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How About We Take This Meeting Outside? An Exploration Into The Way The Public Realm Can Support Outdoor Working In Central Business Districts.

TGPK9

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Being a major research project submitted to the faculty of The Built Environment as part of the requirements for the award of ***MSc Urban Design and City Planning*** at University College London:

I declare that this major research project is entirely my own work and that ideas, data, and images, as well as direct quotations, drawn from elsewhere are identified and referenced.

UNIVERSITY COLLEGE LONDON
FACULTY OF THE BUILT ENVIRONMENT
BARTLETT SCHOOL OF PLANNING

MAJOR RESEARCH PROJECT PRESENTED FOR THE DEGREE OF MASTERS OF SCIENCE IN URBAN
DESIGN AND CITY PLANNING

HOW ABOUT WE TAKE THIS MEETING, OUTSIDE?

An Exploration Into The Way The Public Realm Can Support Outdoor Working
In Central Business Districts

By: Darcey Morse

Supervisor: Professor Peter Rees

I declare that this project is entirely my own work, and that ideas, data, and images, as well as
direct quotations, have been identified and referenced.

ACKNOWLEDGEMENTS

I would like to thank my supervisor, Peter Rees, for his consistent support and guidance throughout the creation of this major research project, and for sharing his knowledge and expertise of the field with me. Furthermore, I would also like to thank Pablo Sendra, the course leader, for everything that I have learnt this year. Finally, I would like to thank my family for their support through this academic year, as well as my colleagues who studied alongside me this year.

ABSTRACT

Working patterns are constantly changing, particularly seen as the COVID-19 pandemic led to the rise in employees working from home. Coming into the office has been proven to have significant benefits on productivity, collaboration, and mental health. Therefore, new and innovative ways must be explored in order to incentivize employees to continue coming in. Workers have demonstrated a demand for outdoor working facilities, due to being both a pleasant environment to work in, as well as promoting collaboration amongst employees, and enhanced well-being. This major research project explores the ways in which the public realm can support the creation of outdoor workspaces, forming a tool-kit that highlights the key application, design, and management principles to be taken into account in creating an outdoor workspace that supports a range of working activities. This tool-kit will be tested on numerous sites around the City of London, resulting in the creation of a series of outdoor workspace design proposals.

TABLE OF CONTENTS

01

INTRODUCTION

Project Background	P.6
Research Questions and Objectives	P.7
Contribution to Practice	P.8
Methodology	P.9

02

LITERATURE REVIEW

Working Patterns	P.11
Face-to-Face Working	P.12
Changing Office Design	P.13
Benefits of Outdoor Working	P.14
Demand for Outdoor Working	P.15
Outdoor Working Studies	P.16
Outdoor Working: Site Allocation	P.18
What Does An Outdoor Workspace Require?	P.19
Summary of Literature: Conceptual Framework	P.20

03

CASE STUDY REVIEW

L.L. Bean: Be An Outsider At Work Campaign	P.22-23
Tree X Office	P.24-25
Second Home: Outdoor Co-Working Space	P.26-27
Outbox	P.28-29
Conclusions	P.30

04

INITIAL TOOL-KIT

Tool-Kit Outline	P.32
------------------	------

05

SITE ANALYSIS

Site Overview	P.34
Policy Background and Site Justification	P.35
Existing Public Realm Enhancements	P.36
People Observation	P.37
SWOT	P.38
Potential Sites	P.39
Exploring the Potential of Semi-Private Spaces	P.40
Broadgate Exchange Square	P.41
CityPoint Plaza	P.42
Devonshire Square	P.43

06

REFINED TOOL-KIT

Stage 1: Site Allocation and Application	P.45
Stage 2: Design Principles	P.46
Stage 3: Management and Maintenance	P.47

07

APPLICATION: DESIGN

City Of London Planning Application Process	P.49
Broadgate Exchange Square: Site Context	P.50
Existing Outdoor Seating	P.51
Initial Proposals: Public Consultation	P.52
Seasonal Installation: Working Pods	P.53
How It Works	P.54
CityPoint Plaza: Site Context	P.55
Existing Outdoor Seating	P.56
Initial Proposals: Public Consultation	P.57
Final Proposal: Working Containers	P.58
How It Works	P.59
Container Schedule of Events	P.60
Devonshire Square: Site Context	P.61
Existing Outdoor Seating	P.62
Initial Proposals: Public Consultation	P.63
Sites 2 + 3	P.64
Final Proposal: Outdoor Co-Working Space	P.65

08

CONCLUSIONS

Critical Conclusions	P.67
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09

REFERENCES

LIST OF FIGURES

All figures are the author's own work unless stated otherwise.

