route.

West End Respondent

Air quality doesn't impact on how I move around. Streets are noisy; traffic is too heavy. I have two kids (6 and 2 and a half) at different schools; I drive most of the week and I can't walk as my kids schools are 25 minutes apart

George Street Respondent

For example a number of respondents focused on the negative impact of traffic and congestion on their ability to move around the city centre, not in terms of its impact on air quality but rather as a safety issue for cyclists or discouraging them from driving a car in the area.

Air quality does not affect how I move in the city centre. I can easily walk in the city centre, but traffic can be congested in places... I wouldn't take my car in to the city centre during the week. There are too many cars, too much traffic.

West End Respondent

The lack of segregated routes for cyclists, concerns about the quality of the roads, recent accidents involving the tram tracks and a general concern about congestion and heavy traffic were raised by a number of respondents in both the West End and George Street locations.

Current transport links are sufficient e.g. buses and trams, but because the roads are too busy and there is a lack of cycle paths, I would not cycle in town.

West End Respondent

Quality of roads is an issues – potholes and glass – it is not a city for cyclists

George Street Respondent

Cycling is not safe or well defined. I would cycle if there was a better network.

George Street Respondent



Figure 18: George Street on-street engagement

A large number of participants indicated that they regularly walked around the Princes Street area, a number indicated that Edinburgh was a very walkable city.

Edinburgh is the most walkable city I've ever lived in.

George Street Respondent

However, some respondents did indicate that the level of traffic made walking in the city centre unpleasant. A number of respondents indicated that walking along Princes Street was unpleasant due to the fact that it is regularly punctuated by roads and pedestrian crossings.

Walking in Princes Street is awful; traffic lights take too long to change; it takes a long time to walk across Princes Street because there are so many traffic lights. I wouldn't cycle; the junctions seem busy and congested; there are so many cars it seems like a bit of a free for all – the trams lanes caused an accident

George Street Respondent

Respondents did not focus solely on the impact of traffic on walking and active travel, but also discussed the impact of overcrowding on pavements which made experience of the public realm unpleasant, particularly for groups of people such as parents with small children.

Walking on overcrowded pavements is unpleasant, especially with young children; there is often overcrowding on pavements when people stop to wait for traffic lights to change which can take a while. I would sometimes chose public transport when travelling with a child rather than walk as the overcrowding can cause difficulties

West End Respondent

Public Transport

Public transport was discussed by many respondents in this section of the survey. Most respondents were positive about public transport provision in the city. Public transport was largely considered reliable; a small number of participants suggested that public transport was better in the city centre than in the surrounding areas. One respondent suggested public transport was too expensive.

I use the bus to and from work. I find the bus system excellent. Only use my car for shopping trips to big stores outside of Edinburgh.

West End Respondent

Some respondents did link public transport (particularly around Princes Street) with increased levels of congestion. Some also expressed concerns about safety with regards to the trams.

Public transport is very good – but don't like the lines of buses on Princes Street.

West End Respondent

Parking and Congestion Charges

City centre parking and the potential introduction of congestion charges or vehicle permitting were polarising topics. Whilst some respondents were clear that they believed traffic issues in the city centre could be addressed through measures such as reducing parking spaces,

increasing the cost of parking and introducing congestion charges, other respondents were clear that they believed city centre parking should be retained and that current arrangements were prohibitive to using the city centre.

*Parking balance is okay as some parking needs to be retained in the city.
Traffic on Princes Street is not too good*

George Street Respondent

Poor parking for motorists and lots of idling cars due to the lack of free flow

West End Respondent

Congestion could be addressed by reducing the number and size of parking spaces

George Street Respondent

Increase the parking fees in the city centre; pedestrianise the city centre

George Street Respondent

Some participants were unclear on whether limiting certain types of vehicle in the city centre would be effective and one respondent questioned whether the current restriction of vehicles on Princes Street had a positive impact on traffic congestion.

Maybe there are too many cars; how do you limit types of vehicles? I'm not sure if banning cars or charging would help with all that much.

West End Respondent

The closure of Princes Street to traffic has made very little difference; most traffic on Princes Street before the bus only zones was through traffic; much of the city centre parking has been taken away; congestion charges would be fair in the city centre.

West End Respondent

Living and Working – Does air quality have a positive or negative effect on how positive you feel about living, working, spending time here?

Four respondents explicitly discussed the negative impact of air quality on their enjoyment of or use of the area around Princes Street.

Streets and public spaces are attractive; I do enjoy natural space in the area but this is affected by concerns about air quality.

George Street Respondent

My 16 year old daughter has asthma and anytime we go away to the mountains her health improves massively compared to when we're at home; this indicates to me that there is much more to be done to improve quality of life in the city as a whole

George Street Respondent

There was recognition by two respondents that air quality around the area changed throughout the day and was dependent on weather conditions.

Air quality generally does not have an effect on how I feel about spending time here. Only if I was sitting outside, but it would depend on the time of day. It seems to be worse during/after rain.

West End Respondent

Three respondents discussed the positive impact the air quality around Princes Street had on their enjoyment of the area, whilst nine respondents indicated that concerns about air quality did not factor into their experience of the area at all.

Most participants found it easier to discuss the impact of traffic, how busy the area is in general, green infrastructure and the location of amenities on their experience of the area. As with the previous question, which focused on moving around the area, a number of responses to this question discussed the impact of traffic, congestion and how busy the area can become in general.

Traffic noise and air pollution is a disincentive to coming into the city centre other than for work purposes. Poor parking for motorists and lots of idling cars due to the lack of free flow.

West End Respondent

There are lots of shops and the festival is enjoyable. In general it is a nice place to be, but air quality does affect my enjoyment of this; wouldn't it be nice if there were less cars; it's a bit of a concrete jungle.

George Street Respondent

Air quality doesn't factor into decision making; busyness [sic] is a greater deterrent than poor air quality.

West End Respondent

Traffic and pollution is a problem in the city, although the city itself is attractive, congestion makes it less attractive.

George Street Respondent

However, a number of respondents also indicated that they enjoyed the area, found public spaces easy to navigate and that factors such as traffic and air quality did not affect their enjoyment of the area.

A large number of respondents discussed the natural space and green infrastructure in or around the city centre. There was a great deal of positivity towards Princes Street Gardens and an acknowledgement that areas such as the Meadows and the Botanic Gardens were also close by and accessible. Princes Street Gardens in particular were seen as an excellent location for play and recreation. Green infrastructure and general attractiveness were also identified as incentives to walk.

Good for walking - trees help.

George Street Respondent

Some respondents expressed disappointment about the high number of private, gated greenspace around the city centre and it was suggested that a lack of trees and general greenspace outwith Princes Street gardens detracted from the enjoyment of walking in the area.

All green spaces should be open to the public; it's frustrating that the nearest green space to where I work (Charlotte Square) is not accessible to all. It should be opened up like St. Andrews Square. Dean Gardens and other green space is also only accessible to key holders. Princes Street and George Street would be more attractive and accessible if they were pedestrianised and more trees on them. Living within 30 minutes of the town centre/work means I can walk to work easily but I don't pass any green spaces or trees on my route so the route is not particularly enjoyable.

West End Respondent

There is so much privately owned, gated, inaccessible green space such as Charlotte Square and Rutherford Square. There is accessible space at Princes Street Gardens.

West End Respondent

Rather than a lack of accessible greenspace in the area, one respondent indicated it was rather a lack of seating space which detracted from the area.

Building and street spaces do create an attractive environment, although some spaces feel not well thought out such as Shandwick Place and Queensferry Street, with no sitting space.

West End Respondent

A large number of respondents were positive about the provision of facilities and amenities, indicating they were easily accessible on foot or through public transport; although it must be acknowledged that some respondents did indicate that they felt amenities were not accessible on foot.

I can walk most places I need to get to but bus to get to a better selection of shops/leisure facilities/supermarkets.

West End Respondent

When discussing whether the location of housing supported active travel, responses varied, with some indicating they were easily able to access amenities on foot; whilst others indicated this was not possible. More generally some respondents indicated that the cost of housing in the area was prohibitive and thus did not meet the needs of the community.

Safety and Social – Does air quality have a positive or negative effect on how safe you feel here / how sociable you can be here?

Whilst some respondents indicated that they felt safe and healthy around Princes Street, a number of respondents expressed concern about the impact of traffic, pollution and public smoking on their safety and health. Answers to this part of the survey brought out most clearly respondents concerns about the air quality around Princes Street and the impact of these concerns on the use of the area as a social space.

It is clear that the traffic, congestion and concerns about associated pollution are limiting the use of the area as a social space. A number of respondents indicated they actively avoided the area or that they would not consider using it as a meeting place because of concerns about air quality.

I am nervous about eating outdoors given air quality issues.

George Street Respondent

Don't like roadside cafes – the café outside All Bar one is polluted. Wouldn't sit on a café on Princes Street if they existed.

George Street Respondent



Figure 19: West End on-street engagement

There aren't many cafes on Princes Street and some of them aren't accessible to prams or wheelchairs e.g. the Starbucks and Costa. Cafes and restaurants at the ground level (if pavements were widened and the road pedestrianised) would be much nicer... I would also say that I do not feel healthy in this area, it can be stressful walking along the crowded pavements and with the congested roads I am aware of the air pollution in this area. I wouldn't say that Princes Street has a positive identity. I only visit out of necessity; mostly to travel between the two buildings I work at (one at the West End one at the East End)... I wouldn't choose to visit a café or restaurant on Princes Street.

West End Respondent

Sometimes need to have an inhaler; this is worse in town than outside it.

West End Respondent

Peak times are a nightmare, you can smell pollution

West End Respondent

The fact that 'air quality' is often something which isn't visible was again discussed by respondents.

When you consider air quality it must have an influence on your health – but I don't think about it that much

West End Respondent

I just accept it. It's not making me ill.

West End Respondent

This would imply that to make progress in changing attitudes to air quality and recognising the impact of air quality to health, there may need to be some form of awareness raising.

Respondents also discussed the impact of traffic and congestion on their feelings of safety, not in terms of pollution but rather in terms of an active barrier to active travel. There was a sense amongst some respondents that pedestrians were not a priority in the area.

You end up fighting with traffic

George Street Respondent

I feel healthy but not particularly safe cycling along Princes Street

George Street Respondent

As a regular cyclist, the routes and designated cycle tracks are limited and roads are quite bad; roads around Princes Street could be designated for pedestrians and cyclists to support and encourage cyclists more

George Street Respondent

The congestion makes me feel too uncomfortable to cycle

George Street Respondent

Responses to this question do suggest that congestion and concerns of about air quality are negatively impacting on some members of the public's experience of Princes Street and the surrounding area.

Maintenance and Management – Does air quality have a positive or negative effect on how positive you feel about how much the area is cared for and how much influence you have over decisions here?

As was reflected in the wide range of scores given by respondents to this question, there was a diverse range of opinion with some participants expressing the belief that the area was attractive and well maintained, whilst others were more critical expressing disappointment about building maintenance, vacant buildings and litter. Some participants did link pollution the area to the poor appearance of some buildings

You can see pollution on façades; in London they have cleaned the facades every month to show the effect.

West End Respondent

A small number of participants did connect poor maintenance with discouraging active travel.

Rubbish everywhere; not happy to walk or use here.

West End Respondent

The poor condition of facilities on Princes Street would encourage car use as I would prefer to shop/eat in places outside of town.

West End Respondent

However, equally, some respondents suggested that even if the maintenance of the area was very good, this was still unlikely to prevent some people from using their cars.

Yes buildings and spaces are cared for, I don't think it will stop people using their car; they will use their car anyway.

West End Respondent

Responses relating to how much influence individuals felt they had over decisions also varied with a fairly even split between those who believed they were able to influence decisions about place or air quality and those who felt they did not have the ability or desire to do so.

Conclusions

Responses to the survey from members of the public show a generally positive view of the area on issues relating to movement, experience of working and living in the area and also in terms of feelings of safety.

There was some concern about the air quality around Princes Street. This came out most strongly in the question relating to feelings of safety and how sociable respondents could be around the area. Responses in this section indicated that traffic, congestion and related emissions negatively impacted on how people experienced the area, limiting the time people were willing to spend outside or leading to people avoiding the area all together.

There was a clear desire to improve pedestrian experience of the area, with some respondents calling for more trees and access to greenspace to improve air quality and make the area generally more attractive.

Even where respondents did not discuss air quality directly, there was a recognition by a number of individuals that traffic and congestion did have a negative impact on the area. A number of respondents expressed a desire to see the promotion of active travel and increased use of public transport in the area; however safety concerns were cited as an active barrier to cycling along Princes Street and the surrounding area. A number of respondents expressed the desire to see the introduction of more bike paths, keeping cyclists separate from other forms of traffic.

A number of respondents also expressed a desire to see traffic reduced in the area. However, this was a polarising issue, with some respondents indicating they had no concerns about air quality and were generally happy about the level of traffic in the area.

Whilst some members of the public expressed support for measures such as a congestion charge or increased parking fees or a reduction in parking provision, other respondents were clear that they believed city centre parking should be retained and that current arrangements were prohibitive to using the city centre.

7.2 Youth Engagement: Tynecastle High School

At the start of the engagement session held at Tynecastle High School, pupils were asked to write down what they thought about when they heard the term air quality. A number of pupils linked the term with how clean the air is or how 'bad' the air is and how the quality of the air that we breathe is affected by pollutants from sources such as car exhausts. Some of the pupils did make a connection between how air quality can have an impact on how people experience a place.

How the air can make our city better or how it could make it worse.

Tynecastle High School Respondent

How pure the air is. What other chemicals are mixed in with the air we breathe. How it's affecting the area.

Tynecastle High School Respondent

However, concerns about air quality and how it affects the area and their experience of that area did not come out strongly in responses given by the participants to prompts in the technical air quality version of the Place Standard Tool. Responses instead tended to focus on place based and social factors.

All four groups were very positive about public transport options in the city. Participants indicated that there were a lot of buses and bus stops. However some respondents indicated that congestion in and around the city centre impacted on the reliability of the services, making buses run late. It was interesting that some respondents questioned the need to have so many buses running, noting that multiple buses running the same route can show up at the same time. One group discussed the impact of construction and roadworks, not in terms of the noise or impact on the air quality, but in terms of slowing down traffic and public transport.

Whilst all four groups were positive about public transport, all four groups also ranked the Traffic and Parking category amongst their lowest scores. This was reflected when the groups were asked to consider three key priorities for the future based on their discussion using the air quality version of the Place Standard, with all groups expressing a desire to see more parking provision in the centre of town. This seemed to be linked primarily to concerns about safety. One group noted that there are often cars parked on kerbs, on narrow residential streets. They felt this was often linked with drivers trying to dodge parking charges elsewhere in the city. The result of this kind of parking, was that the participants often felt they had to squeeze past parked cars when crossing the road and that it made it more difficult to see oncoming traffic. When discussing safety, three participants in Group 1 indicated that they had almost been hit by cars, with one stating this had happened whilst they were cycling. Another group noted the impact of football games, held at nearby Tynecastle Stadium, on traffic, stating that they believed there should be a parking structure to accommodate people coming watch the football.

Three out of four groups rated the Play and Recreation category highly (scored five or above). There was broad recognition across the groups that respondents could access good

quality, affordable facilities such as swimming pools, bowling, football pitches and casual dining establishments without the need to have access to private transport.

Opinions on natural space in the area were split. Group 3 for example rated natural space as seven (the highest possible score) noting that there were several parks in the area, or just a short walk away. However other groups stated that they believed natural space was too far away, or poorly maintained. One group stated that they believed a priority moving forward should be to improve the maintenance of natural spaces.

However, respondents focused on concerns about anti-social behaviour and a sense that adults were not happy to see them outside as limiting their use of natural space and their time spent outside, rather than concerns about air quality. Group 1 did express a desire for more quiet spaces to meet friends, noting that noise from traffic did make it difficult to speak to people on the phone. This same group identified the provision of quiet space to socialise as a key priority moving forward.

Despite relatively positive scores relating to the Care and Maintenance section of the Place Standard, a number of concerns were raised by respondents. Group 1 for example stated that they didn't believe the area felt cared for, due to litter, empty bottles, food, graffiti and general rubbish cluttering the streets. Respondents also discussed the negative impact that derelict buildings such as Springwell House and the old Tynecastle School building had on the area. One group stated that they believed the response to fix things needed to be quicker.

In the influence and Sense of Control category, Group 1 stated they believed air quality in the area did need to change, discussing the negative impact of the nearby brewery and Gorgie City Farm, as well as the fact that they believed there were too many cars in the area. All groups discussed feeling as if they had no control over decisions relating to air quality or other decisions affecting their lives. Two groups highlighted that there were opportunities to express their opinions on a range of issues whilst at school, but they felt the same opportunity did not exist outside of school. The other groups expressed a general feeling of apathy, feeling they weren't listened to and that issues such as air quality were irrelevant to them.

Despite showing some awareness of issues related to air quality and how this can impact an area, in general air quality did not factor strongly in discussions of the area by the respondents from Tynecastle High School. Despite the school building being located within the City Centre Air Quality Management area, surrounded by roads and near to buildings such as brewery, the pupils did not explicitly link negative impacts on air quality to their experience of the area. Respondents did discuss factors which would affect air quality in their area such as traffic and congestion, but focused on issues related to safety, rather than the impact this would have on air quality and potentially their health. Despite one group expressing the view that they believed air quality in the area needed to change, there was a general feeling of apathy and disenfranchisement amongst a number of the respondents.

8. Analysis of Results – Perth and Kinross Council (Crieff)

8.1 On-Street Engagement

What does the Place Standard Tool reveal about what Crieff as a place?

The Place Standard revealed an overwhelmingly positive view held by respondents, on a range of issues, relating to Crieff. As shown in Table 4 when assigning scores in the main categories covered within the questionnaire, scoring was very positive. Respondents were particularly positive in categories relating to movement, sociability and health where scores provided did not drop below five. When asked the question “does air quality affect how you feel about living, working or spending time here?” responses were also very positive with only two respondents rating this category below five. The only question which received low, negative scores was the question relating to the maintenance of buildings and space in the area and the ability of respondents to influence decisions. This question received an even spread of scores, between two and six, representing a varied range of opinions on the topic.

Table 4: Crieff On-Street Survey Place Standard Scores.

Score	Question				
	Does air quality need to change here?	Does air quality impact how you move about here?	Does air quality affect how you feel about living, working or spending time here?	Does air quality in this location have an impact on your health or how sociable you can be here?	Are buildings and spaces well cared for? And do you feel able to influence decisions about the future of this area?
1					
2	1				3
3					2
4	1		2		3
5	5	5	4	5	2
6	7	3	6	4	3
7		5	1	3	

Thoughts on the impact of air quality in Crieff

When asked to rate the air quality in Crieff, scores were mostly positive. As can be seen in Table 4, there was only one negative score provided from all respondents. A number of respondents stated that they believed the air quality was good, due to the rural nature of the area. Others stated that they believed the air quality was better when compared to larger areas such as London and Edinburgh.

Air quality is very good because it's very rural.

Crieff Respondent

In the north the air is better than London and Edinburgh.

Crieff Respondent

However five respondents did state that they believed air quality in the area was affected by emissions from cars, buses, farming activity and traffic congestion during peak times.

In the high street [air quality] is really poor at peak time.

Crieff Respondent

Views on Air Quality Improvement Measures

Of the eight respondents who suggested measures to improve air quality in the area, five suggested pedestrianising areas of Crieff, particularly around the main street.

There are congested areas; should be more traffic free zones and electric buses.

Crieff Respondent

Bike renting; cycle lanes because it's not safe to cycle. Get rid of traffic from main street it would also be good for the shops.

Crieff Respondent

Other responses focused on increasing the number of hybrid and electric vehicles in use on the roads, improving driver education and encouraging more cycling through bike renting and improvements to infrastructure.

Getting About – Does air quality have a positive or negative effect on how you move about here?

Although one respondent indicated that they use 'smaller streets' where they perceived air quality to be better, the general consensus from respondents was that air quality did not impact on how they moved around the area. Rather, a number stated that they did not avoid areas due to specific concerns about traffic congestion or air quality itself.

Despite the very positive scoring for this category, the comments which accompanied scores did provide more nuance. When considering cycling in the area for example, a number of respondents stated that infrastructure needed to be improved, as cycling in traffic could be 'unnerving'. One respondent stated that they would like to cycle, but would only feel comfortable doing so on a pavement. The topography of the area was also raised by a number of respondents, who suggested that the hilly nature of the area made both cycling and walking challenging for some members of the community.

[Cycling] *infrastructure could be better.*

Crieff Respondent

The area is not easy for cyclists.

Crieff Respondent

Responses relating to public transport were mixed. Two respondents stated that public transport in the area was reliable; however another respondent stated that they believed due to the rural nature of the area that bus services were not convenient. A number of respondents also highlighted that transport links out of the area to Perth, and further afield, were particularly good and affordable, but it was suggested by some respondents that the bus service locally was less reliable. One respondent stated that they believed that public transport in the area was not being used enough. One respondent was particularly critical of the closure of Perth Bus Station in the evening and during the weekend. Criticism of Perth Bus Station was something which came out in answers to other questions posed in the survey.

Public transport is good and runs every half an hour; Perth bus station is poor though – shutting at 5pm and on weekends.

Crieff Respondent

With the on-street engagement taking place near a local farmers market, a number of respondents indicated that they had driven into the area. Some respondents indicated a need to drive for work or to access services. Another respondent indicated that they chose to drive because of convenience.

I Have a car but only use it when necessary. I can't walk it is too far.

Crieff Respondent

I walk and cycle locally; use the car for longer journeys and work.

Crieff Respondent

It's too convenient to use the car.

Crieff Respondent

Responses may indicate that the location of jobs and services in relation to housing may make more people in the area feel they need to use a car, particularly given the rural nature of the area. Although a number of respondents discussed a lack of jobs in the local area in later questioning, the location of housing forcing people to choose a car was not something which came out strongly.

The provision of parking was also brought up by participants responding to this section of the questionnaire. A number of respondents were positive about parking provision in the area. However a number also stated that the location of parking was inappropriate and hard to find. There was criticism of a lack of clarity around costs. One respondent stated that whilst short term parking provision was fine, the provision of longer term parking options was poor.

Living and Working – Does air quality have a positive or negative effect on how positive you feel about living, working, spending time here?

As with the previous section, respondents highlighted that considerations about air quality did not factor in to their experience of this area. Although overall scoring for this section was positive, a range of issues were discussed including; the state of the job market in the area, the layout of the area and the maintenance of buildings.

In terms of the local economy, a number of respondents highlighted the importance of the tourist industry for the area. A number of participants noted that the job market was difficult for young people and those in more specialised professions; another participant noted that the area survived through being a centre for the farming industry and another highlighted that the job market meant that people needed to travel out of town for work. A number of participants discussed the decline of the economy in the area in terms of increasingly vacant shops and buildings.

There is no industry apart from tourism; people have to travel for their jobs.

Crieff Respondent

Crieff is living in former days and has fallen a bit; there are empty shops.

Crieff Respondent



Figure 20: On-street engagement at St James' Square

A number of respondents discussed the increasing prevalence of vacant, derelict and poorly maintained buildings; highlighting in particular three long term vacant hotels, such as the Drummond Arms. Respondents were particularly negative about the vacant hotels, highlighting that they detracted from the area. One respondent expressed concern about asbestos in such buildings.

The buildings don't make passing through the area a pleasant experience.

Crieff Respondent

Respondents were more positive about greenspace and parks in the area with all comments relating to greenspace being positive.

No respondents indicated that their enjoyment of such space was limited due to traffic congestion or concerns about air quality.

Respondents were also positive about the layout of the area and the signage provided for local path networks, which they believed made it easier to navigate around. However, as with the previous section, some respondents noted that the naturally hilly topography made it difficult for those with disabilities and therefore stopped a wider range of people in the area choosing to walk over other forms of transport. One respondent criticised the condition of pavements, describing them as too narrow. Some respondents were also critical of the fact that there were no bike racks or safe spaces to leave bikes which stopped them from moving through the area in this way.

When discussing facilities in the area, most respondents were positive, highlighting the availability of a local pool and supermarkets. However one respondent noted the lack of public toilets; whilst another suggested that the price of certain amenities limited their accessibility.

Safety and Social – Does air quality have a positive or negative effect on how safe you feel here / how sociable you can be here?

I'm asthmatic and that's occasionally affected by the traffic congestion.

Crieff Respondent

There was limited discussion of the health impact of local air quality by the respondents. One respondent did state that they thought the air quality had a positive impact on their feelings of safety and how social they could be. Another noted that their asthma condition was occasionally triggered by traffic congestion and another was concerned about smoking in the public realm. However, most respondents discussed issues relating to safety in 'place' based terms rather than specifically related to air quality.

Of the safety concerns raised, one respondent discussed how they thought pavements were too narrow in certain areas, making it difficult to move around in certain places. Another stated that they believed that removing traffic from the main street would make the area safer for children and people with disabilities. One respondent stated that they felt unsafe at Perth Bus Station, choosing to stand outside, rather than enter, whilst waiting for a bus.

It's a healthy place; you can buy anything; there's plenty of space; wonderful health centres; it's safe, except Perth bus station.

Crieff Respondent

The general consensus amongst respondents seemed to be that they felt safe in the area. This is reflected in the extremely positive scores that were given in relation to this question.

There was broad agreement amongst respondents that there are a range of good quality social spaces, including cafes and bars. Whilst most indicated that they felt these spaces were unaffected by issues relating to air quality or traffic, one respondent did state that they believed the area would be more pleasant if there was less traffic. There was general consensus that the area had a positive identity; although one respondent did state that they felt people from outside the area may view it more positively than locals.

Maintenance and Management – Does air quality have a positive or negative effect on how positive you feel about how much the area is cared for and how much influence you have over decisions here?

Of all the categories explored in the questionnaire, this section received the widest range of scores, with some respondents particularly negative, whilst others remained positive. All respondents except for one highlighted the increasing prevalence of vacant and derelict buildings; in particular three disused hotels in the area.

Buildings and railings are not well cared for; the area is tired – cobbles out of place; tree holes; lots of empty shops and hotels

Crieff Respondent

One respondent was particularly critical of the pavements and how this affected moving through the area.

Pavements can be poor. Why are there lampposts in the middle of the pavement? Roads are being worked on.

Crieff respondent

In terms of feelings relating to being able to influence decisions about the local area, there was no consensus. Some respondents felt strongly that they were unable to influence decisions or had no desire to do so. An equal number felt that if they desired to do so they could seek more information on how to influence decisions about air quality and wider local decision making.

Conclusions

Specific discussion of air quality was not prevalent in responses to the questionnaire from those members of the public surveyed in Crieff. Responses tended to focus on traditional place based issues which are typically explored in the original version of the Place Standard Tool.

The responses do allow some exploration of issues which impact on air quality. For example a number of respondents discussed barriers to taking up more active forms of travel such as walking and cycling. A number of respondents discussed the convenience of using the car and their reliance on this mode of transport to get to work, due in part to the local job market. However it is perhaps not unreasonable to assume that similar responses may have been received in response to the original Place Standard Tool prompts and thus similar inferences made.

8.2 Internal Workshop

When setting key priorities for action each of the groups stated that future changes should focus on improving the area within the Air Quality Management Area to promote active travel and improve pedestrian experience. Suggested improvements included widening pavements, improving traffic flow and improving the public realm with trees and pedestrian friendly social space; particularly around James Square.

This was reflected in the scoring for the Moving Around, Traffic and Parking, and the Streets and Spaces Categories which were largely given low scores from the three different groups. Discussion in the Moving around category focused in on the fact that pavements along High Street felt very narrow, potentially causing difficulties for individuals with prams, those with mobility issues or a disability. This is particularly relevant given the ageing demographic in Crieff. Overall this gives a sense that walking and cycling are not prioritised; a feeling compounded by the natural topography of the area (which is hilly) and traffic flow in the area.



Figure 21: Delivery vehicle impeding traffic through High Street

Two groups discussed how traffic in the area made cycling difficult. Group 1 discussed how the issue was not really the amount of traffic, but rather the flow of traffic which is not great. This can be impacted by on-street parking from delivery vehicles (shown in the figure above) and other vehicles in the area. Two groups acknowledged that there was good parking provision in the area and that this was taken advantage of, but on-street parking and illegal parking was an issue; there is perhaps a need for more enforcement. Improving on street parking was identified as a key priority by two groups; with one group also suggesting there should be more enforcement action taken against illegal parking. Two groups recognised that traffic in the area was having a negative impact on air quality in the area, potentially having a negative impact.

