

# Dissertation peiyun lan

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**How can the design of a high street promote social inclusion and attempt to accommodate both poor and wealthy community groups and their needs?**

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Being a dissertation submitted to the faculty of The Built Environment as part of the requirements for the award of the MSc Urban Design and City Planning at University College London: I declare that this dissertation is entirely my own work and that ideas, data and images, as well as direct quotations, drawn from elsewhere are identified and referenced.

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28 August 2019

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### **Abstract**

Social segregation between the rich and poor is an issue that London and other big cities struggle to fight. This issue is universal that it may exist between different neighbourhoods or in the same housing block. Bias and distrust between the poor and rich caused by lack of social contacts may adversely affect cohesion and stable social relations.

An inclusive high street that accommodates both poor and wealthy community groups and their needs encourages interaction between people from different social backgrounds. This research examined three high streets in rich and poor neighbourhoods to explore how they support local residents' economic and social daily activities. Street observation, surveying people and designer interviews were applied to understand factors that shape an inclusive high street from different aspects. Various store types with a wide range of price choice and well-managed public space play a critical role in promoting social inclusion of poor and wealthy community groups. Street physical characteristics (e.g. sidewalk width, availability of seating) have universal positive impact on enhancing sociability and inclusivity of each social groups. These findings could be reference for urban designers when planing for mixed-income communities.

## **1. Introduction**

This dissertation examines the role of street design play in encouraging social inclusion for both poor and wealthy community groups on London's high street. This dissertation will seek to investigate what physical characteristics, land use and any other related factors affect the inclusivity of high street and how can we accommodate different income levels' needs to allow their presence and interaction on the street by street design.

Social inclusion and promotion of social interaction among different community groups are important for diverse cities, especially as the social-economic segregation increase in many big cities. Social segregation has adversely effects on both individuals and societies (Bolt & Van Kempen, 2013). For poor community groups, it worsens life quality and decreases opportunities to access social capital because of negative neighborhood effects caused by spatial concentration of poor households. Social segregation also results in mutual distrusts between poor and wealthy community groups because of misunderstanding and bias caused by lack of social contacts. Hence, face to face social interaction plays an important role in reaching cohesion and stable social relations.

Spatial planning and design are applied to enhance social interaction, build community identity and achieve social cohesion in many city agendas(e.g. Holland et al., 2007; Bolt& Van Kempen, 2013; Aelbrecht, 2016). Some promote building mixed-communities which encourage people with different incomes and tenures to live in the same community. Some focus on provision of inclusive public space by improving parks and squares accessibility for different users. This dissertation follows the public space category and targets specifically high streets as objective to examine how the design of high street can encourage social inclusion. High streets as supports for daily economic and social activities in the neighbourhood, have significant impacts on local residents' everyday life. During daily life, frequent and regular social contact enables people know and understand more about patterns between different people groups and even between different ethnicities and social classes. Then, this dissertation also follows the idea of mixed income communities and focus on poor and wealthy groups. Therefore, this dissertation is interested in how to provide

inclusive high streets to accommodate different needs for both poor and wealthy groups.

This dissertation uses three high streets in the London Borough of Haringey as case studies to examine the role of street design play in encouraging social inclusion for both poor and wealthy community groups. In order to collect data from poor and wealthy groups, poverty rates from London's Poverty Profile are used as reference of case selection (See section 3.6). High Road in Wood Green (31~40% poverty rate) is selected as a representation of high street in poor communities; Muswell Hill Broadway in Muswell Hill (21~30% poverty rate) is selected as a representation of high street in wealthy communities; The Broadway in Crouch End is selected as a model with well mixed communities. This dissertation uses non-participant street observation, street user survey and semi-structured interview with design practicers to build the understanding of how street design can help to improve the inclusivity on the street.

This research intends to 1. Identifying physical characteristics, land use and other factors encouraging social inclusion for both poor and wealthy community groups on the high street. 2. Understanding the preference and needs of poor and wealthy community groups for high street. 3. Exploring what kind of street design can meet the needs of poor and wealthy community groups to shape a social inclusive high street. The contribution of this dissertation is expected to raise this inclusive issue of street and inform design practicers the possible impact of street design on social inclusion for poor and wealthy community groups. Furthermore, I am hoping the findings of this dissertation form a framework which provides a reference for design an inclusive street.

## **2. Literature Review**

This chapter is divided into two sections. First section illustrates the concept of sociability, social interaction and social inclusion used in this dissertation. This section then goes on to review the context of this dissertation which is built on literature discovering the relation between social interaction, social inclusion, public space, street and spatial design. Second section turns to relevant studies. This section starts from what kind of research has been done for high street. It then focuses on

literature about the impact of street design on interaction and the impact of space design on place's inclusion.

## **2.1 The role of street design in enhance social cohesion**

### **2.1.1 Concept of sociability, social interaction and social inclusion and their connection with social cohesion**

The sociability concept of place can refer to space qualities that support people presence and stay in that space and encourage social interaction among users (Karami and Vafaie, 2017). There were three sociability dimensions discussed in the literature: 'physical and environmental,' 'activity and functional' and 'subjective and semantic'. Some studies only focused on physical and environmental aspect of sociability, for example, they examined the impact of physical space on people's behaviours and interaction (Schulz, 2016) and the role of physical factors such as furniture and environmental elements play in creating pleasant and sense of belonging (Karim and Hesam, 2011; Kaplan, 2000). Some studies looked at both activity and functional aspect and physical aspect. They believed social events and activities in urban space contribute to creating social life and social harmony. Some studies considered the impact of mental aspect on constitute a place's sociability. They argued quality of social interaction no matter with people and place affects people's attachment to place. Individuals emotional experience in space is an important element of interaction between people and the environment (Bonaiuto, Fornara and Bonnes, 2003).

In general, the sociability of a place is established by people interacting with the place and each other. It is a place that is meaningful to people and have sense of place and keeps people stay and actively/inactively participate in the space. From this perspective, social interaction is one element of building sociability of place and it is affected by physical, functional and mental dimension of space. In terms of social inclusion, it mostly refers to social integration for disadvantaged groups such as immigrants and minorities. In this case, it means all members participate together to achieve stable social relations. When it comes to a space's social inclusion, normally indicates public space, it represents all people have equal right to stay in and use the place no matter their age, gender, income level, ethnic background and any physical



disability (Sauter and Huettenmoser, 2008). Everyone has equal accessibility to space and participate in the civic life of a society.

Advancements in technology have significantly changed people's social behaviour. Traditional social interaction such as gathering in public space, interacting face to face seems have been replaced by new social media (Montgomery, 1997). However, building a supportive relationship in real life and socialize spontaneously with neighbours to enhance social contacts are both considered important. As Mehta (2018) stated, lack social contacts have been connected to a broad range of social ills, such as social segregation and distrust among different groups. Therefore, activation of social interaction and promoting social inclusion is broadly believed to be a possible way to contribute social cohesion and moreover has become universal goals that local policies seek to reach (e.g. Holland et al., 2007; Bolt & Van Kempen, 2013; Aelbrecht, 2016). It can be achieved in various dimensions, such as promotion of mixed housing communities, inclusive town centres and revitalization of lively streets in the neighbourhood. Public space design is a possible way to influence social behaviour no matter in street, town centre and community level (Mehta, 2009).

#### **2.1.2 Public space supports social interaction and social inclusion**

Public space supports economic activities and social behaviour and its importance has long been recognized. According to Gehl (2011), public space play three roles in the cities: places accommodate people meet others socially, market-places for trade, and routes for movement. Studies on encouraging social interaction by designing built environment have been broadly discussed. For instances, Whyte (1980) discussed three key elements draw social activities in public space: availability of seating (especially movable seats), populated extent of place, and the connection between public space and street. Crowhurst-Lennard and Lennard (1987) listed a series of social functions public spaces provided, such as exchange of information, activation of social dialogue and enhancement of social awareness. It is proven that different elements of public spaces have influence on enhancement of social interaction and social inclusion (Mehta, 2009; Gehl, 2010).

#### **2.1.3 Streets play an important role in improving social relations**

Streets are the most common public space which are targeted to activate the opportunities of social interaction. It is based on the literature of Montgomery (1998)

who claims that street vitality is supported by complex land use and diverse economic activities and it leads to attract large numbers of people and enhance social behaviour on the street. There are several studies discussing the impact of physical street characteristics and land use on social interaction on the streets (e.g. Mehta, 2009; Aelbrecht, 2016; Mehta, 2018). Some studies focused on commercial streets where chained stores are clustered and large amount of consumer behaviour happens, such as Oxford Street. Some studies paid attention to daily regular streets in the neighbourhoods.