Figure 1: Research Questions and Objectives	P.7	Figure 32: Existing Policy On Outdoor Workspaces	P.35
Figure 2: Contribution to Practice	P.8	Figure 33: City-Wide Area Enhancement Strategies (Bank Area Enhancement Strategy, 2013)	P.36
Figure 3: Methodology	P.9	Figure 34: Outdoor Work Activities	P.37
Figure 4: The Hybrid Working Model	P.11	Figure 35: SWOT	P.38
Figure 5: The Negative Impacts Of Working From Home	P.12	Figure 36: Finsbury Circus Gardens (Russell, 2020)	P.39
Figure 6: The Positive Impacts Of Face-to-Face Working	P.12	Figure 37: Public Space	p.39
Figure 7: Morgan Lovell's Theory on Work-Space Design (Dare et al, 2022)	P.13	Figure 38: Potential Sites	P.40
Figure 8: Results of the L.L. Bean and JLL employee survey (L.L. Bean, 2018) (JLL, 2022)	P.15	Figure 39: Broadgate Exchange Square	P.41
Figure 9: Results Trojje et al Outdoor Workspace Study (Trojje et al, 2021)	P.16	Figure 40: Broadgate Exchange Square (Gibson, 2017)	P.41
Figure 10: Results Trojje et al Outdoor Workspace Study (Trojje et al, 2021)	P.17	Figure 41: CityPoint Plaza	P.42
Figure 11: Manual for Streets Guide (Department for Transport, 2007)	P.18	Figure 42: City Point Plaza	P.42
Figure 12: Healthy Streets Guide (Transport for London, 2017)	P.18	Figure 43: Devonshire Square	P.43
Figure 13: Key considerations in choosing a street for intervention (City of London Public Realm Enhancement Team, 2019)	P.18	Figure 44: Devonshire Square	P.43
Figure 14: Key design considerations in outdoor workspaces (Symmank, 2021)	P.19	Figure 45: Tool-Kit Stage 1	P.45
Figure 15: Conceptual Framework	P.20	Figure 46: Tool-Kit Stage 2	P.46
Figure 16: L.L. Bean Outdoor Working Spaces (Yannone, 2018)	P.22	Figure 47: Tool-Kit Stage 3	P.47
Figure 17: L.L. Bean Outdoor Working Spaces (Jack Morton, 2022)	P.22	Figure 48: City of London Planning Application	P.49
Figure 18: L.L. Bean Outdoor Working Spaces (L.L. Bean, 2018)	P.23	Figure 49: Impact Assessment	P.49
Figure 19: Tree X Office Outdoor Meeting Space (Urban Design Mag, 2015)	P.24	Figure 50: Arial View of Proposed Exchange Square (DSDHA, 2019)	P.50
Figure 20: Tree X Office Outdoor Meeting Space (Tate and Co, 2015)	P.24	Figure 51: Proposed Outdoor Furniture (DSDHA, 2019)	P.51
Figure 21: Tree X Office Outdoor Meeting Space (Urban Design Mag, 2015)	P.25	Figure 52: Broadgate Initial Proposal	P.52
Figure 22: Second Home Outdoor Co-Working Space (Second Home, 2022)	P.26	Figure 53: Broadgate Final Proposal	P.53
Figure 23: Second Home Outdoor Co-Working Space (Ott, 2021)	P.26	Figure 54: Arial View of Proposed City Point Plaza (CBRE, 2022)	P.55
Figure 24: Second Home Outdoor Co-Working Space (Ott, 2021)	P.27	Figure 55: Initial Proposal's CityPoint Plaza	P.57
Figure 25: Outbox Pop-Up Workspace (OEC Engineering, 2018)	P.28	Figure 56: Final Proposal CityPoint Plaza	P.58
Figure 26: Outbox Pop-Up Workspace (Borzykowski, 2017)	P.28	Figure 57: CityPoint Booking System	P.59
Figure 27: Outbox Pop-Up Workspace (Flood, 2016)	P.29	Figure 58: CityPoint Container Conversion	P.59
Figure 28: Key Principles Highlighted From The Case Study Review	P.30	Figure 59: CityPoint Container Time of Day	P.60
Figure 29: Initial Tool-Kit	P.32	Figure 60: Devonshire Square Plan 1:1250	P.61
Figure 30: City Of London Map	P.34	Figure 61: Devonshire Square Initial Proposals	P.63
Figure 31: Policy Hierarchy	P.35	Figure 62: Devonshire Square Final Proposal	P.65