Group 1 discussed the need for the area to be open to cars, recognising that people travel into or through Crieff for work purposes. It was felt by some groups that a car was needed to access certain facilities and amenities located outside of town. This was also seen as limiting

the take up of public transport, which was given a low rating by two out of the three groups. It was noted that much of traffic through Crieff was linked to commuters or tourists travelling into the area. As such public transport was not factoring into their thinking. Group 2 which contained an individual with a working knowledge of public transport provision in the area, noted that routes had been designed after public consultation and was heavily subsidised by Perth and Kinross Council, with a regular service to Perth to suit commuters and times based around working hours. There was still a sense amongst the other groups that due to the rural nature of Crieff, many people still felt they needed a car. There was a recognition that the traffic going through the AQMA linked with commuting, deliveries and tourism was coming from across Crieff, but gathering in High Street and not dispersing.

Two groups scored the Streets and Space Category negatively. All groups acknowledged that derelict and vacant buildings detracted from the area. The lack of space for pedestrians was also discussed. This is compounded by a lack of natural space in the area which was reflected in the poor scores for the Natural Space category. All groups scored the Play and Recreation category negatively, in recognition that due to traffic and lack of space the AQMA was not an appropriate place for play. In terms of social interaction, two groups scored the area positively, reflecting the availability of cafes and leisure facilities; however two groups recognised there was limited opportunity to socialise outside. One group suggested a key priority moving forward should be improving James Square and providing more high quality outdoor spaces.

Two of three groups provided low scores for the Housing and Community. Group 1 recognised that housing within the AQMA was compact and would support walking and cycling. However, there was also recognition amongst the groups that there was a limited amount of housing, typically flats, which were adversely impacted by pollution in the area. There was also recognition that there was a lack of new build supply; indeed one group expressed concern that new housing within the AQMA may exacerbate air quality issues further. The area was discussed as a commuter town. Despite this, all groups scored the Identity and Belonging category particularly highly. All groups discussed the presence of active community groups and a strong community network.



Figure 22: A busy junction within Crieff AQMA

Perhaps surprisingly then, the Feeling Safe category was rated at the lower end of the scoring scale. However, rather than being linked to concerns about anti-social behaviour, this seemed to be linked primarily to the traffic in the area. All groups recognised that the current traffic situation along High Street made active travel unsafe. Walking and cycling routes were considered poor or non-existent and steep slopes also added an element of danger, particularly in winter. Crossing the road was also deemed a safety concern and the narrow pavements in the area were also highlighted as a safety concern. The groups did not discuss air quality in this category. One group did express some concern about anti-social behaviour, particularly around James Square.

All individuals involved in this session indicated that they had found this a useful way of discussing air quality in Crieff. Participants were positive about the fact that this approach allowed them to discuss air quality within the wider context, in a holistic matter. As the session was held with members of different council departments and with external consultants who had been involved in developing the draft AQMA Action Plan for the area, a number of participants said that they found it useful to exchange views with different departments and across sectors. Participants were also positive about being given the opportunity to undertake a short walk of the AQMA in advance of the Place Standard session.

Some participants stated that they found it difficult to look at one isolated area rather than Crieff as a whole and found it difficult to score sections of the Place Standard which they felt were not necessarily relevant to the AQMA. Some participants also stated that they believed some of the questions should be sharpened up to focus specifically on air quality. It was difficult for some participants to make connections between the questions they were being asked and air quality. The issue of a lack of local knowledge was also raised. In group 1 for example, none of the participants lived in Crieff and as such found it difficult to answer some of the questions posed. This is perhaps reflected in the scoring of the groups. Group 1 provided high scores in relation to a wide range of categories when compared to other groups; notably the Streets and Spaces, Housing, Local Economy, Social Interaction and Feeling Safe categories.

9. Key Discussion Points / Trends across all three LA areas

A number of respondents recognised that certain areas within these cities were impacted by poor air quality and that this had a direct impact on their health, and the health of others, and on how they moved around those areas. Discussions of air quality were more prevalent in responses to the on-street surveys in Edinburgh and Glasgow, and in responses to the two Place Standard workshops held in Glasgow. Discussion of air quality was less prevalent in responses gathered from the Youth Workshop held with students from Tynecastle High School in Edinburgh. Discussion of air quality was also limited in Crieff, where respondents to the on-street survey in particular seemed to indicate they were unaware of any issue with poor air quality in the area.

Respondents in both Edinburgh and Glasgow discussed avoiding certain streets and areas because of concerns about traffic based emissions, bad smells and concerns about the impact this may have on health. Respondents to the on-street survey in Edinburgh discussed how conditions such as asthma were aggravated when around Princes Street and the city centre in general. The same was true in Glasgow where respondents to the on-street survey and the two workshop events discussed the negative health impacts of poor air quality within the city centre. Respondents attributed poor air quality primarily to traffic based emissions from private cars and public transport; whilst a small number also discussed issues such as public smoking. Linked to this, respondents in Edinburgh and Glasgow also discussed how traffic emissions affected their movement through the city. Respondents in both Edinburgh and Glasgow stated that they would not undertake active forms of travel such as walking and cycling because air quality in certain areas of the city was too poor and the experience was negative.

In response to prompts in the on-street surveys and Place Standard workshops, respondents discussed how air quality can impact on the experience of a place; for example impacting on how people socialise, with people spending less time outside because of smells or concerns about emissions. This was particularly true of responses relating to Princes Street in Edinburgh, where a number of respondents indicated that air quality in the area and the traffic in general would stop them from sitting and socialising outside.

Responses indicated that whilst a lot of factors were outlined as having either a positive or negative impact on how people experience the public realm, air quality was an important factor for some respondents. For example respondents in the Internal Workshop held with representatives of Glasgow City Council discussed areas in the city that they considered 'good' and outlined that they felt these areas were good because there were 'no pollutants', green infrastructure and open space. Areas considered as 'bad' included the canyon effect - trapping pollutants, narrow pavements and traffic.

The technical version of the Place Standard Tool was also successful in demonstrating how polarising and ultimately subjective a subject air quality can be. Despite the fact that the locations in Edinburgh, Crieff and Glasgow studied in this project were chosen because they are located within air quality management areas, it was clear that some respondents in these locations were unaware of such issues or uninterested. Whilst air quality did have a direct impact on some respondents, or was an issue they thought about, a number of respondents also indicated that they did not think about air quality; that it did not impact them (or they

were unaware of how it might impact them). Indeed some respondents went as far as to suggest that they thought air quality in the areas in question was good. Views on air quality were often based on experience of other areas. A number of respondents in all three locations suggested that air quality in their areas was not 'bad' when compared to other cities across the world.

Even where discussion of air quality was not explicit, responses to the 'How Clean is Our Air Place Standard' did elicit discussion of a range of issues which do impact on air quality. Issues with traffic and congestion were prevalent in all three locations in response to all on-street surveys and workshop sessions.

Traffic and congestion were identified as concerns by a large number of respondents who discussed the negative impact traffic had on air quality, active travel, public transport and the use of the public realm. Responses indicated that many members of the public did not feel prioritised. Respondents identified the negative impact that heavy traffic movement had on the uptake of active traffic and the reliability of public transport. Respondents in all three locations discussed how safety concerns linked with heavy traffic movement stopped them from cycling. Infrastructure allowing the separation of cyclists from other forms of traffic was identified as a priority in all three locations. Participants in the Edinburgh Youth Workshop and the workshops held in Glasgow also discussed how traffic and parking made walking feel unsafe. They were also clear that traffic had a negative impact on public transport, causing delays and making it less reliable. Respondents in Crieff and Glasgow discussed wider issues with public transport, including issues with cost, inappropriate routes and poor timing of services. As a result, a number of respondents in these locations felt it was often easier to use a private vehicle such as a car, rather than public transport. Respondents in the Glasgow and Crieff workshops also discussed the impact of commuters on traffic. Respondents in these locations identified a lack of housing and the need to travel for work as contributing to increased traffic levels.

Responses to the air quality workshops and on-street surveys demonstrate that respondents link public realm improvements with having a positive impact on air quality. When asked to set objectives for improving air quality in the future, respondents in workshops held in all three locations suggested that one of the key areas of focus should be public realm improvements; with more pedestrianised areas, wider pavements, reduced traffic and more green infrastructure. Issues with narrow pavements, vacant buildings and a lack of greenspace came out strongly in the workshop held in Crieff. In Edinburgh, whilst a number of respondents indicated they were happy with the public realm, it was clear it was a negative experience for others. As with discussions about air quality, discussions about the impact of traffic and the public realm were also polarising.

10. Roadmap/Methodology - Building Blocks

The vast majority of participants found that this version of the Place Standard was a useful way of discussing air quality and structuring discussions / mitigation measures around air quality management strategies.

The most common reason given for finding the technical version of the Place Standard useful was that it encouraged a holistic approach to discussions about air quality. The prompts within this version of the Place Standard and the format of the workshops allowed participants to discuss air quality within the wider context of how it impacted on many different aspects of place - from how people moved through an area, how they socialised and health impacts. Twenty four respondents (local authority officers and external professional stakeholders) stated in some way that they liked how the Place Standard framed discussions about air quality, allowing participants to explore the impact of air quality on a range of issues whilst also bringing together a range of different perspectives. As seen in Section 9 there was discussion not only about air quality in terms of emissions, but about how air quality affected the movement of people and its impact on how spaces were used. Even where discussion was not explicitly related to air quality, analysis of responses allowed us to pick out a range of issues which impacted on air quality. Participants were able to consider the discussions they had within the Place Standard workshops to suggest mitigation measures for the future and priorities for action. This would suggest that the technical version of the Place Standard Tool would be particularly useful in helping local authorities developing air management strategies. Responses given in the workshops, and to the on-street surveys, ensured that air quality was not discussed in isolation, but rather in terms of how it impacted on movement, health, socialising and the use of amenities. Responses also outlined how the design of certain areas had an impact on air quality. Responses clearly outlined barriers to undertaking active forms of travel and greater use of public transport. This information could clearly be used to develop strategies and priorities to improve air quality.

The respondents who didn't find the use of the Place Standard a useful way of discussing air quality indicated that they felt that the prompts needed to be more focused on air quality. There was a sense that there were not enough prompts specifically relating to air quality, and that discussion focused too much on wider 'place' issues which resulted in a loss of focus. Responses to the Youth Workshop in Edinburgh and the on-street survey in Crieff, for example, did not bring out a clear discussion about air quality; participants focused on issues relating to place which could have been explored using the original version of the Place Standard Tool. It is recommended that in future the number of 'original' place based prompts should be reduced, to focus on new air quality specific prompts. Facilitators should be given training on which specific prompts to focus on, to ensure conversations remain focused on issues linked to air quality. Work could be done in future to develop prompt cards and facilitator packs to help support discussions.

A number of participants (whether responding to the on-street survey or taking part in a facilitated workshop) were more comfortable discussing air quality in categories related to traffic and movement but found it difficult to discuss air quality in a range of other categories such as Care and Maintenance, Identity and Sense of Belonging and Influence and Sense of

Control. In the Care and Maintenance category, for example, two specific prompts were added to the 'How Clean is Our Air Place Standard':

- What is needed to encourage people to use the outdoors more?
- If a place looks scruffy does it encourage greater / cause less active travel?

As with a number of prompts in other categories these prompts are, in essence, asking respondents whether the current environment (if poor) discourages people from being outside. In asking whether the appearance of the area encourages more car use or discourages active travel, it seems to be asking respondents whether concerns about safety are encouraging them to use a car. It is also asking respondents to consider what changes to the physical environment might encourage them to spend more time outside or to undertake forms of active travel. However these two prompts are lost within the seven prompts in the Care and Maintenance section which includes questions such as:

- Are there any specific problems in the area, such as litter, vandalism or dog mess?
- Are facilities such as parks, public spaces or public properties well maintained in general?
- Are there good facilities for recycling and refuse storage, and are collections well organised?
- Do local authorities, housing associations, landlords and residents know their responsibilities and take action when necessary?
- Is there an effective local residents' association?

Respondents to both the on-street surveys and the workshops expressed difficulty with this section. Most respondents ended up focusing on the place based prompts which are taken from the original Place Standard. This led to a number of respondents questioning what this section had to do with air quality. Although responses to this section and other sections allowed the participants to develop objectives related to air quality improvement measures, there was a sense amongst some respondents that there needed to be fewer general place based prompts and more clearly defined and targeted prompts relating to air quality. It is recommended that in future a series of facilitator notes are developed to provide advice on how to frame discussion for these areas which are less obviously relevant to discussions about air quality.

A number of workshop participants stated that some questions felt irrelevant to the areas being surveyed, or that questions and prompts felt repetitive. For example, issues discussed in the Moving Around category were often repeated in the Public Transport and Streets and Spaces categories. It is recommended that the number of prompts in each category is reviewed to reduce repetition between headline categories.

In both the Glasgow workshops and in the workshop in Crieff a number of participants indicated that they found it difficult to answer solely within the bounds of an LEZ or AQMA. This is most clearly seen in responses to the Natural Space category. In Crieff, the most significant areas of greenspace sit outside the AQMA and in Glasgow the largest areas of greenspace sit outside of the LEZ. This led to a large variation in scores where some groups focused solely on the greenspaces within the specific boundaries set; whereas others chose

to focus on whether greenspaces were accessible from that area. Participants also struggled when they thought that categories were not relevant to the area being surveyed. In Crieff, where the AQMA is a relatively small area, participants felt it was less relevant to discuss play and recreation opportunities. It is recommended that facilitator notes are developed for each area of focus to ensure participants remain clear on what place they are responding to, and how the information gathered will be used. In future a template could be developed, as part of a facilitator pack, allowing this information to be clearly outlined. Where appropriate consideration could be given to adding additional prompts relevant to the area in question. This will depend upon the scale of the area being surveyed and the objectives of those undertaking the survey process. This should go some way to making the exercise feel less repetitive and more relevant.

Some participants expressed confusion about whether they were expected to answer from a personal perspective or a professional perspective, which created some disparity in how groups scored the categories in question. In Crieff, one group consisted entirely of individuals who did not live in the area, resulting in scoring based on conjecture for many of the categories. It is clear that discussion is best when individuals have some experience of the area they are scoring. Although the tension between professional and personal perspectives led to some interesting discussion, it may be beneficial in future workshops to be specific about whether participants are considering an area from a purely professional perspective or whether they should score on the basis of their personal experience.

In workshops in Crieff and Glasgow participants were invited to take a 45 minute guided 'walk around' of parts of the area they were going to survey. Participants were positive about this experience. In the Glasgow Internal Workshop it was particularly evident that discussions about air quality were influenced by things the participants had witnessed whilst taking part in the tour. The 'walk around' added context to the prompts and allowed participants to see first-hand the issues which were being discussed. The youth workshop held with pupils from Tynecastle High School did not include a walk around of the area in advance of conducting the Place Standard exercise as it was assumed that the pupils would know their school 'patch'. Despite the pupils showing an awareness of what the term 'air quality' meant, they found it more difficult to link the Place Standard categories with air quality. It may have been beneficial to take them on a walk around of the area surrounding their school to provide more context to the discussion. Conducting a walk around of the location in advance of the workshop was a successful element of this project and should continue in future workshops.

The on-street surveys, using the condensed version of the air quality Place Standard tool, were successful in reaching out to a wide range of members of the public, gathering responses from people who would not necessarily take part in a formal workshop. There were 130 responses to the survey in total, across the three locations. Whilst some responses to the surveys were fairly basic, there were also some very detailed responses. Researchers were able to gather a range of views on issues relating to air quality and wider issues within a relatively short amount of time. Respondents were able to relay their concerns about air quality, or lack of them, and to discuss how this affected how they used the area in question. Respondents were also able to suggest improvement measures and outline what they believed key objectives should be moving forward.

However, the surveys were difficult to deliver due to the sheer amount of information that was contained within them. As with the more formal workshop setting, respondents to the on-street survey often struggled to make connections between the maintenance of an area and air quality. At times the prompts relating to air quality got lost in more general discussion about place. Concerns about the complexity of some of the questions in the survey, after its first trial in Edinburgh, led to a redraft for Glasgow and Crieff, with the overall questions and some of the prompts simplified. The on-street surveys were useful; but they were difficult to deliver and in future a redraft of some of the questions should be considered. Respondents often had limited time to respond to this questionnaire, and the large number of prompts in the questionnaire, combined with the often limited knowledge of respondents on the subject matter, made it difficult for facilitators to elicit and record meaningful responses. It is recommended that the number of prompts is reduced and that they are more clearly focused on air quality. The on-street surveys should not be undertaken as a sole means of engagement but only to complement the more traditional workshop setting.

11. Conclusions

One of the key aims of this research was to assess whether the use of the 'How Clean is Our Air' technical version of the Place Standard Tool resulted in more informed conversations about air quality, encouraging users to consider air quality holistically in terms of both how it impacts on a place and how it is impacted by the design and use of that place.

The output from on-street surveys and workshops held with a range of stakeholders in Glasgow, Edinburgh and Crieff show that participants did discuss their views on air quality in relation to a number of categories in the Place Standard Tool. Most participants agreed this was a useful way of gathering views on air quality and assessing its impact on place in a holistic way. The Place Standard provides a useful framework to methodically assess how air quality influences (or is influenced by) a range of place based factors. It was particularly useful in illustrating the impact of air quality on peoples experience of place; on how they moved, socialised and used space. It also clearly illustrated how subjective experience of air quality can be, with a range of very different points of view given for the same places.

Although some participants found the process repetitive, this is not a criticism that is unique to this technical version of the Place Standard, as it is a criticism which has also been levelled against the original version of the Place Standard tool. Some participants did find it difficult to remain focused on air quality and instead ended up discussing more generic place based factors which could have been identified using the original Place Standard. However, the new prompts which were added to the technical version of the Place Standard were useful in aiding facilitators in bringing the discussion back to air quality. Ultimately, use of this version of the Place Standard did make it easier to discuss the impact of air quality on a number of place indicators. In future, it is recommended that a bespoke approach is taken to ensure that all questions are relevant to the place being surveyed. The number of generic place based prompts accompanying each question should be reduced and the number of prompts with a more definite link to air quality should be increased. Where a category cannot be linked to air quality it should be removed.

Participants expressed confusion about whether to answer from a personal perspective or from a professional perspective. This should be clearly defined in advance of the workshop. Facilitators must also be clear about the area being discussed (city wide or within a clear red line boundary). A detailed facilitator pack could be developed to help facilitators frame these more difficult categories in a way that makes sense to those using the air quality version of the Place Standard tool. Where a category does not seem relevant to a particular location, consideration should be given to removing it.

Giving the participants the opportunity to have a tour of the area they were being questioned about before undertaking the Place Standard exercise was a successful element of this project. Experiencing the areas first hand, and the issues under discussion, led to a better quality of discussion, providing context to some of the prompts within the Place Standard.

The on-street surveys did gather specific information on the impact of air quality. The prompts in the technical version were strong in drawing out respondents 'lived' experience of poor air quality in certain locations. This was particularly true with the engagements in

Glasgow and Edinburgh. However, they were difficult to deliver, with a lot of information to get through, in often limited time. Questions in on-street surveys should be simple and the number of prompts reduced.

Appendix A - Glasgow City Council On-Street Engagement

On Street Survey

CAFS (Cleaner Air for Scotland) ON-STREET ENGAGEMENT

Friday 3rd August, Glasgow

Trial Air Quality Technical Place Standard

Name:

Age: Under 18 18-24 25-35 36-45 46-55 56-65 66+

Email:

Organisation (if applicable):

Your information: This will allow us to contact you about a future Qir Quality Workshop and will also allow us to build up a profile of people who have responded to this research. You are not obliged to provide any personal information. **This is optional.**

Q.: Have you ever thought about the impact of air quality here?

Prompts:

- Does air quality need to change here?

IF ANSWER IS YES ASK:

- What contributes to poor air quality here?
- How can it be improved?

IF ANSWER IS NO:

- Ask why?
- How does it compare to other places?

How would you rate the air quality in this location?



1	2	3	4	5	6	7
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PLACE STANDARD - A SUMMARY

The Place Standard is a tool which has been designed to help you assess the quality of a place using a number of indicators. It is important to recognise that improvements to air quality do not happen in a vacuum – they relate to place. As such, this technical version of the Place Standard Tool has been designed to gather views on issues related to air quality.

The full version of the Place Standard Tool breaks down the complex topic of ‘place’ into 14 categories which encourage users to consider the physical, social, health and cultural elements of a specific area. In this version of the Place Standard, which is being delivered as an ‘on the street’ questionnaire, the indicators have been split into the following four categories:

- **Getting About** (moving around, public transport, traffic and parking)
- **Living and Working** (streets and spaces, natural space, play and recreation, facilities and amenities, work and local economy, housing and community)
- **Safety and Social** (social interaction, identity and belonging, feeling safe)
- **Maintenance and Management** (care and maintenance, influence and sense of control)

The key question being addressed here is:

Does air quality have a positive or negative impact on each of the ‘place’ indicators outlined above?

**Please circle the score you would give each indicator grouping:
‘1’ is poor – ‘7’ is excellent**

Please elaborate as much as possible as to why you have scored each indicator grouping as you have.



Getting About

Key Q: Does air quality impact on how you move about here?



Please circle the score you would give this combined indicator

Prompts:

- Can I get around without a car? Are there alternatives to using your car? Car Clubs? Charging points? City bikes?
- Can I easily walk and/or cycle around using good-quality routes free from traffic congestion or traffic movement?
- Does public transport here meet my needs? Are there barriers to using public transport such as cost, inappropriate routes or issues relating to reliability? Or am I forced to use my car/a taxi?
- Do traffic and parking arrangements allow people to move around safely? –are there too many cars / too much traffic?
- Do you avoid certain streets and/or roads because heavy traffic or poor air quality?

Living and Working

Key Q: Does air quality affect how you feel about living, working or spending time here?



Please circle the score you would give this combined indicator

- Do the buildings or public spaces make being in or passing through the area a pleasant experience?
- Do features and routes help people find their way around?
- Do you enjoy spending time here? Is there access to natural/green space near to your home/place of work? Does traffic congestion or noise affect your experience of such spaces?
- Can you access a range of space with opportunities for play and recreation?
- Do facilities and amenities meet your needs?
- Can you walk/cycle or use public transport to get to work/shops and other amenities?
- Do the location and layout of homes here encourage walking/cycling?
- Does poor air quality / traffic congestion affect your enjoyment of facilities/space/amenities?
- Can local people access job opportunities, whatever their age, sex, ethnic group, religious belief, sexuality or disability?

Safety and Social

Key Q: Does air quality in this location has an impact on your health or how sociable you can be here?



1	2	3	4	5	6	7
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Please circle the score you would give this combined indicator

Prompts:

- Are there a range of social spaces and opportunities to meet people? E.g cafes/restaurants/public squares.
- If yes are these areas affected by traffic congestion?
- Does this place have a positive identity?
- Do you feel healthy in this place?
- Do you feel safe here? Do concerns about safety influence your choice of transport?

Maintenance and Management

Key Q: Are buildings and spaces well cared for here? And do you feel able to influence decisions about the future of this area?



Please circle the score you would give this combined indicator

Prompts:

- Are buildings, streets, pavements and public spaces well cared for?
- Would you suggest any changes to encourage people to spend more time here/ use the area more?
- Do you feel able to take part in decisions? Do you feel able to contribute to discussions about air quality?
- Do you need more information about air quality or how to influence local decisions?

Survey Responses

Sauchiehall Street

Have you ever thought about the impact of air quality here?

Yes	No
2	5

Does air quality need to change here?

- Yes air quality needs to change. There is pollution from the buses and taxis.
- Not thought about it before.
- There is a mixture of air quality, Sauchiehall Street is not good.
- The air is fresher here than other areas.
- Pollution caused because of the buses and other transport.
- I think the air quality is quite good here.
- It's not open enough, not enough air circulation. It's congested; not enough trees like in places such China where they have forests in buildings.
- Air quality is horrendous; far too much transport; why don't we have designated cycle streets.
- The roads are relatively congested which makes the air quality poor

How can air quality be improved?

- Cleaner private cars.
- Geo-engineering to control the weather.
- Could be improved by removing cars and providing a better transport system to make Glasgow more accessible.
- Traffic exclusions – start with 95% of private cars and see how that helps. Let cars with blue badges still enter though

How would you rate the air quality in this location?

1	2	3	4	5	6	7
1	2	3	1		1	1

Does air quality impact how you move about here?

- Prefer other areas for work and socialising than Sauchiehall Street; don't use the city bikes, prefer to walk or use the public transport; the bus network is good; trains are good (3).
- I use the train and buses and cycle from home in Livingston (5).
- Because of the traffic and parking here I have started using the public transport, however it takes a lot of time; cycling behind cars really smells and obviously isn't good for you; I don't like cycling because of safety issues and I

find it difficult to breathe behind cars; Cost of public transport is more expensive than using cars and it is more time consuming; it is not time or cost efficient. I choose not to drive in the city centre because it is too busy, but I don't work in the city centre, if I did, I would drive. Maybe payments to use public transport should cover using trains, subway and buses as it is too expensive to use them in combination.

- I walk or cycle, I don't have a car; it is safer to cycle here than in other areas; traffic isn't dangerous.
- No problem to walk; I am concerned about the amount of traffic; there are so many buses; but sometimes they don't stick to the lights; I would have more lights.
- There are a lot of cars which makes it a bit difficult to move around at the weekend, but there's nothing you can do.
- I walk most of the time; there is a chronic obesity problem (3)
- (3).
- Not personally but would be hesitant to bring young children in to the centre; hotspot for fumes; Central Station can get congested around Hope Street; ideally all cars/buses and taxis would be hybrid or electric; public transport does not suit everyone and assistance is needed

Does air quality affect how you feel about living, working or spending time here?

- Other areas have better air quality such as the west end (3).
- I study here and people are very friendly; I spend time at the Kelvingrove; in the night the traffic does disrupt my sleep.
- I come here to use the bank, but most are shut; I spend time here with my wife, she comes for the shops; there are shops but some are shutting down; I don't think Glasgow Council encourage businesses; I live outside of town so there is green space such as Richmond Park (4).
- People need to walk more (3)
- (3)

Does air quality in this location have an impact on your health or how sociable you can be here?

- Prefer other areas (3).
- If I was going to sit outside, I would go to Buchanan Street as there's no traffic; the way that people drive cars doesn't make me feel prioritised and safe as a pedestrian or a cyclist, there is no adherence to the Highway Code. Glasgow has its own positive identity, but walking in the middle of the night can be daunting. There is mostly a sense of community except late at night

when people are too drunk. Roads feel unsafe in some places with air quality – but some places are nice (4).

- I don't think the air quality impacts on my health; I can meet people at university and don't worry about the air quality.
- The streets could be cleaner, to encourage visitors; every Saturday after a match it is a disaster with litter; there's no bins in Gallowgate; the traffic doesn't stop me from walking or make me feel unsafe; I feel safe here, although maybe not at night (5).
- Lots of health problems around here (3).
- Air quality has a massive impact on health. I've had multiple trips to the hospital for breathing and allergies (3).
- Indirectly through wife – need to use the car to take his wife to town (blue badge).

Are buildings and spaces well cared for? And do you feel able to influence decisions about the future of this area?

- Cleaning needed; would be improved with canopied cycle routes.
- I like how buildings are preserved and maintained, but I think there should be green spaces, living walls and rooftop gardens; more greenery and shelters could encourage people to stay regardless of the weather. We should make the high streets more attractive by providing under-cover walkways (6).
- I can't influence decisions, I'm a student and I'll be leaving next month.
- We must take the examples of other countries; there isn't enough air circulation.
- Council do try to keep public areas tidy (5).
- End of Sauchiehall street has been neglected; Charing Cross is run down; the centre needs to be more pedestrian friendly (pavement cafes, on-street art exhibitions) – this can be trialed; there needs to be new channels to influence planning – perhaps community representatives who join the council on a temporary basis

Union Street

Have you ever thought about the impact of air quality here?

Yes	No
4	2

Does air quality need to change here?

- The air quality is terrible here; too many cars; it's not the way it's supposed to be.

- Yes, I think about air quality, especially when you see the smoke from the traffic.
- Yeah I think about it a lot, I'm from the Highlands though; better than other cities I've been to though.
- Could be better; too many buses and cars.
- Yes – it is shocking; we have to use these streets as there is no alternatives
- Not thought specifically about that
- Yes – I have seen online articles – apparently spending the day in Glasgow is the equivalent of 6 cigarettes; diesel trains emit a lot of smoke

How can air quality be improved?

- Lower traffic; improve exhaust efficiency; it's not 1950s America.
- In Amsterdam there is an app which lets you know how the air quality is in your location at any given time.
- Stop the cars coming in to the city.

How would you rate the air quality in this location?

1	2	3	4	5	6	7
3	1		3	2		

Does air quality impact how you move about here?