In order to understand the daily social life on the streets in London, this dissertation focuses on regular type of streets - high streets. High street can be conceptualized as four characteristics: physical fabric, movement corridors, places of exchanges and real estate (Carmona, 2015). He noted,

*[High streets are] highly connected, both physically and to different transport modes; hugely diversified in the mix of uses they offer (not just retail); and important social milieu for civic and community life (2015, p. 5).*

High streets as venues provide local economic and social activities for diverse range of groups in London. Rather than iconic commercial streets such as Oxford Street and Liverpool Street, high streets represent the actual situation of daily social behaviours and are closer to generic realities of neighbourhoods.

#### **2.1.4 Social inclusion for both poor and wealthy community groups**

Social Segregation and spatial concentrations of poor households are assumed to have adverse impact on individuals living. There are two types of arguments about against spatial segregation and disadvantage family concentration. One is that creating socially mixed areas is beneficial to improving people's quality of life. In this case, spatial proximity encourage social contacts between different groups. This will stimulate the development of place attachment and the sense of safety with surroundings and achieve further social cohesion (Van Kempen & Bolt, 2009). The other argument is that social mix reduce negative neighbourhood effects such as prevention of anti-social behaviour. Moreover, for poor groups, social mixing improves their social mobility and enhance their accessibility to social capital by increasing opportunities for social interaction between different levels groups. Thus,

it is significant to create an inclusive space and encourage social contacts between poor and wealthy groups.

### ***Summary***

A space providing an environment that encourages the presence of people, has retention and staying value, and creates further social interaction, all these constitute a place's sociability. In other words, there are different levels of sociability in a space: people present, people staying and people interacting with each other. Social interaction is thus a part of sociability. The social inclusion of space means that everyone has the same rights to use this place, regardless of their age, gender, wealth and race. An inclusive place must meet the needs of different groups. Creating inclusive space with good quality to support different levels' sociability contributes to stable social relations in the diverse city.

Spatial design of public spaces has been proven to have an important impact on enhancing social interaction and social inclusion. As the main public place to support daily economic and social activities in the neighbourhood, street, especially high street in London, is an important venue to encourage social interaction and social mixing. It is also the place that supports social contacts between different community groups. Therefore, an inclusive high street plays an important role in promoting social interaction and harmonious society, especially in the diverse society like London.

## **2.2 Relevance of the high street in the context of the above**

### **2.2.1 Research about High street**

Literature on high street has been widely discussed in the past two decades in the UK. In general, high street is studied from four aspects: comprehensive analysis and recommendations, retail and business, health issues and social value of high streets. Following, these four aspects literature will be introduced.

#### ***comprehensive analysis and recommendations***

Carmona (2015) built a robust understanding about issues that high streets are facing. High streets were analysed from five issues: physical fabric, real estate issues, exchange issues, movement issues and managements issues. Matthew further focused on six high streets in London to analyse their challenges and he proposed

possible interventions to improve street environments. Interventions included public realm improvement, lighting strategy, retail diversity encouragement, provide space for sociable activities and community engagement. In this study, high streets are identified as natural social venues with wide range of users and its exchange functions are affected by its physical, movement and real estate qualities (Carmona, 2015).

Jones, Roberts and Morris (2007) investigated functions of high streets in the UK and how they contributed to public life and social inclusion. They found out that high streets are inclusive space which accommodates various users and multi-cultural. Besides, government reports like The High Street Report (MHCLG, 2018) and Re-imagining urban spaces to revitalise our high streets (MHCLG, 2012) both recommended various measures about how to revive high streets. These reports are as guides for planners, local authorities and communities.

#### ***Retail and business revival***

Jones, Al-Shaheen and Dunse (2016) explored factors contributing to a successful high street from three aspects: the economic benefits of retail clustering, centrality and the use of public realm. The relationship between location, physical characteristics, diversity of retailing and use, and social vitality is also explored in this research. Wrigley and Dolega (2011) focused on adaption resilience of high streets under the global economic crises. Based on evidences of 250 high streets, retails characterised by diversity and corporate-food-store were more resilient to economic crisis. Hubbard (2016) examined the gentrification phenomena on the high streets where local serving retails were replaced by 'hipster' stores such as café shops, healthy and organic stores and vintage clothing stops.

#### ***Healthy issue and social value***

Townshend (2017) investigated the impact of clustering unhealthy shops and services on neighborhood healthy condition. In this research, factors such as proximity, availability, accessibility and consumption of unhealthy shops and services indeed affect people's healthy condition, especially in poor neighbourhoods. Besides, a report, Health on the High Street (RSPH, 2018), looked at a range of high street uses and stores (e.g. bookmaker, pubs and bars, pharmacies, and empty shops) and their impact on public's health and wellbeing.

Social value of high street was also discussed in some literature. A report, High street for all, proposed by GLA (2017) explored high streets' social value based on existing literature and surveys with businesses, visitors and stakeholders of high streets. In this report, they promoted that social function (e.g. cultural exchange, gathering spaces for marginal groups and provision social services for local users) supported by high streets should be protected and enhanced.

**Summary**

It is noticeable that most research focused on the revival of high street, especially the retail part. Although there is no direct discussion about what kind of specific physical characteristics affects social interaction, some literature revealed some street design are attractive and people are satisfied with. Attractive high street draws people to use and it increase the opportunities for social interaction. Hence, relevant findings shaping attractive high street are listed below:

Table 2.2.1 street design factors which make high street attractive

Author	Findings and suggestion for attractive high street design
Matthew (2015)	shopfronts display and active frontages encourage street markets and mini-markets support big box developments only when it integrated behind a high street facade improve green space quality and remove barriers to integration with high streets consider opportunities for new civic spaces (libraries, citizen advice) and pocket parks encourage shops, cafes and restaurants to spill out onto street space
Jones, Roberts and Morris (2007)	pavement design, continuity of the building facade, street furniture density and its place, street facilities and services, variety of goods and services, opening time, use of forecourts, provision of major public spaces
Jones, Al-Shaheen and Dunse (2016)	availability of benches, steps and cafe seat street facade and setback design and location of street furniture building size and style shading devices arbitrary activities and informal independent activities diversity of retail

### **2.2.2 Street design affects social interaction**

Mettha (2009) focused on specific characteristics that support social interaction on neighbourhood streets. Through street observation, user interviews on three streets in Boston, he mapped users' behaviour and listed a range of physical factors affecting social interaction. Physical factors included seating near activity-supporting stores and businesses, sidewalk width, building façade, tree cover and etc. He also classified the hierarchy of different businesses and uses and physical characteristics into three levels according to what extent they generate the liveliness and social contact on the streets.

Palaiologou and Vaughan (2014) explored the way street interfaces affect social interaction on the streets in Manhattan. Street interfaces are composed of the buildings, the plots and the streets. In this study, they analysed how different street interfaces brought about potential vibrancy and sociability on the sidewalk. They concluded that building-streets influence social interaction in three aspects: the plot size, functional mixture and morphological mixture. Narrow plots (mean narrow building frontages), mixture of building uses and various architectural styles contributed to increase of social interaction.

Mettha (2018) examined the role of street characteristics play in supporting social contacts and activities on the six streets in Boston and Cincinnati. In this study, social contacts and activities were classified into three types (passive sociability, fleeting sociability and enduring sociability) according to the extent people engage with other people. Social behaviour data was collected by street observation and user interviews. By mapping the data on the street, the relevance that various sociabilities were enacted by different street characteristics and land uses was identified.

#### ***Summary***

From Mettha (2009, 2018) and Palaiologou and Vaughan's (2014) research, factors affecting social interaction on the street are listed below:

Table 2.2.2 factors affect social interaction on the street

Type	Content
physical factor	public seating commercial seating (like seats provided by cafe on the sidewalk) informal seating other furniture articulated street front sidewalk width plot size shade from trees and canopies
land use and management factor	Independent uses (not chain stores) functional mixture variety of businesses on block personalized store front permeability of store front

In addition, a taxonomy used by Mehta (2018) which try to capture and classify a wide range of social behaviours on the street is important to this dissertation. This taxonomy is developed for study the relationship between land use and physical characteristic and social interaction on the street. Mehta combined Gehl (1987) and Lofland's (1998) classification of social relationship/sociability and developed three types of sociability.

***I. Passive sociability***

Being alone in public such as working, reading, eating alone is recognized a type of social behaviour. Passive sociability is an interaction between strangers (Milgram, 1977). People are in the presence of other people and conversation and interaction happen only when it is necessary. It provides opportunity for people to familiar other people who may differ from themselves even real interactions are minimum. This is the first step of interaction and it may help people develop empathy and know from others.

***II. Fleeting sociability***

Small chat, short-term conversation and low-intensity contacts among neighbours and strangers are recognized as fleeting sociability. This weak but repeated short-term tie is believed that it may develop trust and possibility of further and deeper social interaction between people (Jacobs, 1961).