01 INTRODUCTION

PROJECT BACKGROUND



WORKING FROM HOME

The COVID-19 pandemic saw the change in working patterns when a significant majority of the population was forced to work from home. However, today a third of the UK population are estimated to still be working from home and firms are becoming aware of the need to provide incentive for workers to come back into the office (Neate, 2022).



“MELTING THE OFFICE WALL”

“Melting The Office Wall (Peter Rees)” is a concept that was summed up to me by my supervisor as blurring the physical boundary between the indoor and outdoor environment. Whilst the physical boundaries of office work have become increasingly flexible, with employees now being able to work from multiple locations other than in the office, such as in the comfort of their own home or a cafe, the boundary between the inside and outside is still strong (Trojic et al, 2021), and this project aims to look at ways of breaking down this barrier, and “melting the office wall”.



CENTRAL BUSINESS DISTRICTS

In order to investigate the way the public realm can support outdoor workspaces in central business districts (CBDs), we must first define a CBD. A Central Business District (CBD) is the commercial and business centre of a city, where people go to work, shop and socialise. What is unique about CBD's is that being a business hub, they tend to not be a place where people choose to reside. Furthermore, their characteristics often include minimal open and green space, high land price and property values, and strong transport links (Jagannath, 2020). It is these unique characteristics of CBD's that make an excellent exploration site for outdoor working spaces.

THE PROJECT

Therefore, it is the aim of this project to explore the concept of “*melting the office wall*” by investigating the use of outdoor workspaces in the City of London, London's Central Business District. The knowledge gathered from both a review of literature, and a range of relevant case studies will be utilized to form a tool-kit, that will provide design and management guidance for the creation of outdoor workspaces in central business districts. Conclusions will be drawn both on the viability of outdoor workspaces, and the strength of the tool-kit, by focusing on the City of London, and applying and testing the tool-kit to sites in this area.