- More walking; it's easy to move around here; Argyle Street is too congested (3).
- It is easy to walk/cycle in the city centre; the one way systems are a nightmare; the hills are a nightmare; it is safe to walk; I would say most accidents are down to pedestrians; parking is awkward and depends on money; to avoid fees people are parking in residential areas which is a problem. Public transport is decent; there are various ways to get into town.
- I wish we had cycle paths; I'm scared to cycle in the city; walking is fine; the Great Western road is dangerous, there are a lot of near misses, I don't know if it's because of the lights or not but I often see people running across the road (6).
- Quite easy to walk; I don't go on a bike, I feel it wouldn't be a good idea; wouldn't fancy driving; I use the bus it's quite good; fairly reliable although it depends on the day; not so good in the evening.
- Not good; the amount of traffic stops you; trains are always changing and prices are shocking (3)
- Use public transport or walking; get free transport so it is very good to use; Currently ScotRail is in talks to improve air quality of trains; electric buses improving air quality but there's still traffic in some areas (5)

Does air quality affect how you feel about living, working or spending time here?

- It's close to George Square (3).
- I come in as a one off, I don't come here for enjoyment, it's always with a purpose; there are amenities that I need here and I can access them; traffic doesn't impact on how I use the space, but if you were to come in by car you might spend more time looking for a space than actually what you come to do.
- I live in the centre; go for dinners; there is green space such as Kelvingrove; this isn't affected by the traffic; amenities are fine but I'm annoyed we can't have recycle bins here, apparently there isn't enough space (5).
- I don't stay in Glasgow, I come in for the shops; there are good pubs/shops/restaurants; I can get to everything without a car; there isn't enough greenspace; I would like to go walking but they're building too much; I get fed up with the congestion sometimes and just go home if it's too busy (4).
- Usually avoid spending spare time in Glasgow as I work here; prefer being in the outdoors and out in nature; come to Glasgow for the nightlife (4)

Does air quality in this location have an impact on your health or how sociable you can be here?

- It's safe during the day; people drink on the streets (4).
- I feel safe and healthy here; it could be better – there's the stuff you can see and the stuff you can't; there is an underlying feeling that stuff can go on here, but this isn't related to air quality that is more related to alcohol consumption (6).
- Sometimes I feel not so healthy; buses pump out black smoke and I worry about the effect on my lungs; I cover my mouth with my jumper but maybe I'm just paranoid; I do feel safe here (5).
- I feel safe; I don't worry about the traffic it's just a nuisance; I wouldn't like to live here because of the pollution (4).

Are buildings and spaces well cared for? And do you feel able to influence decisions about the future of this area?

- Buildings look scrappy; the street is too narrow; I do feel more able to influence decisions than I have in the past.
- The place is an eyesore with the scaffolding, but yeah, clean compared to elsewhere; I don't look enough into getting involved, but it's great to be approached and given the chance to engage; it's great to find out what's going on.
- I don't know, compared to other cities I don't think we're great for maintenance; but it wouldn't stop me spending time here.

- It's dirty; it could be cleaner; get more cleaners to sweep it. It's down to people; people need to respect others. I have no influence over decisions; politicians say they'll do things but they don't; I don't respect them, they're in it for the money (2).
- Some are good; good architecture in the city (4)
- Some parts of Glasgow need to be better maintained; Union Street particularly well-lit or well cared for. At night it is very dark and can make you feel unsafe; scaffolding makes it less pleasant (3)

Hope Street

Have you ever thought about the impact of air quality here?

Yes	No
2	5

Does air quality need to change here?

- I live just off Dundas Street; walk about and air quality has never affected my health; I'm 81 and I'm still fine; fumes haven't had an effect on me.
- It's not very good; at this part of the day there are so many cars and taxis idling and causing congestion; it smells bad; I use the gym here and you notice it when you come out.
- Work nearby – very aware of poor air quality
- Terrible
- Bad street; the outskirts are ok
- Agenda by certain environmental groups – all buses converge on the same city streets;
- Trying to create more streets without buses – very bad air pollution as they are all using the same routes
- Heard it is especially bad here with taxis etc; better on the outskirts

How can air quality be improved?

- Improve cars to reduce emissions.
- old buses and taxis should be upgraded to help improve this (aware that people need buses and taxis to get around)
- ban cars – only taxis and public transport should be allowed
- don't ban taxis – having less cars is not being matched by decent transport; need to have electric buses; limit the number of taxis during the day
- update buses and fewer cars
- do something about the taxi's – sound quality as well – sirens are too noisy

How would you rate the air quality in this location?

1	2	3	4	5	6	7
	2	5	1			

Does air quality impact how you move about here?

- It's alright; I avoid certain streets like Buchanan Street; It's hard to get to other places because of money (5)
- I could walk through Argyle Street, but I don't because it smells bad; there is enough public transport but they don't respect the lights; they don't respect pedestrians; public transport is too slow through the centre; you can rent bikes but they never work; the cycle lane is also too narrow (2).
- Don't drive in the city centre; takes the train to get to work – there is no other option for how to move around.
- Poor public transport – the cost varies (3)
- Use the bus as its too far to walk; electric buses are good (7)
- Got to go on a big diversion in the car – adding to air pollution; speed bumps – worse for air pollution; bikes with rubber tyres – contributing; hire bikes are not being used – there is no space for segregation here like in Amsterdam; hire bikes harder to rent than in San Diego – need to make it simple; got to be segregated like in Amsterdam – need space ; space for everyone – joined up thinking (1)

Does air quality affect how you feel about living, working or spending time here?

- I enjoy spending time here; there are a lot of shops but also many drunk people; can access everything on foot; noise isn't great; it's crowded there is always background noise; there isn't enough greenspace, I live here, there is no garden; we should try to introduce vertical gardens (6).
- Used to work outside the city centre but work in it now – really conscious of the poor air quality as it affects how you are feeling
- Enjoys the area – it's well maintained (5)
- Not really; it's difficult to bring a car in to the city centre (4)
- No (7)
- No – got to be here (1)

Does air quality in this location have an impact on your health or how sociable you can be here?

- I feel safe; but there are drunk aggressive people here, we've seen fights; sometimes cars mount the pavement; traffic congestion and smog does affect health; there needs to be more trees (3).

- Not so much – don't think about it much when socialising; not going to sit outside a bar though; not very healthy in terms of air quality; knows council want to encourage people to sit outside etc but it is not a nice environment for it (3)
- Doesn't think about it; Gordon Street is bad for traffic (4)
- Probably – slightly asthmatic – e.g to run would be much harder; safe but not after 10pm at the weekend (4)

Are buildings and spaces well cared for? And do you feel able to influence decisions about the future of this area?

- Yes I can influence decisions (7)
- No, streets are full of dirt and litter; in the evening all this part of the street is full of food waste and newspapers; I would be less inclined to walk at this time; I don't feel able to influence decisions here, otherwise the area would be better maintained like the other parts of the city (1).
- Not really – they are not well maintained and I don't feel I have a say in what happens e.g. recently all bins have been taken away – rubbish is on the streets (3)
- Buildings are well enough cared for; no influence here – not based here – it's up to the people of Glasgow; politicians – to have experience of driving buses, taxi bikes, motorcycles – got to know what you are talking about; cycle lanes – stop half way up the street – should be properly segregated the whole way through town. If they are not segregated it contributes to poor air quality (6)

Argyle Street

Have you ever thought about the impact of air quality here?

Yes	No
0	4

Does air quality need to change here?

- Lots of people smoking; it's over populated and too much traffic
- Traffic in town contributes to bad air quality; terrible pollution
- It's bad
- Too polluted
- Yes but not thought much about it

How can air quality be improved?

- Need to have designated smoking areas

How would you rate the air quality in this location?

1	2	3	4	5	6	7
	1	3		1		

Does air quality impact how you move about here?

- Buses are awful; the roads are too busy; it's cheaper to use the train (2)
- Trying to avoid; very interested in not polluting; use public transport; public transport in the east end is bad; clean streets (3)
- Not easy to move some days
- Very difficult; too busy
- No impact on how they move around (5)

Does air quality affect how you feel about living, working or spending time here?

- Would not use the area socially – too many smokers (3)
- Doesn't bother; they can access jobs
- Damaged at the top of the buildings (4)
- Walks around central Glasgow; pleasant place; enjoys time here (5)
- Not impacting

Does air quality in this location have an impact on your health or how sociable you can be here?

- Not particularly in this area; they are effected especially in Queen Street
- Not so healthy; however I do feel safe (4)
- It is affected by congestion

Are buildings and spaces well cared for? And do you fell able to influence decisions about the future of this area?

- Buildings not well cared for or maintained (3)
- Not well cared for; feel able to contribute
- Feel a part of the decision (5)
- Congestion pollutes the buildings (3)
- Not well cared for – shut down shops (3)
- Not got an influence

Appendix B - Glasgow City Council External Workshop

Group 1

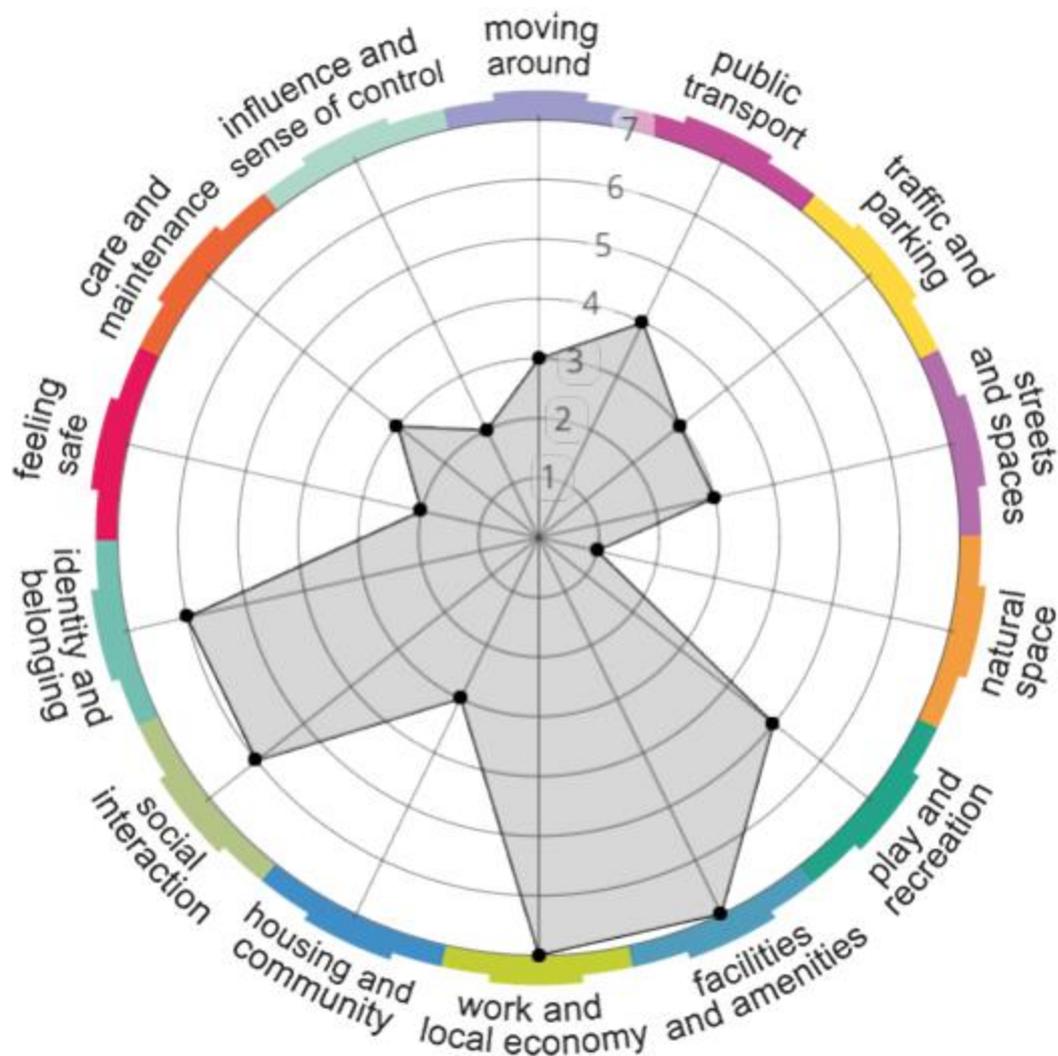


Figure 23: Glasgow External Workshop - Group 1 completed Place Standard compass.

Table 5: Glasgow External Workshop - Group 1 Place Standard scores.

Indicators rated below 4	Indicators rated 4 or above
Moving Around (Rated 3)	Public Transport (Rated 4)
Traffic and Parking (Rated 3)	Play and Recreation (Rated 5)
Streets and Spaces (Rated 3)	Facilities and Amenities (Rated 7)
Natural Space (Rated 2)	Work and Local Economy (Rated 7)
Housing and Community (Rated 3)	Social Contact (Rated 6)
Feeling Safe (Rated 2)	Identity and Belonging (Rated 6)
Care and Maintenance (Rated 3)	
Influence and Sense of Control (Rated 2)	

Moving Around (Rated 3)

Too busy. Traffic not segregated. Cycleways are still nowhere near European Standards.

Public Transport (Rated 4)

Cost aspect for low income families. Fleet-wise nearly ready for LEZ (Dec 2018). Subsidy higher for trains than ticketing systems improving (contactless).

Traffic and Parking (Rated 3)

Too many rat runs across the city. Too many car parks. Social inclusion aspect (disabled).

Streets and Spaces (Rated 3)

Potential for more streets to be used to sit outside (e.g. clean up and widen up pavements). Royal Exchange Square – create more in lanes westside.

Natural Space (Rated 2)

Potential on the Clyde; Community Grove; Blythswood Square – private only; There are bits of grass; need more greenery. Avenues project when finished.

Play and Recreation (Rated 5)

Glasgow green; Nextbike; student sports facilities.

Facilities and Amenities (Rated 7)

Good overall; GPs/Restaurant/Good bus services.

Work and Local Economy (Rated 7)

More in the city centre

Housing and Community (Rated 3)

Little need for cars; 25 car clubs; student provision.

Social Interaction (Rated 6)

Restaurants; free museums – approachable; some lanes being used (just starting) need to deal with cars.

Identity and Belonging (Rated 6)

Positive identity. Hotel services well used; positive tourism trend e.g. Commonwealth Games and Hydro Conference Centre.

Feeling Safe (Rated 2)

Homeless and beggars (next to ATM); night time drinking in the street; visitors possibly less.

Care and Maintenance (Rated 3)

Varies; - chewing gum, rubbish, clutter, gutter upkeep is poor; Dundas Road bad image; bus corridors bad.

Influence and Sense of Control (Rated 2)

More access to people; gone from abysmal to hopeful; some experience has been more difficult.

Group 2

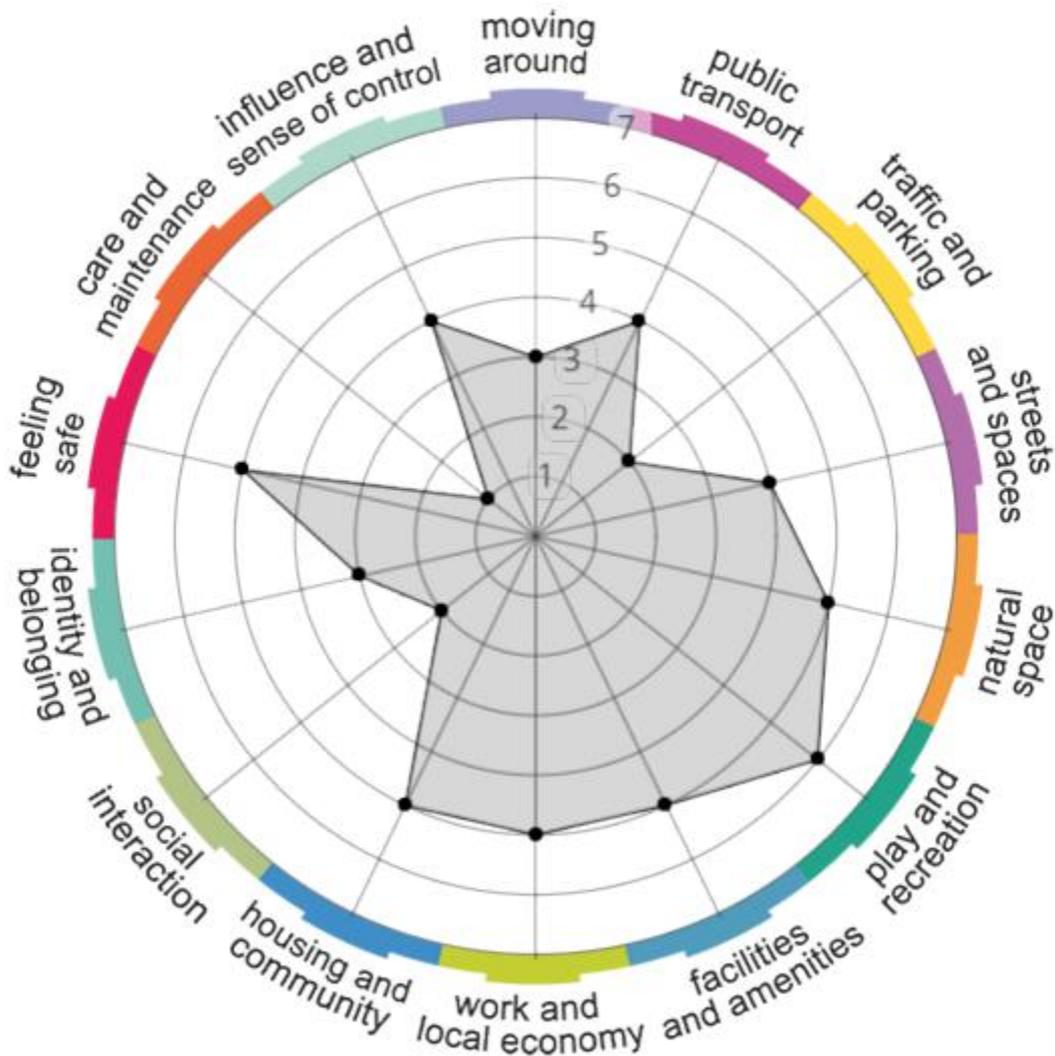


Figure 24: Glasgow External Workshop - Group 2 completed Place Standard compass.

Table 6: Glasgow External Workshop - Group 2 Place Standard scores.

Indicators rated below 4	Indicators rated 4 or above
Moving Around (Rated 3)	Public Transport (Rated 4)
Traffic and Parking (Rated 2)	Streets and Spaces (Rated 4)
Social Interaction (Rated 2)	Natural Space (Rated 5)
Identity and Belonging (Rated 3)	Play and Recreation (Rated 6)
Care and Maintenance (Rated 1)	Facilities and Amenities (Rated 5)
	Work and Economy (Rated 5)
	Housing and Communities (Rated 5)
	Feeling Safe (Rated 5)
	Influence and Sense of Control (Rated 4)

Moving Around (Rated 3)

- Argyle Street has a small cycle lane, but there aren't many. They [Glasgow City Council] are building more, but they're outside the city centre, there are a lot of things in the pipeline with the £150 million Avenues Project.
- There is an overprovision of parking. The group would rate the Moving Around category as a 2 or 3 on the scale just now; but a 5 or a 6 in the future when considering ongoing work.
- Too many hills, a lot of people don't feel safe. As a pedestrian it's not pleasant, an awful lot of time spent at junctions; it's smelly, it's polluted.
- Need wider pavements/more pedestrianised areas. LEZ could make people think about how to access the city centre.

Public Transport (Rated 4)

There is only one Park and Ride facility.

- The real problem is that public transport stops at certain time of night; the timing is wrong.
- Only private hire taxis
- It can be a 15 minute car journey or a bus service which is replacing the [cancelled] train; buses are also more expensive than Edinburgh, costing £2.30 a mile; there is more competition with bus services in Glasgow compared to Edinburgh where the Council monopolises the service
- If people used more public transport it would be cheaper.
- Trains and underground were considered reliable; but stop at a certain time. Buses scored low, but other elements were scored higher.

Traffic and Parking (Rated 2)

- 20 people smoking [on a street] does more to affect air quality than traffic.
- It's too easy to park, there is an over provision; this encourages more people; but is a revenue stream; city centre charges for parking aren't enough.
- Changes the way the place feels, not in a positive way.

Streets and Spaces (Rated 4)

- Easy to find your way around, it's a grid system.
- One member of the group stated they felt the city centre wasn't attractive but that some projects will improve things; however another group member disagreed suggesting there are attractive places such as Cathedral Street where the buildings are nice – "Glasgow is a different place when the sun shines."
- Areas can feel traffic centred and polluted.
- Cleanliness is an issue.

Natural Space (Rated 5)

Biggest natural space outside of the proposed LEZ, but you can access Glasgow Green; areas are well maintained.

Play and Recreation (Rated 6)

- Facilities in Glasgow for play and recreation huge compared to other cities after the Commonwealth Games. Less provision outside of the centre.
- World class facilities.

Facilities and Amenities (Rated 5)

- World class sports facilities.
- There's a lot in the centre; lots of bars and restaurants. Weather has more of an impact on use of area than air quality.
- One group member talked about spending time with their 15 year old child and being happy to go to events outdoors.
- The same group member said "I wouldn't eat a sandwich in George Square, but some people do" traffic does impact enjoyment.

Work and Economy (Rated 5)

- Fairly vibrant; Glasgow is economic centre of the west, a lot less closed shop fronts than somewhere in Paisley; supportive of small businesses; there is more opportunity in Glasgow.

Housing and Community (Rated 5)

- Well accessible/good transport links.

Social Interaction (Rated 2)

- River front not very accessible – transport has priority.
- There is a lack of greenspaces – social environment.
- Most people using the city centre are accessing it from outside the centre and are not residents.
- Glasgow green facilitates these uses – if it is to be included in the zone.
- Hope Street is extremely polluted – would avoid walking down it – would actively avoid.
- Social – drinking problems affecting.

Identity and Belonging (Rated 3)

- Safer than most cities.
- Glasgow taxis are safer than ever.
- Strong sense of community; proud to be Glaswegian.
- Some members of the group felt that other areas outwith the city centre were better. Dislike of the city centre stems from traffic/instability.
- A lot of broken glass/litter.

Feeling Safe (Rated 5)

- This is subjective to each person. There is a difference of feeling safe between night and day.
- Workers vs different types of people who use the city centre.
- If you were going out to socialise in the city centre, wouldn't even consider taking the car.
- The group really liked how the Commonwealth Games transformed Glasgow – shutting of road/pedestrianised.
- If businesses are made aware of road closures in advance they are happy to accommodate.

Care and Maintenance (Rated 1)

- Clyde walkway – problem under the bridge/young people leaving broken glass.
- Garnethill community council are known for being proactive.
- Glasgow Taxis representative noted that the city is at its worst for bins/rubbish/fly tipping.
- Culture of littering in Glasgow – known for being a dirty city.

Influence and Sense of Control (Rated 4)

- The group required more information on air quality in a professional capacity – affects business.
- Real problem with city's congestion – standstill traffic
- Lots of different bus companies in one city.

Group 3

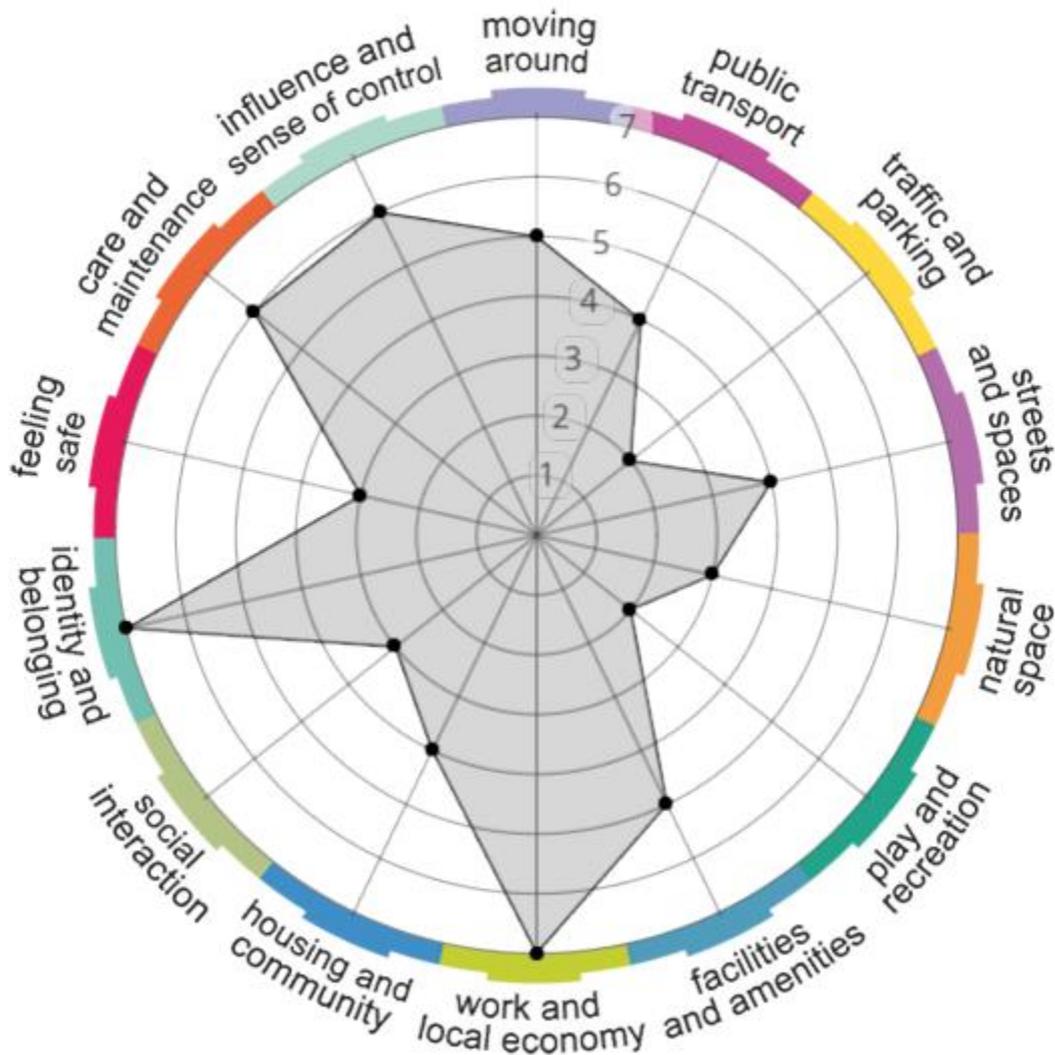


Figure 25: Glasgow External Workshop - Group 3 completed Place Standard Compass.

Table 7: Glasgow External Workshop - Group 3 Place Standard scores.

Indicators rated below 4	Indicators rated 4 or above
Traffic and Parking (Rated 2)	Moving Around (Rated 5)
Natural Space (Rated 3)	Public Transport (Rated 4)
Play and Recreation (Rated 2)	Streets and Spaces (Rated 4)
Social Contact (Rated 3)	Facilities and Amenities (Rated 5)
Feeling Safe (Rated 3)	Work and Local Economy (Rated 7)
	Housing and Community (Rated 4)
	Identity and Belonging (Rated 7)
	Care and Maintenance (Rated 6)
	Influence and Sense of Control (Rated 6)

Moving Around (Rated 5)

Hielanman's Umbrella (and there are shops); the Network Rail trains don't work; timing of pedestrian crossings; room for improvement on active travel.

Public Transport (Rated 4)

Good public transport network, but car is perceived to be cheap; buses are moving toward low emission fuel; public transport is expensive so car may be cheaper; too easy to park. Some of the group, at a cost, could park at work.

Traffic and Parking (Rated 2)

Taxis fight the private hire for fares; too few taxi ranks; idling not an offence – fixed penalties; Glasgow not that congested compared to other cities.

Streets and Spaces (Rated 4)

City centre buildings not designed to prevent the Canyon Effect.

Natural Space (Rated 3)

Too much noise. Too much traffic. Glasgow City Centre is a destination for other reasons. City trees explored, but in planters to prevent damage to infrastructure.

Play and Recreation (Rated 2)

Land values prohibit new play and recreation space; also demographic may be difficult.

Facilities and Amenities (Rated 5)

Bus services are a mystery; cycling could be improved.

Work and Local Economy (Rated 7)

Housing and Community (Rated 4)

Zero parking standards for new housing in city centre – obvious working well as area well serviced by public transport.

Social Interaction (Rated 3)

Not many places to sit outside.

Identity and Belonging (Rated 7)

“people make Glasgow” – great slogan – sense of belonging.