### **III. Enduring sociability**

More frequent, repeated and meaningful contact are recognized as enduring sociability. Activities with companions and friends such as friend's meetings and regular group gatherings belong to this type. Enduring sociability provides opportunity for people to exchange information and ideas, break isolation through conversation and contact with fellows. It even gives a chance for people to build sense of community through sharing, participating and engaging in the same activities.

#### **2.2.3 The social inclusion of space**

There is a variety of discussions on how to create inclusive space from different aspects. More relevant are the studies that explore inclusivity by evaluating to what extent public space is accessible to everyone listed below.

Sauter and Huettenmoser (2008) examined the relationship between street structure and perception of social integration by the residents in a socially mixed neighborhoods. Street structure in this research referred to speed limits, street layout and environmental qualities. By street observation and survey, the authors concluded that streets with slower traffic, limited parking space and good quality of environment support more social contacts.

Ercan and Memlük (2015) looked at the changing inclusivity of a historic urban park in Ankara, Turkey. In order to evaluate the extent of inclusivity, accessibility was applied in this research and social access was particularly used to examine if the design of space reflects the needs and values of all social groups from different ethnic, social to income levels. For the purpose of collecting social accessibility perception from users, survey was conducted to understand the inclusivity of space from safety, attractiveness and comfort aspects.

#### **Summary**

There are two things which can contribute to this dissertation. Firstly, good quality of environment has a positive impact on social inclusion (Sauter and Huettenmoser, 2008). Factors include possibility of sitting, width of sidewalks, number of parking spaces and counts of motor vehicles. Secondly, *social access* and *access to activities* are approaches to understand the inclusivity of space. Social



access refers to the design, activity provision and management of space implying who is and is not welcome to present in the space. Access to activities refers to space accommodates various activities that are accessible to different social groups (Ercan and Memlük, 2015).

### 2.3 Summary

#### I. The difference of sociability, social interaction and social inclusion

The sociability of place refers to space quality supporting people present and stay in that space and stimulate social interaction happened. It comprises three levels of sociability: people present, people staying and people interacting with each other. It provides a broader perspective to examine how space support people’s social life and not limited in the social interact with people. Social interaction is part of sociability and it is the highest degree one. A inclusive space refers to a place welcome and open to everyone no matter their age, gender, wealth and race. A socially inclusive place is a space provide a wide range of devices , activities and service which caters to different social groups.

#### II. Three types of sociability and the concept of social accessibility are helpful to examine social inclusion of place.

A taxonomy of social behaviours used by Metha (2018) is important to this dissertation. He categorized social behaviour into three types:

Table 2.3.1 type of sociability

Type	Explanation	Frequency and intensity of social interaction	Influence on community	inclusive degree of place
Passive sociability	people being alone in public with minimum real interactions	●	be familiar to different other people	●
Fleeting sociability	small chat, short-term conversation among neighbours and strangers	● ●	build trust among neighbours and strangers	● ●
Enduring sociability	meaningful social contact e.g. friend’s gathering	● ● ●	develop sense of community	● ● ●

The social accessibility of space reflects whether a space meets the needs and values of different social groups. Hence, social accessibility of space is an approach to examine the extent of a place's social inclusion. Social accessibility can be interpreted

from two aspects: social access and access to activities (Ercan and Memlük, 2015). Former means that who is welcome to use this space are affected by the design, management and activity provision of space. Later means space provide different activity which meets various social group's need.

**III. Elements of street design encouraging social inclusion and interaction are identified.**

Learning from Carmona (2015), Jones, Al-Shaheen and Dunse (2016), Jones, Roberts and Morris (2007), Sauter and Huettenmoser (2008), Ercan and Memlük (2015), Metha (2009, 2018) and Palaiologou and Vaughan's (2014) research, elements that have impact on promoting street sociability and enhancing street attraction are listed below:

Table 2.3.2 Elements affect social inclusion and interaction on the street

Factor	Content
physical characteristic	availability of public seating, commercial seating and informal seating density and location of street furniture sidewalks width continuity of the building facade shading devices shopfront setback
land use	Independent store or chain store functional mixture diversity of businesses shop opening time shopfronts display permeability of shopfronts
public space and management	street markets and mini-markets civic spaces (libraries, citizen advice) and public space green spaces and pocket parks arbitrary activities and informal independent activities

**IV. There is a research gap both in high street study and inclusive space study.**

Most high street study focused on how to revive depressed high street, especially the activation of retail and business. The social value of high street had been recognized but there is no research look at how to create an inclusive street by design. Regarding social inclusion, literature on sociability of public were explored but there is no research focus on the poor and wealthy community groups. Therefore, how can physical characteristic and land use of street promote social

inclusion and encourage social interaction for both poor and wealthy groups should be explored more.

### **3. Methodology**

#### **3.1 Research question**

How can the design of a high street promote social inclusion and attempt to accommodate both poor and wealthy community groups and their needs?

- What physical characteristics of high street have impact on social inclusion, such as sidewalk, shopfront setback and public space?
- What kind of land use increase the sociability for both poor and wealthy community groups on the high street?
- What else other factors affect the social inclusion on the high street?

#### **3.2 Objective**

- I. Identifying physical characteristics, land use and other factors encouraging social inclusion for both poor and wealthy community groups on the high street.
- II. Understanding the preference and needs of poor and wealthy community groups for high street.
- III. Exploring what kind of street design can meet the needs of poor and wealthy community groups to shape a social inclusive high street.

#### **3.3 Empiricism methodology**

The research question is based on the belief that space design has a direct impact on the social behaviour. It assumes that street design has impact on places' inclusivity to welcome different groups of people present and use streets. Hence, the design of street affects further how people present and interact with other people on the street. This assumption is built on empiricism which believes environment controls behaviour and the cause and effect must be examined by practical experience and experiments. Empiricism involves learning knowledge through observation and experience. Thus, an empirical case study is a suitable and effective way to explore this research topic.

### **3.4 Methodological line of inquiry**

Empiricism refers to learning based on observation which needs to be planned, recorded and analysed carefully in a structured way. Systematic empiricism is based on multiple techniques:

- I. Collecting data by multiple methods to explore the topic from key perspectives. - See section 3.7.
- II. Findings anticipation. - Possible factors which promote social interaction and sociability have been identified in the literature (see table 2.3.2). This research narrows the focus to poor and wealthy groups and it is anticipated that some factors (e.g. land use) may have stronger influence on this specific social groups. But some factors may be important to every social groups and not particular limited on poor and wealthy groups.
- III. Conducting observation regularly and periodically during the research section. - See section 3.7.

### **3.5 Analysis framework**

An analysis framework was developed to examine what street factors can encourage social inclusion for both poor and rich community groups. Base on empirical research methodology, observed people and their behaviour should be recorded as factors in the structural way in space. Therefore, in order to examine the cause and effect relationship, factors affecting social interaction and sociability were organized from literature review as cause. A classification of sociability used by Mehta (2018) are applied in this research as effect. See figure 3.5.1.

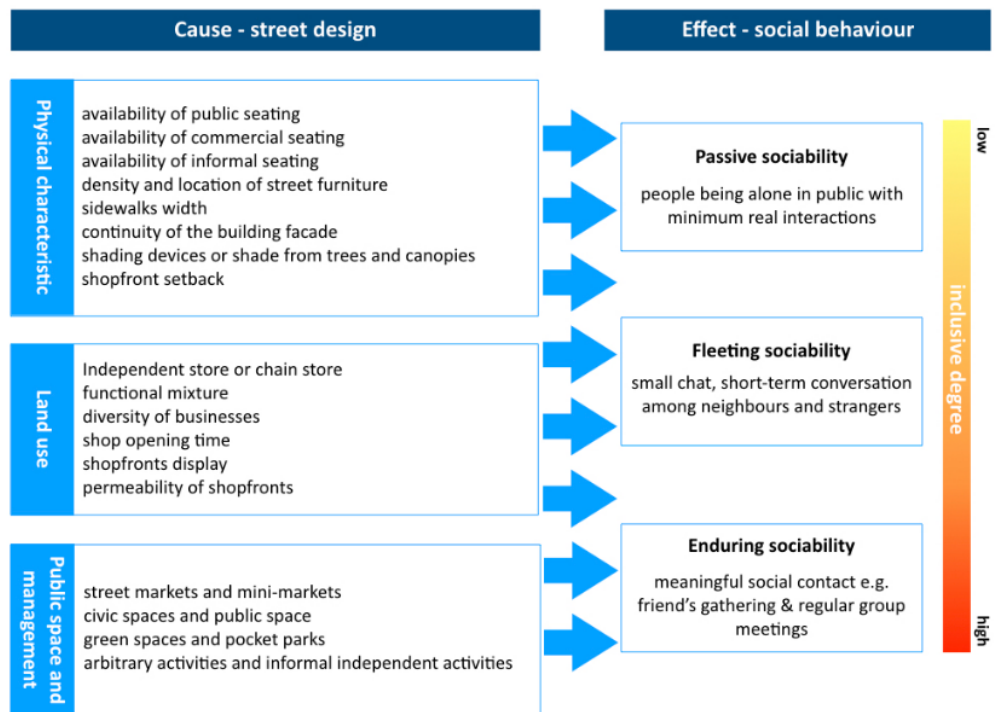


Figure 3.5.1 analysis framework

### 3.6 Case study

Three high streets are selected as case study to understand how street's physical characteristics, land use and other factors support social inclusion for poor and wealthy community groups in different ways. In order to distinguish the different needs between poor and wealthy community groups, a street in the poor neighbourhood and a street in the wealthy neighbourhood were chosen. The third case is a street with good practice of social inclusion for poor and wealthy groups, which is selected as a paradigm to observe the relationship between street design and inclusive sociability. Three high street are listed below, detail case background see section 4.

