dissertation

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From Public to Private – An Analysis of The Publicness of Contemporary Public Spaces: A Study of Two Privately Owned Public Spaces in London

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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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LIST OF FIGURES

ACRONYMS

POPS   Privately Owned Public Space

BC   Broadgate Circle

GS   Granary Square

KX   King's Cross

KXC   King's Cross Central

KCCLP   King's Cross Limited Partnership

ABSTRACT

Confronted with a shrinking financial resource, the public authorities in the UK have limitations on investing in public space. Therefore, the traditional state-owned public space may not be the only form of public space today. As the transfer mechanism of ownership or management of public space becomes increasingly common, more concerns about publicness have been raised. There are lots of polemic critiques, concerning the privatization of public space would diminish the publicness of contemporary public space. However, this light has become more controversial recently, arguing an opposite sequence of privatization, especially in the British case. This research focuses on the debate on the privatization of public space and investigates the impact on publicness of public space by positive impacts on the 'publicness' with regard to management, access and use/users.

1. INTRODUCTION

1.1. Discussion on Public Space

Urban public space has been considered one of the most significant elements of cities for centuries. However, the wave of globalization and privatization has spawned a rapid growth of privately owned or privately managed public spaces. Numerous articles are stating that public space is under threat due to the increasing inequality in access and restricted use (Kohn, 2004; Minton, 2009; Madden, 2010). The critiques concerning the privatization of public space can be polemic; however, some commentators argue that the current situation surrounding the privatization of public space is not as bad as feared (Carmona, 2010b).

1.1.1. The Current Threat to Public Space

During the last three decades, the reduction in access to, and the restricted use of public space have become two of the main threats to urban public life identified in urban studies (Ercan, 2007). The transfer of the mechanism of ownership or management of public space is considered as the primary reason. Plenty of literature points out that this shift is due to the undermined role of the state on the relevant provision concerning public space and management. This potentially led to exclusion and inequality in access and use of public space (De Magalhães, 2010). With this management form, the privatization of public space would have a negative impact on the public realm by subtracting these spaces from public life, moreover, leading to the erosion of an

inclusive democratic society (Low and Smith, 2006). Many scholars discuss this phenomenon and mainly focus on public space in the United States since the appearance of Privately Owned Public Space (POPS) there. As a matter of fact, there is a lot of evidence demonstrating it as a widespread phenomenon (see, e.g. London Assembly 2011, Németh and Schmidt 2011).

This research explores the privatization of contemporary public space in the UK, especially in London, discussing the impact of privatization on the perception of publicness through the study of two POPS.

1.2. Research Aims, Question and Objectives

This research aims to establish the criteria of 'publicness' of public space and the core attributes, assessing the extent to which privatization is impacting on the perception of publicness of public space.

Based on these aims, the main question of this thesis is:

To what extent does privatization of public space currently impact on its publicness with regard to management, access and use in London, exploring the case of Broadgate Circle (BC) and Granary Square (GS).

Objectives:

(1) To explore the debate around the privatization of public space and the 'end of public space' thought through academic literature.

(2) To identify the key issues in the current debate on the effects of POPS and set the research question.

(3) To investigate the definition of public space and publicness.

(4) To establish the criteria for assessing the publicness of public space.

(5) To select the case study area based on the list of POPS in London, setting criteria for site selection.

(6) To develop the method through secondary research and primary research.

(7) To investigate how privatization has an impact on the publicness of POPS concerning management, access and use.

(8) To conclude the analysis of the findings of this research about the current impact of privatization on users' perceptions of publicness, and to make recommendations for further research in this area.

1.3. Outline of Dissertation

This research consists of six chapters, including an introduction and conclusion. Chapter 2 reviews the literature on public space, exploring the concept of public space and publicness. Then, identifying the core dimensions of publicness as the criteria which are applied in the following research. The crisis of public space discusses the

main threats and problem to contemporary public space, followed by a dialectical attitude to the privatization. Chapter 3 highlights the methodology, demonstrating the research design framework and data collection methods. Research limitations and ethical issues are also considered and identified in this chapter. Chapter 4 outlines the case studies background, providing a brief overview of BC and GS. Chapter 5 analyses key research findings based on case studies using the criteria from the conceptual framework in the conclusion of the literature review: management, access and use. The final chapter concludes the research by answering the research question, reflecting on the research process and summarizing some different criteria from the perspective of users.

2. LITERATURE REVIEW

This chapter initiates from the discussion on various dimensions of publicness and attempts to explore the interpretation and definition of 'publicness', based on the literature review. The review then goes on to concludes with the core dimensions of publicness, following the current debate on the privatization of public space.

2.1. The Definition of 'The Public', Public Space and Publicness

As the transfer of responsibilities for public space from the government to the private sector is often considered to diminish the amount of truly public space, this raises the concern about the exact concept of public space (De Magalhães, 2010). Much literature on public space indicates that there is a broad understanding of the notion of 'the public' and 'public space'. Many authors defined them in different ways. The phrase 'the public' is usually considered as a noun synonymous with 'everyone'. Crowther (1995) defines 'the public' as a group of people who have common interests. Carmona (1998) states that the 'public' in public space is a fragmented society of different socio-economic groups which means the 'public' is not seen as one homogenous group, but as a diverse set of groups or 'multiple publics'.

The definition of 'public space' can be extended to all communal space for all people. For example, Gove (1976) and Makins (1998) define 'public space' as being available for people as a whole and open to all. Likewise, all groups of the public should be

welcomed and have access to public space (Neal, 2010a). Lynch (1992) defines public space as "all those regions in the environment which are open to the free chosen and spontaneous action of people". Additionally, the notion can be narrowed down to a place provided especially by the government or some organized body such as the community, for communal use (Gove, 1976; Crowther,1995). Nevertheless, Ellin (1996) states that public space can be defined as all those spaces which are not strictly private, including those spaces with social and civic functions, regardless of ownership. Similarly, it is not who owns and manages the public space that deserves the highest attention, but how these spaces are used by people (Carmona, 2015).

Early studies which often discuss a list of desirable features of public space have been criticized due to their ignorance of the concept of multiple publics. The deductive approach proposed by Varna and Tiesdell (2010) argues, 'publicness' is in the eye of the beholder. Much literature and research investigate the publicness of public space from the perspective of the individual (see, Kohn, 2004; Madanipour, 2010). Thus, multiple publics will inevitably consider their own values in conceptualizing publicness. Langstraat and Van Melik (2013) criticised the idea to generalise the concept of 'who is the public', for it ignores the diversity of users. Due to the complexity of user groups and their various perceptions and experience of public space, it is impossible to design space that satisfies everyone. Therefore, it makes more sense for the assessment of publicness to concern the divergences in the cognition of publicity among different demographic groups.

2.2. Dimensions of Publicness

Because of the limitations of interpreting publicness along ownership lines only, a number of scholars argue that the definition should be more comprehensive. Kohn (2004) states that it is not necessary to categorize space by a single criterion, which means there should be a cluster concept of public space. Ne´meth and Schmidt (2011a) argue that in order not to reduce the concept to a single continuum by the trend, defining 'publicness' should involve multiple notions.

From the academic discourse above, a single notion is not sufficient to systematically conceptualize the dimensions of publicness; therefore, it is considered essential to explore publicness through its ontological attributes. Those qualities give public space its specificity and are significant to assess the degree of publicness (Low and Smith 2006; cited in De Magalhães 2010).

2.2.1. Ontological Attributes of Publicness

Different scholars and researchers have proposed different lists of attributes of publicness. Benn and Gaus (1982) first describe the notion of 'public' and 'private' according to three criteria: access, agency and interest. This definition provides a practical way to define the publicness of public space, and it has an impact on other academic studies. Young (1990, 2000) points out accessibility, inclusion and tolerance of difference as the main dimensions. Madanipour (2003) highlights three factors that

determine publicness: right of access, right of use, ownership and control. Kohn (2004) conceptualizes public space as a place which is owned by the government, has no restriction for anyone regarding access, and can foster communication and interaction. It emphasizes three core attributes: ownership, accessibility, and intersubjectivity. Based on the criteria proposed by Benn and Gaus, Akkar (2005) defines publicness with regard to the dimensions of access, actor and interest. Low and Smith (2006) focus on the role of rules of access, the source and nature of control over entry, the nature of sanctioned collective and individual behaviour and the rules of use of public space. De Magalhães (2010) considers the normative elements of publicness - rights of access, rights of use and rights of control or ownership.

With the increase in concern about the publicness of public space, scholars have started to develop models to interpret what publicness entails. Ne´meth and Schmidt (2011a), for instance, create a tri-axial model to explore publicness based on ownership, management, and uses/ users. The research by Varna and Tiesdell (2010) developed the star model, highlighting five criteria: ownership, control, civility, animation and physical configuration. Based on the study of these models and analysis of these limitations, Langstraat and Van Melik (2013) set a new OMAI model with four dimensions of ownership, management, accessibility and inclusiveness to interpret publicness. The following figure illustrates different attributes of publicness by various scholars (Figure 2-1).

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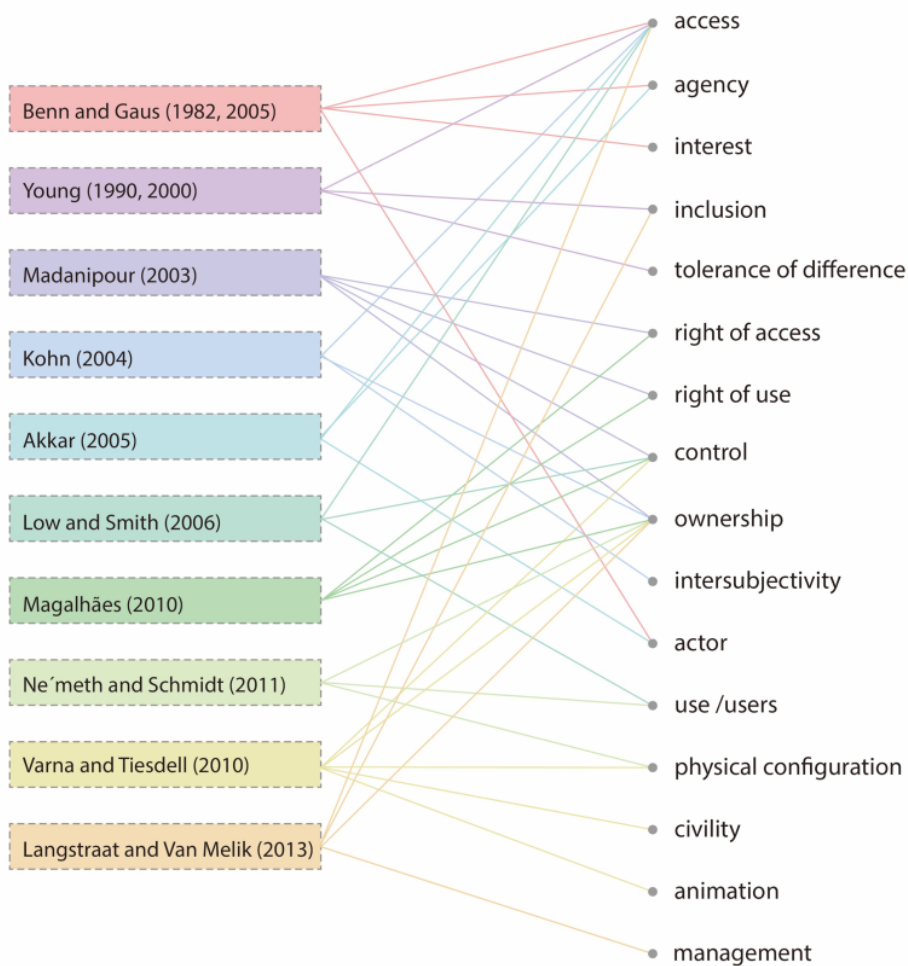
Figure 2-1 Main Attributes of Publicness by Different Scholars (Source: author)

2.2.2. Core Attributes of Publicness

The synthetical review of the public space literature leads to the four most normative attributes which are contained in many concepts of publicness as the core attributes: ownership, access, management and use. Therefore, this thesis opts to focus on the four dimensions of publicness.