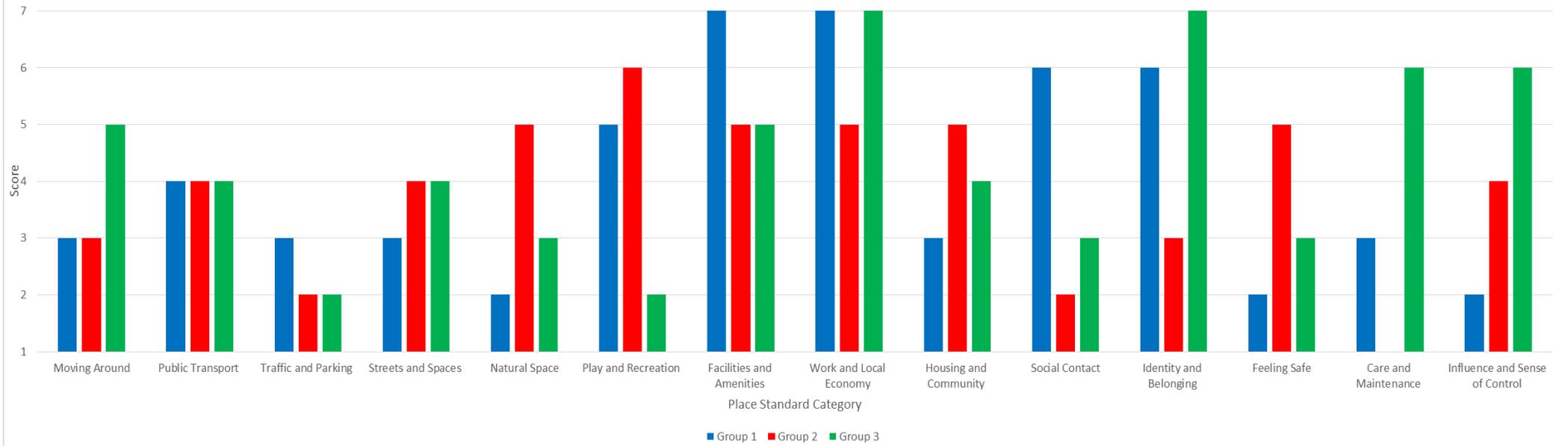
Feeling Safe (Rated 3)

Hielanman's Umbrella and Central Station streets a bit intimidating. Cycling masks don't prevent irritation of gases and particulates.

Care and Maintenance (Rated 6)

Influence and Sense of Control (Rated 6)

Glasgow External Workshop - Place Standard Scores (all groups)



Highest Place Standard Scores

7 Work and Local Economy - Jobs

7 Facilities and Amenities – Banks/Libraries

7 Identity and Belonging - Glasgow's Smile

6 Play and Recreation – Facilities/football/cycle/swimming

Lowest Place Standard Scores

1 Natural Space – Glasgow Green

2 Feeling Safe – Outside Drinking

2 Influence and Sense of Control – Experience of Glasgow not very supportive.

2 Traffic and Parking – Fares/cars idling. High provision of parking spaces well used. CC as short cut – so easy to use. Too much free parking.

2 Play and Recreation – Land values lead to less play and recreation space

2 Social Contact - negative impact of congestion and whether it feels safe – polluted streets.

One thing you like about Glasgow City Council's work to improve air quality in the city centre

- Information
- Public engagement and transparency
- Proactive –recognising and addressing the issue
- Recognition of importance of air quality
- Positive impact on health
- Actively doing it; health benefits; quality of life
- Cycling promotion; ambitious targets; improving air quality in well-known hotspots
- Cycle scheme
- I like the work completed so far with the cycle network in Glasgow city centre
- Bike scheme cycleways

One thing you'd like to share about how the low emission zone will affect your business/organisation – barriers and opportunities

Barriers

- Deliveries to customers. Access times/cost to aging fleet.
- Cost and impact of retrofitting bus fleet.
- Devalue of older vehicles; restriction in movement/time; cost – upgrade.
- Big investment without material return.
- Autogas being the unknown fuel alternative, may be overlooked.
- Resource implications

- It will increase the cost in the business, ergo, it will increase the price to customers, it will reduce revenue to the business; it will cost jobs.
- It could have a negative impact on some operations e.g. deliveries of new vehicles into our operation.

Opportunities

- Less congestion – better movement
- Alternative fuels
- Cost effect
- Improve health – aligns with business strategy
- It could create a greater awareness of alternative modes of transport e.g. car club.
- As a consultancy we can offer advice to business on how LEZ may affect them
- Potential opportunities for retrofit
- To promote services to businesses and public organisations

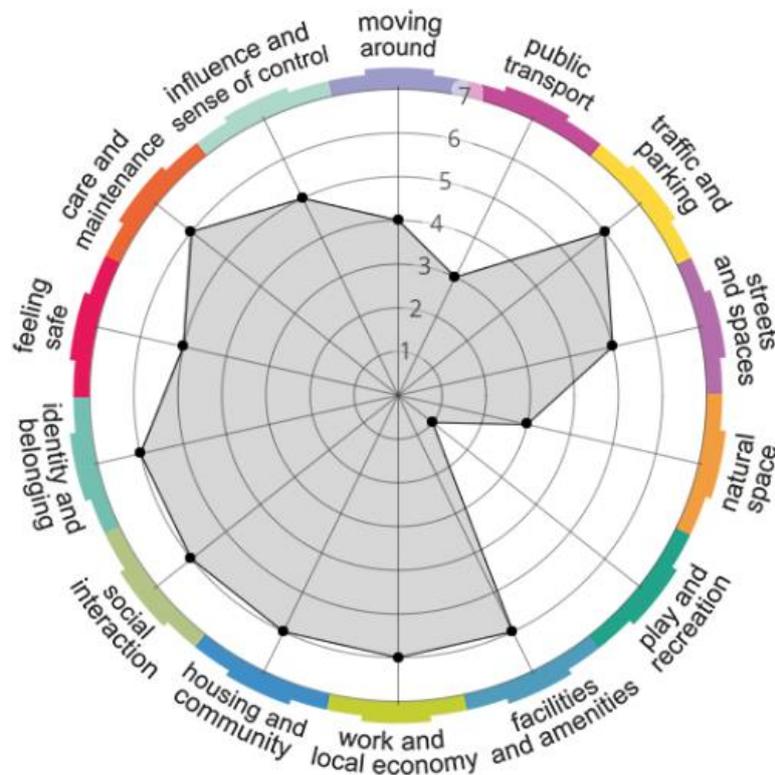
Identity three priorities for change based on Place Standard answers to improve air quality

- More trees
- Speed up buses – you can walk faster
- Declutter pavements
- Greater areas within the city to enjoy natural space
- Outdoor seating
- Green area (tree lined streets)
- Feeling safe in the evening; more presence of street pastors; Remove beggars (amount of them around the city).
- Clearer pavements, remove litter, better pavements
- Stronger influence for building owners to maintain and take care of buildings
- PM hours improvement in safety
- Better cycling network
- Less parking in most busy areas to encourage walking/cycling and pedestrian only areas
- Better quality more affordable buses
- Cleaning public transport and dis-incentivising car use through reduced parking.
- More greenspace. Trees/shrubs
- Control excessive drinking
- Take the streets back from the cars
- Segregate cycles 100% from vehicles
- Tidy the city up. Make it lovely again.
- Less private cars allowed into the city centre – providing that adequate park and ride facilities are available
- More well designed public areas – urban streets (pedestrianised).
- Safe segregated cycle network
- Safe walking routes

- Reduce traffic to increase traffic flow
- Connection between active/public transport
- Allotted smoking space or rather opposite
- Traffic and parking – less accessible
- Better upkeep and cleaning – bin everything
- Public transport – improved movement through the LEZ, public transport priority measure
- Attract people in, create amenity on the street, using public/active travel, then people will stay and spend more.
- Streetscape – building maintenance – create more attractive buildings – create safer streets – build pride in the city.
- Street design – increase connection – greening the city – more trees etc. increase public space and increase street use – wider paths.

Appendix C - Glasgow City Council Internal Council Workshop

Group 1



Indicators rated **below 4**

Natural Space (Rated 3)

Public Transport (Rated 3)

Play and Recreation (Rated 1)

Indicators rated **4 or above**

Traffic and Parking (Rated 6)

Social Interaction (Rated 6)

Moving Around (Rated 4)

Streets and Spaces (Rated 5)

Facilities and Amenities (Rated 6)

Work and Local Economy (Rated 6)

Housing and Community (Rated 6)

Identity and Belonging (Rated 6)

Feeling Safe (Rated 5)

Care and Maintenance (Rated 6)

Influence and Control (Rated 5)

Moving Around (Rated 4)

- Poor for people on bikes. Wouldn't feel comfortable in amongst traffic.
- Topography of Glasgow has negative impact on active travel – it's hilly.

- Pedestrian safety an issue – a number of group members witnessed a car mount a pedestrian walkway whilst walking the city centre area as part of the workshop. There is an issue with enforcement – need more.
- Pedestrian experience can be positive, in areas like Buchanan Street for example, it depends on where you are in the city.
- Some group members expressed concern about air pollution in parts of the city centre – if you were there all day ‘dread to think of the health impact – it [pollution] would all go on your lungs.’ Difficult to breathe.
- The group accepted the need for buses, but felt some bus shelters needed to be in better locations.
- Delivery vehicles should have a set window to be within the city centre.
- Inner areas are quite busy. Area around Strathclyde University – they have added greenspace making it quite calming.
- The group indicated they would score the LEZ area differently for those walking around and for those cycling. They indicated they would score the area a 3 for cyclists and 5 for walkers.

Public Transport (Rated 3)

- A lot of high emission buses still active with the LEZ. Emission 3-5 quite high. No emission 6 buses spotted whilst walking around the centre.
- There is a push to improve the bus fleet.
- One group member questioned the capacity of some buses, noting that there were a lot of buses, but that not a lot seemed full. However another group member pointed out that the city centre was the start or end point for a lot of bus routes and so buses would pick more people as they continued along the route.
- Positive about trains. Electric route the best outside of London, subways and buses give options.
- Deregulation of buses is an issue. Haphazard. 53 separate bus companies operating in Glasgow.
- Cost is high. Experience negative with seemingly random price increases. Routes taken away, despite customer objection, buses dirty and passengers crammed onto single deck buses on some busy routes. At times feels unsafe.
- Some group members indicated it was quicker and cheaper to bring their car into the city to get to work; others indicated they did not feel the need to use the car.
- Buses scored low; trains scored high.

Traffic and Parking (Rated 6)

- One group member stated they felt traffic impacted on their wellbeing, the group discussed the main problem was with the buses rather than private cars – the number of buses, the pollution and the noise. Why are there so many in the city centre?
- Glasgow compact – don’t need to drive in the city centre.
- Not everyone can walk – need reliable access into the city.
- Contribution from cars in tiny – if bus fleet improvements are introduced emission reduction requirements will be met.
- Traffic an issue at peak times.

- There is a problem with idling vehicles.
- There is parking provision in the city centre, some believed too much, some believed people would struggle if parking was removed.
- Could it be replaced with park and ride bus services and more electric cars? Infrastructure not currently in place.

Streets and Spaces (Rated 5)

- Depends where you are
- Poor streets such as Union Street, Renfrew Street and Hope Street. Poor because of canyon effect, too many buses, pavements too narrow.
- The city has beautiful architecture. Could be a positive experience if you remove the traffic.
- Good streets such as Killermont Street – green infrastructure, wide, open, no pollutants, street trees.
- Buchanan Street and similar streets are positive.

Natural Space (Rated 3)

- Not a lot of greenspace/green infrastructure – small amounts in areas such as Clyde Street and George Square.
- Riverfront a key area of greenspace.
- Green infrastructure must be high quality and well maintained.
- A barrier to people being outside is that there isn't enough space. People want to be there.
- Group wants more green infrastructure.
- Group noted some venues are putting heaters outside.

Play and Recreation (Rated 1)

- Not good for children. No play areas.
- No natural areas.
- No space for informal play.
- No provision for teenagers.
- Better for adults.

Facilities and Amenities (Rated 6)

- Yes there are a range of facilities and amenities.
- Sports facilities, bars, restaurants, gyms and pubs.
- Can walk to them easily.
- More art spaces required.

Work and Local Economy (Rated 6)

- A range of work, office based and retail.
- Architecture great.
- Highest area of employment.
- Not a lot of housing – people need to travel in – contributes to traffic and congestion.

- Glasgow has a range of skill sets.

Housing and Community (Rated 6)

- Within the city centre you can walk.
- Range of housing is limited – a lot of student housing
- Not enough accommodation to support people who want to stay here – although some members of the group queried if there was evidence for this.
- Expensive to live in the city centre – again some disagreement – some areas are affordable.
- New developments will no longer guarantee parking provision – need to park elsewhere. There will be spaces for bikes.
- Some group members felt there was no need for a car in the city centre because transport links are in place.

Social Interaction (Rated 6)

- Provision to meet indoors – don't need to be outside.
- AQ doesn't stop you from going outside, it is the weather.
- Good to meet friends – perhaps less good for more informal contact.
- Diverse range of people to meet.
- Peak time traffic and noise can have an impact.
- Not somewhere you come to be alone – although it can also feel a lonely place.

Identity and Belonging (Rated 6)

- 'People make Glasgow'
- Very positive identity.
- Some areas not as positive – some people don't think positively about it.
- Most people positive.
- Issue with homelessness – you get this everywhere.
- No issues with gangs etc.

Feeling Safe (Rated 5)

- During the day – yes. At night – no.
- Some group members say they've never felt unsafe.
- 'I would get a taxi at night – I wouldn't walk'
- Wouldn't walk in the lanes – no light.
- I wouldn't cycle the city centre – too much traffic – need separate bike lanes – see more bikes on footpaths than on roads.
- Some of the group said they were happy to cycle.
- All were happy to walk.

Care and Maintenance (Rated 6)

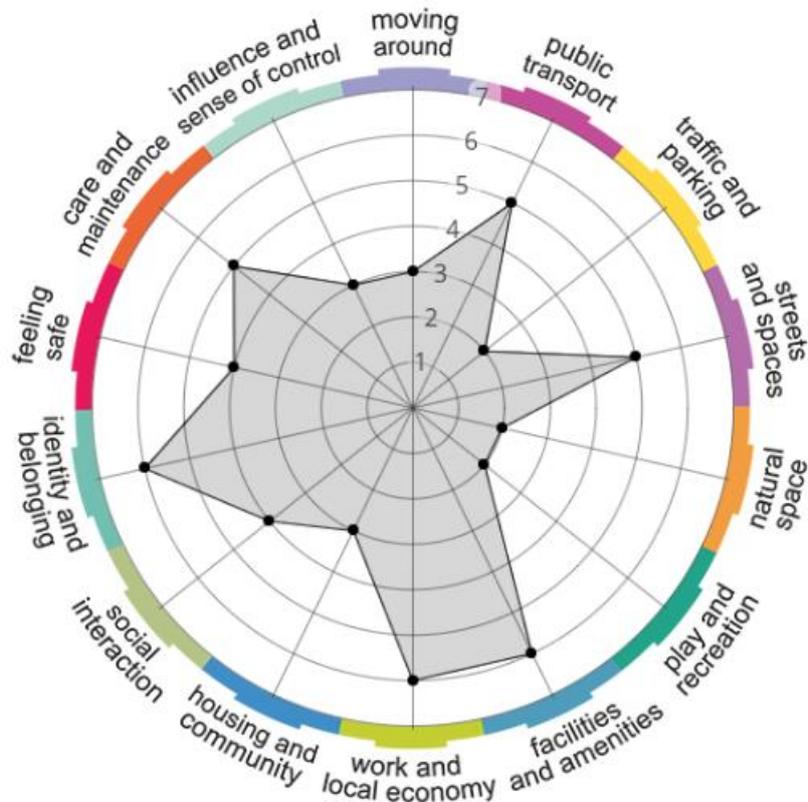
- Compact. People don't need to travel using a car.
- Commercial waste on the streets.

- Architecture is beautiful.
- Pedestrians may be put off some pathways – depends on mobility.
- Areas where there are vacant buildings, maybe make you feel uncomfortable.
- Areas with scaffolding.

Influence and Sense of Control (Rated 5)

- On a personal level we can make a personal change.
- At work to a certain degree.
- Does air quality need to change – yes – specific key streets.
- Improved public transport – integrated public transport from the outskirts – cheaper.

Group 2



Indicators rated **below 4**

- Moving Around (Rated 3)**
- Traffic and Parking (Rated 2)**
- Natural Space (Rated 2)**
- Play and Recreation (Rated 2)**
- Housing and Community (Rated 3)**
- Influence and Control (Rated 3)**

Indicators rated **4 or above**

- Public Transport (Rated 5)**
- Social Interaction (Rated 4)**
- Streets and Spaces (Rated 5)**
- Facilities and Amenities (Rated 6)**
- Work and Local Economy (Rated 6)**
- Identity and Belonging (Rated 6)**
- Feeling Safe (Rated 4)**
- Care and Maintenance (Rated 5)**

Moving Around (Rated 3)

- Poor for pedestrians/cycling
- Unpleasant
- Better cycling routes to avoid LEZ
- Traffic volumes
- Poor cycle routes and signage

Public Transport (Rated 5)

- Walkable
- Subway and stations and bus routes
- Too many bus stops
- Bus is expensive in relation to rail
- Bus emissions

Traffic and Parking (Rated 2)

- Too much traffic
- Roads cutting through pedestrian routes
- Impedes cycling/walking

Streets and Spaces (Rated 5)

- Small pockets of open space
- Good architecture – but canyon effect
- Some areas of derelict buildings
- Generally good to get around
- Well lit

Natural Space (Rated 2)

- Few spaces – pockets – poor access
- Not really natural
- Strathclyde university creating spaces
- Environmental noise

Play and Recreation (Rated 2)

- Poor – no real play spaces
- Council discouraging play spaces in LEZ

Facilities and Amenities (Rated 6)

- City centre – monoculture
- Lots of facilities
- Murals
- Residential growing – lots of students
- Walkable – relatively safe
- Areas of good public realm

Work and Local Economy (Rated 6)

- Powerhouse of Scottish economy?
- Much range of opportunity for outsiders
- Expensive child care
- Vibrant atmosphere

Housing and Community (Rated 3)

- Little housing opportunity
- Expensive
- Flats in the main
- Social housing – low quality
- Student housing

Social Interaction (Rated 4)

- Very few spaces without paying – rules out community contact
- Traffic noise
- Weather quite a draw-back
- Good weather – gets people outdoors

Identity and Belonging (Rated 6)

- Some parts of the community will feel excluded
- Strong identity – friendly community
- Socio-economic issues

Feeling Safe (Rated 4)

- Safe walking but not cycling
- Not comfortable at weekends or at night
- Low level of anti-social behaviour
- Well lit

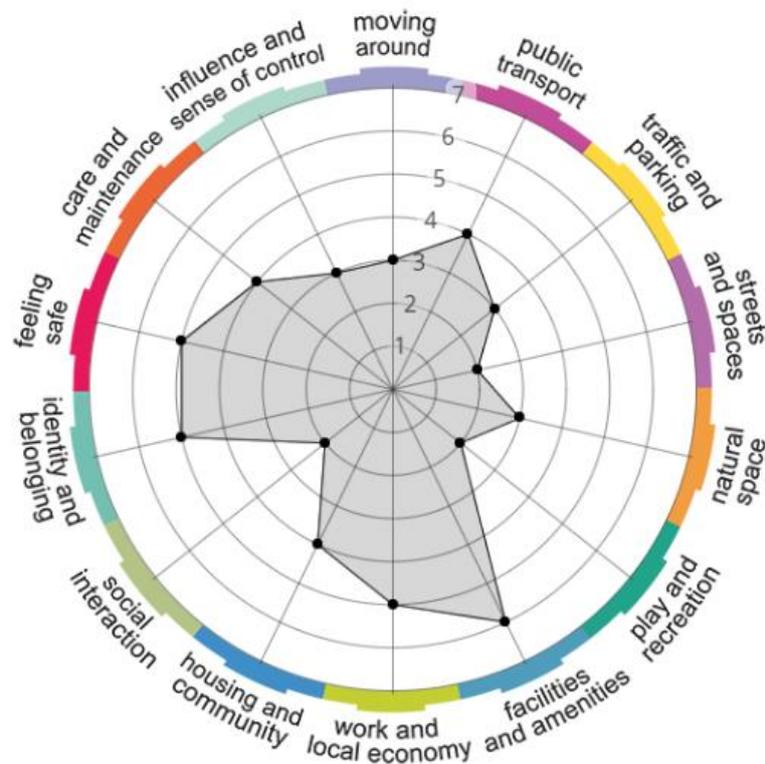
Care and Maintenance (Rated 5)

- Really well maintained
- Few areas of litter etc
- Murals
- Built environment is good

Influence and Sense of Control (Rated 3)

- Residents for the whole of the city
- People vote for council
- Public discussion important
- Top down
- Public leadership

Group three



Indicators rated **below 4**

Moving Around (Rated 3)
Traffic and Parking (Rated 3)
Streets and Spaces (Rated 2)
Natural Space (Rated 3)
Play and Recreation (Rated 2)
Social Interaction (Rated 2)
Influence and Control (Rated 3)

Indicators rated **4 or above**

Public Transport (Rated 4)
Facilities and Amenities (Rated 6)
Work and Local Economy (Rated 5)
Housing and Community (Rated 4)
Identity and Belonging (Rated 5)
Feeling Safe (Rated 5)
Care and Maintenance (Rated 4)

Moving Around (Rated 3)

- Pretty bad – lots of cars on Union street and would never cycle there
- Queen street has too many buses – don't feel safe
- Would never cycle in the city centre
- Not safe for pedestrians – difficult to cross roads/navigate
- Traffic is always congested
- Queen street pavements should be widened
- Cathedral street is main thoroughfare for Buchanan Street – wall-to-wall buses
- Some participants said they notice emissions in their lungs – particularly on Union Street and Hope Street – they would avoid those streets
- People that use public transport are being penalised for it (breathing in fumes)

Public Transport (Rated 4)

- Seem to just use cars
- Seems to be accessible – underground, train, buses
- Good – but is it high quality? No – it's all old
- Constant double decker buses with few people – the number of buses could be reduced
- Can mostly get around without the car – depends on where you are. There are good route in and out of the city centre but if you want to get from one side to another it is difficult
- All transport – far too expensive and not safe

Traffic and Parking (Rated 3)

- Quite a few hire bike stations – good in the city centre
- Cars take priority
- Good charging points
- Too much traffic – pedestrians don't feel safe crossing the road – “got to have your wits about you”
- Not particularly safe
- Better traffic calming measures are needed
- LEZ could reduce the traffic in the city centre but then cars might drive faster if the roads are quieter
- The city centre was not designed for cars

Streets and Spaces (Rated 2)

- Canyon effect is really bad – particularly on streets such as Union Street
- The streets are tight and there is not much through air
- There are places you would go because you had to rather than want to
- Would agree that buildings/public spaces make for a pleasant experience
- The walking tour was terrible for streets and spaces
- Economy suffers on the streets that are poor – for example Union street

Natural Space (Rated 3)

- Not in the city centre
- There is some green space around Strathclyde University
- It's accessible for everyone
- George square in the summer is full
- Barriers such as the weather, noise, pollution and anti-social behaviour
- Anti-social behaviour tends to put people off

Play and Recreation (Rated 2)

- Not really anywhere for play
- Not much in terms of museums, sports facilities
- Nothing for kids
- Not well maintained

Facilities and Amenities (Rated 6)

- Plenty of amenities but mainly aimed at students
- Lots of shops, bars etc which is brilliant
- Not enough public toilets – where are they?
- Good variety of facilities and amenities on offer
- Good for disability access

Work and Local Economy (Rated 5)

- Big financial district
- Plenty of jobs – main employment centre for the West of Scotland
- Closing a lot of job centres
- Lots of opportunities for people to gain skills for work
- Planning restrictions – “have to stay shops” – maybe this could be changed so that cafes etc could open in empty shops
- Merchant City – seems to be a better environment to support shops, cafes, bars etc.
- More could be done

Housing and Community (Rated 4)

- Houses built in city centre now doesn't come with any parking provision
- High flats in Drygate – feels like a totally separate area
- Good mixture of flats, social housing, student housing
- Lack of garden space – roof gardens could be an idea
- Wouldn't live in the city centre if you were a family
- Not sufficient to be sustainable
- Expensive for housing in the city centre

Social Interaction (Rated 2)

- Plenty of bars and restaurants
- In terms of outdoor space, no
- Oppressive – too noisy and busy
- There are European cities where they build houses around a square so there is space for neighbours to meet and interact. Whereas in Glasgow, you could live next to someone for 2 years and not know them/your neighbours. Not good
- There are not places where people can go and meet up

Identity and Belonging (Rated 5)

- Welcoming city
- Positive view of their own city
- People like Glasgow and travel in for work but do not live there

Feeling Safe (Rated 5)

- During the day (apart from crossing roads) feel safe but not at night

- More street lighting
- In an “authoritarian” place they feel safer
- Do not feel healthy
- Would not feel safe cycling in the city centre
- One person in the group does but avoids certain times of the day due to traffic
- Generally well-lit and cameras everywhere

Care and Maintenance (Rated 4)

- Some areas are
- Merchant City is great – Union Street in comparison is night and day
- Old buildings could be better maintained
- Cracked pavements
- Murals on the side of the buildings give it a great feel
- The fumes from buses are damaging the buildings and discolouring them

Influence and Sense of Control (Rated 3)

- There is a direct democracy where someone would put your view forward
- There is influence, but maybe not much in terms of control
- People don't feel listened to
- GCC do work with and engage with communities but people don't feel consulted or listened to enough

One thing you like about introducing a Low Emission Zone in Glasgow?

- A positive step towards creating a cleaner, liveable city
- Free moss trees with solar panels (Queen Street)
- Attractiveness for tourists, visitors inclined to visit city
- The fact that it's mandatory/statutory. Historically legislation is the only way to ensure long term change (e.g plastic bags)
- Will make the city take the necessary transportation decisions
- Will improve the buses for passengers as well as improve air quality (newer buses)
- The fact that it encourages city users to consider air quality/environmental issues.
- It will encourage people to think a lot more widely about the impact of cars/buses have on the lives of citizens
- Cleaner air
- Contribution to climate change objectives/targets
- Better air quality (for now and future generations!)
- No more black smoke in people's faces as they cycle
- Potential positive environmental impact
- Will improve standards of vehicles in the city centre
- Improve health and wellbeing
- Will make it healthier and sustainable in the long term
- Reducing the amount of traffic in the city centre
- Improving the health of future generations

One thing you would like to share about how the LEZ will affect how you work?

- Less/cleaner vehicles on way to work
- Better linkage between departments
- Portray the city in a more positive light
- Will help support city development plan placemaking policy and guidance
- Will prompt a re-think not only about the fleet in terms of euro compliance but also how we manage and use the fleet
- Encourage more sustainable transport. Concerns on the social i.e. cost of car ownership v public transport
- Opportunity to cycle more in the city centre
- Help support health objectives
- Reduce traffic and opportunity to reuse space
- Difficult taxi drivers
- Trying to make taxi compliant will be difficult (financial implications)
- It may help promote use of electric vehicles and contribute towards co2 reduction targets
- Low emission vehicles, electric sockets to recharge. time to take for decisions to be made

- Make life easier – people will finally get it
- Will need to be much better aware of wider transport and public realm and policy interventions
- More opportunities for green infrastructure if road layout changed
- Difficulty in transitioning big vehicle fleet to better engine standard
- Opportunities for street greening (increased maintenance cost?) (improved aesthetic / health / wellbeing benefits)
- Opportunity to move away from combustion engine vehicles and improve environmental performance
- Opportunity to renew councils fleet of vehicles with new alternative technologies
- Public concern about vehicle eligibility
- Educate public on health benefits of cleaner air
- It will encourage us to improve the quality of our vehicle fleet

Priorities for action

Group 1

- Traffic Enforcement – Cars breaking the law impacting on traffic. Education
- More Green Infrastructure – Increase play space, Improve public realm and improve air quality
- Improving bus fleet and retrofit – Improve costs of public transport, improve scheduling and make it more attractive

Group 2

- Play and recreational space – more greening of vacant and derelict spaces
- Policy shift to prioritise action and sustainable travel
- Traffic free streets

Group 3

- Streets & Spaces which would cover Social Contact, Play & Recreation and Moving Around. Public Realm
- Housing and Community – Social Contact, Facilities and Amenities and Play and Recreation.
- Public Transport – Quality of buses and more attractive.

Highest Place Standard score

Group one:

- 6 = Facilities and amenities
 - Work and local economy
 - Housing and community
 - Social contact
 - Identity and belonging

- Care and maintenance
- Traffic and parking

Group two:

- 6 = Facilities and amenities
 - Work and local economy
 - Identity and belonging

Group three:

- 6 = Facilities and amenities
- 5 = Work and local economy
 - Identity and belonging

Lowest Place Standard score

Group one:

- 1 = Natural space

Group two:

- 2 = Traffic and parking
 - Natural space
 - Play and recreation

Group three:

- 2 = Streets and spaces
 - Play and recreation
 - Social contact

Did you find this a useful way of discussing air quality in Glasgow? What did you like? What would you change?