Case 1. Poor neighbourhood: High Road in Wood Green, Haringey

Case 2. Wealthy neighbourhood: Muswell Hill Broadway in Muswell Hill, Haringey

Case 3. Paradigm of social inclusion: The Broadway in Crouch End, Haringey

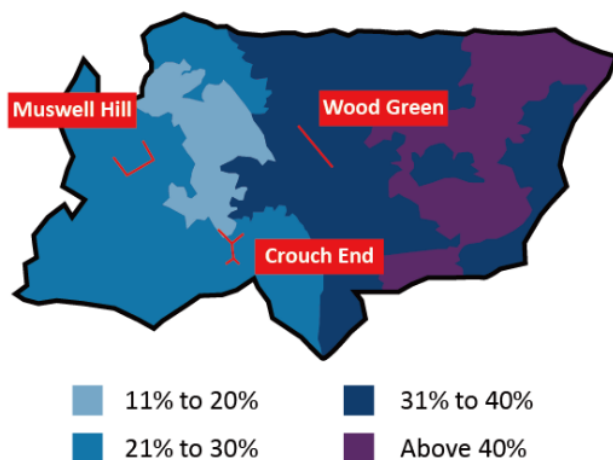


Figure 3.6.1 Poverty rates across Borough of Haringey (Tison et al.,2017)

### 3.7 Methods

#### ***Method 1: Non-participant observation***

According to empirical methodology, space and people's observation are recommended to conduct without researcher's directly participation. Non-participant observation was applied to observe the location of social behaviour happened and analysed what street design support these social behaviour. During observation, photos and notes were taken to record the location of social behaviour.

In order to enhance the robustness of empirical evidence, non-participant observation was conducted regularly: in the morning, afternoon and evening for three high streets respectively both on weekdays and at the weekend. Totally 18 times non-participant observation was done.

Table 3.7.1 date of non-participant observation and surveying people

High street	Weekdays			Weekend		
	morning	afternoon	evening	morning	afternoon	evening
High Road	7.18	7.01	8.5	8.10	7.13	7.06
Muswell Hill Broadway	7.18		8.6			
The Broadway	7.17		8.5			

### ***Method 2: Surveying people***

Surveying people was applied to investigate the needs and preferences from different high street users ranged from poor to wealthy community groups. It is an effective and direct way to understand what people do and what they want to do on their high streets. Fifteen high street users were chosen randomly to answer questions on each high street. Totally forty-five times survey was done.

Questions below was asked to collect the opinion from street users:

What are the factors that attract you to the high street? / What are the reasons that make you feel comfortable and uncomfortable on the high street? / What are the activities and events you would like to see on the high street? / Is there anything you want to improve on the high street?

### ***Method 3: Semi-structure interview***

Semi-structure interview was applied to understand opinion from urban designers and planners. Through consulting practitioners' knowledge and experience, a more robust argument can be developed and explored from different perspectives. Interviewees were selected from two studios, Jan Kattein Architects and Urban Movement, which have ample experience on high street design in London. In total one design practitioner involved in this dissertation. For Interview information, consent form and questions see appendix A.

### **3.8 Research limitations**

There may be some possible limitations in this study. The first is that this research is only able to consult one practitioner to understand professional's opinion about inclusive high street. The researcher tried to get as much response as possible, however was only able to got one response during the expected time frame. Although it is not the best result and one designer's opinion cannot represent all, this response from an experienced designer is a valuable contribution.

The second limitation concerns case selection. Three selected high streets do play important roles of economic and social activities in their areas. However, it was found that the size of street and their traffic condition is slightly different, which may affect the land use of high street. High street in Wood Green is bigger and more popular than the other two because it is located just between two underground

stations. On the contrary, high streets in Muswell Hill and Crouch End are in areas without nearby underground stations. Due to limited time, this research failed to choose three more streets (one in poor neighbourhood but less popular area, one in wealthy neighbourhood and one with well-inclusive but they are in more popular areas) to make for up this limitation.

### **3.9 Ethics statement**

Ways of controlling ethical risks were used to minimize ethical issues. Regarding observation, the researcher did not affect people's activities and respected their willing when did photo taken. Regarding to surveying street users, people were informed in advance that the purpose of this research and their answers and information were being protected. Also their participation is voluntary. In order to avoid misleading statements, the researcher tried to be impartial and be open to any possible answers. About the interview, a consent form was applied to make sure interviewees were fully understanding of the information about this research, their rights to reject participation and withdraw answers. Also, records were kept as confidential as possible and data were anonymised.

## **4. Site Background**

### ***High Road in Wood Green***

High Road is located between Wood Green and Turnpike Lane underground station. It is the main retail and shopping centre in Wood Green. It is very busy especially the northern part because of the cluster of supermarket, cinema and shopping mall. Various sizes of homeware stores are in the southern part which also attracts considerable footfall. The length of High Road is approximately 0.7 miles.

It is selected as a case of high street in a poor neighbourhood since it is located in an area with 31% to 40% poverty rate (Figure 2). The physical features of High Road are: wider sidewalks, spacious street corners, and various street furniture. It also has setback ground floor in some part of the street.

### ***Muswell Hill Broadway in Muswell Hill***

High street in Muswell Hill includes Muswell Hill Broadway and part of Fortis Green Road. This vibrant street supports the daily economic and social activities with



many restaurants, cafes, specialty stores and supermarkets. This street occupies approximately 0.5 miles.

Muswell Hill is a wealthy area with 21% to 30% poverty rate (Figure 2). It is selected as a representation to observe the sociality of street and needs of residents in a wealthy neighbourhood. The physical features of Muswell Hill Broadway are: comparatively narrow sidewalks, small store fronts, and limited street furniture. There is an only spacious space on the corner of Muswell Hill Broadway and Fortis Green Road.

***The Broadway in Crouch End***

High street in Crouch End consists of The Broadway, Broad Parade and part of Park Road, Crouch End Hill and Crouch Hill. The length of this street is approximately 0.7 miles. Various supermarkets and a Town Hall Square concentrate on the middle part of street which attract the most footfall. Generally, grocery shops, cafes and specialty stores are mixed placed on this high street. The physical features of The Broadway are also comparatively narrow sidewalks, small store fronts, and limited street furniture, while there is an open space located on the street.



Figure 4.1.1 location and figure-ground map of three high streets in Haringey

## **5. Findings and analysis**

This chapter divides into three sections: physical characteristics, land use, and public space and management. Each section illustrates different types of factors that have positive impact on street inclusivity. Some factors are helpful for enhancing inclusivity for everyone and some are particularly important to poor and wealthy community groups.

### **5.1 Physical characteristics**

Three physical characteristics of high street have positive impact on sociability and social inclusion were identified from three case studies: seating, sidewalks wide and shopfront setback.

#### ***Seating***

Availability of seating supports a wide range of social behaviour on three high streets. Seating includes public, commercial and informal seating. Their roles and influence are analysed below:

Public seating located at spacious street corners and pocket parks provide a space for passive and fleeting sociability. About passive sociability, it can be seen that people who don't know each other sat on a bench and did their things individually in Wood Green. And people sat alone talked on phone or listened to music in Crouch End (see figure 5.1.2). The former shows that public seating provides a space where strangers sit closely even without conversation. As Metha (2018) stated, this is a first step that people get to see and know others. The latter shows that people are accessible to public space and are comfortable to stay there. Regarding to fleeting sociability, public seating is as well a rest place that people meet friends and have a small chat after shopping in Wood Green (see figure 5.1.1).

Commercial seating provided by cafes and restaurants contributes to fleeting and enduring sociability and vitality on these three high streets. In terms of fleeting sociability, commercial seating that spills out onto street space exposes people to street space thus people have chance to start a conversation when friends and neighbours passing by. A street user in Muswell Hill noted:

*I like to sit outside in the afternoon. I have coffee and just do people-watching. Sometime people I know pass by and we talk or even sit down for a while if they are free.*

In addition, commercial seating on the street is a common place that enduring sociability happened. There are plenty of scene that people eat/drink and chat/relax with family and friends on each streets (see figure 5.1.3).