RESEARCH QUESTIONS AND OBJECTIVES

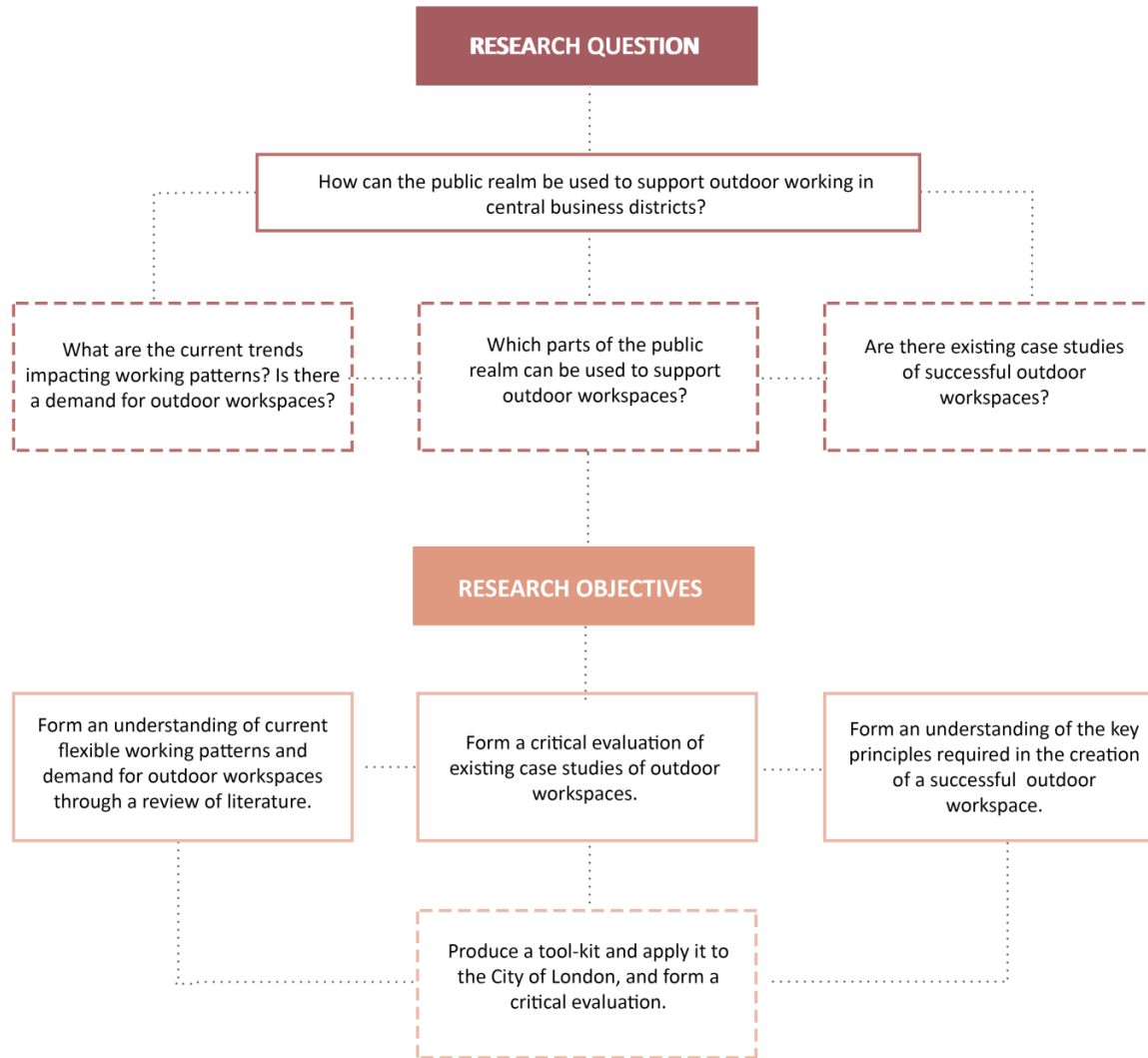


Figure 1

CONTRIBUTION TO PRACTICE

This Major Research Project will make a contribution to practice by addressing any existing gaps in the literature. Existing literature has demonstrated the need for outdoor workspaces, and presented strong examples, but often fails to form an evaluation of the success of these outdoor workspaces, which this project will aim to do. Additionally, existing policy for both the City of London, and the U.K., makes reference to outdoor workspaces, but with minimal detail.

Furthermore, all guides that exist on creating outdoor workspaces are informal and lack clear guidance. Therefore, this project will create a design tool-kit that could lead to the creation of a formal guide to creating outdoor workspaces, and consequently, the public realm providing more outdoor workspaces, and transferability to other Central Business Districts.