- Yes
 - Different views from people/ideas knowledge
 - Transport routes through city centre
- Yes
 - Structured process
 - Change - clearer questions – related to air quality rather than place (or in addition to). Issues about using for variety of spaces at once – lots of split scores e.g. for walking and cycling
- Yes
 - Different opinion/ discussion very interesting
 - Give specific examples of linking air quality to placemaking themes
- Yes
 - Framed the conversation
 - Refine questions – too open to interpretation

- Yes
 - Discursive nature
 - Questions related to topics sometimes too wide ranging
- Definitely yes!!
 - Open, deliberative discussion
 - Some of the fields are a bit similar and possible could be combined
- Yes
 - Varied group and walk round
 - List of Glasgow's current strategies
- Yes
 - Different opinions of people
 - Some topics of standard overlapping
- Yes
 - It brings out different discussions and how air quality impacts other topics
 - Less or combine questions
- No
 - Very subjective. Not evidence based
 - Hard to relate the themes to air quality and maintain focus on that. Needs more guidance to focus on air quality and not on the theme header. Could be useful if more guidance given and more specific air quality questions asked
- Yes
 - Able to cover a lot of discussion topics
 - Change – none
- Depends on purpose of discussion> if explanation, yes.
 - Like = groups
 - Dislike = structure and methodology
- Yes
 - Hearing different opinions from stakeholders in Glasgow
 - More specific or focussed questions on each place standard question
- Yes
 - Get an understanding of everyone's views
 - Gathers everyone's opinions, and makes you focus on the subject matter
- Yes
 - Varied points of views
 - More specific meaning of the subject headings
- Yes
 - Variable and diverse opinions
 - Mix groups up
- No
 - Too contrived
 - Better ways to target relevant discussion on air quality
- No
 - Great way to discuss place and identity improvements needed
 - Reduce number of categories

- No – not focussed on air quality enough
 - Discussions about place
 - Reduce number of categories
- More time to discuss as there were a lot of topics to cover
- Yes
 - Group discussion
- Yes
 - Mixed feedback and info from other people
 - Bad – fixed opinion and driven by more opinionated

Appendix D – The City of Edinburgh Council On-Street Engagement

Edinburgh On-Street Survey

CAFS (Cleaner Air for Scotland) ON-STREET ENGAGEMENT

Thursday 21 June, Edinburgh

Trial Air Quality Technical Place Standard

Name:

Age: Under 18 18-24 25-35 36-45 46-55 56-65 66+

Email:

Organisation (if applicable):

Your information: This will allow us to contact you about a future Qir Quality Workshop and will also allow us to build up a profile of people who have responded to this research. You are not obliged to provide any personal information. **This is optional.**

Q.: Have you ever thought about the impact of air quality here? yes/no – comment

Prompts:

- Is air quality good here? If yes, why? If not...
- What causes the problems?
- How can it be improved?
- What can you do to improve air quality?

PLACE STANDARD - A SUMMARY

A tool to help you assess the quality of a place using a number of indicators.

Improvements to air quality do not happen in a vacuum – they relate to place.

14 indicators split as follows:

- **Getting About** (moving around, public transport, traffic and parking)
- **Living and Working** (streets and spaces, natural space, play and recreation, facilities and amenities, work and local economy, housing and community)
- **Safety and Social** (social interaction, identity and belonging, feeling safe)
- **Maintenance and Management** (care and maintenance, influence and sense of control)

Key question – Does air quality have a positive or negative impact on each of these ‘place’ indicators?

Please circle the score you would give each indicator grouping:
‘1’ is poor – ‘7’ is excellent



Getting About

Key Q: Does air quality have a positive or negative effect on how you move about here? yes/no - comment

Prompts:

- Can I easily walk and cycle around using good-quality routes free from traffic congestion or heaving traffic movement?
- Does public transport here meet my needs? – or am I forced into my car?
- Do traffic and parking arrangements allow people to move around safely? – are there too many cars / too much traffic?

Please circle the score you would give this combined indicator



Living and Working

Key Q: Does air quality have a positive or negative effect on how positive you feel about living, working, spending time here? – yes/no - comment

Prompts:

- Do buildings, streets and public spaces create an attractive place that is easy to get around? – do you enjoy spending time here?
- Can I regularly experience good-quality natural space? – does poor air quality / traffic congestion affect my enjoyment of this?
- Can I access a range of space with opportunities for play and recreation?
- Do facilities and amenities meet my needs? Can I walk/cycle to them?
- Is there an active local economy and the opportunity to access good-quality work?
- Do the homes here support the needs of the community? E.g. encourage walking/cycling?

Please circle the score you would give this combined indicator



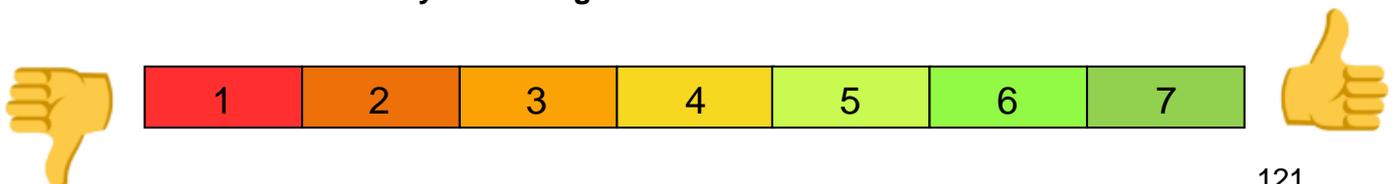
Safety and Social

Key Q: Does air quality have a positive or negative effect on how safe you feel here / how sociable you can be here? yes/no - comment

Prompts:

- Is there a range of spaces and opportunities to meet people? – are cafes / food stalls affected by traffic congestion?
- Does this place have a positive identity and do I feel I belong?
- Do I feel safe here? – do you feel healthy in this place?

Please circle the score you would give this combined indicator



Maintenance and Management

Key Q: Does air quality have a positive or negative effect on how positive you feel about how much the area is cared for and how much influence you have over decisions here? – yes/no - comment

Prompts:

- Are buildings and spaces well cared for? – does this encourage higher or lower car use?
- Do I feel able to take part in decisions and help change things for the better? – do I feel able to contribute to discussions about air quality?

Please circle the score you would give this combined indicator



George Street/Princes Street Responses

44 Questionnaires

NB: Number in brackets is the place standard score

Have you ever thought about the impact of air quality here?

Yes	No
15	7

Thoughts on the impact of air quality here?

- Bus fumes are a problem (particularly buses stopping and starting) – especially for cyclists (have considered getting a face mask).
- The built form of Edinburgh (high buildings) traps air pollution.
- Thought air quality here was ok until someone (a tourist using an inhaler) told them otherwise.
- Too many cars.
- Air quality is ok on Princes Street – should just allow buses and taxis though.
- George Street is too much of a ‘parking’ street.
- I avoid Princes Street given air quality issues.
- Air quality is good on Princes Street - I cycle most often.
- As a cyclist I am very aware of traffic fumes – so I avoid main roads. Roads are also not safe for bikes.
- Air quality is not good – but it’s also not dreadful.
- Air quality should not be taken for granted; seaside location helps; communities should be the main focus; short stay visitors generate lots of pollution through planes coming in and transport required throughout the city. Don’t believe air is that bad, especially for a major city.
- Construction impacts on air quality; particularly dust.
- Concerned about high levels of energy use from trams; involved in a campaign to improve bus service in place of trams.
- Air quality is not too bad. Air quality is worse on High Street (Royal Mile) than Princes Street/New Town; Traffic stalls at junctions causing poor air quality. Poor air is trapped in High Street.
- The dreadful air quality is something I think about a lot, it is something I think is really important. There are a lot of cars. I’ve noticed chest tightness whilst waiting for buses. Even in a vehicle; waiting in traffic I am affected by the poor air quality.
- Air quality is not good here because of the traffic.
- Emissions have an effect on air quality; buses are the biggest cause; but they’re important; smoking also impacts on air quality.
- Just from a congestion point of view.
- Air quality is better than some other places. Traffic is bad at the junction.
- Air quality is okay; it’s not congested outwith the city centre.
- Good, clean area.
- Air quality is bad here due to traffic.
- Air quality is okay; affected by buses and vans; linked to driving the economy and retail – GDP Growth.

- Air quality is better here than where I was living in Italy.
- The buildings help channel the wind; air quality is good.
- Not really bothered about the air quality – it's not like London; I drive but usually walk the dogs most days of the week; I'm usually thinking about the pennies rather than the air quality.
- Sometimes the quality is good, other times it is not. Transport and industry has played a major role in poor air.
- Never noticed because I just moved from London and it was worse.
- I've never noticed that air quality is bad; never found it too smoggy; but seeing the congestion I suspected the air quality is not the best. There seem to be too many buses – but obviously we need to encourage people to use public transport.
- Worse than average; definitely can be improved; transport contributes to a greater part of the pollution.
- Air quality is terrible; I'm normally a cyclist but the bus fumes are not good; not that much greenery; Princes Street not quite away from fumes.
- Air Quality is good; congestion is not as bad as other places; it could be improved by limiting; we have a responsibility to improve our air quality because it affects everyone.
- There's lots of traffic with all the buses/taxis/cars; it smells of petrol and I often think to myself 'is this good for me?'; I know I should walk more.
- Yeah I think about air quality; I cycle a lot and use the buses; air quality is poor.
- It's a lot better than other places; not as good as the countryside; but I have asthma and it doesn't set that off.
- Air quality issues linked with diesel engines/buses/vans etc. the breeziness does help; local sources are the biggest issues; too much congestion; keeping traffic moving would help; vaping also affects air quality; would like to see it restricted; some issues also with wood burning stoves.
- The air quality in Edinburgh is quite great there is nothing to improve.

Views on Air Quality Improvement Measures?

- More charging points for Tesla cars are needed in the city centre.
- Incentivise people out of single-occupancy cars / need more car sharing.
- Encourage more green roofs on buildings.
- Car traffic should be reduced into the city centre.
- Incentivise active travel (walking/cycling) / public transport.
- Increase mobility – e.g. boris bikes.
- Get rid of diesel cars.
- Cheaper tickets for buses and trams is needed.
- Incentivise people to use out of town 'park and rides'.
- Minimise the amount of private car travel across the city.
- There is a need for better facilities for bikes and to reduce traffic volumes.
- Encourage more electric cars.
- Plant more trees / shrubs.
- Educate children.
- Do something about on-street pavement parking.

- Good initiatives to get cleaner buses.
- George Street closures were successful
- Parking expensive – encouraged use of public transport
- Cycling campaigns
- Transit stops are too far apart (especially for those with mobility issues).
- Deliveries at night time in New Town – few residents who would be disturbed, can avoid traffic this way.
- Bus improvements are good, more/better buses needed.
- Would like to see more people dry washing in backgreens of blocks; use greens as community space; allotments to grow vegetables.
- Should try to limit dust and use of public transport can improve air quality.
- Would like to see electric buses in Edinburgh; these would be more versatile and functional than trams.
- More cycle lanes and pedestrian only areas.
- Updating the bus fleet is key; there is an argument to remove taxis from Princes Street. Any vehicle using Princes Street should require a permit and should be replaced every 2 years. There should be a no smoking zone.
- I may change my car. I've already moved from diesel to petrol. Still not keen to move to electric as there isn't enough provision.
- Fewer buses – more trams.
- Have fewer cars; legislation to restrict emissions and promote cleaner transport.
- Reduce congestion; encourage cycling to work.
- Better cycle lanes and signs should be in place.
- Should encourage electric modes of transport; walking and cycling through better planning.
- Lobby government; cycle; go car free.
- I don't know how air quality can be improved.
- More bikes and walking; less cars.
- Less carbon emitting vehicles; more electric vehicles; proactive cycling engagement; designated cycle tracks.
- The use of nuclear power would help improve this.
- Buses and taxis or electricity and not fuel.
- Encouraging alternative transports; train/cycle/buses. I cycle to the train station and get the train to work in Edinburgh.
- Electric cars; change infrastructure; support events like Clean Air Day to bring about change. Improve pedestrian experience; improve communal space.
- Pedestrianise this area.
- Move to electric vehicles; reduce vehicles; move to active travel will reduce emissions; but safety concerns are the biggest impediment to cycling. Social use of outdoor spaces should be promoted; should publicise spaces where transport is not prioritised.

Getting About – Does air quality have a positive or negative effect on how you move about here?

- Too many cars / too much parking – stops people moving around so much on foot.

- Public transport is good – and the tram extension will help.
- Respiratory problems encourage me to stay at home more than I would like (4)
- Positive generally (5)
- Bike lanes should have restrictions on parking; not enough cycling racks; more info needed on cycle routes; cycle/pedestrian/road traffic should be clearly separated (4)
- The volume of people (not air pollution), particularly in summer, affects me getting about (6)
- Electric buses are far better / bus services are good. As a cyclist I avoid main road routes (6)
- I choose to walk rather than cycle because of air pollution. I walk around Princes Street gardens (6)
- Public transport is very good – but don't like the lines of buses on Princes Street. Cycle paths come abruptly to an end. Need to educate drivers (4)
- Quality of roads is a big problem – pot holes / glass – it is not a city for cyclists. Princes Street is very dangerous (taxis / buses / trams / people walking with smart phones) (5)
- I hate cycling here – the city is not built for cyclists; street parking is a problem (6)
- There are so many buses on Princes Street, not cars. Cycling is unsafe/not well defined, would cycle if there was a better network.
- Air quality has no major impact on my movement; walking in the centre is fine; the closure of Princes Street to traffic has made very little difference; most traffic on Princes Street before the bus only zones was through traffic; much of the city centre parking has been taken away; congestion charges would be fair in the city centre (5).
- Construction disruptions at St James Centre and linked to Bridges renovations have added pressure in other places in terms of impacting on air quality and congestion; public transport is fantastic in Edinburgh; would like to see fewer cars; worried about public spaces (open space/patios) for most of the year; against public heaters.
- Can sometimes walk around and cycle using good quality routes free from traffic congestion or heaving traffic movement (5).
- There is a good bus service. I do cycle but the city could do better in terms of infrastructure.
- I mostly walk; may change route to go through quieter routes; I do not like to linger; but will not change method of transportation because of air quality.
- Can mostly get around without too much impact from traffic; public transport meets my needs; wouldn't say there was too much traffic (5).
- Don't feel air quality impacts movement; it isn't smoggy. I won't cycle because I'm not visible to buses and scared of the trams. Walking is fine; there's plenty of space and public transport is really good.
- Air quality doesn't impact movement; congestion does; came in the car and it took ages.
- Not enough dedicated cycle paths (3).
- Moving around Queen Street and George Street not so good; commuting by train not always possible; ScotRail not flexible enough; congestion could be addressed by reducing the number and size of parking spaces (3).
- (5)
- Cycling is dangerous; public transport is very good (3).

- People get the tram; this has a positive impact on air quality (6).
- I think I'm too old to be cycling.
- Fairly easy walking routes; cycling needs to improve and Edinburgh Council needs to keep their promises. The trams and buses cause a lot more congestion in the city centre. Cyclists in Edinburgh are not encouraged; proposed cycle route from the canal and mound have not been delivered yet (5).
- I drive in and out of Edinburgh; I don't know how to cycle, but walk to nearby shops.
- Air quality does not have an effect on how I move about here; I'm cycling most days of the week and only drive one day a week. Increase the parking fees in the city centre; pedestrianise the city centre (5).
- Air quality doesn't impact on how I move around. Streets are noisy; traffic is too heavy. I have two kids (6 and 2 and a half) at different schools; I drive most of the week and I can't walk as my kids schools are 25 minutes apart. I try to cycle sometimes but not a lot (5).
- Walking in Princes Street is awful; traffic lights take too long to change; it takes a long time to walk across Princes Street because there are so many traffic lights. I wouldn't cycle; the junctions seem busy and congested; there are so many cars it seems like a bit of a free for all – the trams lanes caused an accident (2).
- Parking balance is okay as some parking needs to be retained in the city. Traffic on Princes Street is not too good (5).
- Don't feel safe as a cyclist. The Mound especially feels unsafe; built around cars. The infrastructure for buses is not good; from a pedestrian point of view the 20MPH zone is not always abided by meaning it is less safe.
- It's not easy enough to move around because there are too many vehicles (5).
- It's okay if you cut through the Gardens; but there are too many traffic lights.
- Cycling is unpleasant; wedged to the side of the road or beside the tram tracks; it is quite stop and start and doesn't feel safe; taxis are always overtaking.
- It's easy to move around; I think it's great; it could be worse. Walking is fine; it's a bit hilly; I don't cycle I live too far away and my bike is broken (6).
- Air quality doesn't have a large impact on how I decide to move around; I chose routes partly based on that as a cyclist; there is a lack of safety for cyclists (4).
- Replace the 20 MPH limit with a 30 MPH. There's not been any difference; I drive two days a week; I cycle outwith town and walk most days (7).

Living and Working – Does air quality have a positive or negative effect on how positive you feel about living, working, spending time here?

- My health is good – so positive (6)
- No problems – I am a cyclist (5)
- Yes – can regularly experience good-quality natural space; needs more bus services to the Pentlands (6)
- More cycle stands are needed (5)
- Remove cars to make it better (4)
- I think the West End is worse (4)
- Good for walking / trees help (6)
- Yes – I'm aware of the problems but it doesn't affect me directly because I'm in good health (5)

- (5)
- Air quality doesn't factor into decision making; business is a greater deterrent than poor air quality; can enjoy public spaces.
- Too many visitors take too much space; air quality is not an obstacle to enjoyment of spaces.
- Air quality sometimes impacts on how I feel about living, working and spending time here, for example when the buses pile up.
- Air quality does not really impact how I feel about this place; still happy to live and work here (3).
- Public spaces are easy to get around; I can access a range of spaces; but cannot always walk or cycle to facilities and amenities here; homes here support the needs of the community and encourage walking and cycling (3)
- I love Edinburgh. Compared to other cities such as London air quality is okay. Council are promoting electric vehicles and parking standards; need to consider the deliverability of this.
- Air quality doesn't impact on how I feel about this area. I enjoy spending time here; there are facilities to meet my needs; the parking charges are too high (3).
- Not enough; not enough dedicated facilities (3).
- (5)
- Streets and public spaces are attractive; I do enjoy natural space in the area but this is affected by concerns about air quality; homes do not support community needs (4).
- I wouldn't say I enjoy spending time here; there are natural spaces and probably areas for recreation and play; homes don't support the needs of the community at all or encourage walking and cycling (5).
- (6)
- Traffic is too heavy to cycle; poor roads make cycling more difficult (3).
- I work in the city centre and feel no cars should be allowed in the centre at all, although I feel eradicating buses and taxis would be almost impossible. My 16 year old daughter has asthma and anytime we go away to the mountains her health improves massively compared to when we're at home; this indicates to me that there is much more to be done to improve quality of life in the city as a whole (3).
- I like the Gardens and don't worry too much about air quality when I'm there; I bring my son to use the play park sometimes; I work on Princes Street and walk in; but Princes Street isn't the best for walking because of the traffic lights (4).
- Traffic and pollution is a problem in the city, although the city itself is attractive, congestion makes it less attractive (4).
- There are lots of shops and the festival is enjoyable. In general it is a nice place to be, but air quality does affect my enjoyment of this; wouldn't it be nice if there were less cars; it's a bit of a concrete jungle. There aren't really recreation facilities; it would be great to have sports facilities. Homes probably don't support the community they are rented out to tourists; there isn't really a community.
- Yes, I spend time here, but not enough. People are annoyed because of blocky streets and don't see enough of each other (4).
- I like the park; they are well maintained; if I were somewhere else I would not come in just to go there; I would be worried about the business.
- Princes Street is fine; I'm not worried about air quality; it has the Gardens (6).

- Would be great to have more public space; cycle lanes; pedestrianisation and work to reduce congestion. It is easy to reach amenities (5).
- Most attractive city in the world (7).

Safety and Social – Does air quality have a positive or negative effect on how safe you feel here / how sociable you can be here?

- I feel healthy – but the weather and traffic conditions have affect this. Saturday is a particularly horrible day to be in the city centre. I would love there to be no traffic in Princes Street (too crowded with buses/trams) (4)
- Princes Street late afternoon is more polluted – but happy enough (5)
- street café culture not great – still noisy and car dominated (3)
- I find it easy to meet people (7)
- I am nervous about eating outdoors given air quality issues (4)
- Don't like roadside cafes – the café outside All Bar One is polluted. Wouldn't sit on a café on Princes Street if they existed (4)
- Great social spaces – but not many socialise around Princes Street (6)
- I feel healthy but not particularly safe cycling along Princes Street (5)
- (7)
- Poor air quality might discourage meeting; can't think of many areas where this would be an issue (3)
- Noise is a bigger issue than air quality.
- (5).
- I wouldn't linger because of air quality; would not use pavement cafes on George Street; the parks are ok; I will sit in St. Andrews Square and Princes Street Gardens (3).
- You end up fighting with traffic (2).
- Air quality does not affect how safe I feel here and does not affect opportunities to meet people or use the space. I feel safe here; the place has a positive identity (6).
- (4)
- There are places to meet people, but this is affected by congestion. The centre has a positive identity; I do feel safe here (5).
- In terms of feeling healthy it depends on where you are in the city; there are few public spaces; it isn't great for the public (4).
- (5)
- As a regular cyclist, the routes and designated cycle tracks are limited and roads are quite bad; roads around Princes Street could be designated for pedestrians and cyclists to support and encourage cyclists more (3).
- The congestion makes me feel too uncomfortable to cycle
- I feel pretty safe out and about here (5).
- There's no identity here; it's just for shops; no values or sense of community. I don't feel safe on a bike; there isn't much crime though; but in the evening maybe a bit intimidating. This doesn't feel like a healthy place; inhaling fumes.
- Not safe enough (4).
- It does impact on how I feel about my health; I avoid running around here.
- Wouldn't bring my bike; I would try to avoid cycling.

- Yeah I feel safe; there's plenty of crossing; it would be nice if the lights were quicker changing. I take school groups and it affects how I move around.
- Improved air quality may make spaces more sociable (6).
- Feel safe on the whole; socialisation not too great, but can be improved by extending the Fringe to 2 months with more free shows for the public (3).

Maintenance and Management – Does air quality have a positive or negative effect on how positive you feel about how much the area is cared for and how much influence you have over decisions here?

- Don't think about air quality in this way that much – but, thinking about it now, George Street should be closed more to traffic (other countries seem to be doing it) (5)
- The city centre is well maintained – but traffic management is a problem; the centre is still dominated by cars. George Street is better than Princes Street (5)
- I don't feel in control – but happy that others are looking into this for me (7)
- I don't know how to contribute to air quality discussions (2)
- I don't know who I would speak to about air quality / it's all a bit slow – just trial something! (2)
- I don't know -I don't live here (3)
- (5)
- (3)
- Places are cared for and concern about air quality has led to active improvements to the bus fleet. I feel positive about how much I can influence decisions; public views are taken into account; for example the vote the congestion charges.
- Minimal influence over decision making locally; many places are filthy and smelly; rubbish is main issue and smells from takeaways; packaging also discarded everywhere; there should be maintenance of airflows covering smells from takeaways.
- Trams are a positive. They are a recent change which indicates change for the area (6),
- I think I have quite a lot of influence. Council priorities have previously focused on facilitating movement; priorities are changing; this is good; greater focus on active travel. More streets should be pedestrianised. I'm involved in a campaign to pedestrianise West Crosscauseway.
- Buildings are cared for, but roads are not cared for; poor quality roads means no one will drive. I do feel able to take part in decisions and contribute to discussions about air quality (3).
- Edinburgh has a lot of buildings that need TLC; when people are planning new developments this will encourage car use.
- Roads are not in good condition (4).
- (4)
- Lots of historic locations; could be better cared for; there is no electric charging; not enough bike space; I try to influence decisions on air quality (3).
- Don't feel the area is well cared for; quality of repair of the streets is not good.
- (3)

- Buildings and spaces are well cared for; encourages higher car use; should make it a bit harder and then maybe not. There are lots of opportunities to have your say but are they taken on board? These roads don't need to be so big.
- Not well maintained. Don't feel able to take part in decisions (3).
- You have to reach out to involve people; I don't think people are going to come to you; I think the Council are making an effort, but they need to listen to more users than just car drivers; specific cycle space is needed; secure parking for bikes; I would have cycled in today but was too scared it would be taken.
- I think air quality is good; I don't know how much I could influence that.
- I feel I can get involved a reasonable amount; there are responsive councilors; difficult in terms of maintenance due to financial constraints; there are a number of lobby groups; the quality of roads is poor; lots of litter in certain areas (5).
- The trams have been a complete waste of money; replace buses with electric buses (1).

West End

31 Questionnaires

Have you ever thought about the impact of air quality here?

Yes	No
6	5

Thoughts on the impact of air quality here?

- Hasn't really thought about air quality in this location - but thinks we can do a lot more to reduce our use of fossil fuels.
- I walk, don't cycle, but if I did cycle I think I would feel safe.
- Not as bad as it used to be –with smoking etc.
- Air quality wouldn't affect my movements here.
- Not really sure; not many cars on the street anymore; I don't really think about it day to day.
- Good in this area compared to elsewhere; I'm from Manchester and really notice a difference between here and there.
- All buses queued up along Princes Street from 8.30 this morning. I could smell the fumes.
- It's congested, you would expect lots of pollution. I am aware of it.
- It's very good compared to where I am from.
- Generally negative. Bad air quality; lots of buses so lots of fumes. Because of the traffic has to stop for trams to go past the fumes are in one place and walking past is difficult/unpleasant.
- Air quality is good. Better compared with other places. It's good for cycling and scooters.
- Good because of electric and hybrid vehicles.
- It's good but could be improved.
- Not as bad as London
- I do think about air quality because I am asthmatic. Princes Street is a nightmare; mostly public transit; air quality much better in American cities.
- Traffic causes pollution; there are many buses; I don't think about air quality.
- Not the best because of traffic.
- Not an issue.
- It's congested; don't think too much about air quality; don't drive; it's too busy.
- I cycle; air quality is particularly bad in areas.
- Unsure if air quality is good or not; maybe; considering this is a city it's pretty good.
- Air quality is good here; any real problems caused by traffic.
- Air quality is invisible so don't think about it so much; on Princes Street I am struck by all the public transport.
- Air quality is not good here due to all the traffic and smokers.
- I don't think air quality is great here. There is too much traffic and congestion in the centre of town.
- Air quality is not too bad, I don't think there is a noticeable difference to anywhere else.

- Air quality is reasonably good; traffic moves reasonably well through town; lots of open spaces; it's windy.
- I always thought air quality was very good compared to somewhere such as London.
- Lots of buses so a bit polluted. Pollution from traffic and buses.
- I haven't thought about air quality but I generally find it to be fine. The only issue areas are Waverley Bridge where a lot of taxis and buses idle for prolonged periods of time. The nearby junction with Princes Street has poorly timed traffic lights causing unnecessary build ups of traffic and fumes from idling. Diesel fumes from the railway can sometimes be felt in Princes Street Gardens.
- Air quality is poor in certain atmospheric conditions. Main cause is traffic fumes.

Views on Air Quality Improvement Measures?

- Believes in the importance of planting trees.
- Believes people are doing things already e.g. changing their behaviour to reduce CO² emissions.
- Reduce cars / encourage more buses.
- More park and ride is needed to encourage people to use their car less.
- Changes in cars i.e. electric vehicles.
- Less cars.
- More electric vehicles.
- Less buses; more trams; cycle paths; green tax for cars.
- Buses to be changed to hydrogen. Make cycling safer. The tram tracks are terrifying; no consultation with cyclists; it's a death trap.
- More trees could be brought in.
- Measures to ban public smoking.
- Less cars and more walking and cycling.
- Use the bus; don't use a car; the city is handy for walking and public transport.
- It's a city problem in general.
- A reduction in cars; taking public transport as much as possible.
- Encourage people to use their car less and ban smokers from smoking anywhere except for their own property.
- Transport should be limited in town centre. More areas should be pedestrianised such as Princes Street and George Street. More trees should be planted in town. Individuals can improve air quality by walking and cycling rather than driving.
- Less road traffic might be an option, better cycling infrastructure to encourage people to cycle instead of taking cars.
- Fewer cars. More trees. Pedestrianise and create better cycling infrastructure.

Getting About – Does air quality have a positive or negative effect on how you move about here?