Informal seating provides opportunity for passive sociability. Observations from Wood Green showed that people randomly chose street furniture such as cycle parking stands and mushroom stools to sit and relax (see figure 5.1.1). As mentioned above, the experience of seeing and feeling other people's presence is a transitory of social interaction (Metha, 2018). Informal seating is absent on Muswell Hill and Crouch End, but a street user in Crouch End revealed the need for it:

*I think there could be more street furniture around the bus stop. I come here for shopping every week and sometimes I'm tired and want to lean against something like a rail at that park.*

In general, seating mostly supports passive and fleeting sociability on the high streets regardless it is public, commercial and informal seating and also regardless the street is located in poor and wealthy neighbourhood. Enduring sociability was only observed on commercial seating because they are primarily places people come for daily social interaction. Regarding to the preference for seating, results demonstrated that there is no difference between three high street. In other words, various seating arrangements are needed for both poor and wealthy community groups. Hence, the provision of various seating is one physical characteristic of inclusive high street, although it is applicable to all social groups and not only for poor and wealthy community groups.

### ***Sidewalks width***

Sidewalk width on three high streets are different and the order of width is Wood Green, Muswell Hill and Crouch End (from wide to narrow). It is obvious that wide sidewalk supports more fleeting sociability happened. For example, the high road in Wood Green accommodated not only more pedestrians but also encounter with neighbours and friends. Also, people had short conversation on the street



space as commercial seating for restaurant. It not only enhances the street vitality, also supports the creation of enduring sociability.

Generally, shopfront setback promotes different levels' street sociability from three dimensions: shading space, wider sidewalk and space for shopfront display, and commercial seating. Shading space created by ground floor setback attracts street users staying temporarily and this supports passive sociability. Wider sidewalk obtained by shopfront setback allows people have more space and opportunities to have encounters with neighbours and friends and this supports more fleeting sociability. Space for shopfront display and commercial seating encourages passive and enduring sociability individually. Shopfront display draws people stay and browse goods and commercial seating provides a space for people to stay and have deeper interaction with others. From observation, the impact of shopfront setback on sociability has no difference between poor and wealthy neighbourhoods. In other words, it is needed for both poor and wealthy community groups. Shopfront setback indeed has positive impact on promoting inclusive high street.



Figure 5.1.1 factors enhance street inclusivity in Wood Green



● space and factor that supports sociability



Figure 5.1.2 factors enhance street inclusivity in Crouch End





Permeability of shopfront



Permeability of shopfront



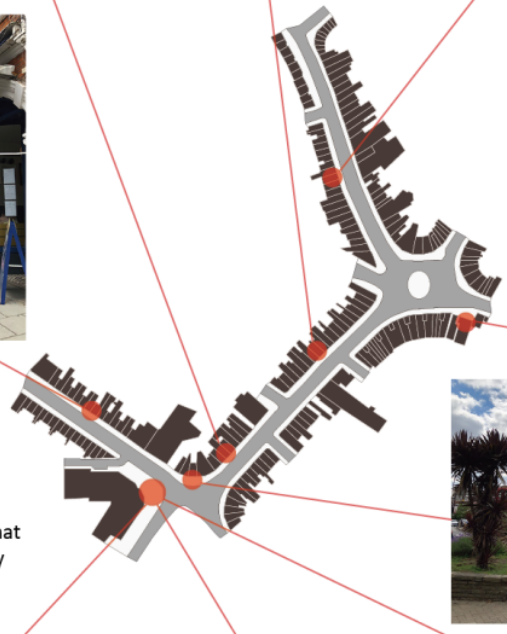
Permeability of shopfront



Commercial seating



Shopfront setback



● space and factor that supports sociability



Public seating



Wide sidewalk & Commercial seating



Public seating



Public seating

Figure 5.1.3 factors enhance street inclusivity in Muswell Hill

## 5.2 Land use

Land use influence inclusivity of high street in three perspectives: store type, business diversity and permeability of shopfronts. Findings and how land use affects street inclusivity are introduced below.

### **Store type**

Independent stores attract more footfalls and create more social interaction than chain stores because they are more personalized and their owners are locals which have more connections with customers (Metha, 2018). However, in order to understand how each high street support their poor and wealthy neighbourhoods, this section not only looks at independent and chain stores on the same street. Because it noticeable that each high street has their features of store type (see figure 5.2.1), the difference among three streets are also discussed in the end of this section.

In Wood Green, the majority of stores are chain stores and they especially concentrate on north part of street. Big chain stores includes Poundland, Primark, Morrisons, Costa, etc. There are also small ones such as Greggs, Ladbrokes, EE , etc. Independent stores on this street are mostly local restaurants, cafes and beauty salons. In this poor neighbourhood, chain stores attract more people than independent stores because big chain stores provide multiple options and goods. A street user noted:

*I mean some small clothes shops are nice and their prices are reasonable. But I still prefer go to places like Primark because there are a wide range of stuff and you can buy all you need at one time. And they are cheap too.*

In addition, it is noticeable that high street in Wood Green has few local grocery stores. This does not mean there is no demand here because there are several stalls and mini-markets occupying street corners and providing locals vegetables and fruits. Obviously, these independent stalls and mini-markets attract many people to stop and browse goods continuously and they are popular place for social interaction.

In Crouch End, the number of independent and chain store is similar and they are mixed together. Chain stores include a range of supermarkets (Co-op, Tesco,

M&S, Waitrose), bookstores, estate agents and restaurants. Independent store comprises two types. One is local stores which meet daily needs such as cafe and bar, beauty salon, grocery store and pharmacy. Another one is specialty store which serve special needs such as interior shop, design homeware store, butcher, solicitor firm, etc. On this street, different chain supermarkets, local independent bakeries and restaurants attract the most footfalls. People choose these stores for the need of daily shopping no matter it is chain or independent store. However, at the same time, the presence of specialty stores on this street means that needs for special services and goods still exists even though they are an occasional need.

In terms of Muswell Hill, store type is mixed whereas independent store is slightly more than chain store. Chain stores here are mostly supermarkets, banks and estate agents. Independent stores also divide into local independent store and specialty store. It is noticeable that there are diverse specialty store, including cheese shop, historical tea & coffee store, fishmonger, solicitor firms, music shop, fancy homeware shops, etc. Local and specialty independent stores both play important role on supporting street sociability. The former offers quality daily goods and the later meets special needs for wealthy neighbourhoods. As a street user mentioned:

*I like this place because we have lots of specialty stores. Sometimes you may want to have something special, you can find it on this high street. You don't need to go far to central London.*

Overall, store type in poor and wealthy neighbourhoods has obvious differences, that means they have different preferences and needs of high street. For poor community groups in Wood Green, people prefer big wholesale chain stores and mini-markets on the street. For wealthier community groups in Muswell Hill, independent stores that provide high quality grocery and specialty goods are popular. Regarding Crouch End, store types are well-mixed and both chain supermarkets and local independent stores (e.g. restaurants, cafes and grocery shops) are welcomed by residents.



Figure 5.2.1 store type of three high streets

### ***Diversity of business***

Business diversity in this dissertation was discussed from a price choice perspective. Three high streets well support daily economic and social activities for each neighbourhood. They all provide a wide range of services such as cafes, restaurants, supermarkets, clothes shops, post offices, homeware stores, phone and laptop fixed shops, etc. However, even they have similar function, the difference among them is the price choice.

In Wood Green, there are many wholesale clearance stores in south part of street. Their goods are on sale all years and range from furniture to grocery. Low-price shops such as Poundland and Savers are located there too. They have supermarkets such as Morrisons and Tesco instead of Waitrose and M&S which reflect the purchasing ability in this area. The price choice here is narrow and low-price shops' popularity implies the needs of poor community groups. A street user remarked:

*My family and I come here regularly to see if there is anything we need on clearance. They are really helpful for us. Sometime you can save a lot.*

Regarding Crouch End, the price choice of shops is relatively wider. Various chain supermarkets which target to different consumer groups clustered together (e.g. from Co-op to Waitrose). Fancy beauty salons and cheap haircut shops are also located on the same street. Local grocery shops sitting next to speciality stores are common here. The wide range of price choices cater to different community groups' needs and this makes it as an inclusive street especially for poor and wealthy community groups.

In terms of Muswell Hill, the number of speciality stores is in sharp contrast to that of wholesale stores in Wood Green. Obviously, the purchasing ability in this area is higher and people prefer quality service and goods. Specialty stores provide various cheeses, hams, teas and even delicate freezer food. Supermarkets are Waitrose, M&S and Sainsbury's which offer mid to high price groceries. The range of price choices is pretty narrow and those business target at wealthy community groups.