(1) Ownership

Ownership is the most straightforward attribute to conceptualize; it usually refers to the legal status of the space. Some authors state ownership is considered as the guarantee of open access and use (Mandanipour, 2003 cited De Magalhães, 2010). The ownership of public space is usually linked with the space's function and use (Varna and Tiesdell, 2010). Thus, even though there tends to be less focus on the land ownership when discussing the publicness of public space (Carmona, 2015; Worpole and Knox, 2007), the ownership of public space is definitely an ontological attribute of public space.

(2) Management

The management of public space refers to how the space is animated, controlled and maintained; thus, animation, civility and control are considered as indicators of management (Ekdi and Çıracı, 2015). Animation has a significant impact on how comfortable and inviting a place is, and the core elements of it refer to physical configuration and design of a place (Varna and Tiesdell, 2010). The animation of public space covers the basic amenities and facilities which will meet human needs and encourage people to spend time in it (Gehl 1987; Whyte 1988); for example, diversity of seating types; night-time lighting, bollards to direct pedestrian flow and so on. Varna and Tiesdell (2010) argue that animation is relevant to multiple opportunities for passive and active engagement, for example, diversity of events and activities, and well-located seating.

Civility is usually relevant to the rules against begging and loitering and street sleeping, while others argue that diverse uses, heterogeneity and even disruptive behaviour will enhance vitality (Kohn, 2004). Homeless people should be allowed in public space, but passersby may feel discomfort when seeing them (Kohn, 2004). Therefore, the behaviour in public space, which has negative impacts on the majority should be discouraged. Moreover, civility is relevant to the maintenance and cleaning regimes employed, as it can cultivate a positive and welcoming ambience (Varna and Tiesdell, 2010). Lacking the basic maintenance and cleaning of public space may lead to a spiral decline in civility as Wilson and Kelling's broken windows theory suggests (1982).

Control usually refers to the rules and mechanisms exercised by the stakeholders (De Magalhães, 2010). The control of behaviour is one main part of management; it can influence the inclusiveness and social diversity of a space (Sandercock, 1998). In Ekdi and Çıracı's research model, the control of public space can be narrowed down to refer to security precautions which are often used as a means of social control. In fact, either over-controlled or under-controlled places are less successful as public space (Carmona, 2010a). Some methods such as security guards and CCTV systems, are considered as over-control. These approaches can have a negative influence, leading to the exclusion from public space (Varna and Tiesdell, 2010). This thesis focuses more on the relationship between control methods and the utilization of space.

(3) Access

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Access is one of the key attributes of public space; it is very much the same with openness. Neal (2010a) states that the publicness of public space derives primarily from its access and openness and categorized it as 'physical' access and 'social' access (Neal, 2010a). Nevertheless, other aspects of access suggested through previous literature (Lynch, 1984; Akkar, 2005; Asriany et al., 2011). This research investigates the access dimension of publicness, which can be classified into 'physical' access and 'non-physical' access.

Varna and Tiesdell (2010) emphasize the importance of the physical configuration of the public space which should be considered on a macro level – beyond the space, and a micro-level – within the space. Physical access is an essential attribute of publicness. Physical connectivity is significant to the access of public space; however, the design of public space can also play an important role. The elements such as walls, gates and barriers may lead to the exclusion of some people (Oc and Tiesdell, 1999). Ne'meth and Schmidt (2007) highlight visual accessibility and entrance accessibility in terms of access. Similarity, Carr (1992) defines visual access as another kind of physical access. Visual permeability can avoid isolating the space with exterior elements, which may cause exclusivity (Varna and Tiesdell, 2010). The entrance access can be influenced by thresholds and gateways. Flusty (1997; cited in Carmona et al., 2003) suggests that obstructions like gates, walls, even checkpoints may lead to an exclusive public space. Besides, physical barriers may cause exclusion for disabled people – steps, for instance, will exclude wheelchair users, making the place less public.

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'Non-physical' access includes social access (Carr, 1992; Neal, 2010a), access to activities (Akkar, 2005), access to information (Lynch, 1984; Akkar, 2005). Social access represents the way in which a space is open to different classes or types of users and is usually related to the occurrence of discrimination (Lopes, M.N., 2015). Havermas' (1991) argues that universal access to public space is the key feature of the public realm and social access can contribute to a more inclusive and dynamic community life. It is necessary to identify the multiplicity of publics and only when all social group members have access to public space, can we then consider it is truly inclusive (Fraser, 1990). With regard to the access to activities, Madanipour (2010) pointed out it is significant if public space can be used for many purposes. Meanwhile, public space should provide multi-cultural and access for multi-class populations to improve its inclusivity (Low et al., 2005). Access to information is a rather significant indicator of publicness; it is not only important in terms of the guidance to access the space, but also the access to information about events and activities (Özgen, 2012).

(4) Use/Users

The attributes of ownership and management usually discuss the publicness at a theoretical level; however, the use of public space can be illustrated at a practice level (Ne´meth and Schmidt, 2011a). Different people have different notions of publicness, as Varna and Tiesdell (2010) argued that publicness should be in the eye of beholders. Thus, they can say that publicness is not only objective but can be subjective to some extent. From this viewpoint, it includes the intersubjectivity dimension (Kohn, 2004).

The assessment of this dimension can be made qualitatively from the users' behaviours and perceptions of safety (Ekdi and Çıracı, 2015). The diversity of user groups and activities can deeply impact on the publicness of public space (Paxson, 1989). In the research of Ekdi and Çıracı in 2015, they considered that inclusive public space could be more inviting for different people; thus, the density of users should also relate to the use dimension of publicness. In the use/users dimension, this thesis focuses more on group diversity, the behaviours and perceptions of users.

2.3. The Crisis of Publicness

With increasing private sector involvement in the provision and evolution of public space, many critical scholars argued that privatization would impact on the publicness of public space, leading to the 'end of public space'. However, more positive lights were put forward recently.

2.3.1. The End of Public Space

Confronted with decentralization, deindustrialization, increasing structural unemployment and a shrinking financial resource, the public authorities in the UK have limitations on investing in public space (MacLeod 2002; De Magalha˜es 2010). Thus, the traditional state-owned public space would not be the only kind of public space provided today. During the development and provision of new public space in recent years, there is a trend to have private-led or public-private cooperation of the provision

of new public space. The increasing private sector involvement and the provision of public space lead to a conclusion about the 'privatization' of public space and therefore to the view of the 'end of public space' (Langstraat and Van Melik, 2013).

2.3.2. Positive Light on Contemporary Public Space

Through the review of the literature on public space, it appears that most of the academic literature treats the changed model of contemporary public space in a negative light (Kohn, 2004; Low and Smith, 2006). Nevertheless, the 'end of public space' thought has become more controversial recently. De Magalhães (2010) argues that there is not a straightforward privatization of public space today but more complex arrangements and no common evidence indicating the reality about those critiques. Other commentators are more optimistic, arguing the decline of public space is based on a false notion (see Carr et al., 1992). Amin (2006) argues that even though public space may suffer from the negative influence of privatization, it remains as the site for social communion. According to Worpole and Knox (2007), the situation of contemporary public space is opposite to the conventional assumption, and public space is expanding instead of declining. Therefore, the polemic view – 'the end of public space', has gone too far (Carmona, 2010b).

The majority of the literature is focused on the public space in the Anglo-American world (Langstraat and Van Melik, 2013). As De Magalhães (2010) states the over

pessimistic interpretations of public space in the particular North American context makes generalization problematic. Carmona (2010a) points out that public space is the result of multiple aspects such as history, culture and governance; therefore, the privatization of public space will work out differently with a different local context. This research focusses more on public space in the English context.

In conclusion, through the review of the literature, there is a dialectic attitude to the privatization of public space. To explore the validity of the 'end of public space' thought in the UK and how privatization impacts the publicness of public space, this thesis investigates two cases in London using a list of criteria. The criteria were settled based on four key dimensions: ownership, management, access, and use/users; which impact on the degree of publicness through a review of the previous literature (Figure 2-2). These core attributes of publicness are applied in this research.
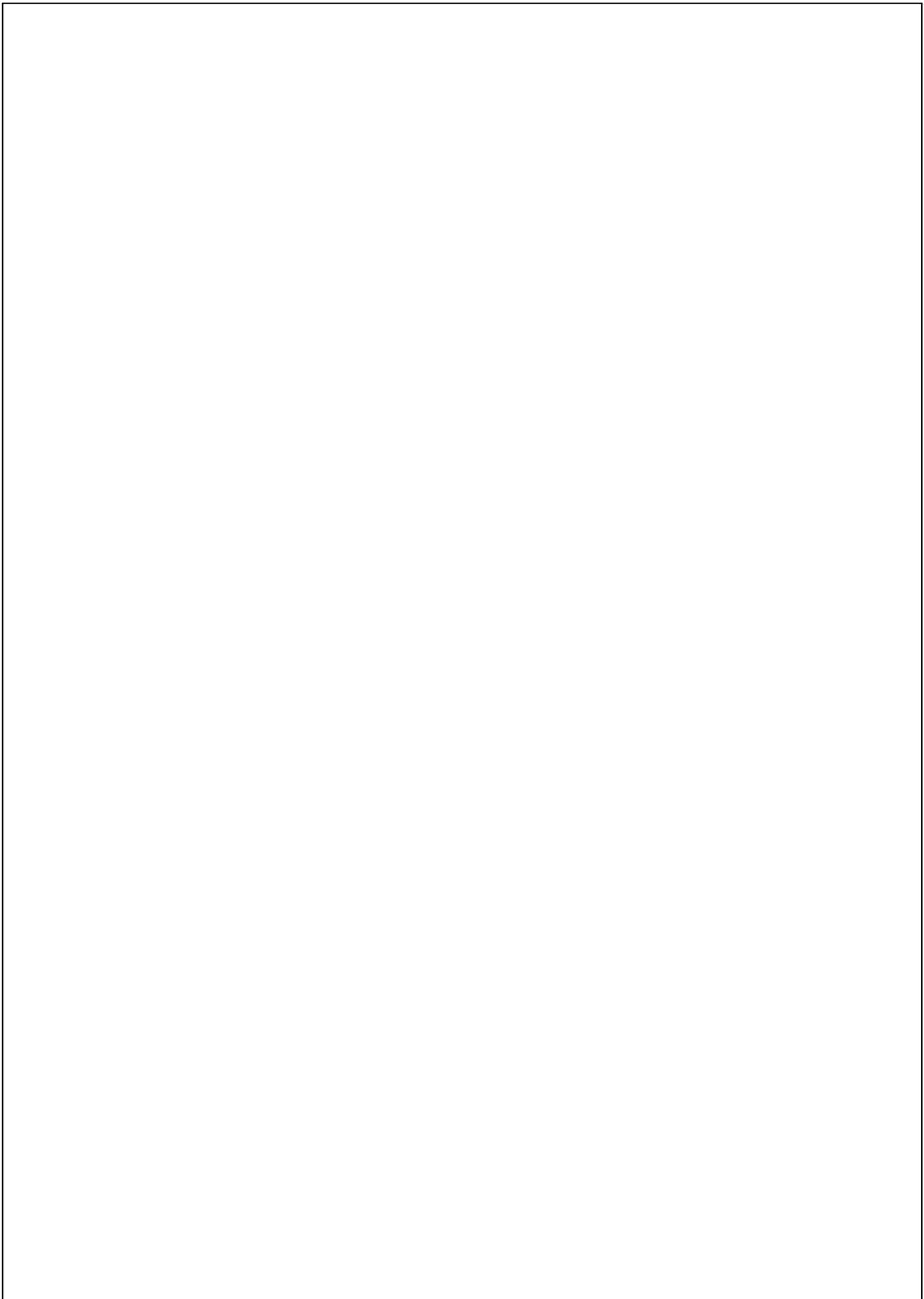
3. METHODOLOGY

This chapter explains the methods of the research to investigate to what extent does privatization impact on the publicness of public space, the research design that guides the collection of the data, including the brief case study selection criteria. It then justifies the data collection methods and research limitations. The final part of this chapter discusses the ethical considerations.