- (5)
- Public transport is very good. It is easy to walk e.g. around Princes Street gardens (6)
- Doesn't really affect me – I walk everyday (6)
- There is no visual effect; how do you know the effect if you can't see it; poor air quality doesn't affect me day to day with breathing or other things; maybe there are

too many cars; how do you limit types of vehicles? I'm not sure if banning cars or charging would help with all that much.

- Not happy about the trams they were delayed 20 minutes again
- Air quality has a positive effect on how I move around here; it's easier to walk [than in Manchester] and doesn't affect my asthma. I have asthma so notice when I am in an area with particularly bad air; I don't find it bad here.
- Tend to walk; easy to get around; or I get the bus; I would rather walk.
- Yes air quality and noise has a negative impact. You can feel the pollution on your face when you get home.
- (7)
- Easy to cycle and walk (5).
- Must ban cars parking on cycle lanes; pedestrianise the city centre except for public transport; the public transport is the best I've ever seen; Edinburgh is the most walkable city I've ever lived in.
- Do not take air quality into account; I go the fastest route.
- Air quality doesn't impact on how I move around; I walk and cycle but the area is poor for bikes with all the buses; traffic is well managed; though not so much around the Mound (4).
- Don't have a car; public transport is not necessarily user friendly lots of traffic (3)
- Public transport good (4)
- Engine maintenance is poor, so emissions are higher and I get a face full of exhaust fumes when cycling; cycling is fine but there is no comparison with the continent; not set up for pedestrians and cyclists like Stuttgart for example; we could replicate that in Edinburgh; more park and rides.
- Public transport meets my needs and traffic arrangements are as good as they can be for a city and current demands.
- Congestion doesn't impact on my ability to walk or cycle; public transport meets my needs; I haven't used the tram (7)
- It is possible to walk and cycle free from traffic congestion; public transport is good and traffic arrangements allow people to move around safely (6).
- It's not really possible to move through good quality routes free of congestion; luckily I can connect to Cramond; but not all the city; on the whole public transport meets my needs but there is limited service to and from home; we have the best bus services in the world. Traffic arrangements allow you to move safely if you are in a vehicle but not as a pedestrian (5).
- Current transport links are sufficient e.g. buses and trams, but because the roads are too busy and there is a lack of cycle paths, I would not cycle in town. Walking on overcrowded pavements is unpleasant, especially with young children; there is often overcrowding on pavements when people stop to wait for traffic lights to change which can take a while. I would sometimes chose public transport when traveling with a child rather than walk as the overcrowding can cause difficulties (3).
- Air quality does not affect how I move in the city centre. I can easily walk in the city centre, but traffic can be congested in places. Public transport from where I live is poor, but is good in the city centre. I wouldn't take my car in to the city centre during the week. There are too many cars, too much traffic (4).

- Happy to walk as air quality is mostly okay; would choose less busy traffic routes for preference. Public transport reasonably good but not cheap; parking is prohibitive to driving into town (5).
- I use the bus to and fro work. I find the bus system excellent. Only use my car for shopping trips to big stores outside of Edinburgh.
- Not good to cycle but good to walk; too much traffic (4).
- I feel I can easily walk and cycle free of congestion; public transport meets my needs and if I drive it's very rare in this area. Traffic arrangements do allow people to move around safely, but I feel the Lothian Road to Queen Street traffic should be rerouted via Charlotte Square or Queensferry Street to free up Princes Street opposite McDonalds for a tram-to-bus direct interchange and narrower pedestrian crossings (6).
- I notice traffic congestion when crossing roads. Notice that air quality is worse when enclosed by high buildings. There are too many cars and too many cyclists using pavements which is a hazard to pedestrians (3).

Living and Working – Does air quality have a positive or negative effect on how positive you feel about living, working, spending time here?

- (5)
- A beautiful city (7)
- (5)
- I am not actually in town that much. When I am I come by bus rather than car.
- Air quality doesn't have an impact. I find it easy to spend time here.
- Air quality generally does not have an effect on how I feel about spending time here. Only if I was sitting outside but it would depend on the time of day. It seems to be worse during/after rain.
- (4)
- Yes because there are good bus services around (6).
- The Gardens are nice; I don't like the private gardens such as Charlotte Square.
- Try to avoid Princes Street due to the business; it is easy to access with pleasant natural spaces.
- Air quality not bad; good space (5)
- Nice place; can be too busy with people; good for meeting with plenty of public transport; good for family visits (6).
- (5)
- There's greenspace; good facilities; there is provision for cycling and public transport is good; public transport prices are fair; housing not so good; it's okay for jobs (4).
- I can access a variety of natural space that support recreation activities; I am encouraged to walk and cycle (5)
- Do I enjoy spending time here? One million percent Access to natural space – the Meadows is good and Princes Street Gardens; there is ample space for recreation (6).
- The area is easy to navigate; there could be more stuff going on where we are; Princes Street Gardens and the Botanics offer access to natural space; also hidden gardens; this isn't affected by air quality; yes there are facilities that meet my needs; lots of shops and libraries and once I'm in town I can walk anywhere; home support

walking and cycling because you have everything you need here – including shops and social spaces (6).

- It is an attractive environment when it's quiet but congestion does affect my enjoyment slightly (5).
- All green spaces should be open to the public; it's frustrating that the nearest green space to where I work (Charlotte Square) is not accessible to all. It should be opened up like St. Andrews Square. Dean Gardens and other green space is also only accessible to key holders. Princes Street and George Street would be more attractive and accessible if they were pedestrianised and more trees on them. Living within 30 minutes of the town centre/work means I can walk to work easily but I don't pass any green spaces or trees on my route so the route is not particularly enjoyable. I can walk most places I need to get to but bus to get to a better selection of shops/leisure facilities/supermarkets (2).
- The city centre has several parks and grassy areas which I enjoy spending time in. Traffic noise rather than air quality is more of an issue. I can walk or cycle to leisure amenities (5).
- Happy to walk most places not drive; need better cycling infrastructure – separation from cars and buses (5).
- It has a positive effect. I would not be put off walking.
- Buildings and space make the area more attractive; very historic; could do with more colours; nice green space it's so-so. Facilities meet my needs (5).
- Building and street spaces do create an attractive environment, although some spaces feel not well thought out such as Shandwick Place and Queensferry Street, with no sitting space. There is so much privately owned, gated, inaccessible green space such as Charlotte Square and Rutherford Square. There is accessible space at Princes Street Gardens. Facilities and amenities are very accessible if a bit too much geared towards tourists; the local economy consists mainly of retail and service. White collar jobs are about but hard to get into. The homes are too expensive (6).
- Traffic noise and air pollution is a disincentive to coming into the city centre other than for work purposes. Poor parking for motorists and lots of idling cars due to the lack of free flow (3).

Safety and Social – Does air quality have a positive or negative effect on how safe you feel here / how sociable you can be here?

- (6)
- I like the culture of sitting outside un pavement café sin Edinburgh – elsewhere in Europe people are happy to sit amongst traffic (6)
- When you consider air quality it must have an influence on your health – but I don't think about it that much (5)
- Not really; it's difficult to know.
- I feel safe; I feel like I can move around and spend time here safely.
- I just accept it. It's not making me ill.
- Cars don't stop in pedestrian area (2).
- Yes it is safe (6).
- I would say I feel safe; I hate walking Princes Street because it's so broken up. Even though the pavements are wide it would be nice if they were wider.

- Sometimes need to have an inhaler; this is worse in town than outside it.
- Peak times are a nightmare you can smell pollution; I feel safe; knowing the city helps (6).
- Fine place to be safe; it has everything (6).
- Safe during the day; I feel like I belong (4).
- Difficult to know the effects of poor air quality; carbon monoxide can affect mood etc. so quite unhealthy if you think about it (4).
- Air quality is okay and isn't going to stop me making use of facilities and amenities; the area does have a positive identity. Do I feel safe here? Yes and no (5).
- There are a range of spaces to meet people; the area has a positive identity and I do feel safe here – especially in comparison to other cities (6).
- Ability to meet people fairly unaffected by congestion; this place is rich and varied; people are very friendly; I feel safe and healthy here; it's easy to walk around (6).
- There are a range of spaces and opportunities to meet people; lots to do but I don't use it that often; the area has a positive identity; I feel safe here but no, I don't feel healthy; I am conscious of traffic and smokers (4).
- There aren't many cafes on Princes Street and some of them aren't accessible to prams or wheelchairs e.g. the Starbucks and Costa. Cafes and restaurants at the ground level (if pavements were widened and the road pedestrianised) would be much nicer. It would encourage people to spend more time on Princes St, especially in the evenings/at night when the street is often very quiet. I would not feel safe cycling in this area due to the traffic and particularly because of the trams and tram tracks. I would also say that I do not feel healthy in this area, it can be stressful walking along the crowded pavements and with the congested roads I am aware of the air pollution in this area. I wouldn't say that Princes Street has a positive identity. I only visit out of necessity; mostly to travel between the two buildings I work at (one at the West End one at the East End). If shopping I would prefer to visit a larger shopping complex such as Fort Kinnaird or shopping online. I wouldn't choose to visit a café or restaurant on Princes Street (1).
- Air quality doesn't seem so bad as to affect feelings of safety or health. Congestion would be the main issue (4).
- Open air cafes and public spaces are much better when away from traffic (5).
- There should be more outside cafes, especially in Princes Street. George Street should be the main shopping area, Princes Street reserved for cafes and restaurants etc. possibly pedestrianised. Look at how Melbourne is laid out.
- Good cafes; I prefer a rural landscape; it is safe (6).
- There are spaces to meet people and they aren't impacted by traffic congestion; most streets are pedestrianised or have ample pedestrian space. This place has a positive identity and I feel like I belong. I feel safe here and healthy (7).
- The volume of traffic is forcing cyclists onto pavements. Disincentive to sit outside at certain cafes and bars owing to the traffic noise and air quality (4).

Maintenance and Management – Does air quality have a positive or negative effect on how positive you feel about how much the area is cared for and how much influence you have over decisions here?

- Language is a barrier to getting involved (English is a second language)
- Not sure how much influence an individual has (4)

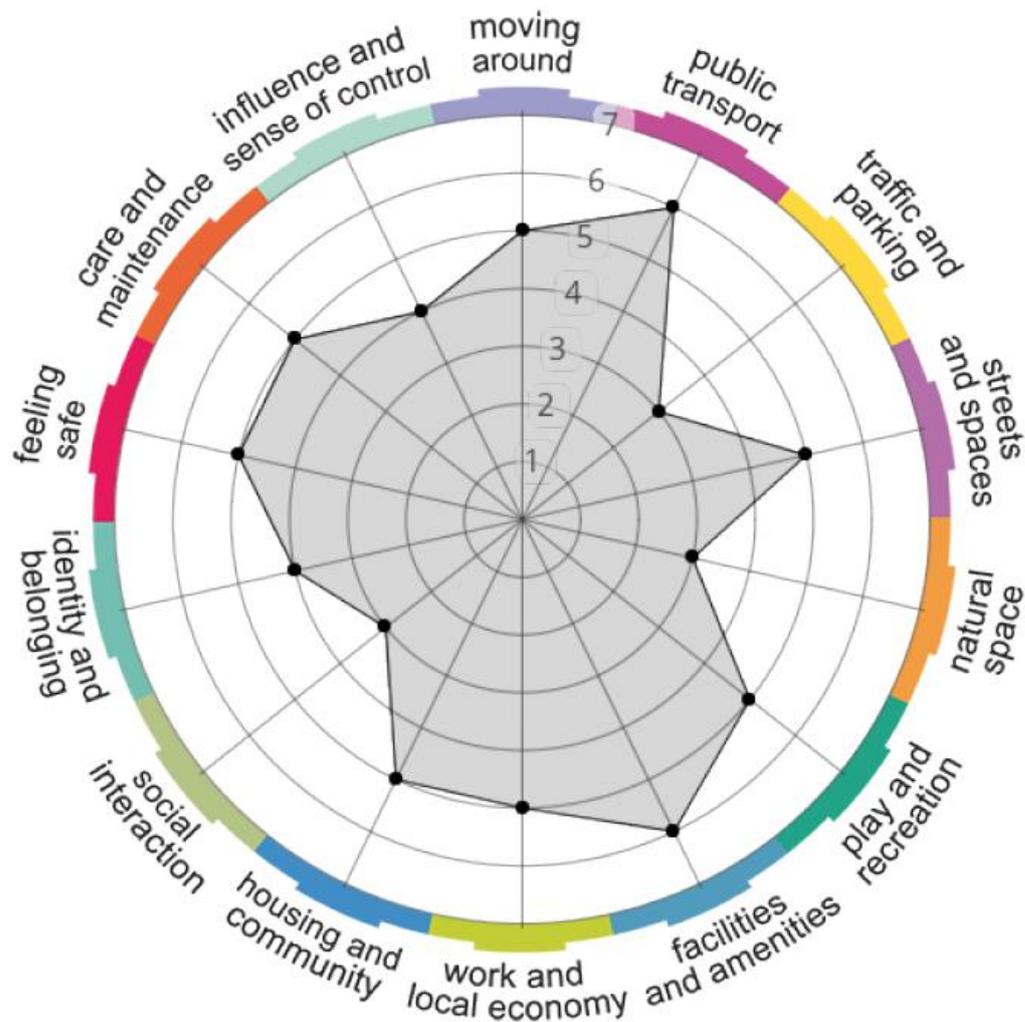
- Edinburgh is a well-kept city. This is the first time I have been asked my views on air quality! (6)
- I haven't really thought about it.
- You can see pollution on façades; in London they have cleaned the facades every month to show the effect.
- Very good (6).
- (6)
- If I were to get involved I would go to the government website.
- Traffic jams contribute to suffocating environment even on the bus; tend to avoid the busier streets, but this is also practical; I have no influence; I'm not a citizen so concerns are not listened to as I can't vote.
- Buildings are generally well cared for but it's a shame so many shops are still empty; encourages lower car use; not sure if I'm able to take part in discussions to change things for the better; I am able to contribute to discussions about air quality (5).
- Corstorphine bad; heavy demand. I sometimes feel able to influence decisions and make my views heard; certainly through research but not through the government (4).
- No influence on decisions; the area is well cared for; trams are an asset (2).
- Rubbish everywhere; not happy to walk/use here; but I'm not a driver; there are open streets/space in Princes Street/New Town but closed streets/high buildings in Portobello so air seems worse (4).
- Tension; try to make it safe to cycle; make sure it well signed etc. make it expensive for cars as they contribute to pollution. I am involved in a grassroots movement of activists (4).
- Most of the buildings have been renovated; encourages lower car use; I really don't think air quality is that bad (4).
- Buildings and spaces feel well cared for; when I was living here I was regularly able to contribute to consultations (6).
- On the whole, yes buildings and spaces are cared for, I don't think it will stop people using their car; they will use their car anyway; if I wanted to get involved I could; if I knew how to get involved in decision making about air quality I could (6).
- The poor condition of facilities on Princes Street would encourage car use as I would prefer to shop/eat in places outside of town. Until now I have not been aware of any opportunity to take part in decisions and change things for the better; or contribute to decisions about air quality (2).
- I don't think there is any connection between the maintenance of an area and air quality (4).
- No real opportunity to take part in discussions (4).
- Grassy areas are good but too much litter, doesn't stop me using car though.
- Building maintenance is so-so; walking is better; it encourages you to move; I can't influence decisions I'm just visiting.
- Are buildings and spaces well cared for and does this encourage higher or lower car use? I don't understand how one connects to the other. It's a city centre with a lot of retail and attractions, so some traffic is to be expected. Do I feel able to take part in decisions to change things for the better? No, because the council does what it likes either because of lack of funding or to follow its ideological line with little consideration for real life conditions. Many people don't support their approach to

traffic impact and public transport provision so they shut themselves inside the echo chamber of a few vocal minorities who agree with them (4).

- (2).

Appendix E – The City of Edinburgh Council Youth Engagement

Group 1



Indicators rated **below** 4

Traffic and Parking (Rated 3)

Natural Space (Rated 3)

Social Interaction (Rated 3)

Indicators rated 4 or **above**

Moving Around (Rated 5)

Public Transport (Rated 6)

Streets and Spaces (Rated 5)

Play and Recreation (Rated 5)

Facilities and Amenities (Rated 6)

Work and Local Economy (Rated 5)

Housing and Community (Rated 5)

Identity and Belonging (Rated 4)

Feeling Safe (Rated 5)

Care and Maintenance (Rated 5)

Influence and Control (Rated 4)

Moving Around (Rated 5)

- Depends on where you are
- Cyclists aren't given priority
- Places don't need to be attractive; need to get you to where you need to go.
- One group member said they did not avoid areas because of traffic; others said they did.
- Some group members said they avoided areas more because of people than traffic.
- It is safe to cross roads.

Public Transport (Rated 6)

- Yes public transport meets needs. It's often late, it doesn't follow the schedules they're [buses] meant to follow; buses are late because traffic is slow.
- It's stupid that all the road works go on at the same time.
- Some bus stops are hard to get to.
- Timing of buses is stupid – a lot of the same service can arrive at the same time
- It is affordable
- There is no need to use a car to get places

Traffic and Parking (Rated 3)

- No traffic and parking arrangements don't allow you to move around safely – people park on kerbs. There are narrow roads covered by parked cars and people have to squeeze past.
- This will impact on walking and cycling – it's harder to see traffic coming.
- People try to dodge paying parking
- Yes – would say there are too many cars in the area. Would put cars in car parks in the city centre.
- Ocean Terminal has a multi-storey – should have that in the city centre.

Streets and Spaces (Rated 5)

- Some spaces and buildings are nice – Tynecastle [school] building is nice – Princes Street is nice. Certain areas are run down - Wester Hailes.
- Botanic Gardens are nice.
- One of the group members said they would come to the area to meet friends, but plan to go elsewhere – need to explore new places
- Need new things and less anti-social behaviour.
- I use the bowling alley – need an open café – a social place to sit.

Natural Space (Rated 3)

- Can I experience good quality natural space? Yes and no.
- Too far away to access
- Wouldn't choose to use the Meadows
- Would choose to spend time outside.
- Spaces that you can sit in are getting destroyed by cars.
- Less junkies
- Need more space nearer to house.
- Everyone in the group had access to a garden.
- Saughton Park is dangerous – anytime.

Play and Recreation (Rated 5)

- Yes I can access opportunities for play and recreation. Corn Exchange – football/bowling – McDonalds.
- Play areas
- One member discussed using a back road instead of other busier areas – the back road up to Asda to avoid traffic.
- Recreation opportunities are affordable
- Easy to get places
- People in the community aren't happy for us to play outside, we get shouted at
- There are too many chavs
- No ball game signs

Facilities and Amenities (Rated 6)

- Bowling/football
- Can walk to things – don't need a car
- Dalry pool is shut down for repair
- Things are well maintained – some stuff is expensive – but worth it because it's well maintained and you get good service.
- Does the area support a healthy lifestyle? – Kind of – I wouldn't stay in Edinburgh forever.

Work and Local Economy (Rated 5)

- There's a high range of jobs – quite a lot of schools and skills training
- People don't spend a lot of time here
- Nice atmosphere – pubs and the stadium – but not the housing – quite bad in some areas
- The group agreed that if they were to rate the area in terms of work and opportunity they would rate it a 6 or 7 but in terms of the economy only a 3 or 4.

Housing and Community (Rated 5)

- The homes in my area provide a strong community
- Not enough affordable homes – getting more expensive.

Social Interaction (Rated 3)

- There aren't a range of space to meet people – people meet, but it's not nice
- Couple of internet cafes but nowhere quiet
- Spaces are affected by traffic – when you're on the phone you have to shout to hear over the traffic noise
- Traffic slows down the buses

Identity and Belonging (Rated 4)

- There are certain times you feel welcome
- Not a positive identity – “my own family think it's bad”
- You're positive about the place if you grew up here
- Church does some youth stuff – but ran out of volunteers

Feeling Safe (Rated 5)

- Safe for cars not for people
- Saughton Park – not safe – because of certain people – meant to be areas for families but people avoid
- Never thought about air quality
- Unsafe because of traffic – 3 of group almost hit by cars
- “someone nearly hit me on my bike”
- There are enough traffic lights (sometimes) but feel people don't use them.

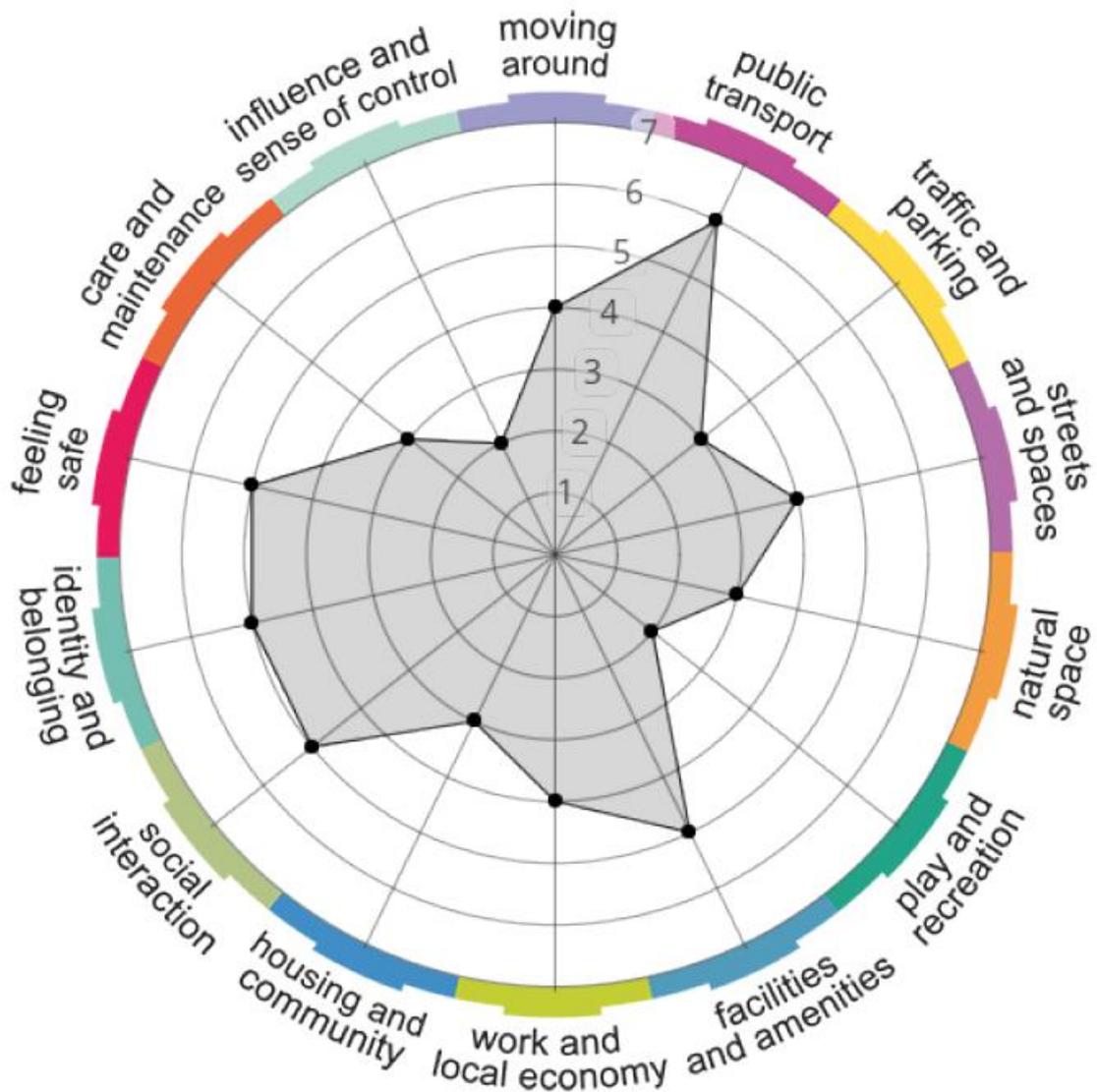
Care and Maintenance (Rated 5)

- No – buildings and spaces don't feel cared for – litter everywhere – empty bottles
- Only do checks occasionally
- Food and rubbish on the street
- Avoid certain areas – wouldn't go to the back of the school – don't even think there's lights
- There is a building on Gorgie Road that constantly leaks - plants growing out of the side of building – there is mould

Influence and Sense of Control (Rated 4)

- We have no control. If you're 16 you can vote
- People come to the school to do workshops – everyone got to do a presentation
- Yes air quality needs to change – the school is near the brewery – all you can smell is the brewery and the farm.
- Too many cars
- We need to make people use cars less
- Electric cars.

Group 2



Indicators rated **below 4**

- Traffic and Parking (Rated 3)
- Natural Space (Rated 3)
- Play and Recreation (Rated 2)
- Housing and Community (Rated 3)
- Care and Maintenance (Rated 3)
- Influence and Sense of Control (Rated 2)

Indicators rated 4 or **above**

- Moving Around (Rated 4)
- Public Transport (Rated 6)
- Streets and Spaces (Rated 4)
- Facilities and Amenities (Rated 5)
- Work and Local Economy (Rated 4)
- Social Interaction (Rated 5)
- Identity and Belonging (Rated 5)
- Feeling Safe (Rated 5)

Moving Around (Rated 4)

- Not enough crossing
- Roads are bumpy
- Speeding over the limits

Public Transport (Rated 6)

- A lot of transport
- A lot of stops, but they slow down the buses
- Easy to get to the tram stops
- Prices could be lower
- Good availability of train stops

Traffic and Parking (Rated 3)

- Should be a parking structure
- Construction disturbs traffic and holds up cars
- A lot of speeders
- Football traffic has an effect on traffic control

Streets and Spaces (Rated 4)

- The football stadium attracts tourists to the area if they want to watch the football
- Gorgie farm creates a horrible smell
- Abandoned buildings are a bad influence of the area

Natural Space (Rated 3)

- Not enough grass and trees; the park is old and not well maintained
- There was mixed opinion on Gorgie Farm – you can see the plants and animals, but it doesn't smell nice.
- Some things for little kids, but not enough for teens.

Play and Recreation (Rated 2)

- More swimming pools, because we need to travel to a good one e.g. time capsule (North Lanarkshire), Commonwealth Pool etc.
- More places to hang out with your friends e.g. Lazer tag, go-kart, crazy golf or arcades

Facilities and Amenities (Rated 5)

- Lots of places to eat and talk to friends
- There is a collection of places where you get things
- Tynecastle is in a good and well maintained condition
- Revamp the astroturf

Work and Local Economy (Rated 5)

- There is the opportunity to volunteer in local cafes
- Some people wouldn't want to lived here and move away

Housing and Community (Rated 3)

- In this area most of the houses are occupied
- Renting is more common than owning

Social Interaction (Rated 5)

- You can get along well with people here
- Football is a big part of Gorgie and Dalry

Identity and Belonging (Rated 5)

- You feel proud of where you come from

Feeling Safe (Rated 5)

- Lots of security around the area. They don't do much.
- We feel safe here

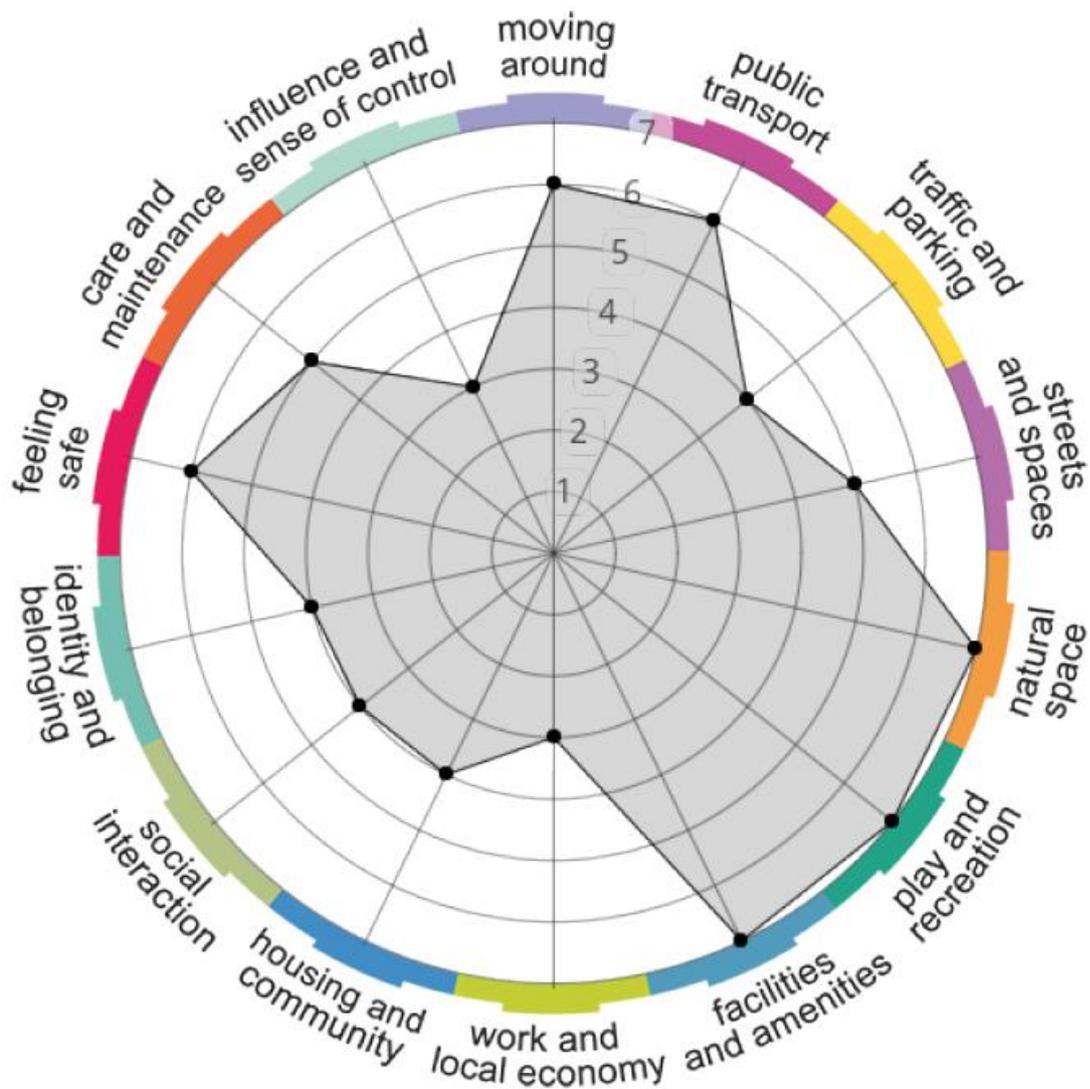
Care and Maintenance (Rated 3)

- The old school can make people not want to come here

Influence and Sense of Control (Rated 2)

- They don't care about what we say
- The adults aren't engaged with decision makers
- The issues are irrelevant

Group 3



Indicators rated **below 4**

- Work and Local Economy (Rated 3)
- Influence and Sense of Control (Rated 3)

Indicators rated 4 or **above**

- Moving Around (Rated 6)
- Public Transport (Rated 6)
- Traffic and Parking (Rated 4)
- Streets and Spaces (Rated 5)
- Natural Space (Rated 7)
- Play and Recreation (Rated 7)
- Facilities and Amenities (Rated 7)
- Housing and Community (Rated 4)
- Social Interaction (Rated 4)
- Identity and Belonging (Rated 4)
- Feeling Safe (Rated 6)
- Care and Maintenance (Rated 5)

Moving Around (Rated 6)

.