In general, three high streets show different situations of business diversity. Price choice is used to evaluate the range of price high street offers and the range of option customer can choose. The range of price choices is narrow in Wood Green and Muswell Hill. However, businesses in Wood Green mainly provide low-price goods and there are many wholesale clearance stores. On the contrary, businesses in Muswell Hill primarily offers high price goods and there are many speciality stores. Regarding to Crouch End, the range of price choices is wider which means business provides a wide variety of goods and services. This indicates that high street in Crouch End accommodate wide range needs of customers and it is more inclusive for poor and wealthy community groups.

#### ***Permeability of shopfronts***

Permeable shopfront is identified that it has positive impact on enhancing sociability (Metha, 2018). Similar evidences are discovered on three high streets. The influence of permeable shopfront on three high streets are the same. It doesn't change from poor neighbourhood to wealthy neighbourhood. In Wood Green, people stopped and looked at the electronic devices and shoes in the window (see Figure 5.1.1). Grocery shop has open shopfront which allows people browse goods directly and attract more footfalls. In Crouch End, elder couple discussed goods in front of charity window. About Muswell Hill, a store displayed various nuts and jams in the front window drew a boy's eyes.

Generally, a permeable shopfront contributes to an increase of sociability by arousing street users' curiosity when goods display in store is visible from the street. By attracting street users' attention, people stop and stay in front of store and thus passive sociability is created. Even more, it may further develop a short discussion between strangers which can refer to fleeting sociability.

#### **5.3 Public space and management**

Public space and management promote inclusive high street by providing space for different activities. It is found that street corner and pedestrian zone between blocks accommodate street markets in Wood Green. A pocket park in Crouch End provides space for summer concert. The way public space and management enhance inclusivity is divided into three parts and introduced below.

### **Street markets**

Encourage street markets and mini-markets is an approach to revive high streets and improve street vitality (Matthew, 2015). It is used to attract people come back to streets and further trigger any types of social behavior among people. Wood Green is a good example for this. Although the majority of store in Wood Green are chain retails and wholesale stores, need of daily grocery prompts the appearance of street markets. Rather than proper store , street markets play an important role in supporting daily economic activities.

There are four places on Wood Green high street that accommodate regular stalls and mini-markets (see figure 5.1.1 ). These stalls provide vegetables and fruits while sometimes selling belts and bags. Street markets attract crowds and social interaction occur among stall-keepers and customers. Then, these lively areas further attract more people and encourage them to join in. A street user stated:

*I used to buy fruit from street stalls because they are a bit cheaper and I have bought from them for few years. I know them and we even became friends. Sometimes I walk pass and come for talk without buying anything.*

Different levels of sociability are generated by vibrant street markets. It attracts people appear and do shopping. It let people start a daily conversation. After a period of time, it also builds the relationship between people. Street markets are only found in poor neighbourhood, it does not mean that its influence and the need of it is limited in poor community groups. In general, it could be an approach that meet each social groups' needs, including poor and wealthy community groups.

### **spacious street corner & pedestrian zone between blocks**

Spacious street corner and pedestrian zone between blocks are two helpful street factors for promoting inclusive street and social interaction. They support street sociability by providing a space for public seatings, street markets and other activities in Wood Green (see figure 5.1.1 ). Spacious street corner accommodate informal street markets that can be found on south side of high street. As discussed above, street markets encourage large amount of people stay and social interaction may happened. About pedestrian zones between blocks, they are located on north side of this street. Street markets located in pedestrian zones drew more footfalls than street corner because it is more spacious and safe. Also public seating in this

zone is popular because it provide a quiet area from busy high street and people desire a comfortable space for resting.

Overall, these two factors indicate that streets need flexible space for informal use in order to accommodate different needs. Flexible space plays an important role in improving inclusivity, if it can be used in an adjustable, well-managed way. For poor and wealthy community groups, flexible space is more important because it is able to accommodate various activities and different types of market (e.g. grocery market, flea market, antique market, e.t.c). It can meet the needs of poor and wealthy community groups and make up for the absent function on the high street.

### ***Pocket parks and activities***

Park, a public space, is significant for enhancing inclusivity because in essence public space is accessible to everyone. Holding events and activities as well helps to improve the sociability of street (Jones, Al-Shaheen and Dunse, 2016). The case in Crouch End proved this statement. There is a pocket park located in the middle of high street. Some people sit alone and read books on the bench and some people chat with friends while sitting under a tree's shade (see figure 5.1.2 ). This pocket park supports passive and enduring sociability in normal daily life. A passerby in a park said:

*I pretty like this small park. Sometimes I meet someone I know when I go shopping nearby then we will come here to chat for a while. There are also some occasional community events here. This park is not big but I think it is really nice.*

On a Saturday afternoon, a community concert was held in this park. A large number of people gathered in the park and people passing by were attracted to come and enjoy the performance. This event demonstrated how it contributed to the sociability. It brought people together regardless of social background. A staff member mentioned:

*We're from community behind this park. Our community is integrated with the Grade II listed Hornsey Town Hall which is next to this park. We held events here sometimes and invite our residents and neighbours. Everyone is welcome to join us and it's free.*



Generally, holding activities in community park and in historical public space/ landmark is a good approach to promote inclusivity of place. The park itself is an inclusive place to support various social interaction and arbitrary activities act like a catalyst for enhance the sociability.

#### **5.4 Summary**

##### ***1. Availability of seating, wide sidewalks and shopfront setback are universal physical characteristics that contribute to inclusive high street.***

Availability of seating, wide sidewalks and shopfront setback support people come and stay on the street by different ways and they create different level's sociabilities:

Public, commercial and informal seating all help passive and fleeting sociability happening. Seating provides a space for people sit alone or sit with people they don't know. It shows that people are accessible to this space and are comfortable to stay there even with strangers. Seating also provides a space for friends stay and chat. Only commercial seating supports enduring sociability because it is a place primarily designed for people to gather and have social interactions.

Wider sidewalks support more fleeting sociability than narrow ones. Because it accommodates more pedestrian and street activities which may trigger further social behavior on the street. On the contrary, a narrow sidewalk may cause exclusion of some street users because their needs differ from others. In addition, narrow sidewalks offer limited space for activities which may reduce opportunities for social interaction at any level. Shopfront setback promotes street sociability in three ways: shading space, wider sidewalk and space for shopfront display and commercial seating. Ground floor setback create a shading space that people tend to stay temporary. Wider sidewalks acquired from shopfront setback enable people have more space and opportunities to meet other people. About space for shopfront display and commercial seating, the former attracts people stay and browse goods and the later is a place for staying and social interaction.

Overall, availability of seating, wider sidewalks and shopfront setback have positive impact on shaping inclusive high streets. Street observation and people

surveying both indicate they encourage street sociability regardless of poor or wealthy neighbourhood. As a design practitioner noticed:

*Physical design features have little to do with economic standing. What's much more significant is ownership and management. It is very worrying that public space is increasingly becoming privatized. This could really exclude factions of the community that have a challenging economic standing.*

Although the influence of physical characteristics has no big difference between poor and wealthy community groups, they indeed help enhance the street inclusivity for every social groups. These three ways to improve inclusivity are universal thus including poor and wealthy community groups.

***II. Store type and business diversity are the most influential factors in promote inclusive street for poor and wealthy community groups.***

Store type, business diversity and permeability of shopfronts are factors that effects inclusive high street in three case studies. The former two factors are particularly important towards inclusivity for poor and wealthy community groups since these social groups have different preference of land use. Business diversity in this dissertation is discussed from the range of price high street offers customer. Because price choice is someway related to store type, they are discussed together below.

For poor community group, they have preference for low-price chain stores (e.g. wholesale store, clearance store, affordable supermarket) and street grocery markets. For wealthy community groups, they prefer quality goods served in independent specialty stores (e.g. cheese shop, historical tea & coffee store, fancy homeware shops). As a representative inclusive high street, these two different needs of poor and wealthy groups are well mixed in Crouch End. A wide range of supermarkets (from Co-op to Waitrose) can be found and local grocery shops are next to independent specialty stores. On this street, poor and wealthy community groups are both accessible to various stores and service they need.

In terms of permeability of shopfronts, its impact on street inclusivity is positive but universal. Visible display in the window and open shopfront attract people to stop and browse goods. This passive sociability may develop into fleeting

sociability when people start to talk about the window. It is a starting step that people may stay and have small chat. Permeability of shopfronts indeed enhance street inclusivity, although its influence includes but is not limited in poor and wealthy community groups.