Figure 2

METHODOLOGY

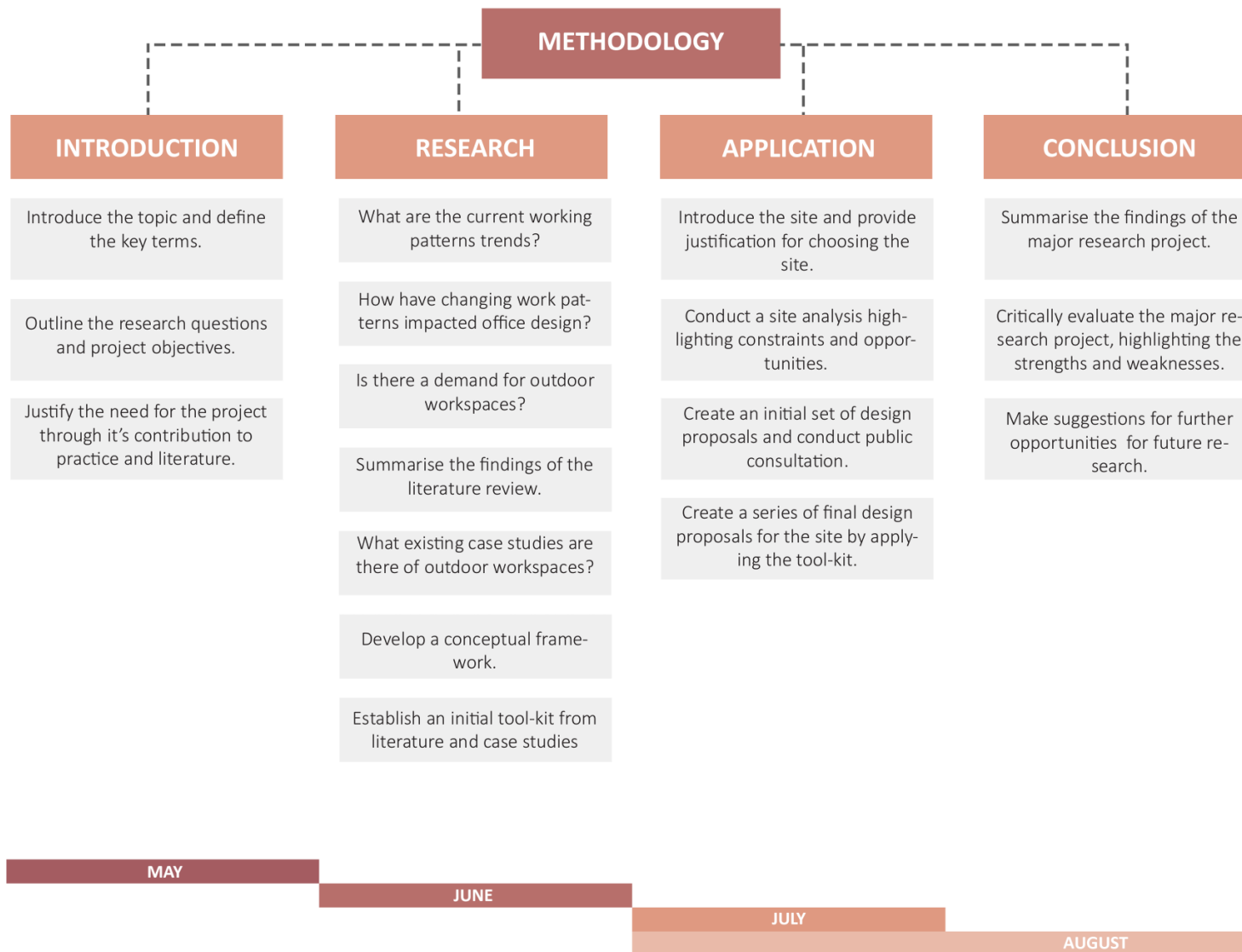


Figure 3



02 LITERATURE REVIEW

WORKING PATTERNS

HOW HAVE WORKING PATTERNS CHANGED?

The COVID-19 pandemic brought a dramatic change in working patterns, with the percentage of people working from home in the UK rising from 5.7% in January 2020 to 43.1% in April 2020 (The Home Office Life, 2022). Following the pandemic, employers and employees are now trying to strike a balance between pre-pandemic working in the office and a more flexible working culture, leading to the rise of “*Hybrid Working*” (The Home Office Life, 2022)”. Hybrid Working patterns are proving to be highly desirable, with 42% of UK workers desiring to work “mostly from home, and sometimes from their usual place of work” in February 2022 (ONS, 2022).

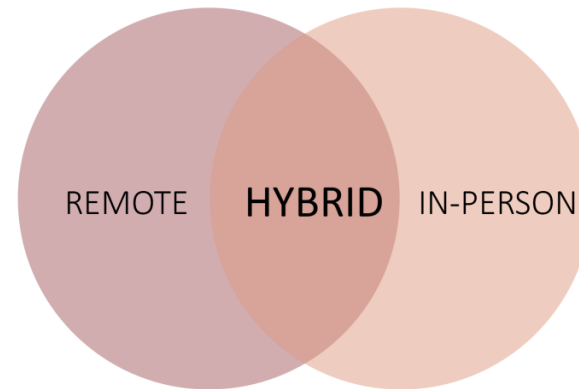


Figure 4

FACE-TO-FACE WORKING

WHY IS IT IMPORTANT TO CONTINUE COMING TO THE OFFICE?

Whilst home working has brought undeniable flexibility to employees' work schedule, such as more time for fitness, childcare, and household chores (Cramer et al, 2020), job roles that are based entirely remotely can also have negative effects, such as a decline in mental health (Robinson, 2021). Therefore, the hybrid working model serves to reduce the negative impacts of remote working, whilst also enhancing the positive effects of face-to-face working such as better collaboration, focus and productivity (Yarnfield Park, 2020).