3.1. Research Design

The research adopts a research method of interpretivism, which is based on ontology and epistemology. As an investigation of the nature of public space, it is usually considered as a space which is negotiated and reproduced in the mind and through the behaviors of people instead of through an objective entity (Staeheli and Mitchell, 2008). Hence, the perception of users is the key to this research. Considering the design of the spaces may impact the attributes of publicness; however, this study does not necessarily critic the design of these sites. This research mainly looks at variables such as management, access and use/users, which can in a way give a better sense of the publicness of the public space.

This research establishes an integrated methodology (Figure 3-1), starting from an in-depth literature review of public space, followed by case studies with primary data. The research explores the privatization of public space through two case studies of BC and

GS in London. The case study selection referred to the secondary sources from a variety of London public space. Factors including ownership, location, popularity and the role they play in urban life were considered, based on the author's assessment. According to the research question about privatization, this research focuses more on POPS. Thus, the private ownership is considered as the primary dimension for case selection. While these two cases are distinctly different in terms of their size and physical features, this research is not a comparative study, instead, it is an exploration of the publicness of POPS in London.

The use of case studies underpinned a range of data collection methods such as observations, interviews, surveys and document analysis. Although this research design is not suitable for application be applied to other contexts for generalization, it provides a significant view of how privatization can impact the behavior and perception of publicness by users of public space in a UK context. This is suited to the current study since one of the purposes of this study is to explore the reality of the 'end of public space' prediction within the UK, furthermore, testing whether privatization can impact publicness with regard to management, access and use/users. Figure 3-2 illustrates the framework to assess to what extent does privatization impact on the publicness of public space using the selected criteria, and how it will be applied in the following research.
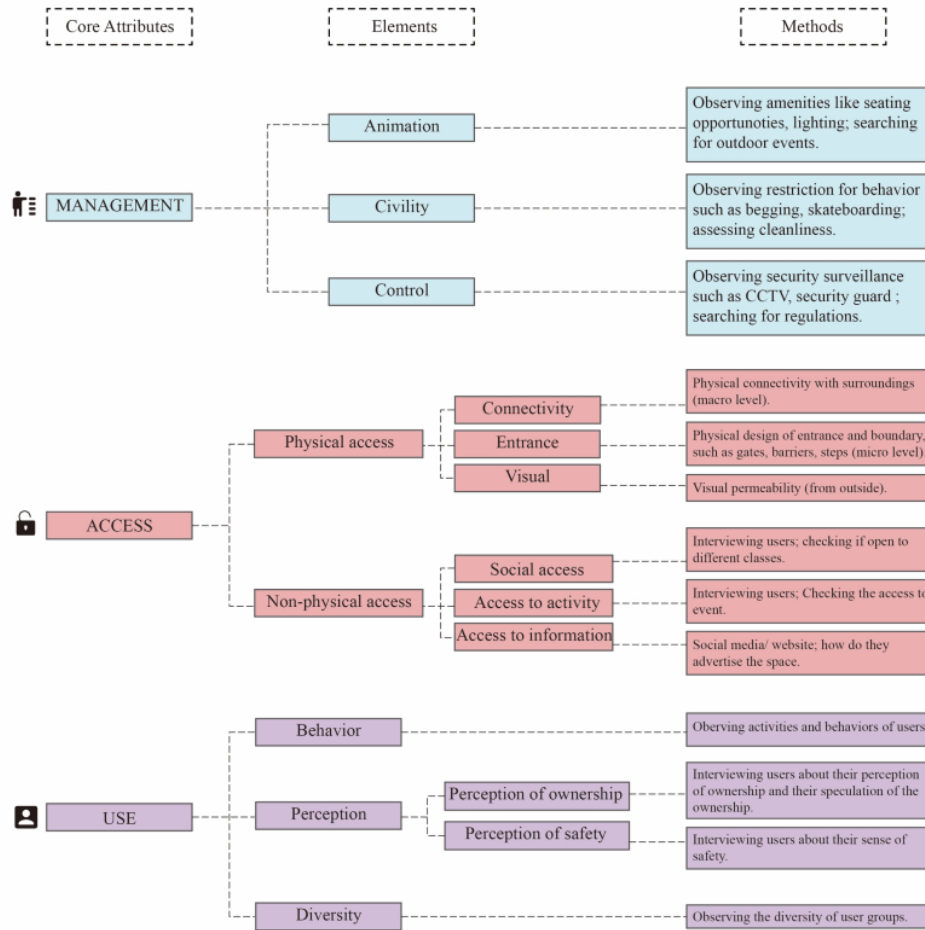
Figure 3-2 Detailed Research Design Method Framework Diagram (Source: author)

3.2. Case Study Selection

To explore the impact of privatization of public space in terms of management, access and use/user, the selection of the case studies first considered the private ownership with regard to the London cases. Appendix 1 indicates all the POPS in London which

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formed the basis for the case study selection. First, both BC and GS are owned by the private sector. The location of the case is also a significant factor. For the purposes of collecting more information about users and gaining diverse observations, the selected cases needed to be in a vibrant location with a substantial user population. These two spaces are in central London and near to underground and railway stations, which means they may have a significant flow of passengers. The selected cases have held lots of events for public participation. Figure 3-3 indicates the case study selection criteria. Although this research is not a comparative study, considering the diversity of the case selection, the author chose two spaces of different sizes and physical character. The criteria for case selection was only based on the author's personal assessment; therefore, it may lack a broad enough representation of all POPS in London.
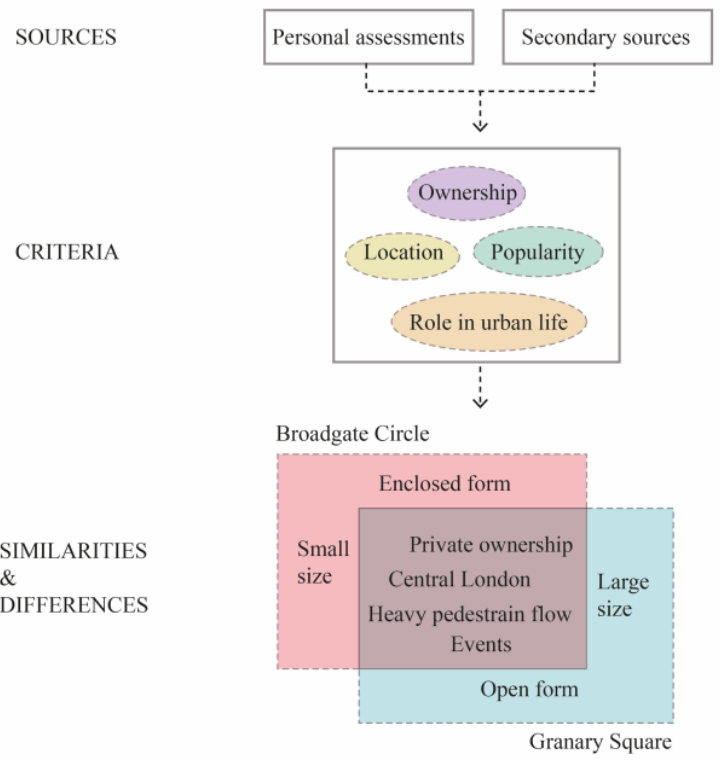
Figure 3-3 Case Study Selection Criteria Diagram (Source: author)

3.3. Data Collection Methods and Limitations

This thesis collected a range of primary data and secondary data in order to provide a sufficient, detailed and deep understanding of the research topic. The primary and secondary data was collected through document analysis, non-participant observation and informal interviews. The framework of data collection methods can be seen in Figure 3-4. Both qualitative and quantitative approaches were applied in this study.
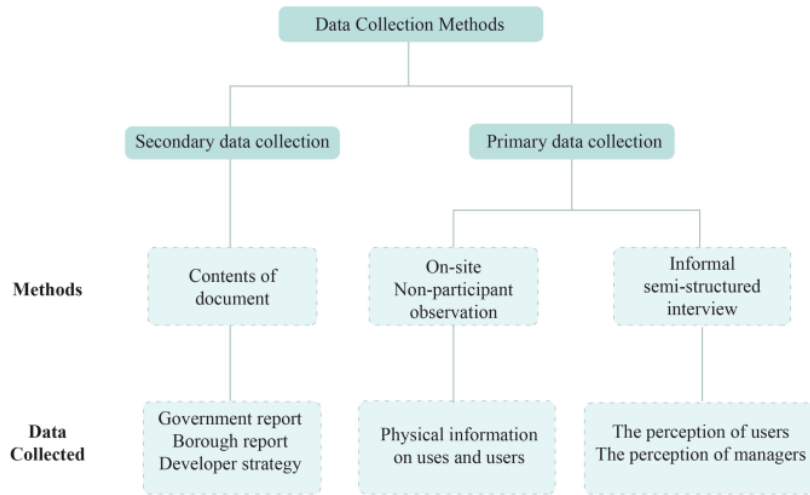
Figure 3-4 Data Collection Methods Diagram

(Source: author)

3.3.1. Secondary Data Collection

Secondary data analysis was used to explore the contents of documents seen within Table 3-5 and literature review. Document analysis was used to obtain a deeper understanding of the research topic chosen cases. It refers to the "collection, review, interrogation and analysis of various forms of text" (O'Leary, 2004). These documents included planning strategies and regulations regarding the case studies. The documents published by government authorities and developers can help to understand the current conditions of BC and GS.

Document	Author(s)	Published year
Camden UDP - King's Cross Opportunity Area	London Borough of Camden	2004
King's Cross Central Planning Statement	Argent St George, London and Continental Railways and Exel plc	2004
King's Cross Central Public Realm Strategy	EDAW, Townshend Landscape Architects, General Public Agency, Access Design Consultants	2003

Table 3-5 The List of Documents about Study Cases (Source: KX website)

3.3.2. Primary Data Collection

(1) Non-participant Observation

Non-participant observation, in this research, is used for collecting both qualitative and quantitative data on the access, uses and user behaviours in public space in order to facilitate the exploration of its publicness. It is crucial in this study to explore the physical design of these two spaces first, which may have an impact on the access and control. Then, the observation was carried out to investigate the demographics of users and what activities they were doing. The purpose of the observation was to investigate how users naturally used the spaces and interacted with the physical design and control instead of specifically finding a certain behaviour pattern. In order to target a wide variety of people who use these spaces, the site observation was conducted on weekday and weekend at different times for fifteen-minute periods (Table 3-6).

Broadgate Circle & Granary Square		
Period	Weekday	Weekend
Morning	10:00-10:15	10:00-10:15
Late lunch	13:00-13:15	13:00-13:15
Afternoon	16:00-16:15	16:00-16:15
Late afternoon	18:00-18:15	18:00-18:15
Evening	21:00-21:15	21:00-21:15

Table 3-6 Observation Timesheet in BC and GS (Source: author)

However, all observations are based on the interpretation of the researcher, so, it is strongly influenced by the positionality of the researcher (O'Leary, 2004). The interpretation can be subjective to some extent. Besides, the conscious or unconscious behaviour can also influence the observation. People may change the way they behave once they know that they are being watched. Another limitation is that observation does not allow access to the feelings of users or their perception of the local environment (Kusenbach, 2003). Therefore, such observations cannot interrogate the drivers behind their actions.