***III. Well-managed public space such as park, street corner and pedestrian zone plays an important role in improving inclusivity.***

Public space play an important role in promoting inclusive high street. Pocket park, spacious street corner and pedestrian zone between blocks are found from case studies that help for increase of inclusivity. Pocket park is primarily accessible to everyone and it support sociability on a daily basis. It is also an ideal place for holding occasional activities such as community concert which enhance further sociability on the street. In terms of spacious street corner and pedestrian zone between blocks, they provide space to accommodate informal markets and that triggers different levels' social interaction and enhance street vitality. These findings are correspond to the design practitioner's opinion:

*Wide pavements, places to dwell and public services that do not require consumption or spending money are critical. Good civic space is inclusive, it provides for everyone. Take for example Gilette Square in Dalston, it provides for people of all ages and social backgrounds. It offers some entertainment and culture for free and there are some offers that have to be paid for.*

Indeed, another feature of public space is that they are normally accessible without costing money. And this is a significant boost to promoting inclusive high street for both poor and wealthy community groups. Management of public space is important too. Ensuring public spaces are open to everyone regardless what income background and managing activities and event which meet different social groups' needs are critical to inclusive high street.

**6. Conclusion**

An inclusive high street for both poor and wealthy community groups can be promoted by following approaches which were found in this research. Firstly, a wide range of store types with various price choices is critical to accommodating different income groups on a street. Independent and chain stores, specialty and wholesale

stores well-mixed land use meets two groups' needs and makes high street accessible to their presence.

Secondly, public space plays an important role in encouraging social inclusion. Free access without spending money and space provision of flexible use are two key reasons why public space is specifically significant to poor and wealthy community groups. Different sizes public space ranged from pocket park, pedestrian zone to spacious street corner provide a space for staying and social interaction. Public space also offers a venue for activities such as concert and street market. Activities with well-managed spaces further strengthen the sociability and inclusivity of public place.

Lastly, physical characteristics such as availability of seating (public, commercial and informal seating), sidewalk width and shopfront setback indeed enhance street social inclusion by providing more space for potential social behaviour. Public and informal seating, wide sidewalks and shopfront setback mainly support passive and fleeting sociability while commercial seating encourage more enduring sociability. However, the influence of physical characteristics is universal for every social groups, not specifically for poor and wealthy community groups.

These findings illustrate the possibility of promoting inclusive high streets through street design. Providing various store types with a wide range of price choice and ensuring the inclusivity of public space should be prior considered when urban designers plan for mixed-income communities. Inclusive high streets which support different needs of poor and wealthy groups promote the poor and the rich present themselves on the street. Then space keeping them stay and interact with each other is beneficial to cohesion and stable social relations.

There are some recommendations for future research. Firstly, expanding the number of observed case study is recommended to obtain more robust evidence. By doing so, the result can be generalized to build a universal framework of inclusive high street for both poor and wealth community groups. Secondly, streets with similar size and traffic condition are recommended to be considered for case selection. It helps with reduction variables caused by different environment in the case. Thirdly, increase the time of case observation and the number of interviews.

This helps the researcher has a more detailed understanding of how street design affect social behaviour and how can street design meet people's needs.

This dissertation filled the research gap both in high street study and inclusive space study. For high street study, this research focused on the social value of high street and how street design supports sociability in different aspects. For inclusive space study, this research narrowed down to the inclusivity of the poor and wealthy community groups. These two aspects does not have much discussion in the literature. In order to bridge this gap, this research applied different levels of sociability to examine what kind of street features support inclusivity of the poor and wealthy community groups. This dissertation tried to make a small contribution to knowledge of this literature.

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## 8. Appendix A: Interview information and consent form

### How can the design of a high street promote social inclusion and attempt to accommodate both poor and wealth community groups and their needs?

Pei-Yun Lan

The Bartlett School of Planning, UCL

#### Information for participants

Thank you for considering participating in this study. This information sheet outlines the purpose of the study and provides a description of your involvement and rights as a participant, if you agree to take part.

##### 1. What is the research about?

The purpose of this research is to understand how can the design of a high street promote social inclusion and attempt to accommodate both poor and wealth community groups and their needs. It focuses on physical characteristics (e.g. provision of public spaces, street furniture; street facade and setback) and land use (e.g. functional mixture; various business on block) aspects to explore what kind of street design is inclusive for different income levels. Data will be collected from street observation, informal interview with high street users and opinion of design practitioners.

##### 2. Do I have to take part?

It is up to you to decide whether or not to take part. You do not have to take part if you do not want to. If you do decide to take part I will ask you to sign a consent form which you can sign and return it.

##### 3. What will my involvement be?

You will be asked to take part in an interview about your experience of working with and knowledge of high street design.

##### 4. How do I withdraw from the study?

You can withdraw at any point of the study, without having to give a reason. If any questions make you feel uncomfortable, you do not have to answer them. Withdrawing from the study will have no effect on you. If you withdraw from the study we will not retain the information you have given thus far, unless you are happy for us to do so.

##### 5. What will my information be used for?

I will use the collected information for my dissertation on the MSc Urban Design and City Planning.

##### 6. Will my taking part and my data be kept confidential? Will it be anonymised?

The records from this study will be kept as confidential as possible. Only myself and my supervisor will have access to the data files. Your data will be anonymised – your name will not be used in any reports or publications resulting from the study. All transcripts and summaries will be given codes and stored separately from any names or other direct identification of participants.

##### 7. What if I have a question or complaint?

If you have any questions regarding this study please contact me, on [pei-yun.lan.18@ucl.ac.uk](mailto:pei-yun.lan.18@ucl.ac.uk).

If you have any concerns or complaints regarding the conduct of this research, please contact the UCL Research Governance Manager via [ethics@ucl.ac.uk](mailto:ethics@ucl.ac.uk).

To request a copy of the data held about you please contact: [foi@ucl.ac.uk](mailto:foi@ucl.ac.uk) or [data-protection@ucl.ac.uk](mailto:data-protection@ucl.ac.uk).

**If you are happy to take part in this study, please sign the consent sheet attached.**

**Thank you very much for your time and availability.**

## CONSENT FORM

### How can the design of a high street promote social inclusion and attempt to accommodate both poor and wealth community groups and their needs?

Name of researcher: Pei-Yun Lan

#### PARTICIPATION IN THIS RESEARCH STUDY IS VOLUNTARY

I have read and understood the study information, or it has been read to me. I have been able to ask questions about the study and my questions have been answered to my satisfaction.	YES / NO
I consent voluntarily to be a participant in this study and understand that I can refuse to answer questions and I can withdraw from the study at any time, without having to give a reason.	YES / NO
I understand that the information I provide will be used for Pei-Yun's MSc Urban Design and City Planning dissertation and that the information will be anonymised.	YES / NO
I agree that my information can be quoted in (anonymised) research outputs.	YES / NO
I understand that any personal information that can identify me – such as my name, address, will be kept confidential and not shared with anyone other than Pei-Yun.	YES / NO

Please retain a copy of this consent form.

Participant name: Signature: \_\_\_\_\_ Date \_\_\_\_\_

Interviewer name: Signature: \_\_\_\_\_ Date \_\_\_\_\_

For information please contact: [pei-yun.lan.18@ucl.ac.uk](mailto:pei-yun.lan.18@ucl.ac.uk).

## INTERVIEW QUESTIONS

### How can the design of a high street promote social inclusion and attempt to accommodate both poor and wealth community groups and their needs?

Name of researcher: Pei-Yun Lan

1. What kind of *physical street design* and *land use* do you think can attract people to use and stay on the high street? (physical street design refers to availability of seating, building facade, shopfront setback, etc.; land use refers to diversity of business, shopfronts display, etc.)
2. Do you think the answer to the above question will be different for poor and wealthy community groups? If so, what is the difference?
3. What kind of space do you think can enhance social interaction on the high street?
4. Do you think the answer to the above question will be different for poor and wealthy community groups? If so, what is the difference?
5. Have you consider the needs of different income level groups when doing high street design? If yes, how do you cater to these groups?
6. Do you think that poor and wealthy community groups have different needs for physical design of high street? If so, what is the difference?
7. Do you think that poor and wealthy community groups have different needs for land use of high street? If so, what is the difference?

# RISK ASSESSMENT FORM

## FIELD / LOCATION WORK



The Approved Code of Practice - Management of Fieldwork should be referred to when completing this form  
<http://www.ucl.ac.uk/estates/safetynet/guidance/fieldwork/acop.pdf>

DEPARTMENT/SECTION: THE BARTLETT SCHOOL OF PLANNING

LOCATION(S): LONDON

PERSONS COVERED BY THE RISK ASSESSMENT: Pei-Yun Lan

BRIEF DESCRIPTION OF FIELDWORK:

Observation of street activities, street user survey on three high streets and urban designer interview.