Figure 5: The Negative Impacts Of Working From Home



Figure 6: The Positive Impacts Of Face-to-Face Working

CHANGING OFFICE DESIGN

THE OFFICE AS A COLLABORATIVE SPACE

As a result of the change in working patterns and the move to the hybrid working model, the office space has changed from a space for individual work, to a space for collaboration. This has been reflected in office design, with the removal of individual work stations, and the increase in hybrid spaces that support socialising and collaboration (Dare et al, 2022).

THE RISE OF CO-WORKING

For many smaller companies, where the majority of worker's are based from home, co-working spaces offer a solution for moving to a hybrid-working model. Co-working allows different companies to work side-by-side and provide an opportunity for workers from different background to come together and share expertise (Hogarty, 2021).

THE OFFICE AS A DESTINATION

Morgan Lovell believe that the workplace is moving towards becoming a "destination". A space that is more than just a row of desks, but instead where people come together to discuss ideas, come up with solutions to problems, and be together. In order to attract employees in to do this, the office space needs to be visually attractive, reflecting the beliefs of that organisation. They believe that the workplace as a "destination" will be the enabler of productivity (Dare et al, 2022). Google have begun to take on the idea of the workplace as a destination, with the inclusion of slides, a games room, an aquarium, and gyms within the workplace (Yang, 2017).

WORKPLACE 1

The Workplace Of The Past

A binary space, with a choice of working at an individual desk or in a meeting room



SapientNitro, Atlanta (Duff, 2022)

WORKPLACE 2

The Workplace Of The Present

More open plan, with greater collaboration and communal spaces



WeWork Sony Center, Berlin (Hogarty, 2021)

WORKPLACE 3

The Workplace Of The Future

The workplace as a destination



Inside Google's Office (Fairs, 2016)

Figure 7: Morgan Lovell's Theory on Workspace Design (Dare et al, 2022)

BENEFITS OF OUTDOOR WORKING

WHY SHOULD WE WORK OUTSIDE?

Working outside is associated with numerous benefits such as increased productivity, clearer thinking, enhanced creativity, and increased happiness (L.L. Bean, 2018), therefore, it is in companies best interest to collapse the boundary between being physically in the office and out of the office (Boland et al, 2022).



1. MORE PRODUCTIVE

Working outside, even for an hour, has been said to enhance productivity, due to providing greater focus for employees, and better health (L.L. Bean, 2018).



2. CLEARER THINKING

Working outside can help to avoid the distractions encountered in the offices, such as phones ringing. Researcher Gloria Marks found that the average office employee encounters a new distraction every 11 minutes. Following the distraction, she found it takes an average of 25 minutes to bounce back to the original task (L.L. Bean, 2018).



3. MORE CREATIVE

Scientists believe that our brains were not made for the information overload that we can experience in the office environment, and that getting outside can reduce mental fatigue and allow for more creative thinking (Suttie, 2016). 77% of people are more likely to do creative work outside than other types of work (L.L. Bean, 2018).



4. INCREASED HAPPINESS

Working outside could help to increase happiness, as research shows that spending time in nature can reduce the risk of depression and anxiety (Kohll, 2018).

ATTENTION RESTORATION THEORY

Kaplan's Attention Restoration Theory suggests that nature plays a valuable role in overcoming mental fatigue and improving focus (Ackerman, 2018), compared to the stimuli of urban environments which weaken focus (L.L. Bean, 2018).

BIOPHILIA

Biophilia can be defined as “the inherent human inclination to affiliate with natural systems and processes (Kellert et al, 2008)”.

As more companies discover the benefits of biophilic design, the outdoors is finding it's way into office design (Kohll, 2018). However, instead of the outside coming into the office, can we bring the office outside?

DEMAND FOR OUTDOOR WORKING

IS THERE A DEMAND FOR OUTDOOR WORKSPACES?

Many employers have been asking their employees if they want to see outdoor workspaces. L.L. Bean conducted a survey of all 1,050 of their employees to understand if they had the demand for them. The results showed that 86% of their employees would like to be outdoors during the working day (L.L. Bean, 2018). JLL conducted a similar study, to understand what their employees believe would benefit their well-being in the office (JLL, 2022).