(2) Informal semi-structured interviews

Informal semi-structured interviews were used to gather further information on this topic. The interviews with 25 users were conducted in each site, allowing the users to express their perception of publicness about these spaces. To ensure the privacy of

participants, detailed personal information was not obtained; however, the sample of interviewees of different ages and sex were chosen randomly to provide various feedback. Example questions can be seen in Appendix 2.

Nevertheless, it is essential to recognize that interview data does not reflect facts but provides the perceptions of the interviewees (Silverman, 2006). The quality of the interview data depends on the skill of the interviewer and the range of interviewees available; thus, it can limit the amount of data collected (Cloke et al., 2004). Besides, the interviewees may give the response that they think the researcher would want rather than their actual opinions, which may impact the results of the interviews and research.

3.4. Ethical Consideration

There are no significant ethical considerations in this research as it does not concern a sensitive topic. All the interviews and surveys are anonymous and all participants have been informed and consented to their answers being used as part of this research. Photographs were taken to avoid identifying people to protect their privacy.

4.2. Granary Square

GS is located in the London Borough of Camden, with a backdrop of the historically listed Granary Building (which is now the Central St Martins School of Art) and Regent's Canal running alongside. It is the epicentre of King's Cross, surrounded by food trucks and street-level restaurants (Figure 4-3). Lying adjacent to the major transport hub for the city - King's Cross (KX) and St Pancras Stations, this place has a high pedestrian flow（Figure 4-4）. The redevelopment of this area was subjected to an extensive planning process starting in the early 1990s and planning was finally permitted in 2007. The site officially opened in June 2012, coinciding with the London Olympics. The square occupies approximately 8,000 square meters (including Canalside Steps), comparable in scale to Trafalgar Square. As one of the largest urban space of its kind in Europe, the square can hold up to 4,000 people. GS is owned by King's Cross Central Limited Partnership (KCCLP) which consists of Argent LLP, London & Continental Railways Limited and DHL Supply Chain and the public areas are managed and maintained by King's Cross Estate Services.
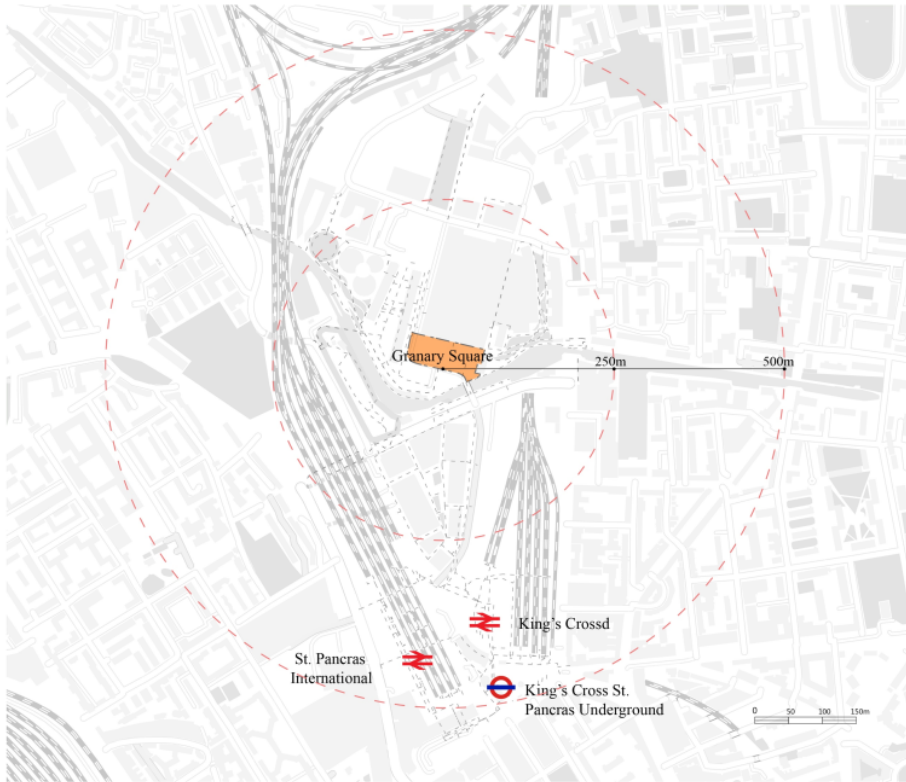
Figure 4-3 Granary Square Map with Surrounding Context

(Source: author)

Figure 4-4 Overview of Granary Square

(Source: John Sturrock)

5. FINDINGS AND ANALYSIS

This chapter analyses and discusses the findings from the collected data of BC and GS with the key attributes of 'publicness'. Since ownership is constant in both the case studies in this research, this study focuses more on how the users perceive and experience the publicness of the public spaces with regard to management, access and use. Therefore, this thesis applies the three core attributes mentioned in the conclusion of the literature review to examine the research question: to what extent does privatization impact on the 'publicness' of public space.

5.1. Management

Different management regimes can shape public space in different ways. Management usually refers to how a place is cared for, including the maintenance, control and potential engagement in the public space. This thesis analyses management through three sections: animation, civility and control.

5.1.1. Animation

Animation is regarded as one of the most significant factors to encourage people to pause, use and linger in public spaces (Gehl, 1987; Montgomery, 1995). The provision of abundant seating spaces can enhance the vitality of a given space (Varna & Tiesdell, 2010). In the case of BC, plenty of seating spaces are provided as shown in Figure 5-1.

At the center of this space, seven irregularly fixed seats are set, this form of seats can offer shade. However, fixed seating is less flexible than movable seating and it may limit the formation of social groups (Carmona & Wunderlich, 2013). BC also supplies lots of movable seats both in the center spaces and the open platform on the ground floor (Figure 5-2 a), therefore, users can move the seats to suit their group formation. It was observed in this space that the seats in the elevated circle are usually not fundamental to use especially at lunchtime and in the evening; nevertheless, more fixed and movable seats which are set on the ground level are seldom in good use.
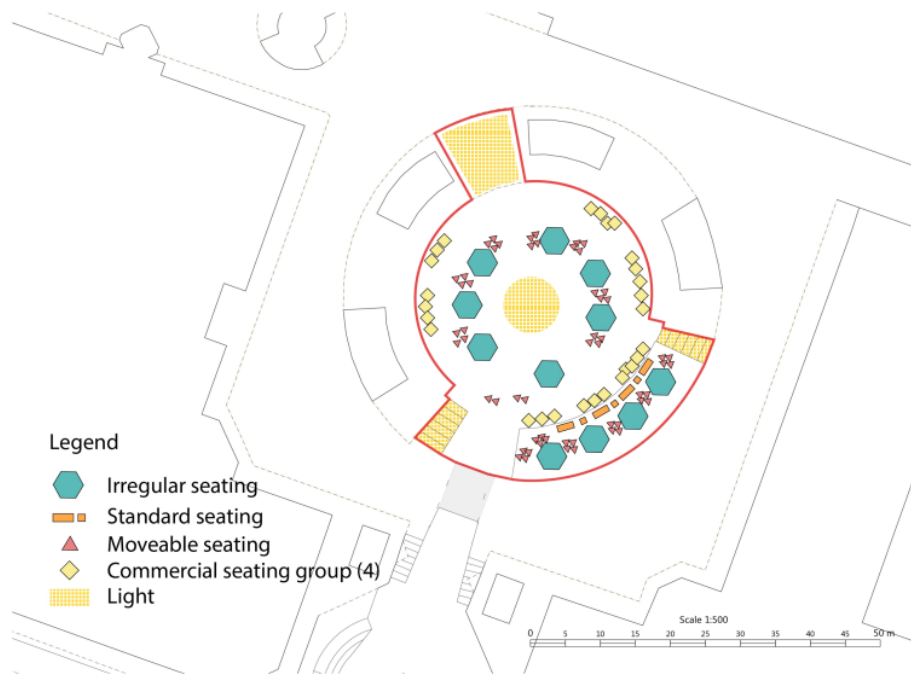
Figure 5-1 Broadgate Circle Amenity Map (Source: author)

a) Movable seat

b) Stone bench (ground floor)   c) Irregular seat

Figure 5-2 Broadgate Circle Amenity Photos (Source: author)

The case of GS also provides fundamental seating spaces (Figure 5-3). There are more fixed seats than movable seats; however, each fixed seating space is large enough for a great number of people (Figure 5-4a). Carr et al. (1992) state that seating should be arranged to offer social and psychological comfort. In the case of GS, most of the seating orientations are arranged to face the center space with choreographed fountains, encouraging passive engagement of the public. Moreover, this case sets large steps at the canal side, attracting many people to stay in this area. Some users commented that the amenities could impact on how comfortable the space is, enhancing the use of the space. With the diversity of seating styles, people can seek out the most suitable way to sit in these two cases, and the supply of amenities also improves the sense of welcoming. One interviewee stated that "I feel more welcoming when I see lots of

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seating space, it seems the space invites me to come in".

Figure 5-3 Granary Square Amenity Map (Source: author)

a) Standard seat (large stone bench in square)

b) Standard seat (at entrance)

c) Moveable seat

Figure 5-4 Granary Square Amenity Photos (Source: author)

Lighting is also considered as an essential element which can impact on the publicness of public space. Well-lit space can create a welcoming ambience, especially for night-time use (Varna and Tiesdell, 2010). In general, it seems that both BC and GS have good lighting equipment. In the case of BC, halo lighting is integrated into the Circle, supporting a better night time atmosphere. The light is also integrated into the steps and handrails which encourage people to use the steps (Figure 5-5). The observation suggests GS is also used a lot of coloured fountain lights attract people to this space (Figure 5-6). The study suggests lighting cannot only improve the sense of safety, but also enhance the perception of welcoming: "Of course I will choose the public space with lights, I can see how the space is and feel it is open to me even at night."

Figure 5-5 Broadgate Circle Lighting Photo (Source: author)

Figure 5-6 Granary Square Lighting Photo

(Source: John Sturrock)

Furthermore, unique facilities such as sculptures and water features in public spaces can create a specific atmosphere, resulting in increased animation (Whyte, 1980; Carr et al., 1992). GS has a stunning water fountain in the center of this space, attracting a lot of children to play. Interview responses suggest the water fountain area is frequently mentioned as the most attractive part of this space. Interviewee B8 explained, "the fountain field is my favourite part, I can watch children play in this space, it is fun and lively". This study suggests that the provision of water fountains create a positive atmosphere in this space (Figure 5-7).

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Event	Time	Indoor/Outdoor	Paid/Free
LIVE MUSIC IN BROADGATE CIRCLE	Each Thursday in May and June, 6-8pm	Outdoor	Free

Figure 5-8 Broadgate Circle Event Calendar (Source: Broadgate, 2019)

Event	Time	Indoor/Outdoor	Paid/Free
EASTER EXPRESS	6 – 22 April, 12 – 8pm (Sundays: 12-5pm)	Outdoor	Free
CENTRAL SAINT MARTINS' DEGREE SHOW	Wednesday 19th June 2019 - Sunday 23rd June 2019	Outdoor	Free
EVERYMAN PRESENTS: SUMMER LOVE	Friday 21st June 2019 - Sunday 14th July 2019	Outdoor	Free
WALK THE NIGHT	Saturday 27th July 2019	Outdoor	Free

Figure 5-9 Granary Square Event Calendar (Source: King's Cross, 2019)

5.1.2. Civility

From the academic perspective, civility in public space usually refers to the behaviour of users (see Kohn, 2004; Boyd, 2006; Brain, 2005). The observation indicates that no uncivil behaviour was found in either case study space.