Public Transport (Rated 6)

Traffic and Parking (Rated 4)

Streets and Spaces (Rated 5)

Natural Space (Rated 7)

- Garden project – Saughton Park

Play and Recreation (Rated 7)

- Saughton Park
- Murieston Park
- Roseburn Park
- City Farm
- Ainslie Park
- Water of Leith
- Harrison Park

Facilities and Amenities (Rated 7)

Work and Local Economy (Rated 3)

- Hard to work or find work

Housing and Community (Rated 4)

.

- Lots of student housing
- Density

Social Interaction (Rated 4)

- Disengaged (?) from socialisation

Identity and Belonging (Rated 4)

- . Gorgie not positive, does not have an identity in which it is nice.

Feeling Safe (Rated 6)

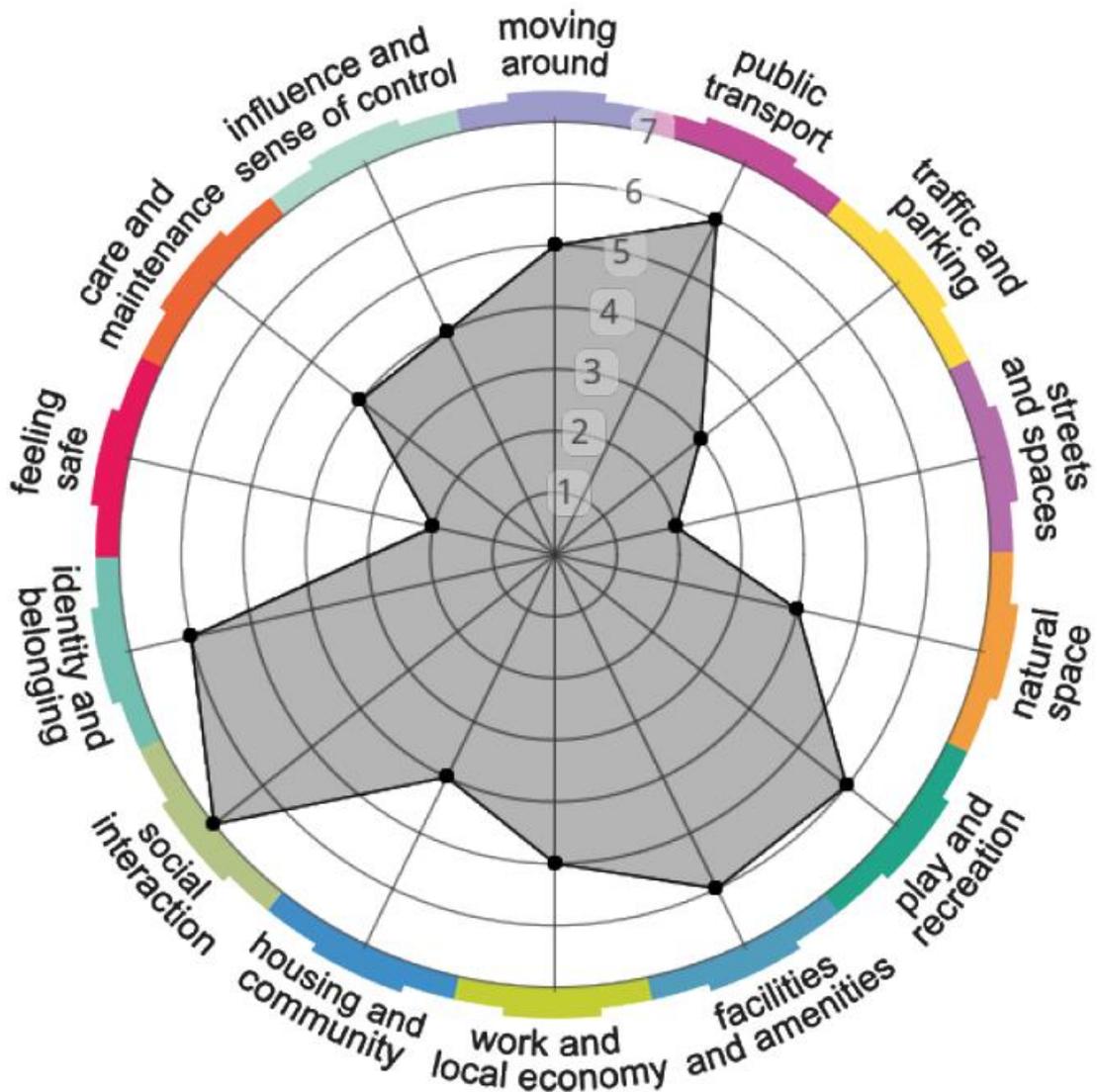
Care and Maintenance (Rated 5)

- Not well lit plus vandalism and art graffiti

Influence and Sense of Control (Rated 3)

- Not a lot of voices from younger individuals
- This session is helpful but outside there's no chances like this

Group 4



Indicators rated **below 4**

- Traffic and Parking (Rated 3)
- Streets and Spaces (Rated 2)
- Feeling Safe (Rated 2)

Indicators rated 4 or **above**

- Moving Around (Rated 5)
- Public Transport (Rated 6)
- Natural Space (Rated 4)
- Play and Recreation (Rated 6)
- Facilities and Amenities (Rated 6)
- Work and Local Economy (Rated 5)
- Housing and Community (Rated 4)
- Social Interaction (Rated 7)
- Identity and Belonging (Rated 6)
- Care and Maintenance (Rated 4)
- Influence and Sense of Control (Rated 4)

Moving Around (Rated 5)

- .Alright

Public Transport (Rated 6)

- European awards
- In a bus they should give signs for the next stop

Traffic and Parking (Rated 3)

- Not much space to cycle/park

Streets and Spaces (Rated 2)

- Big spaces
- Not nice spaces

Natural Space (Rated 4)

- Isolated areas, but not many more natural spaces in the city or near where I live

Play and Recreation (Rated 6)

- Parks/indoor play areas

Facilities and Amenities (Rated 6)

- Great
- More pools

Work and Local Economy (Rated 5)

- Good economy

Housing and Community (Rated 4)

- Priority

Social Interaction (Rated 7)

- Yeah, pretty good

Identity and Belonging (Rated 6)

- Can be great at times

Feeling Safe (Rated 2)

- More police
- More people/shops

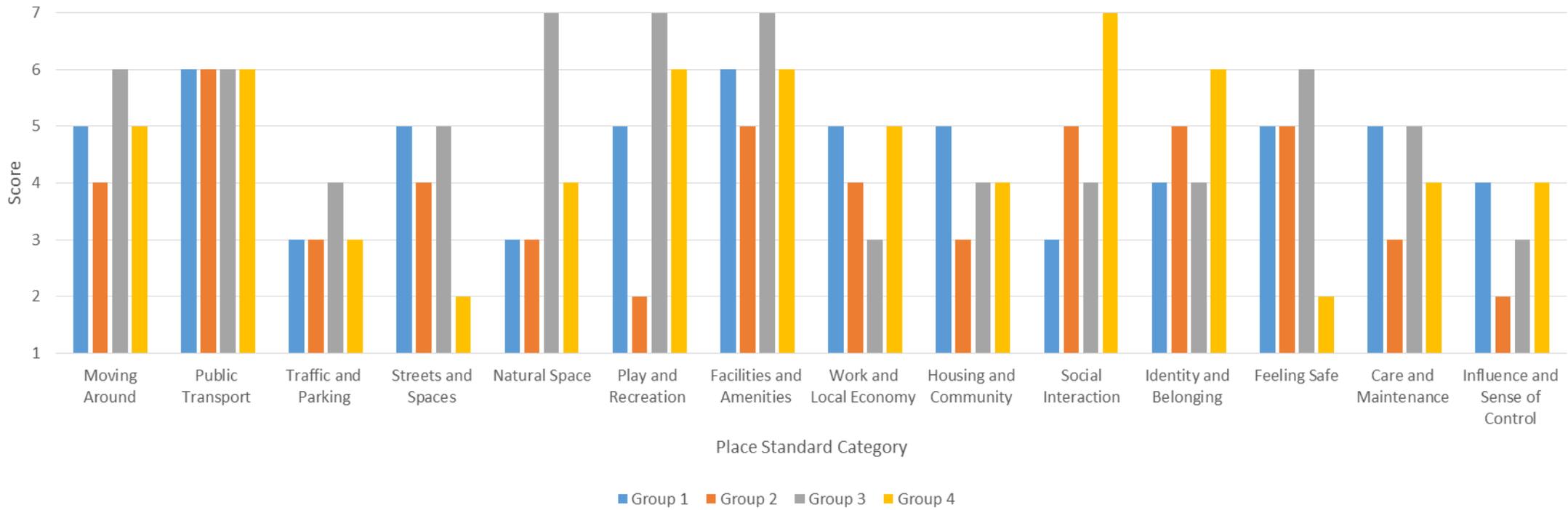
Care and Maintenance (Rated 4)

- Things should be fixed quicker

Influence and Sense of Control (Rated 4)

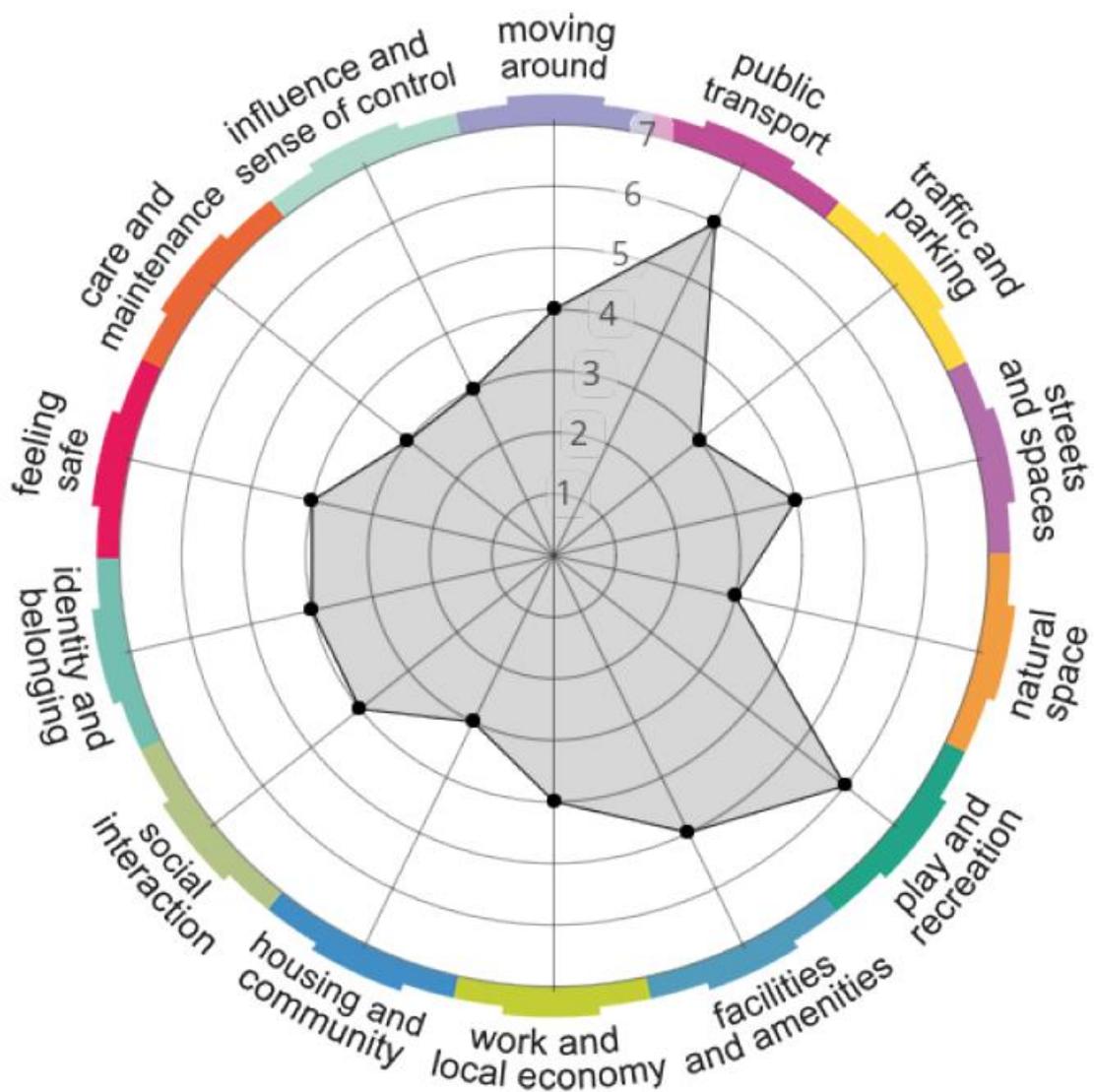
- Depends on where you live

Edinburgh Youth Workshop - Place Standard Scores (all groups)



Whole Class Place Standard Score

To end the session the young participants were gathered together and asked to discuss their scores and their reasoning behind those scores. The class was then asked (as one) to assign a score to each Place Standard Category. These scores are reflected in the compass below.



What you think of when you hear the term 'air quality'?

- How clean the air is (x2).
- How bad the air is.
- How the air can make our city better or how it could make it worse.
- How good the air is.
- Make more electric cars (x2)
- Cleanliness of the air. How polluted the air is.
- How pure the air is. What other chemicals are mixed in with the air we breathe. How it's affecting the area.
- Car exhaust.
- No chemicals in the air.
- In urban areas, in new cities, the air quality is not healthy because of the harmful emissions from vehicles etc. Whereas in suburban areas the air quality will be much more healthy due to more taking care of.
- It tastes bad. Air tastes bad like smoke and stuff.
- The amount of pollutants in the air.
- The quality in the air and how polluted it is or how clean it is.
- Pollution.

Highest Place Standard Scores

Facilities and Amenities – 7, 6
Play and Recreation - 7
Natural Space – 7 – Lots of parks
Social Interaction – 7
Public Transport – 6, 6, 6, 6 – plenty of buses
Identity and Belonging – 6, 5
Streets and Spaces- 5
Feeling Safe - 5

Lowest Place Standard Scores

Influence and Sense of Control – 3,2
Work and Local Economy – 3
Traffic and Parking – 4, 3, 3, 3 – too much traffic
Natural Space – 3,4 – Not well maintained
Streets and Spaces – 2
Social Interaction - 3

Identity three priorities for change based on Place Standard answers

- Influence and sense of control – more information needed on how to get involved.
- Natural space – better maintained
- More greenery
- More housing
- We need more swimming pools and stuff in Edinburgh
- More parking
- Parking – using unused space for parking; less parking restrictions
- Working with the local economy

- All natural space parking
- Traffic and Parking – need more parking space
- Social Interaction – More space required

Appendix F – Perth and Kinross Council On-Street Engagement

Crieff on-street survey

CAFS (Cleaner Air for Scotland) ON-STREET ENGAGEMENT

August 11th, Crieff

Trial Air Quality Technical Place Standard

Name:

Age: Under 18 18-24 25-35 36-45 46-55 56-65 66+

Email:

Organisation (if applicable):

Your information: This will allow us to contact you about a future Air Quality Workshop and will also allow us to build up a profile of people who have responded to this research. You are not obliged to provide any personal information. **This is optional.**

Q.: Have you ever thought about the impact of air quality here?

Prompts:

- Does air quality need to change here?

IF ANSWER IS YES ASK:

- What contributes to poor air quality here?
- How can it be improved?

IF ANSWER IS NO:

- Ask why?
- How does it compare to other places?

How would you rate the air quality in this location?



1	2	3	4	5	6	7
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PLACE STANDARD - A SUMMARY

The Place Standard is a tool which has been designed to help you assess the quality of a place using a number of indicators. It is important to recognise that improvements to air quality do not happen in a vacuum – they relate to place. As such, this technical version of the Place Standard Tool has been designed to gather views on issues related to air quality.

The full version of the Place Standard Tool breaks down the complex topic of ‘place’ into 14 categories which encourage users to consider the physical, social, health and cultural elements of a specific area. In this version of the Place Standard, which is being delivered as an ‘on the street’ questionnaire, the indicators have been split into the following four categories:

- **Getting About** (moving around, public transport, traffic and parking)
- **Living and Working** (streets and spaces, natural space, play and recreation, facilities and amenities, work and local economy, housing and community)
- **Safety and Social** (social interaction, identity and belonging, feeling safe)
- **Maintenance and Management** (care and maintenance, influence and sense of control)

The key question being addressed here is:

Does air quality have a positive or negative impact on each of the ‘place’ indicators outlined above?

**Please circle the score you would give each indicator grouping:
‘1’ is poor – ‘7’ is excellent**

Please elaborate as much as possible as to why you have scored each indicator grouping as you have.



Getting About

Key Q: Does air quality impact on how you move about here?



Please circle the score you would give this combined indicator

Prompts:

- Can I get around without a car? Are there alternatives to using your car? Car Clubs? Charging points? City bikes?
- Can I easily walk and/or cycle around using good-quality routes free from traffic congestion or traffic movement?
- Does public transport here meet my needs? Are there barriers to using public transport such as cost, inappropriate routes or issues relating to reliability? Or am I forced to use my car/a taxi?
- Do traffic and parking arrangements allow people to move around safely? –are there too many cars / too much traffic?
- Do you avoid certain streets and/or roads because heavy traffic or poor air quality?

Living and Working

Key Q: Does air quality affect how you feel about living, working or spending time here?



Please circle the score you would give this combined indicator

- Do the buildings or public spaces make being in or passing through the area a pleasant experience?
- Do features and routes help people find their way around?
- Do you enjoy spending time here? Is there access to natural/green space near to your home/place of work? Does traffic congestion or noise affect your experience of such spaces?
- Can you access a range of space with opportunities for play and recreation?
- Do facilities and amenities meet your needs?
- Can you walk/cycle or use public transport to get to work/shops and other amenities?
- Do the location and layout of homes here encourage walking/cycling?
- Does poor air quality / traffic congestion affect your enjoyment of facilities/space/amenities?
- Can local people access job opportunities, whatever their age, sex, ethnic group, religious belief, sexuality or disability?

Safety and Social

Key Q: Does air quality in this location has an impact on your health or how sociable you can be here?



1	2	3	4	5	6	7
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Please circle the score you would give this combined indicator

Prompts:

- Are there a range of social spaces and opportunities to meet people? E.g cafes/restaurants/public squares.
- If yes are these areas affected by traffic congestion?
- Does this place have a positive identity?
- Do you feel healthy in this place?
- Do you feel safe here? Do concerns about safety influence your choice of transport?

Maintenance and Management

Key Q: Are buildings and spaces well cared for here? And do you feel able to influence decisions about the future of this area?



Please circle the score you would give this combined indicator

Prompts:

- Are buildings, streets, pavements and public spaces well cared for?
- Would you suggest any changes to encourage people to spend more time here/ use the area more?
- Do you feel able to take part in decisions? Do you feel able to contribute to discussions about air quality?
- Do you need more information about air quality or how to influence local decisions?

Responses

Have you ever thought about the impact of air quality here?

Yes	No
4	4

Does air quality need to change here?

- It's okay. Traffic isn't the same as other places. Location is not as bad as Perth.
- It's good.
- It's good; only the main street has traffic.
- There is traffic coming past the area; plenty of trees/green/window boxes
- Air quality is very good because it's very rural; there is traffic in the high street (5).
- Air quality impacted by buses in centre which sometimes don't move and idle; buildings are tall and sometimes pollution can't disperse.
- In the high street it is really poor at peak time.
- Buses and cars impact air quality in the town centre.
- I don't think about air quality; I'm not affected.
- Better than London.
- Car emissions are bad and farmers burning has an effect.
- Air quality not too bad in Crieff; hills and farming affect air quality.
- In the north the air is better than London and Edinburgh.
- We're the edge of the highlands so good; no factory pollution

How can air quality be improved?

- Pedestrianise the high street; the pavements are not wide enough.
- Fewer cars; more education; turning off engines.
- Bike renting; cycle lanes because it's not safe to cycle; get rid of traffic from main street it would also be good for the shops.
- Pedestrianise the high street.
- Diesel buses are bad; pedestrianise the streets.
- There are congested areas; should be more traffic free zones and electric buses; price of electric and hybrid vehicles needs to come down and there needs to be the availability of charge points.
- Electric cars need to be affordable; need used [electric] cars; need to push it quicker; also need speed limits to stop people speeding; people need incentives.
- More bikes and electric cars.

How would you rate the air quality in this location?

1	2	3	4	5	6	7
	1		1	5	7	

Does air quality impact how you move about here?

- I walk and drive. Public transport is not used enough (7).
- Crieff is semi-rural so the bus service is not convenient (7).
- Not using buses; walking or cycling; cycling can be unnerving with cars; roads are busy/steep; only one road through here which can be busy; there is noticeable heavy traffic; want cycle paths and electric cars (5).
- Air quality doesn't impact on how I move; drive and cycle (7).
- Cyclist; infrastructure could be better; need better pavements; there are bumps in some places (5).
- I drove here and I'll walk whilst I'm here; it's easy to get around with good links, but it's hilly; no public transport; there are no traffic problems; traffic allows crossing (6).
- Have a car but only use it when necessary; can't walk it is too far; car parking is available but sometimes not clear and it costs; there are charging point in hire car park; public transport is good and runs every half an hour; Perth bus station is poor though – shutting at 5pm and on weekends; good bus connections; I can travel as far as Inverness and Aberdeen; can book and pay £1; busy at weekends (6)
- Can get around okay; parking is fine; as a tourist haven't used public transport (7).
- I walk and cycle locally; use the car for longer journeys and work; the area is not easy for cyclists; easy to get around; public transport is good and reliable; main road is busy; there are car parks but not located well; I don't avoid areas because of traffic or air quality; no evident smell/industry/noise (6).
- Drove in but walking about; there are too many motorbikes; traffic and parking is bad; roads are too narrow; shouldn't have parking on a shopping street (5).
- I don't avoid streets or roads because of heavy traffic or poor air quality but the roads aren't good enough for the number of cars that use them; it's too convenient to use the car; roads are wide enough to walk; hills are a struggle for people; parking is okay (5).
- I have to use the car to get to Perth although now have a job here and will walk; would drive if it's wet or car share, might bike; paths could improve – especially between houses and schools; I would want to be able to cycle on the pavement; there needs to be clarity on whether you can cycle on the pavement or not. Cyclists should be tested so they are proficient and then get insurance; buses are good to Perth but not in town; parking is good; businesses moving out could force you to drive more (5).

- Use a car/bus/train and walk; walking routes are good; buses are good – especially during the day; parking is poor; car parks are hard to find; you get 15 minutes free but long term parking is bad; traffic not too bad; don't avoid any routes (7).

Does air quality affect how you feel about living, working or spending time here?

- There are enough parks; town centre's buildings should be renovated; there is opportunity in the town but there is no industry apart from tourism; people have to travel for their jobs (6).
- Uses smaller streets where the air quality is better (4).
- Pleasant town; good signage and you can use googlemaps; quite noisy in town; leafy off the main street; parks are good; layouts are good for walking but not for cycling; no bike racks; no safe place to leave bikes; hills are steep and challenging for disabilities; it's bumpy – not good for the blind; pavements are narrow and should be widened (6).
- It's good spending time here; location of homes encourage walking (7).
- We don't have a bus station anymore (5).
- Easy to get around; there are directions and routes; can walk to facilities and use the area for pleasure (6).
- There are three empty hotels that have been vacant for years; generally nice; you can get leaflets to show routes around town but they're hard to get; visitor centres have closed; yes there are facilities – there's a pool at the High School; I walk a lot and take public transport for longer journeys; housing supports walking but poor for cycling; there are alternative routes but they are back ways and there is no one to talk to (5).
- Easy to get around; plenty of footpaths and signs; parked the car in the centre; enjoy walking around; haven't been affected by the air (5).
- Buildings don't make passing through the area a pleasant experience, some are ramshackle/vacant/derelict with asbestos; signs and paths are good; experience is not affected by traffic or air quality; there is a supermarket and an Aldi on the way; amenities are not good; poor jobs market; difficult for young professionals and specialists (6).
- Crieff living in former days and has fallen a bit; there are empty shops but it's ned free; I like the music and the market; but there are lots of steps; area survives through being the centre of the farming community; need a good reason to come here (5).
- Fine to find your way round and parking is fine; Drummond Arms Hotel (three hotels in fact) are eyesores; you can access greenspace if you go out a bit; need more places for visitors to stay (4).
- Need toilets, especially for tourists; there are good parks and parking at the parks; there is a price barrier to using facilities; could walk but need to carry

stuff; cycling is unsafe; hills limit walking; there should be a path round the edge of town that feeds in to avoid cars (6).

- Good buildings and spaces; it's easy to find your way around; enjoy being here; greenspaces in town and beyond; recreation access is fine; facilities and amenities are fine; it is possible to walk and bus to things; good links for walking and cycling; air quality and traffic congestion does not impact on enjoyment; jobs are harder to find for young people (6).

Does air quality in this location have an impact on your health or how sociable you can be here?