Consider, in turn, each hazard (white on black). If **NO** hazard exists select **NO** and move to next hazard section. If a hazard does exist select **YES** and assess the risks that could arise from that hazard in the risk assessment box. **Where risks are identified that are not adequately controlled they must be brought to the attention of your Departmental Management who should put temporary control measures in place or stop the work. Detail such risks in the final section.**

### ENVIRONMENT

*e.g. location, climate, terrain, neighbourhood, in outside organizations, pollution, animals.*

The environment always represents a safety hazard. Use space below to identify and assess any risks associated with this hazard

Examples of risk: adverse weather, illness, hypothermia, assault, getting lost.  
 Is the risk high / medium / low ?

Observation and survey were conducted on the public streets and interview was conducted in the office in London. Risk is low.

### CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

- work abroad incorporates Foreign Office advice
- participants have been trained and given all necessary information
- only accredited centres are used for rural field work
- participants will wear appropriate clothing and footwear for the specified environment
- trained leaders accompany the trip
- refuge is available
- work in outside organisations is subject to their having satisfactory H&S procedures in place
- OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

### EMERGENCIES

*e.g. fire, accidents*

Where emergencies may arise use space below to identify and assess any risks

Examples of risk: loss of property, loss of life

Traffic accident may happen when participants do not pay attention on surroundings during observation.  
 Risk is low.

### CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

- participants have registered with LOCATE at <http://www.fco.gov.uk/en/travel-and-living-abroad/>
- fire fighting equipment is carried on the trip and participants know how to use it
- contact numbers for emergency services are known to all participants
- participants have means of contacting emergency services
- participants have been trained and given all necessary information
- a plan for rescue has been formulated, all parties understand the procedure
- the plan for rescue /emergency has a reciprocal element
- OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

**EQUIPMENT****Is equipment used?****YES****If 'No' move to next hazard  
If 'Yes' use space below to identify and assess any risks***e.g. clothing, outboard motors.*

Examples of risk: inappropriate, failure, insufficient training to use or repair, injury. Is the risk high / medium / low ?

Camera, mobile and pen were used for photo taken and note record. Risk is low.

**CONTROL MEASURES****Indicate which procedures are in place to control the identified risk**

- the departmental written Arrangement for equipment is followed
- participants have been provided with any necessary equipment appropriate for the work
- all equipment has been inspected, before issue, by a competent person
- all users have been advised of correct use
- special equipment is only issued to persons trained in its use by a competent person
- OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

**LONE WORKING****Is lone working a possibility?****YES****If 'No' move to next hazard  
If 'Yes' use space below to identify and assess any risks***e.g. alone or in isolation lone interviews.*

Examples of risk: difficult to summon help. Is the risk high / medium / low?

Difficult to summon help, but the sites are in safe area. Risk is low.

**CONTROL MEASURES****Indicate which procedures are in place to control the identified risk**

- the departmental written Arrangement for lone/out of hours working for field work is followed
- lone or isolated working is not allowed
- location, route and expected time of return of lone workers is logged daily before work commences
- all workers have the means of raising an alarm in the event of an emergency, e.g. phone, flare, whistle
- all workers are fully familiar with emergency procedures
- OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

**ILL HEALTH**

The possibility of ill health always represents a safety hazard. Use space below to identify and assess any risks associated with this Hazard.

*e.g. accident, illness, personal attack, special personal considerations or vulnerabilities.*

Examples of risk: injury, asthma, allergies. Is the risk high / medium / low?

Traffic accident may happen when participants do not pay attention on surroundings during observation and survey. Risk is low.

**CONTROL MEASURES**

Indicate which procedures are in place to control the identified risk

- an appropriate number of trained first-aiders and first aid kits are present on the field trip
- all participants have had the necessary inoculations/ carry appropriate prophylactics
- participants have been advised of the physical demands of the trip and are deemed to be physically suited
- participants have been adequate advice on harmful plants, animals and substances they may encounter
- participants who require medication have advised the leader of this and carry sufficient medication for their needs

OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

**TRANSPORT**

Will transport be required

NO

Move to next hazard

YES

Use space below to identify and assess any risks

*e.g. hired vehicles*

Examples of risk: accidents arising from lack of maintenance, suitability or training

Only underground and bus will be used to get to observation sites. Risk is low.

**CONTROL MEASURES**

Indicate which procedures are in place to control the identified risk

- only public transport will be used
- the vehicle will be hired from a reputable supplier
- transport must be properly maintained in compliance with relevant national regulations
- drivers comply with UCL Policy on Drivers [http://www.ucl.ac.uk/hr/docs/college\\_drivers.php](http://www.ucl.ac.uk/hr/docs/college_drivers.php)
- drivers have been trained and hold the appropriate licence
- there will be more than one driver to prevent driver/operator fatigue, and there will be adequate rest periods
- sufficient spare parts carried to meet foreseeable emergencies

OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

**DEALING WITH THE PUBLIC**

Will people be dealing with public

YES

If 'No' move to next hazard

If 'Yes' use space below to identify and assess any risks

*e.g. interviews, observing*

Examples of risk: personal attack, causing offence, being misinterpreted. Is the risk high / medium / low?

Long-term stay on streets for people observation or photo taken may look suspicious. It may be misinterpreted. Survey and interview that participants talked to people were used for understand people and professional's perspectives.

**CONTROL MEASURES**

Indicate which procedures are in place to control the identified risk

- all participants are trained in interviewing techniques
- interviews are contracted out to a third party
- advice and support from local groups has been sought
- participants do not wear clothes that might cause offence or attract unwanted attention
- interviews are conducted at neutral locations or where neither party could be at risk

OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

**WORKING ON OR NEAR WATER**

Will people work on or near water?

NO

If 'No' move to next hazard  
If 'Yes' use space below to identify and assess any risks*e.g. rivers, marshland, sea.*

Examples of risk: drowning, malaria, hepatitis A, parasites. Is the risk high / medium / low?

**CONTROL MEASURES**

Indicate which procedures are in place to control the identified risk

- lone working on or near water will not be allowed
- coastguard information is understood; all work takes place outside those times when tides could prove a threat
- all participants are competent swimmers
- participants always wear adequate protective equipment, e.g. buoyancy aids, wellingtons
- boat is operated by a competent person
- all boats are equipped with an alternative means of propulsion e.g. oars
- participants have received any appropriate inoculations
- OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

**MANUAL HANDLING (MH)**

Do MH activities take place?

NO

If 'No' move to next hazard  
If 'Yes' use space below to identify and assess any risks*e.g. lifting, carrying, moving large or heavy equipment, physical unsuitability for the task.*

Examples of risk: strain, cuts, broken bones. Is the risk high / medium / low?

**CONTROL MEASURES**

Indicate which procedures are in place to control the identified risk

- the departmental written Arrangement for MH is followed
- the supervisor has attended a MH risk assessment course
- all tasks are within reasonable limits, persons physically unsuited to the MH task are prohibited from such activities
- all persons performing MH tasks are adequately trained
- equipment components will be assembled on site
- any MH task outside the competence of staff will be done by contractors
- OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

**SUBSTANCES**

Will participants work with substances

NO

If 'No' move to next hazard  
If 'Yes' use space below to identify and assess any risks

*e.g. plants, chemical, biohazard, waste*

Examples of risk: ill health - poisoning, infection, illness, burns, cuts. Is the risk high / medium / low?

**CONTROL MEASURES**

Indicate which procedures are in place to control the identified risk

the departmental written Arrangements for dealing with hazardous substances and waste are followed

all participants are given information, training and protective equipment for hazardous substances they may encounter

participants who have allergies have advised the leader of this and carry sufficient medication for their needs

waste is disposed of in a responsible manner

suitable containers are provided for hazardous waste

OTHER CONTROL MEASURES: please specify any other control measures you have implemented:

**OTHER HAZARDS**

Have you identified any other hazards?

NO

If 'No' move to next section  
If 'Yes' use space below to identify and assess any risks

*i.e. any other hazards must be noted and assessed here.*

Hazard:

Risk: is the risk

**CONTROL MEASURES**

Give details of control measures in place to control the identified risks

Have you identified any risks that are not adequately controlled?

NO

Move to Declaration

YES

Use space below to identify the risk and what action was taken

Is this project subject to the UCL requirements on the ethics of Non-NHS Human Research?

NO

If yes, please state your Project ID Number

For more information, please refer to: <http://ethics.grad.ucl.ac.uk/>

**DECLARATION**

The work will be reassessed whenever there is a significant change and at least annually. Those participating in the work have read the assessment.

Select the appropriate statement:

I the undersigned have assessed the activity and associated risks and declare that there is no significant residual risk

I the undersigned have assessed the activity and associated risks and declare that the risk will be controlled by the method(s) listed above

NAME OF SUPERVISOR: Dr Filipa Wunderlich

\*\* SUPERVISOR APPROVAL TO BE CONFIRMED VIA E-MAIL: [f.wunderlich@ucl.ac.uk](mailto:f.wunderlich@ucl.ac.uk)