The maintenance and cleansing regimes can also impact on civility (Varna and Tiesdell, 2010). BC offers four permanent litter bins in this area (Figure 5-10a/b); however, there is no litter bin in the central space. According to the observation, there was some litter dropped by users, especially after 6 p.m. The interview with cleaning personnel indicates that Broadgate provides good maintenance in the circle area:

"Well, we actually have a flexible cleansing service there every day. So… two cleaners working from 4 p.m. to 11 p.m. on Thursday and Friday, one cleaner working from 12

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p.m. to 10 p.m. on Saturday. Moreover, we have deep cleaning each Friday midnight during summer."
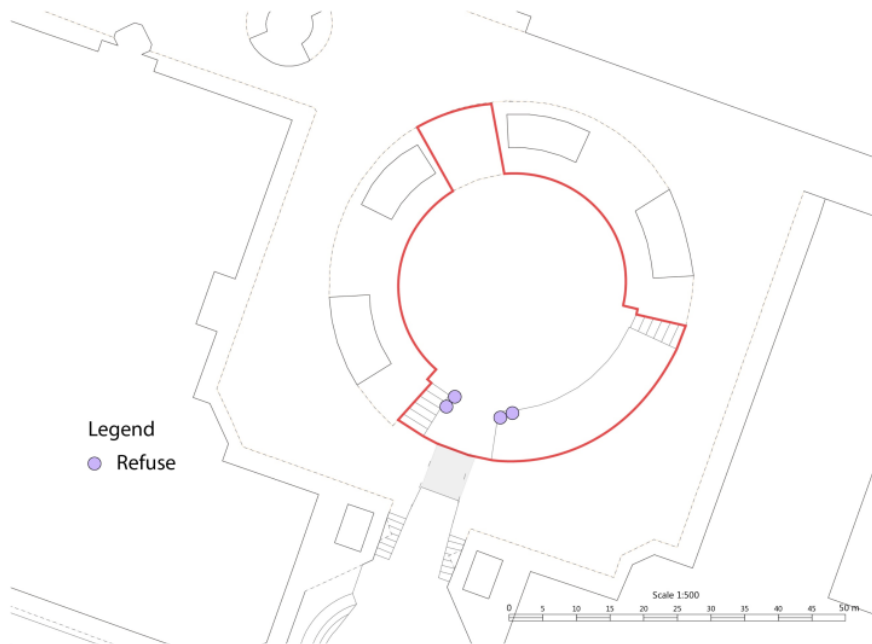
Figure 5-10a Broadgate Circle Litter Bin Map (Source: author)

Figure 5-10b Broadgate Circle Litter Bin Image (Source: author)

Interview responses suggest that cleanliness is a significant factor that impacts the perception of safety, interviewee A9 arguing that "I feel unsafe when I stay in a messy space, of course if it (public space) is tidy, I may stay longer". Moreover, interviewee A17 said "I know this is private property, so they will keep it clean", indicating that in the perception of users, private ownership may have impacts on the civility of public space.

KXC Planning Statement (2004) addresses the aim on maintenance and management of GS, indicating the significance of cleanliness and safety. There are seven fixed refuse bins in this space (Figure 5-11a/b); however, considering the different number of users at different time, more temporary litter bins will be provided depending on the population. For instance, there are usually four temporary litter bins in the square, while more rubbish bins would be provided on Wednesday, Thursday and Friday because of the programmed weekly market. From the interview with cleaning personnel in this square, King's Cross Estate Service employs cleaners between 6 a.m. to 3 p.m. from Monday to Friday.

Figure 5-11a Granary Square Litter Bin Map (Source: author)

Figure 5-11b Granary Square Litter Bin Image (Source: author)

5.1.3. Control

The control by management is usually reflected by security precautions such as CCTV

systems, security guards, and so on (Whyte, 1988; Varna and Tiesdell, 2010). In the

case of BC, Figure 5-12a illustrates nine CCTV cameras located in the surroundings of

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the circular space (CCTV cameras indoor and on the second floor are not included in the calculation). The security guard in this space stated that security personnel make an inspection tour every day in Broadgate not only focusing on BC, however, the observation of this space indicates that there is at least one security guard working in this circle space every day. There is no obvious CCTV observed in GS, while one sign with "CCTV in operation" is located near the main entrance (Figure 5-12b). From the interview responses, most of the users never worry about the CCTV in this area. Similarly, KXC also employed wardens in this case. It appears that two security guards are working in GS every day and the security team consists of more than ten people in KXC, working from 7 a.m. to 7 p.m. every day. With regard to the security personnel in GS, there are usually two or three security guards, working shifts. It seems that the security can affect the perception of freedom by users. From the interviews at the two sites, most of the users expressed that they feel free to do anything in the space. Nonetheless, some interviewees suggested that the CCTV and security guards may decrease their perception of freedom. Interviewee B12 stated, "I feel like I am under surveillance by the CCTV, this makes me feel controlled".

Figure 5-12a Broadgate Circle CCTV Map (left) and Image (right)

(Source: author)

Figure 5-12b Broadgate Circle CCTV Sign

(Source: author)

Formal rules for restricting user's behaviour is also an important aspect with regard to the 'control' of public space (Varna and Tiesdell, 2010). Although Flusty (2001) argues that it is common to see signs which restrict particular activities in POPS. There is only one sign in BC which shows smoking is allowed in this space (Figure 5-13); however, no behavioural restriction was observed in GS. The security guard in BC stated, "We do have restrictions in this space, begging and smoking are not allowed in the open space, commercial filming without permission is also prohibited." In fact, it seems paradoxical because a lot of people are smoking in the circular area while there are also several ashtrays provided at the entrances and the security personnel would not prevent people smoking in this space as was seen, during the observation. Interviewee A5 stated that "I think begging is not permitted in this space, it's a private space. You can see the security guys and the CCTV surveillance; the homeless people would be kicked out." According to the interviews of wardens in GS, some activities are not allowed such as begging, drinking alcohol, skateboarding. One security guard responded: "Even if there is no regulation shown, when the begging people come into the space, we will ask them to leave… Skateboarding is also prohibited since so many people pass by there; this activity is dangerous." However, King's Cross Central (KXC) Public Realm Strategy (2004) suggests in order to comply with 'Access for All' regulations, this place should ensure even young people on skateboards are permitted.

**Figure 5-13** Broadgate Circle Smoking Restriction Sign (Source: author)

5.2. Access

The discussion of the attributes of publicness in chapter 2 indicates that 'access' is the most frequently mentioned element by scholars. The following sections analyze the access of the selected case study spaces through physical access and non-physical access.

5.2.1. Physical Access

The physical configuration of public space influences whether the public can reach and enter the space and how much effort it takes (Varna and Tiesdell, 2010). It usually takes the following elements into consideration: location and connectivity, entrance, visual access.

The location of a place is a crucial factor which impacts on its accessibility (Porta and Latora, 2008). As Varna and Tiesdell (2010) suggest, places that are well-located (those with centrality and connectivity) have more significant potential for different social groups using them. Figure 5-14 illustrates that both of the two case study spaces are strategically located in central London. BC is located near Liverpool Street Station, and GS is quite close to KX Station. The two spaces have good connectivity with the surrounding area (Figure 5-15a/b). It was observed that there were lots of people with suitcases staying in BC, especially in the morning and afternoon. In the case of GS, interview responses indicated that this space is very accessible and convenient concerning the connection from King's Cross and St. Pancras Stations.
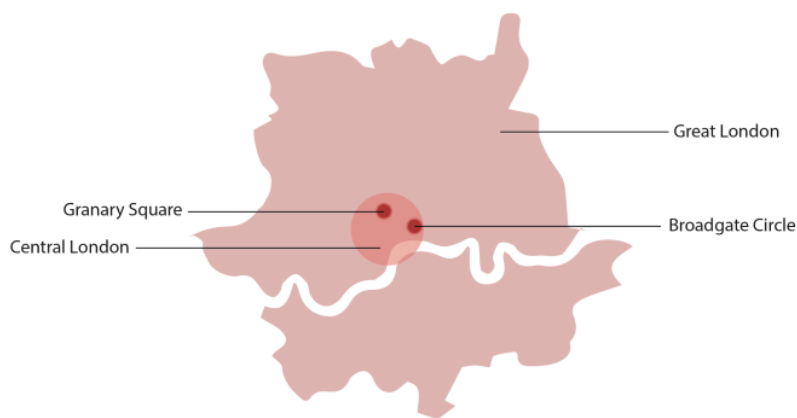
**Figure 5-14** The broader location of BC and GS

(Source: author)
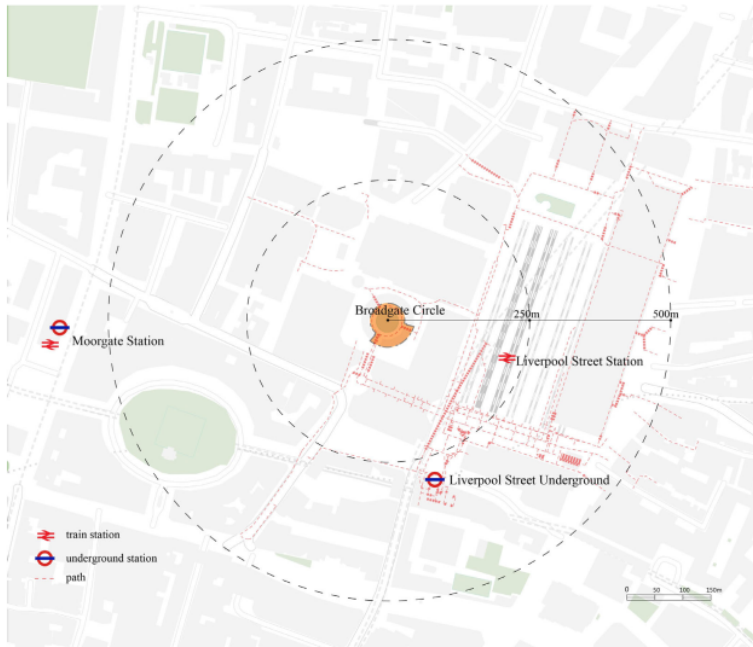
Figure 5-15a Broadgate Circle Map with Surroundings: indicating its close proximity to Liverpool St Station (Source: author)

Figure 5-15b Granary Square Map with Surroundings: indicating its close proximity to both KC and St Pancras International Stations (Source: author)

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Concerning the micro-level, thresholds and gates can become obstructions to potential access (Flusty, 1997). It was observed that there are four main entrances in BC, three double-width staircases between the ground and lower ground level, and another entrance directly links to Liverpool Street Station (Figure 5-16, 5-17). However, because of the new construction activity, the main entrance which connected to Eldon Street is not in use now (Figure 5-18). KXC Public Realm Strategy (2003) indicates that the development pays much attention to physical wayfinding system. There are several map signs found around KXC, which are considered significant guidance for access to this space (Figure 5-19). In this case, three main entrances are available, attracting people from different directions into this space.
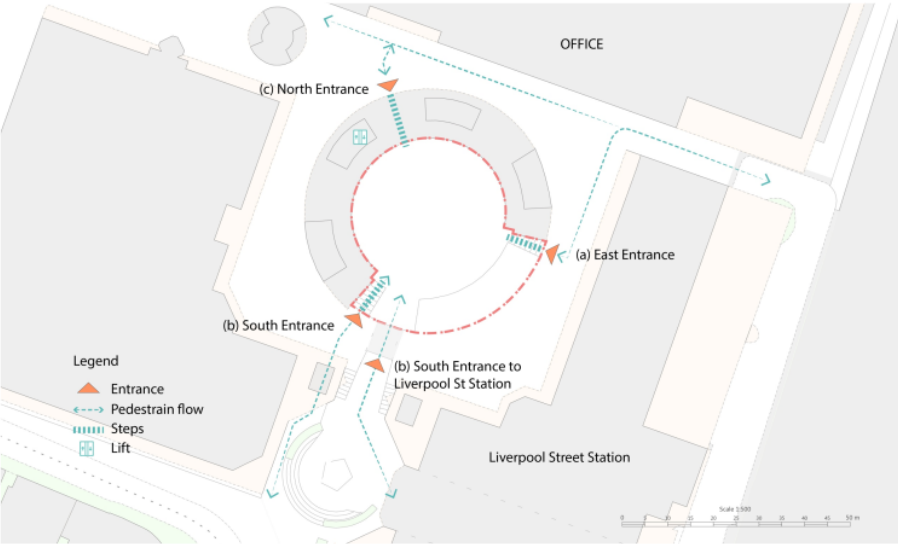
Figure 5-16 Broadgate Circle Entrance Map