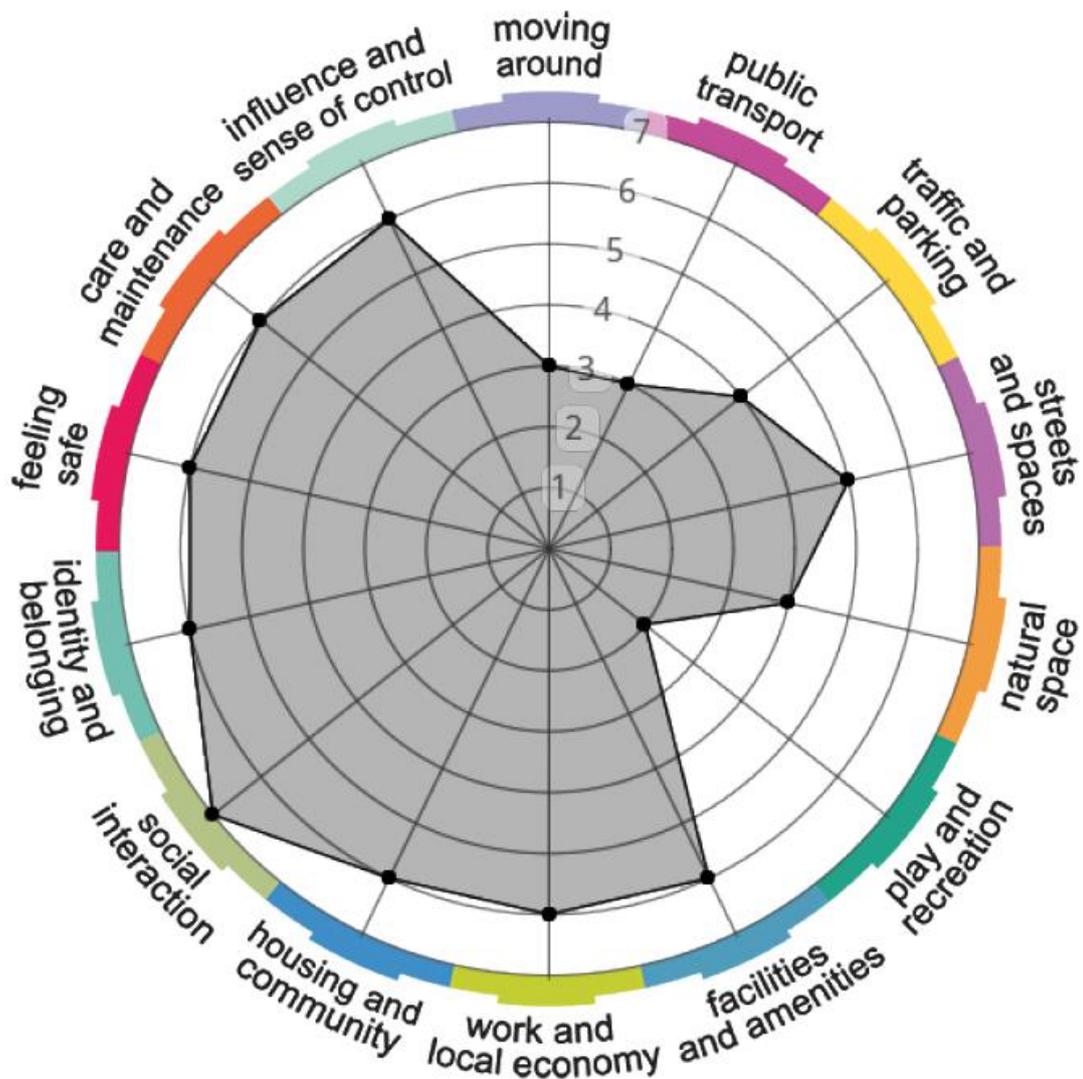
- I'm asthmatic and that's occasionally affected by the traffic congestion; feel safe when walking around (6).
- There is a park on the edge of Crieff but we need more gardens (5).
- Would be more pleasant with less traffic. Traffic gives it a sense of business (7).
- Air quality has a positive impact (7).
- It's better than other places; safe when cycling; some places have narrow pavements; it is difficult to move in some places; the vibrations affects the buildings (5).
- There are plenty of places to meet and be social; the area is not affected by traffic congestion; has a positive identity; I feel healthy and safe (6).
- You can meet on the street and go for tea; there is a strong identity and I'm proud of it; town gets behind events; there are lots of activities; there are the local churches and an active community and support; it's a healthy place; you can buy anything; there's plenty of space; wonderful health centres; it's safe; except Perth bus station – I stand in the street (6).
- There are social spaces; central coffee shops are good and there are bars; where you go affects what you think; traffic and air quality have no effect; the area has a positive identity to outsiders but not locals; trying to improve the town and make it better – health/clubs/activities – so improving; good for health and safe (5).
- Get the traffic out the main street; especially for children and people with disabilities (5).
- Air quality fine – not with traffic; I am safe and healthy (6).
- Like people smoking in pubs because kids have to walk outside; should be no smoking in public spaces; area has a positive identity; feel healthy; feel safe (5).
- Lots of places to meet; not affected by congestion; positive identity; feel healthy; feel safe (7).

Are buildings and spaces well cared for? And do you feel able to influence decisions about the future of this area?

- Could be better, some buildings are not being used; abandoned and derelict buildings; they [the council] say they don't have any money; If I persist I could influence decisions; everybody is aware about air quality (4).
- There are derelict buildings; places are weedy; can influence decisions; has contacted the council about open space but unable to affect other owners (2).
- Flowers are nice; no litter; buildings and railings are not well cared for; the area is tired – cobbles out of place; tree holes; lots of empty shops/hotels; easy to find car parking; suggests voluntary tourist tax; bike racks; hiring electric bike for the hills (4).
- I could participate in further workshops (6).
- The Council need to repair pavements and maintain buildings and take out weeds; not able to influence decisions; don't bother trying anymore (3).
- If there are future workshops on this please contact the community council.
- The area is well cared for apart from hotels; get the hotels sorted; otherwise plenty to do (6).
- Pavements can be poor. Why are there lampposts in the middle of the pavement? Roads are being worked on; there should be permits for all stalls; don't personally feel able to take part in decisions due to time/location – need a good central meeting point; poor buildings (especially the hotels) (3).
- Area is fairly well cared for; a bit run down; there are facilities for visitors such as a visitor centre and museum (5).
- Need to make the area more thriving; continue to build on what they are doing; the area is full of charity shops and vacant buildings; one third of the main street is vacant; help needed for businesses and outlets (2).
- Can do better in terms of cared for; no graffiti; clean; the area needs an attraction; improve the farmers market (5).
- Okay except for some buildings and closed shops; don't think there is a Citizens Advice Bureau – there should be; I would know where to go for information; would go to SEPA (4).
- Public facilities are good; there's loads to do if you look for it; know how to get involved and could do if I felt strongly (6).
- Three long term vacant hotels; must improve parking and tidy iconic buildings; air quality not an issue per se; not confident in influencing decisions (2).

Appendix G – Perth and Kinross Council Internal Workshop

Group 1



Indicators rated below 4

Moving Around (Rated 3)

Public Transport (Rated 3)

Play and Recreation (Rated 2)

Indicators rated 4 or above

Traffic and Parking (Rated 4)

Streets and Spaces (Rated 5)

Natural Space (Rated 4)

Facilities and Amenities (Rated 6)

Work and Local Economy (Rated 6)

Housing and Community (Rated 6)

Social Contact (Rated 7)

Identity and Belonging (Rated 6)

Feeling Safe (Rated 6)

Care and Maintenance (Rated 6)

Influence and Sense of Control (Rated 6)

Moving Around (Rated 3)

- Crieff has an aging population
- A lot of people living within walking distance of town centre
- Tricky – because of hills – would hate to cycle – feels narrow. Cars – a lot of pick ups
- Would be happy to walk
- Pavement width has been doubled in certain areas
- Didn't feel like a lot of space
- For a child in a buggy it would be an issue
- Widen the pavements – phased road – preference for pedestrians – cycle infrastructure

Public Transport (Rated 3)

- Need to use a car
- Public transport
- Because people are commuting through Crieff, public transport isn't factoring in to their thinking
- People are visiting and not using transport
- External links – but feeling is they wouldn't be used
- Commuting Crieff to Perth

Traffic and Parking (Rated 4)

- Still need to be open to cars coming into town
- Although a bigish town and people traveling in – need a car
- Parking provision is there and is well used
- Since people are travelling in to Crieff to work they need a car
- Didn't feel there was too much – flow isn't great – but never been stuck – seasonal
- Big tourist route
- Impact on health if you are staying in the High Street
- Traffic not through the night
- There is a canyon effect - the emissions are coming from across Crieff - but it is gathering in the High Street and not dispersing

Streets and Spaces (Rated 5)

- Not on attractive street
- Derelict
- Narrow entrances
- Sharp turns
- Streets have a nice setting – there is only one main street – you're not going to get lost
- Get a view of countryside
- A handful of buildings spoiling the look – but is a handful
- One group member said they would move here
- They expect the hustle and bustle
- Think about Crieff in the past – to where it is now

Natural Space (Rated 4)

- The square has some trees and natural space – (planting) – James square
- Fife – every town has flowers
- Needs street trees
- Austria get a reduction on taxes to plant and paint houses
- Big areas of green/open space but not in town centre

Play and Recreation (Rated 2)

- Not right in centre
- Park caters for all ages – Maccostie - accessible
- Maybe on the square – wouldn't feel safe in some of the tight spots

Facilities and Amenities (Rated 6)

- Just the one supermarket
- Little shops
- Crieff is ok
- The only thing we're lacking is white goods people could travel outside to save money
- People would come in just to wander around and go for a coffee

Work and Local Economy (Rated 6)

- People do spend time here
- For a small town we've got a lot going on. Distillery, industrial estate, retail, schools, GPs
- More than first meets the eye – vibrant at times (make an effort) – people would come to spend time here

Housing and Community (Rated 6)

- Housing – high sensitivity
- Nursing homes in the centre
- Most people will live within walking distance
- South tenements
- North leafy – villas – nowhere suburban are far away from the shops
- Pent up demand for housing in Crieff – not a lot of new build. Lack of supply
- Financial
- Compact so it would support walking or cycling
- Bike shed for school - is usually full of bikes
- Couldn't take a buggy shopping because of hills

Social Interaction (Rated 7)

- Quite social – between town centre and school
- Cafes

- Strathern art spaces
- Air quality – traffic – not impacting on social spaces
- People retire to Crieff because it is active

Identity and Belonging (Rated 6)

- People want to live here – are happy to live here
- None of the group live in the area so it was difficult for them to have a definitive answer to this
- For people looking in it looks very positive

Feeling Safe (Rated 6)

- Unsafe bits seemed to be crossing the road
- Buildings aren't going to fall on you
- Cycling – safety concerns
- Where is traffic coming from – how fast
- Close to heavy vehicles – kerbs are too narrow
- Don't want any more lights – control the speed
- Safe to drive because of speeds
- Kerbs are tight but you're going slow
- Not aware of it as a visitor – only physical signs are monitoring
- Idling cars
- No output on monitoring

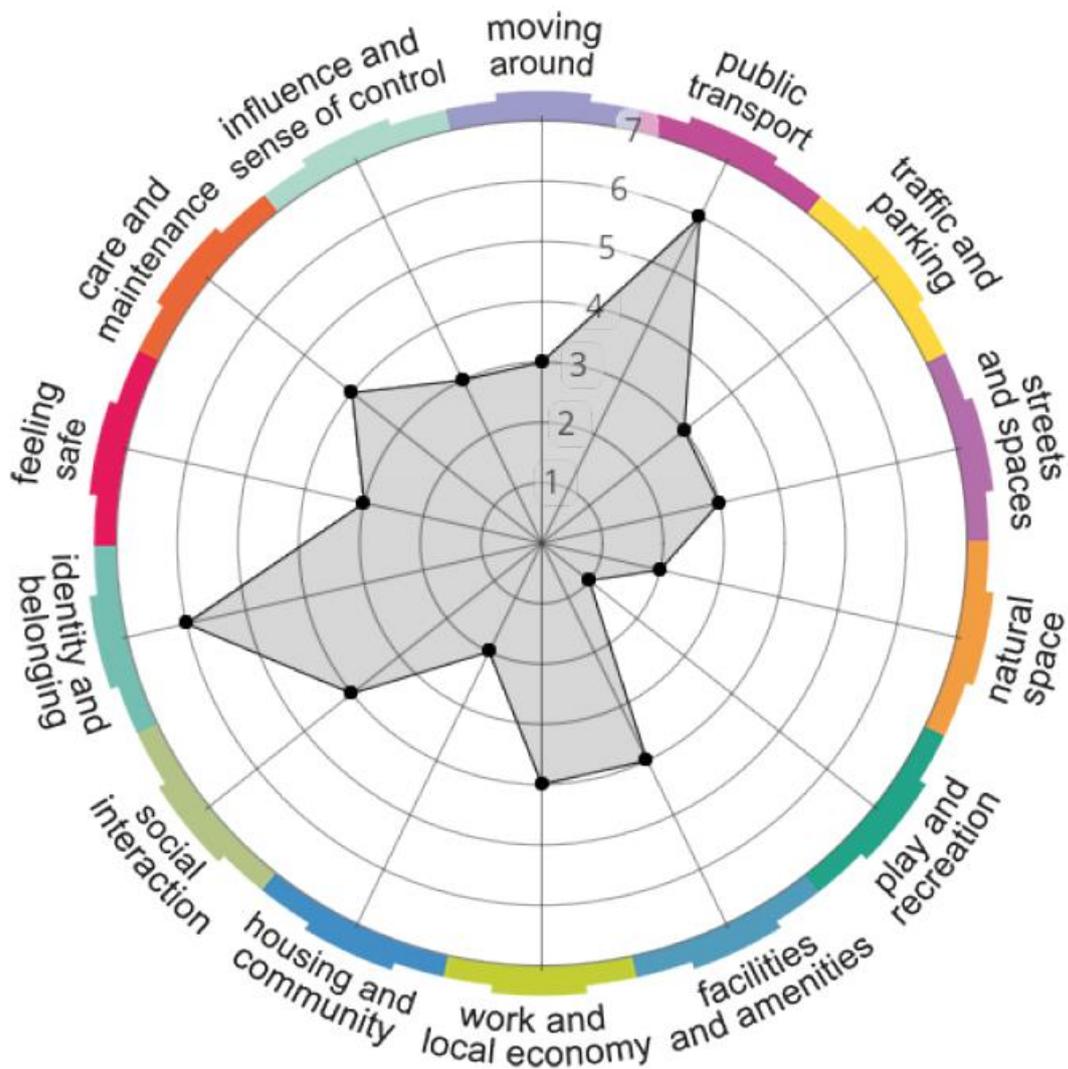
Care and Maintenance (Rated 6)

- Public spaces are excellent – clean
- Public toilets
- Private buildings letting the area down
- Poles maintenance – volunteers
- Someone else didn't think it was great to look at – run down

Influence and Sense of Control (Rated 6)

- People do shout loud
- Key groups – businesses etc have a big say: BID
- Air quality does need to change – evidence not to be ignored
- Streetscape – could be changed – less space for vehicles – better vehicle management
- Must manage the flow
- Local education campaign
- More fruit trees to act as natural umbrellas

Group 2



Indicators rated below 4

- Moving Around (Rated 3)**
- Traffic and Parking (Rated 3)**
- Streets and Spaces (Rated 3)**
- Natural Space (Rated 2)**
- Play and Recreation (Rated 1)**
- Housing and Community (Rated 2)**
- Feeling Safe (Rated 3)**
- Influence and Sense of Control (Rated 3)**

Indicators rated 4 or above

- Public Transport (Rated 6)**
- Facilities and Amenities (Rated 4)**
- Work and Local Economy (Rated 4)**
- Social Interaction (Rated 4)**
- Identity and Belonging (Rated 6)**
- Care and Maintenance (Rated 4)**

Moving Around (Rated 3)

- Mostly local therefore know where you are going
- Depends on ability/encumbrance
- Heavy traffic/parked car – poor for cycling
- Through route for movement
- Only a few crossing places
- Walking and cycling not prioritised – some improvements but minimal
- No cycling provision

Public Transport (Rated 6)

- Most public transport subsidised by P&K
- Funding from AQMA
- Public consultation on routes – focus south of high street 0 lower incomes / car access ./ well supported consultation exercise
- Routes designed to address problems – old people homes, timing of specific services
- ½ hourly service to Perth – work
- Card holders (free) or subsidised low fares
- Run services timed to connect with work time buses
- Revenues increased / driver feedback / stagecoach usage
- Good quality buses (busy)

Traffic and Parking (Rated 3)

- Business interests not really represented here
- Car parks – quite well located but poor pavements
- On-street parking discourages cycling
- Consciousness of poor air quality
- Opportunistic (illegal) parking problems – enforcement
- Charge point available
- No know safety issues

Streets and Spaces (Rated 3)

- Canyon effect – AQMA!
- Not enough space to make it a pleasant street space
- Car dominant – but it is a through road / trunk road therefore focus is moving traffic
- Shopfronts / buildings – variable and some frontages / vacant properties are derelict
- Fairly busy
- Room for improvements – limited public / open space

Natural Space (Rated 2)

- Not directly
- Broader environment is green
- Adequate seating – would not want to sit on road!

Play and Recreation (Rated 1)

- Not really relevant
- Concern about even walking with kids
- Gardens / traffic / hard spaces

Facilities and Amenities (Rated 4)

- Buses to hospital
- Shops / cafes in AQMA
- Other services more generally in the town

Work and Local Economy (Rated 4)

- Access to opportunities what you would expect
- Vibrant – lots of community groups
- Close to some training
- Good affordable links to education and training
- School, hospital or provide jobs
- Not all high pay/high skill

Housing and Community (Rated 2)

- AQMA area – flats primarily, often less affluent. No predisposition to health issues
- Limited number of properties but adversely affected
- Good housing elsewhere – all stagecoach
- New housing proposed likely to exacerbate AQMA – in inevitably

Social Interaction (Rated 4)

- Yes – café / arts / cultural
- Leisure facilities accessible from AQMA
- Little opportunity for informal on street interaction
- Lots of social / community groups

Identity and Belonging (Rated 6)

- Strong identity of place
- Strong community network
- Independent school – Morrison's – Crieff

Feeling Safe (Rated 3)

- Road is not safe
- Hugely affluent north/poor south
- Square can be location of violence
- Day feels safer than night
- Walking/cycling routes – poor/non-existent, difficult steep slopes/icy in winter

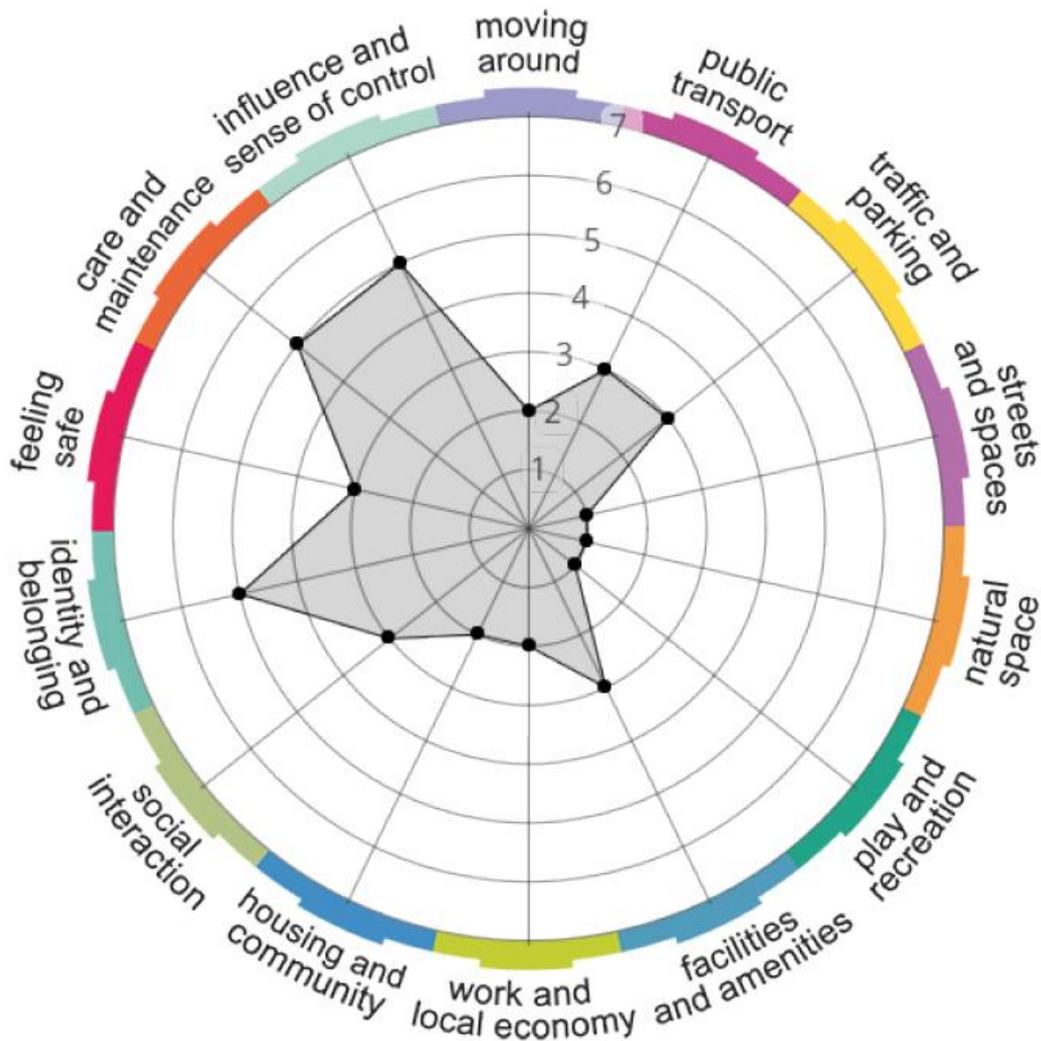
Care and Maintenance (Rated 4)

- Some derelict buildings
- Shops with baskets (goods) outside
- Planters
- Vacant shops
- Occupied shops/public spaces/ building
- More uncared for than expected
- Mixed

Influence and Sense of Control (Rated 3)

- As a resident you would have a chance to join a group (though perhaps too many or too small?)
- Think most people are not 'in control' and don't have links to appropriate cliques
- Crieff Hydro
- Assume engagement but probably
- Not knowing how, but when to engage
- Most people know channels but don't know when
- This group know about consultation / participation and 'assume' knowledge

Group 3



Indicators rated below 4

- Moving Around (Rated 2)**
- Public Transport (Rated 3)**
- Traffic and Parking (Rated 3)**
- Streets and Spaces (Rated 1)**
- Natural Space (Rated 1)**
- Play and Recreation (Rated 1)**
- Facilities and Amenities (Rated 3)**
- Work and Local Economy (Rated 2)**
- Housing and Community (Rated 2)**
- Social Interaction (Rated 3)**
- Feeling Safe (Rated 3)**

Indicators rated 4 or above

- Identity and Belonging (Rated 5)**
- Care and Maintenance (Rated 5)**
- Influence and Sense of Control (Rated 5)**

Moving Around (Rated 2)

- Very restricted pavements for wheelchairs/prams
- Walking routes tourist focus
- Narrow streets

Public Transport (Rated 3)

- Bus services poor in evenings
- DDA status for bus stop
- Rural town = large car usage

Traffic and Parking (Rated 3)

- Cycling is not easy
- Pedestrian movement

Streets and Spaces (Rated 1)

- Lack of pedestrian space
- Poor signage
- Run-down buildings
- Inconsiderate parking
- Quite enclosed/safety issues

Natural Space (Rated 1)

- Give space – steep
- Surrounded by parking

Play and Recreation (Rated 1)

- Some distance to play
- Space

Facilities and Amenities (Rated 3)

- Variable depending on locality
- Slope issue
- Access narrow
- Lampposts in pavement

Work and Local Economy (Rated 2)

- Hydro/park/visitor centre
- Remote from zone
- Commuter town – Perth/Stirling
- Few opportunities outwith leisure/tourism

Housing and Community (Rated 2)

- Flats – low range of house types

Social Interaction (Rated 3)

- Limited use of square
- Facilities moved outwith centre
- Square not quiet/dated

Identity and Belonging (Rated 5)

- Number of local groups
- Sense of community

Feeling Safe (Rated 3)

- Not great for active travel
- Derelict buildings
- Narrow streets/pavements
- Comrie junction not a safe crossing

Care and Maintenance (Rated 5)

- Some areas run down
- Good bus stop

Influence and Sense of Control (Rated 5)

- Data available – but access issue
- Poor pedestrian provision
- Number of local forums
- Housing responding to community issues
- Feedback to consultations
- Community campus

One thing you like about introducing an Air Quality Management Area (AQMA) in Crieff?

- Influence on development
- Offers good opportunity to improve health and wellbeing in terms of a drop in air pollution but also health co-benefits eh through active travel. Potential to improve the health of vulnerable members of the population
- Raise awareness of air quality issues
 - Identification and awareness of the problem
 - Do not idle
 - Do not use cars – use buses (extended town bus scheme partly funded by AQMA)
- Supports active travel
 - Less dominance on vehicles
 - More pleasant streets
- Has potential to constrain developments / growth of Crieff
- Enables access to funding
- Opportunity to bring positive things into the town centre – funding
- Provides a long term monitoring tool – evidence & evaluation (re assurance)
- Infrastructure to measure air quality discreet
- One thing re AQMA – better monitoring systems in place
 - +AQ sensors
 - + Traffic sensors
 - + Population health
 - = more data

One thing you would like to share about how the AQMA will affect how you work?

- Opportunity to promote healthy walking and cycling routes
- Nicer, healthier, cleaner place
- Opportunity to improve health re active travel
- Economic benefits of attracting more visitors to a cleaner town
- Assessment of AQ impact of all new development
- Able to access funding to work towards modal shift
- Improve opportunities to create interactive AQ/health atlas
 - + improve citizen science data
 - +3D geo data
- Supplement national data gathering
- Health – possible barrier to accessing area for those compromised
- Adverse impact on businesses
- Although EH monitor air quality – we need buy in from other departments / service to action

Priorities for action

- Using Place Standard to track improvements over time and assess options
- It's a good place – makes it difficult to change
- Encourage/create an air quality forum (buy in to actions/improvements). Increase identity and belonging score
- Improve public transport provision
- More friendly for active travel
 - Wider paths
 - Trees – more attractive
 - Improve traffic flow
- More places to spend time in the open - more high quality places
- Look to build on positive things already there
- James Square pedestrian civic square (green area) – no car area
- Remove on street parking and control loading and unloading to create safer pavements (increase width?). transcends – scoring
- Street space for pedestrian / cyclists (starting with improving pavements)
- Sorting out deliveries
- Improve, manage and enforce on street parking

Highest Place Standard score

Dreaming of 7 – mixed modal transport – not in the UK but Denmark and Netherlands

Group one:

- 7 = social contact
- 6 = influence and sense of control
 - Care and maintenance
 - Feeling safe
 - Identity and belonging
 - Housing and community
 - Work and local economy
 - Facilities and amenities

Group two:

- 6 = identity and belonging
 - Public transport

Group three:

- 5 = Identity and belonging
- Care and maintenance
- Influence and sense of control

Lowest Place Standard score

Group one:

- 2 = play and recreation
- 3 = public transport
 - Moving around (topography) – cycling/walking, and lots of traffic makes it slow
- 5 = streets and spaces (unique/interesting/square) – narrow streets but positive about rural setting

Group two:

- 1 = play and recreation
- 2 = natural space - none
 - Housing and community – few properties and upper floor flats
- 3 = streets and spaces – access from other areas

Group three:

- 1 = play and recreation
 - Natural space
 - Streets and spaces – difficulty accessing walking/cycling and barriers on pavements

Did you find this a useful way of discussing air quality in Crieff? What did you like? What would you change?

- Yes very useful!
- Yes – good to facilitate discussion
 - Broad coverage of areas
 - It was difficult to look at one specific area in isolation. It would potentially have been more fruitful to look at the whole town
- It was a good way to discuss as encouraged engagement from other areas/teams
 - Opportunity to hear from other teams about issues
 - Try to get more teams involved in the process. Layer all groups on to one chart to compare
- Yes
 - Liked the walking tour to see the place, right before the discussion
 - I'd sharpen up some of the questions around the place standard wheel to make them more directly relevant to air quality
- Yes
 - Walkabout was a good idea but perhaps not in the weather we had
 - Liked group work – discussions, post-its, flipchart use

- Relaxed forum for discussion
- Yes, but largely from a technical perspective
 - Community involvement essential
 - Good to have cross sectoral knowledge to inform discussion
- Yes, much more useful than anticipated
 - Different way of thinking, not necessarily a focus on 'worst scores'.
New measures identified
 - Change? Intro at earlier stage to action planning to support community opinions
- Useful way of discussing air quality
 - Yes-ish. Always important to discuss issues in wider context. But not sure all subjects relevant to this particular locality (i.e. the AQMA)
 - Change: scope out areas of discussion which are not related to the specific geographic area (e.g. Natural space)
- Yes
 - Like how it brings together a number of different aspects
 - Had some difficulty due to size of AQMA and lack of knowledge re local area
- Yes, found it very useful to discuss with other groups of professionals
 - Liked learning other groups views and ideas
 - Would have been useful to have seen footage of areas/locations where measures had been implemented and air quality had been improved
- Yes
 - Like – clear structure for assessing impact – group discussion
 - Change – include local people so that there is a more informed assessment
- Useful for AQ
 - Holistic
 - “location intelligence” (i.e. GIS) as tool to quantify criteria
- Yes
 - Internal and external stakeholders involved. Different specialisms – not AQ focussed brings a different perspective
 - Hard to comment on some place standard and topics if no local knowledge of the area.