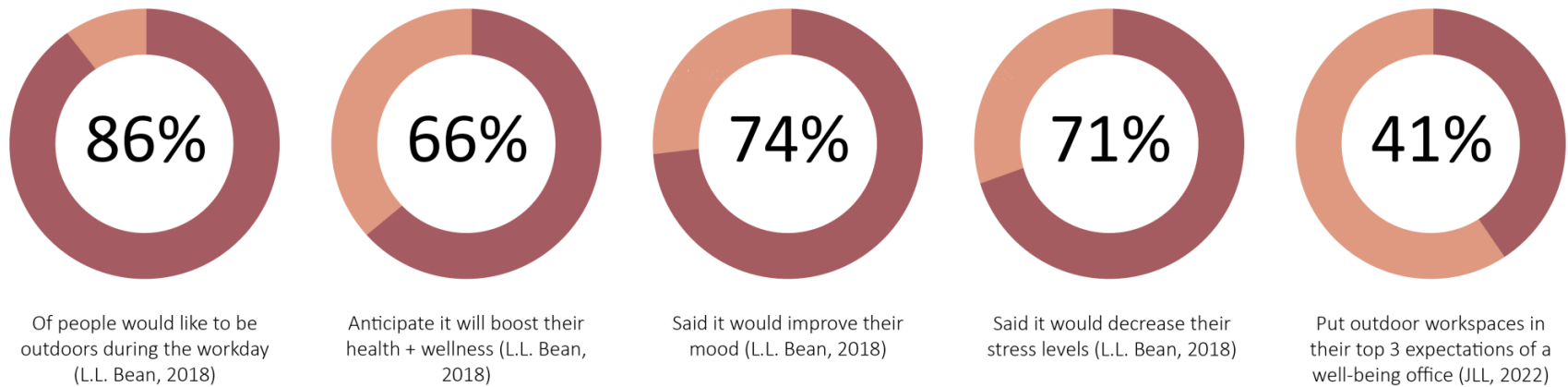



Figure 8

OUTDOOR WORKING STUDIES

A LACK OF STUDIES


Whilst we can learn from academic studies into the benefits of learning outdoors, such as walking seminars improving well-being amongst participants (Trojic et al, 2021), research focused directly on conducting office work outside is still limited. Therefore, Charlotte Peterson Trojic et al conducted a study that aimed to address this gap.



PARTICIPANTS

58 Participants (14 men and 44 women aged 27-65) all white-collar workers from five different departments within the municipality:

1. The City Planning Office (8)
2. The Streets and Parks Department (13)
3. The Environmental Department (12)
4. The HR Department (9)
5. The Cultural Department (16)



THE STUDY

- 40 half-day workshops
- Reflective group discussions
- Co-interviews
- Participants' independent experimentation of bringing work activities outdoors

FINDINGS

FORMS OF OUTDOOR OFFICE WORK

COLLABORATIVE WORK ACTIVITIES

Outdoor Meeting: Only possible when the meeting doesn't require lots of aids e.g. files. Large outdoor meetings did require more planning and organisation than indoor meetings.

Walk and Talk: Already occurs and is easy to organise. Taking a walk with a colleague to discuss.

INBETWEEN WORK ACTIVITIES

Outdoor Break: This was the most common way of getting outside in the workday.

Outdoor Transport: Issues arose as walking was not always the fastest way to a meeting.

INDIVIDUAL WORK ACTIVITIES

Outdoor Office: Issues with seeing the laptop screen unless sufficient shade was provided e.g. a parasol. Need for privacy behind one's back in case conducting confidential work. All reported putting laptops onto full brightness.