(Source: author)

In general, both the two spaces have open access in physical terms. They are not gated

or fenced in any way and in each site, there is one lift offered. Camden's UDP (Unitary

a) South-East Entrance

b) West Entrance

c) North Entrance

d) Limit Vehicles Signage

**Figure 5-21** Granary Square Entrance Photos

(Source: author)

Visual access also belongs to the physical access category as defined by Carr (1992), as it is significant for people to have a clear view at street level from the entrance points into the space in order to judge if they are welcomed in the space. In the case of BC, clear and unobstructed sightlines are available from the north west entrance, while new kiosks and benches at ground floor also maintain visual connection into the Circle. It seems the form of GS contributes to the openness and visibility as interviewee B7 stated: "Whenever I passed by, I can see the water fountains and so many people it seems having a lot of fun here".
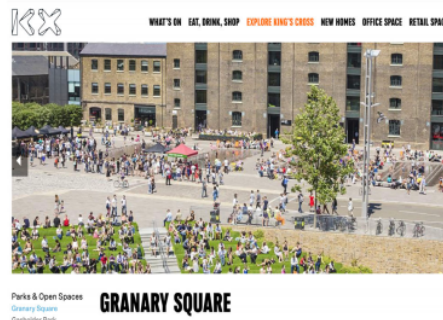
here (King's Cross) seems very expensive, this may not be good for poor people; however, I think it is quite open, at least in the square."

Madanipour (2003) points out that public space should have different functions and should accommodate various activities to attract different groups. However, compared with publicly owned public space, public space with private management is usually considered to restrict public access to favour commercial use. KXC Public Realm Strategy (2003) recommended that the management of the public space should cater to a wide variety of uses and activities. Figure 5-8 and Figure 5-9 indicate the events held in both two spaces from January to September 2019. It can be seen that most of the events in BC's events calendar are commercial events; however, those events in the site happened in the commercial restaurants and bars which means they seldom impact the access and use of the Circle. There were more outdoor events programmed for GS during the past eight months, and all of them are free for the public. According to interviews, there are no events that lead to extreme disruption to the access of the two spaces. The events contributed to the vitality and attractiveness of the place: "I come here usually for some exhibitions and activities. I really love the outdoor films on the canal side, most important, it is free, and everyone can enjoy it" (interviewee B18). The research suggests that most events taking place in the two places can benefit the public. Access to information is a rather significant indicator of publicness. The observations suggest that surrounding GS, there are many guidance maps which direct pedestrians into the site. The management of two places developed particular websites and social

media, which would post the latest activities in the event calendar (Figure 5-22). It seems publicity can impact on the specific use of public space: "I usually go there for art fairs and exhibitions, actually I can find the information about the events from Instagram and Facebook. If the theme attracts me, I will definitely come" (interviewee B2).
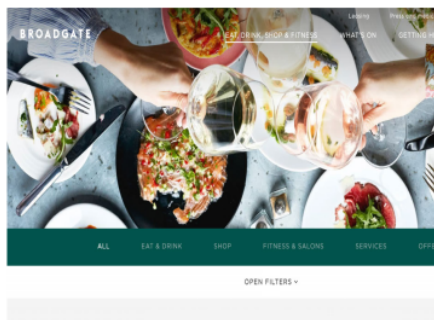
a) Broadgate Website   b) King's Cross Website

Figure 5-22 The Official Website of BC and GS

(Source: British Land and GIC, 2019; King's Cross Central Limited Partnership, 2019)

5.3. Use/Users

The uses dimension of publicness can be quantitively explored by observing the diversity of users and qualitatively interpreted by the behaviour and perceptions of users. Although publicness can be assessed in a theoretical way through ownership and management, investigating how a space is used and what the perceptions of users are, can provide practical evidence about the use (Németh and Schmidt, 2011a).

5.3.1. Diversity of Users

Franck and Paxson (1989) argued that the publicness of vibrant spaces is related to the diversity of the users of that space. According to the collected data, it indicates that most of the users in BC are adults, especially at night time. Most of the users on this site are in groups, showing the positive atmosphere for socializing. However, in the GS case, even if adults made up the largest proportion of the users, this research suggests that a lot of children and elderly people were observed in this place, contributing to the diversity of users through different ages. Data suggests there were also some single users in the site.

It seems that people with luggage were observed in both sites, which may be due to the proximity to the main train station. In the case of BC, no wheelchair-person was found, and only one person with a baby stroller was observed. According to the interview, this space is accessible for users in general; however, even though one lift is provided, it is not convenient for people who have movement problems because of the entrance with steps. Both users with baby strollers and wheelchair users were observed at different times during the weekday and weekend in GS, which indicates good accessibility in this place. In addition, observations indicate several dog-walkers in the site, illustrating the diversity of users.

5.3.2. Behavior (Activities)

An extensive range of activities can encourage significant public interactions and produce benefits to a lively space (Whyte, 1980). In the case of BC, commercial eating/drinking occupies the largest proportion of users (Appendix 2). Observations indicate that this space is usually used as a socializing space; however, most people use it for resting in the morning. Appendix 2 illustrates that the space is mainly used for socializing in the evening on both in weekdays and weekends, which may restrict other activities. Interviewee A23 suggested that "I would say that the only thing you can do is drinking and socializing at night time in this area, because everyone comes here only for this", indicating exclusion with this single use. In fact, the diversity of activities also impacts the perception of welcoming. Interviewee A5 at BC replied that "I sometimes will feel not welcome if I come here alone in the late afternoon or evening, it seems everyone is socializing." On the contrary, a broad range of activities were observed in GS. Observations on activities suggest most people use this space for sitting (relaxing), followed by frequent use for commercial eating/drinking. It is significant to mention that there are also people playing in this place, mainly children.

Various authors argue that POPS would increasingly restrict the use of public space to benefit commercial activities, leading to the reduction of publicness (Kohn, 2004; Németh, 2009). In the case of BG, except for the existing restaurants and pubs, the only commercial use is the outdoor food vendors on the ground floor. According to

interviews with vendors, they are allowed to sell food from Monday to Friday between 11:30 a.m. to 2:00 p.m. Nevertheless, interview responses suggest that these stalls do not cause a decrease in publicness, "I work around here and usually come here for food, this is a nice place for resting and enjoying your lunch".

In the case of GS, any commercial activities observed were limited to the several pop-up markets which appear on Wednesday, Thursday and Friday, from 11:30 a.m. to 2:00 p.m. It was observed during the time for the food market, and the leftmost fountain area would be closed because of the queue for buying food; this may affect the public use of the water fountains. Generally, the commercial activities in GS barely have an impact on public use. Furthermore, observations indeed indicate that more people used the site because of this activity.

5.3.3. Perception of Safety

To thoroughly explore the use dimension of publicness, the user questionnaires focused on the perception of publicness in public space (Appendix 3). Under a psychological foundation, this research analyses the users' perception of publicness in terms of ownership, safety, welcoming and freedom.

Although this thesis does not focus on the ownership since both sites are privately owned, it is still essential to understand the perception of users in terms of ownership.

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Appendix 4 illustrates the outcomes of the interview in the questionnaire section one. According to the interviews, only seven interviewees (25 in total) know the ownership of BC (Table 5-23). Nevertheless, 52 per cent of the remaining users consider the ownership is private, and no one thinks this is a publicly owned space (Table 5-24). On the contrary, collected data indicates that only one person knows about the private ownership of GS (Table 5-23); however, all the remaining users suggest that this should be in public ownership. Most of the interviewees expressed that they indeed do not care about the ownership, although interviewee B8 replied "I would prefer the public space is owned by the public hand, however, at least I never think about the ownership this space, of course, it should be public owned."
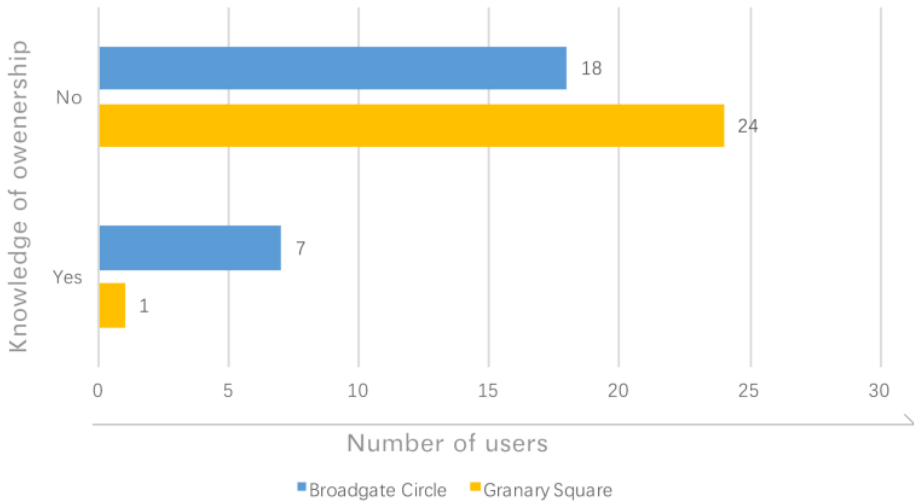
Table 5-23 The Number of Users that Know The Ownership of The Space
(Source: author)
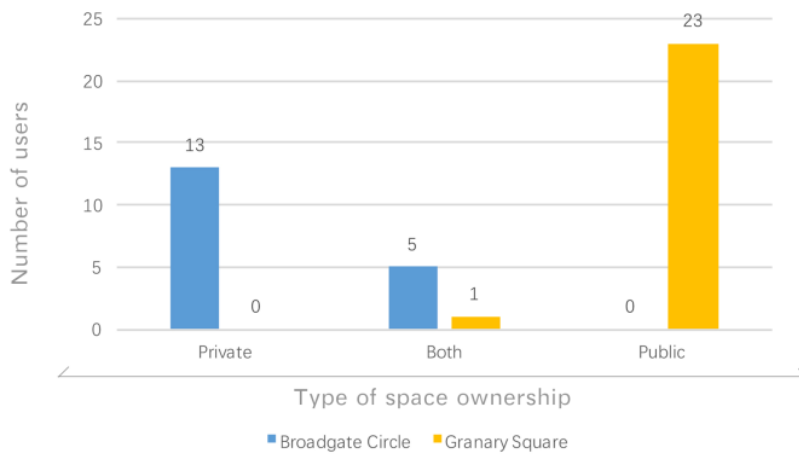
Table 5-24 The Number of Users of Speculating The Ownership of The Space

(Source: author)

The perception of safety is the most common element when considering the perception of users according to the academic literature. Fyfe and Bannister (1996) argued that the visibility of CCTV might imply the potential danger of that place for sensitive passers-by. Countering to this negative impact, interview responses were that the visible CCTV surveillance in BC can improve users' perception of safety. One interviewee argued that CCTV cannot prevent crime; however, it may make people feel safer to some extent. It seems that physical surveillance by the police and security guards can directly affect the perception of safety. According to interviewees, most people mentioned that the security guard in the site provides a great sense of safety.

Apart from electronic and physical surveillance, the maintenance of public space is also essential for users. Carmona et al. (2003) state that the decline of maintenance will lead

to the reduction of use, exacerbating the vicious spiral of decline. This indicates that cleanliness of a space can also impact on the feeling of safety, as interviewee A11 expressed "I feel very safe because it is really tidy."

Based on the 'peopling of places' (Jacobs, 1961), natural surveillance can probably decrease the crime. From interviews, people usually felt safer with a wide range of activities and age, gender, social and ethnic groups. Conversely, the perception of a lack of safety would arise with an extremely high density of people (interview B2). An interviewee suggests that some activities which were allowed in the space may reduce the perception of safety such as photographing. Interviewee B25 responded, "I will feel unsafe when some strangers graphing my daughter with a camera." Moreover, even though lighting is usually emphasized in the night-time use of public space by some authors, according to interviews, people seldom mentioned about this when considering the perception of safety. With regard to homeless people, some interviewees suggested it is not suitable to have begging in public spaces as it will decrease the users' perception of safety.

In addition to the perception of ownership and safety, the users also mentioned the perception of welcoming and freedom according to the 'management' and 'access' of these spaces. With regard to the perception of welcoming, most of the interviewees feel a high degree of welcoming was apparent in both sites because of the accessibility and number of users. Considering the perception of freedom, in addition to the security

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surveillances above, interviews suggest that the size of public space can also impact the sense of freedom. One user responded large scale public space can provide flexible zones so that users can choose their own way to use it, improving the perception of freedom.

5.4. Conclusion

Figure 5-25 indicates the elements which impact on people and how they use public space and their perceptions of publicness. It clearly shows that all the attributes can impact the publicness of public space to some extent. For example, the perception of safety was influenced by CCTV (management), security guards (management), cleanliness (management), activity (use/users) and the number of users (new attribute), all of them have a different degree of impact on the publicness of the two cases. Most of them have positive impacts, and only a few of them have a slightly negative impact on the uses and the perception from users. It is argued that, overall, the greatest impact relates to the management of the space. The elements such as CCTV, security guards and cleanliness indicate good management in both sites. However, according to the access and use/user, this research suggests the entrances and activities of BC may limit its user groups and their perception of welcoming. The case of GS suggests better access and use can encourage uses and users' perception of publicness.

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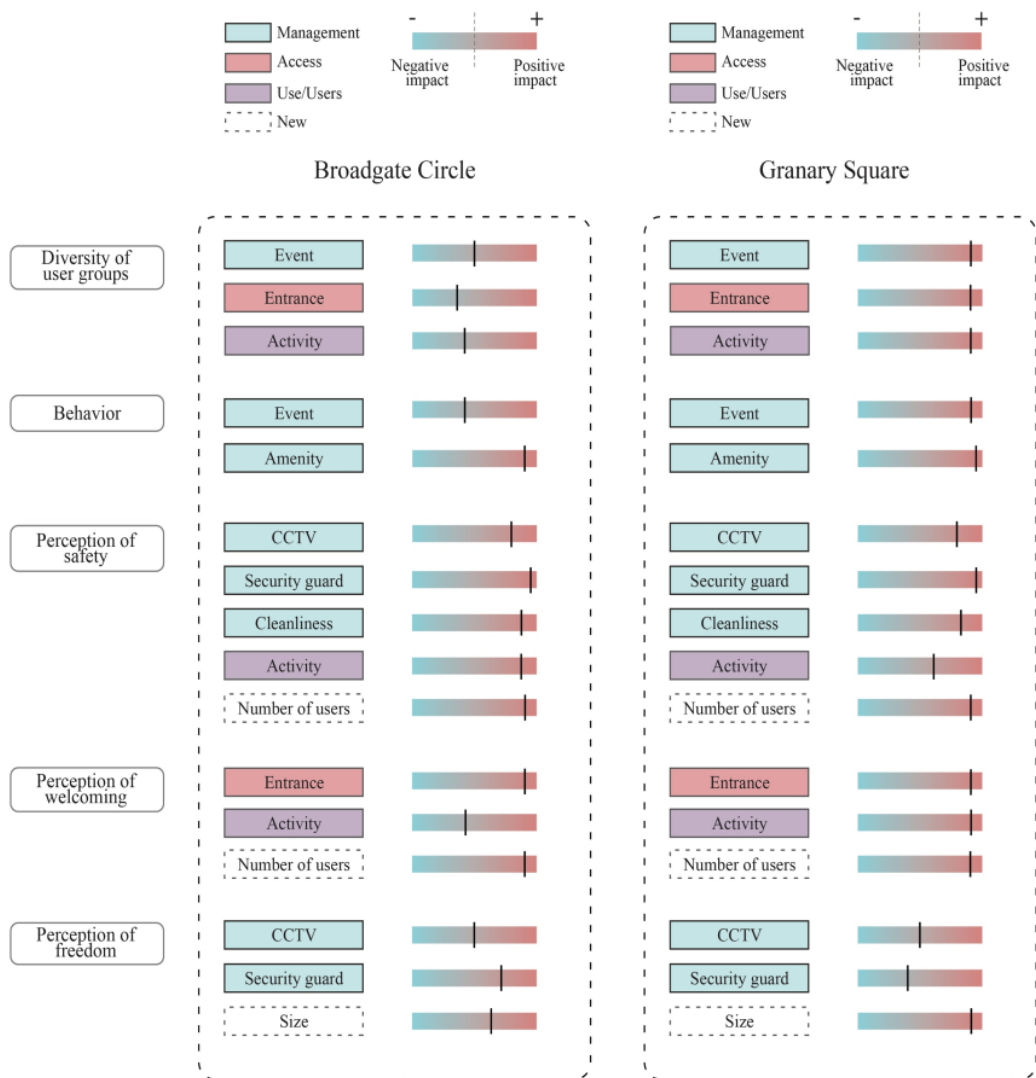
Figure 5-25 The Impact on Publicness According to The Core Attributes (Source: author)

On the whole, conclusions from this study suggest that the users of POPS can have different criteria to assess publicness, which is based more on their daily life experience. For instance, users argued that the size of the public space can impact their perception of freedom, affecting the publicness of public space.

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Concerning the conclusion in attributes of publicness, this study suggests that some of the attributes are overlapping, and it is not exactly correct to categorize different attributes in one specific way. For example, some authors separate 'management' and 'access' as the different elements of publicness; nevertheless, non-physical access is also relevant to the management of spaces. Figure 5-26 illustrates the overlapping relationship of the concluded attributes of this research. It indicates most of the elements of 'access' are relevant to 'management' such as control, access to activity. Take control, for instance, the control of public space does not only impact by the 'management' such as CCTV but also respond by the 'access' like barriers which prevent people go inside. Besides, the 'animation' of space is relevant to the setting facilities through 'management', physical access and the number and behaviours of users.
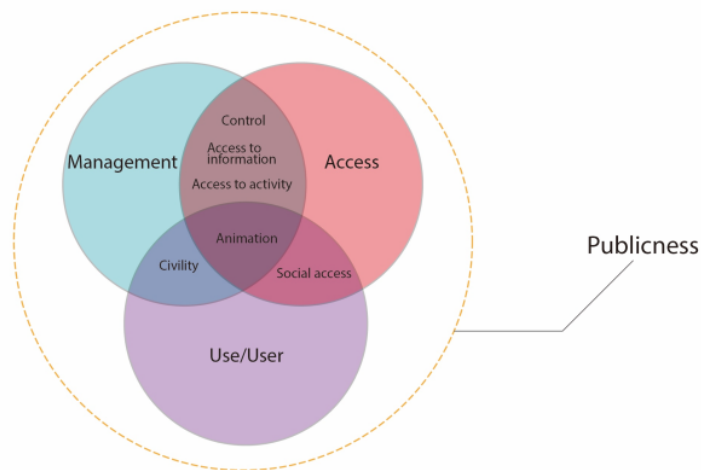
Figure 5-26 The Overlapping Relationship of Management, Access and Use/Users
(Source: author)

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6. CONCLUSION

This chapter summarises the significant findings of the case studies, giving suggestions about the ways of improving publicness in POPS from the perception of users.

6.1. Summary of Research

This dissertation has analysed two privately owned public spaces in London to investigate the impact on publicness of public space by the privatisation with regard to management, access and use/users. The 'end of public space' thought argues that the private ownership of public space usually undermines the publicness of the space. Nevertheless, with the test of publicness in BC and GS concerning management, access and use/users, a different finding is suggested. This research suggests that, in general, private ownership of BC and GS had a minimal direct impact on users' perception of publicness, especially for the uses and perception of publicness through users. The analysis of the case studies illustrates that private ownership of public space does not automatically lead to the exclusion of the public. According to the interview responses, seldom do people care about the private ownership when they use the POPS, which is similar to Carmona's statement (2015) arguing that users place less on the ownership of public space.

Furthermore, this research suggests the privatisation of public space has fewer negative impacts on the perception of publicness with regard to access and use/users. However,

considering the management of POPS, for instance, the use of CCTV and security guards may lead to exclusion and the perception of unwelcoming to some users. Besides, commercial activities such as food markets would not restrict access to BC and GS, which counters the general declamation in the 'end of public space'. Similar to what Carmona (2010a) argued about the significance of increasing consumption, this thesis suggests commercial activities can attract more people to use these spaces, improving the publicness of the space.

6.2. Reflection on The Research

In relation to urban design and planning, numerous attributes could be considered about the publicness of POPS; it is not easy to conclude the criteria which can be used to investigate the publicness in any case study. Besides, the assessment criteria usually made by academic researchers or professional planners would be different from the criteria based on the perception of users. Therefore, this research concluded the criteria which are more relevant to the selected case studies and the exploration focuses on the perspective of users.

During the observation of the two case studies, it is difficult to record all the activities of users accurately, especially in GS because of the large size and heavy pedestrian flow of the space. Thus, this study cut down the duration of observation for each time but increase overall times to conclude the activities of the users more accurately.
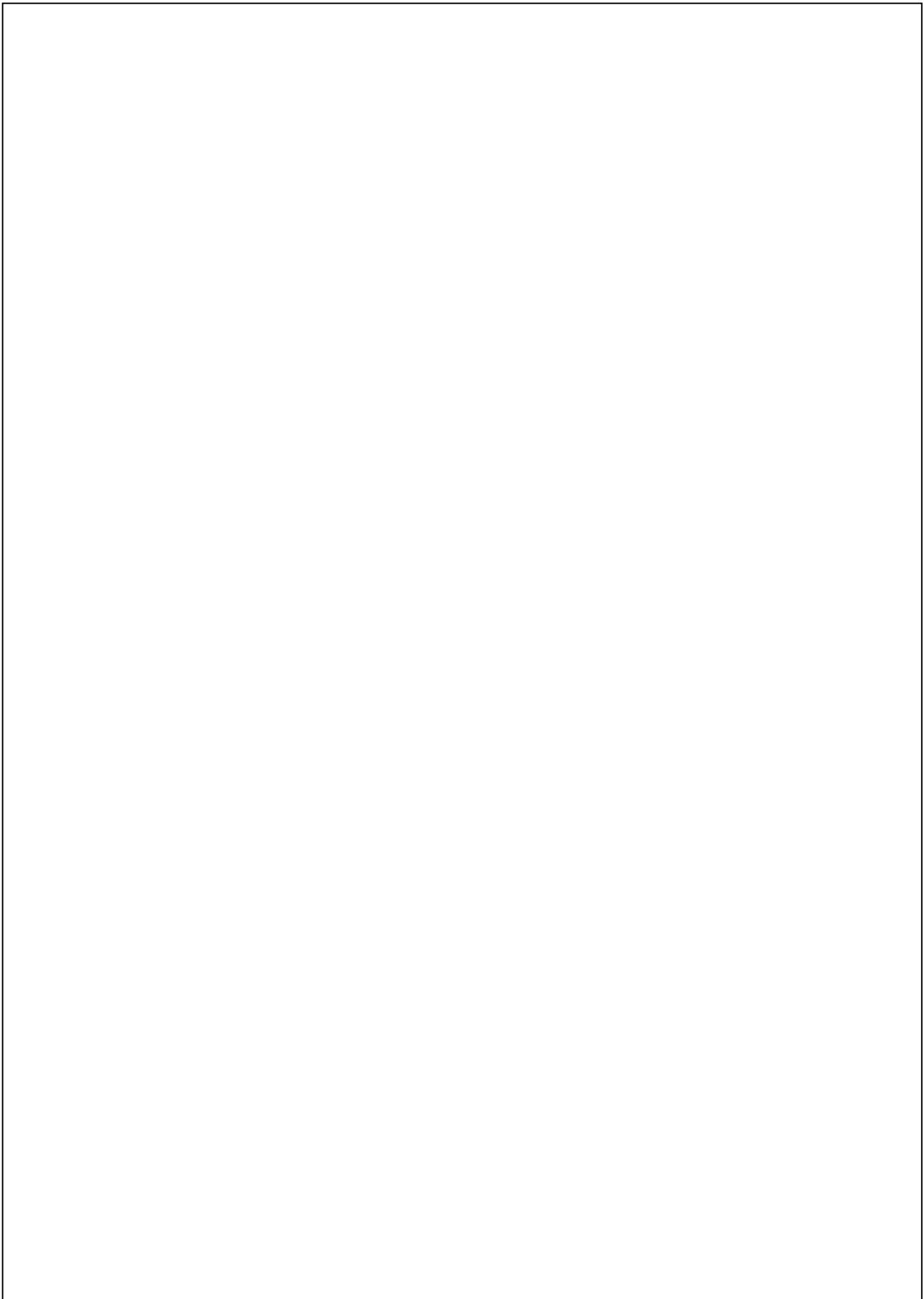
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APPENDICES

Appendix 1: List of POPS in Greater London

Privately Owned Public Spaces in Greater London			
SiteName	Borough	Area (Ha)	Owner
Granary Square	Camden	0.45	King's Cross Central Limited Partnership
Wharf Road Gardens	Camden	0.23	Kings Cross Central Limited Partnership
Gasholder Park	Camden	0.15	King's Cross Central Limited Partnership
Lewis Cubbitt Park	Camden	0.44	King's Cross Central Limited Partnership
Pancras Square	Camden	0.44	Kings Cross Central Limited Partnership
Regents Place	Camden	1.78	British Land
Central Saint Giles	Camden	0.12	Central Saint Giles Ltd Partnership
Exchange Square	City of London	0.71	British Land and GIC
New Street Square	City of London	0.25	Land Securities
Paternoster Square	City of London	0.43	Mitsubishi Estate Company
Open Space at Leadenhall Building, Leadenhall St	City of London	0.22	CC Land
Glebe Court Woodland	Ealing	0.35	Private
Studley Grange Rough	Ealing	0.14	Developer

Westfield London	Hammersmith and Fulham	1.28	Westfield Corporation
The Basin	Harrow	0.71	Canons Park Estate Ltd
Canons Drive Verges	Harrow	0.53	Canons Park Estate Ltd
Orchard Close	Harrow	0.08	Canons Park Estate Ltd
Rose Garden Close	Harrow	0.07	Canons Park Estate Ltd
New River Head	Islington	0.36	Manhattan Loft Corp / Berkeley Homes
Angel-on-the-Green	Islington	0.04	Groveworld
Arsenal Podium	Islington	2.7	Arsenal Ltd
City Road Basin	Islington	0.54	Groveworld, Miller Developments Limited and British Waterways
Pear Tree Street	Islington	0.11	Silvertown Properties
The London Eye	Lambeth	0.48	subsidiary of Merlin Entertainments
Merton Mansions Gardens (Bushey Road Green Areas)	Merton	0.35	Private
Victory Park and Portlands (East Village London E20)	Newham	2.38	Get Living London (owned by Qatari Diar)
Mirabelle Gardens (East Village)	Newham	0.32	Get Living London (owned by Qatari Diar)

Water Glades (East Village London E20)	Newham	2.11	Get Living London (owned by Qatari Diar)
Westfield Stratfield City	Newham	1.01	Westfield Corporation
Excel Centre	Newham	2.59	ADNEC (Abu Dhabi National Exhibitions Company)
Bankside	Southwark	3.73	Private
Tabard Square	Southwark	0.4	Private
More London	Southwark	4.35	St Martins Property Group
Cabot Square	Tower Hamlets	0.47	Canary Wharf Group
Canada Square Gardens	Tower Hamlets	0.49	Canary Wharf Group
Jubilee Park (Tower Hamlets)	Tower Hamlets	1.13	Canary Wharf Group
Westferry Circus	Tower Hamlets	0.31	Canary Wharf Group
Canary Wharf Open Spaces East	Tower Hamlets	0.49	Canary Wharf Group
Crossrail Place Roof Garden	Tower Hamlets	0.77	Canary Wharf Group
Canary Wharf Open Spaces West	Tower Hamlets	0.08	Canary Wharf Group
Bishops Square, Spitalfields	Tower Hamlets	1.23	JP Morgan
St. Katherine Docks Surrounds	Tower Hamlets	0.85	Private
Channel Four Community Garden	Westminster	0.18	Channel Four
Brown Hart Gardens	Westminster	0.12	Grosvenor Group
Paddington Central	Westminster	0.57	British Land

Appendix 2: Observations in BC and GS

Granary Square						
WEEKDAY		10:00-10:15	13:00-13:15	16:00-16:15	18:00-18:15	21:00-21:15
Users (age)	Child	10	31	30	16	3
	Teenager	2	18	7	9	0
	Adult	48	211	161	207	229
	Elderly	4	35	5	9	3
	Total	64	295	203	241	235
Users (quantity)	Individual	7	26	14	21	8
	Group	54	269	189	220	227
Users (special)	Baby stroller	3	12	8	6	1
	Wheelchairs	2	0	1	0	0
	with luggage	2	6	6	8	2
	Dog walker	0	4	0	2	2
Manager	Security guard	2	2	4	2	2
	Cleaner	1	1	2	1	2
Activity	Standing	3	6	22	12	32
	Sitting	48	110	121	122	122
	Commercial eating & drinking & socializing	7	66	39	95	78
	Sleeping	0	3	2	1	0
	Children playing	6	8	17	8	2
	Photograph	0	13	0	1	0
	Reading & listening music	0	2	0	2	0
	Buying food	0	87	2	0	1

Granary Square						
WEEKEND		10:00-10:15	13:00-13:15	16:00-16:15	18:00-18:15	21:00-21:15
Users (age)	Child	12	7	8	11	5
	Teenager	5	5	13	17	3
	Adult	55	89	110	136	155
	Elderly	3	9	7	8	0
	Total	75	110	138	172	163
Users (quantity)	Individual	7	15	11	22	3
	Group	68	95	127	150	160
Users (special)	Baby stroller	5	3	4	8	1
	Wheelchairs	0	2	1	0	0
	with luggage	3	9	7	5	2
	Dog walker	1	1	0	2	0
Manager	Security guard	2	2	2	2	2
	Cleaner	1	1	2	0	0
Activity	Standing	3	5	17	11	9
	Sitting	52	43	72	115	120
	Commercial eating & drinking & socializing	12	50	35	24	29
	Sleeping	0	2	1	4	0
	Children playing	7	6	10	7	3
	Photograph	0	2	0	3	1
	Reading & listening music	1	0	3	5	1
	Buying food	0	2	0	3	0

* The number of users only including people staying in the site (not including passed by people).

Appendix 3: Interview Question

Section 1:

1. Have you come to this space for any particular reason?

2. How often do you use this space?

3. What do you usually do in this space?

4. Do you know the ownership of this space? Or do you think this is a public space?

5. What you consider is the most and least attractive part of this space?

Section 2:

6. Do you feel easily access to this space?

7. Do you feel the freedom to do what you want in this space?

8. Have you noticed the CCTV in this place and do you feel safe in this space?

9. Do you consider the space clean and properly?

10. Do you think there is any difference for the use of this space compared with other public space such as Trafalgar Square?

11. Are there any people or groups of people who the management here seeks to discourage from using the space?

Section3:

12. Are there any activities that the management restricts or prohibits within the space?

13. If so, how are these restrictions enforced?

14. Are there any opportunity for local people to hold events within this space?

15. If so, what process does someone have to go through if they want to hold an event?

16. Have you attended any event which has been Holden there? Is that free for public?

17. Do you think it should set restrictions on the use of public space, for example, begging?

18. Do you think this space is in a good use?

Granary Square					
1. Have you come to this space for any particular reason?					
Yes	No				
5	20				
2. How often do you use this space?					
More than once a week	Once a week	More than once a month	Seldom		
2	4	3	16		
3. What do you usually do in this space?					
Rest	Event (Exhibition&Art)	Meet friend	Play	Commercial Use (Restaurant/Pub)	
4	2	6	13	0	
4. Do you know the ownership of this space? Or do you think this is a public space?					
Yes	No				
1	24				
	(0-private				
	(1-both				
	(23-public				
Y:0 N:5	Y:2 N:18				
5. What you consider is the most and least attractive part of this space?					
Seating	Playful	Convenience (near station)	Pub/Restaurant (Commercial)	Beautiful (Plant/Fountain)	Other
7	10	4	1	2	1

Appendix 5: User Interview Result

Broadgate Circle							
Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning	Interviewee A1		Interviewee A8		Interviewee A16	Interviewee A20	
	Interviewee A2		Interviewee A9		Interviewee A17	Interviewee A21	
	Interviewee A3		Interviewee A10		Interviewee A18	Interviewee A22	
	Interviewee A4				Interviewee A19		
Afternoon	Interviewee A5		Interviewee A11			Interviewee A23	
	Interviewee A6		Interviewee A12			Interviewee A24	
	Interviewee A7		Interviewee A13			Interviewee A25	
			Interviewee A14				
			Interviewee A15				

Granary Square							
Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning		Interviewee B1		Interviewee B11			Interviewee B21
		Interviewee B2		Interviewee B12			Interviewee B22
		Interviewee B3		Interviewee B13			Interviewee B23
		Interviewee B4		Interviewee B14			Interviewee B24
		Interviewee B5		Interviewee B15			Interviewee B25
		Interviewee B6					
Afternoon		Interviewee B7		Interviewee B16			
		Interviewee B8		Interviewee B17			
		Interviewee B9		Interviewee B18			
		Interviewee B10		Interviewee B19			
				Interviewee B20			

RISK ASSESSMENT FORM
FIELD / LOCATION WORK

UCL

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 BARTLETT SCHOOL OF PLANNING
LOCATION(S) LONDON, UNITED KINGDOM
PERSONS COVERED BY THE RISK ASSESSMENT Yuan Tao Student number 18025642

BRIEF DESCRIPTION OF FIELDWORK Site observation at locations in London . Interviews or survey will be carried out.

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	The environment always represents a safety hazard. Use space below to identify and assess any risks associated with this hazard
e.g. location, climate, terrain, neighbourhood, in outside organizations, pollution, animals.	Examples of risk: adverse weather, illness, hypothermia, assault, getting lost. Is the risk high / medium / low ? Low risk of getting lost, because most of the sites are outdoor public spaces.

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	Where emergencies may arise use space below to identify and assess any risks
e.g. fire, accidents	Examples of risk: loss of property, loss of life

Low risk of being involved in any medical emergency

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?	No	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 ?

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?

Low risk

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? 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 Is the risk high / medium / low? 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
- ☐ 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? low		

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:

Questionaires are free from personal questions. All questions will be simple and easily interpreted.

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:

- [x] I the undersigned have assessed the activity and associated risks and declare that there is no significant residual risk
- [x] 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 Wendy Clarke

SIGNATURE OF SUPERVISOR   DATE