Outdoor Reading: Reading through reports

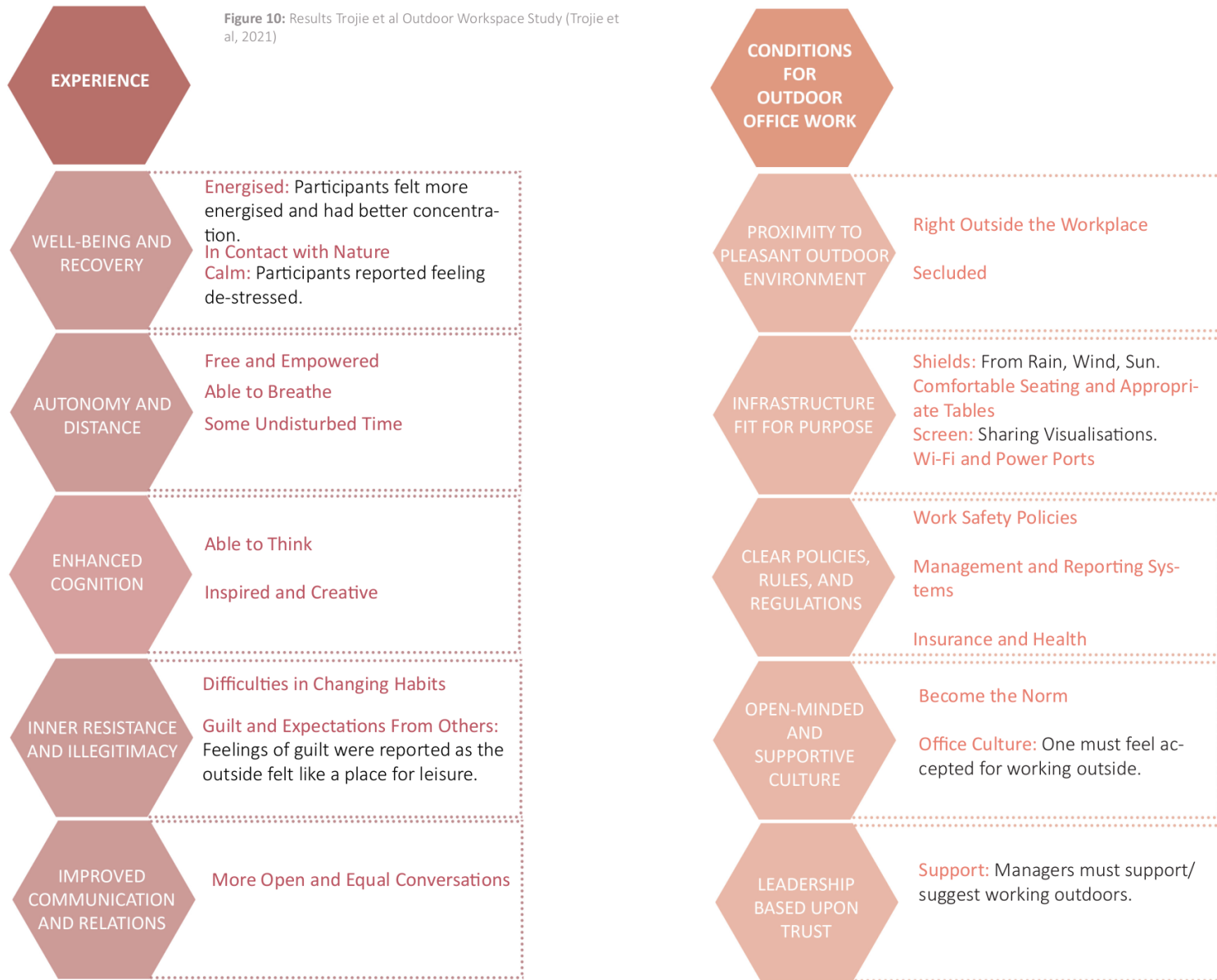
OUTWARD-FACING WORK ACTIVITIES

Pop-out service: An outdoor reception desk at the office to attract more people.

Outdoor Learning: Greater use of field-trips and study visits in the working day.

Figure 9: Results Trojic et al Outdoor Workspace Study (Trojic et al, 2021)

Figure 10: Results Trojje et al Outdoor Workspace Study (Trojje et al, 2021)



OUTDOOR WORKING: SITE ALLOCATION

THE STREETS AS PLACE

With 80% of public space in London being made up by streets (London Plan, 2021), urban designers are beginning to recognize the importance of planning for streets as ‘Place’. The ‘Link and Place (Jones et al, 2008)’ concept recognizes the streets as both a place, whereby activities occur, and as a link where users are looking for a linear path, with minimum disruption (Jones et al, 2008). The notion of streets as ‘Place’ is becoming accepted in Policy, with the City of London’s Local Plan (2015) stating they will “actively promote schemes for the enhancement of the street scene and public realm”.

Numerous design guides have also arisen, such as the ‘Manual for Streets (Transport for London, 2007)’ and ‘Healthy Streets (Transport for London, 2017)’. Whilst these guides provide useful design codes for aesthetically appealing streets, with reference to street furniture, street plantings, and materiality, they fail to provide guidance on street installations, a gap in existing literature and policy that my research is aiming to address.



Figure 11



Figure 12

THE STREETS FOR INTERVENTIONS

Streets can be a great place for interventions, often in the form of temporary road closure. The City of London Public Realm Enhancement Strategies highlight the key factors to be taken into account when selecting a street for intervention.

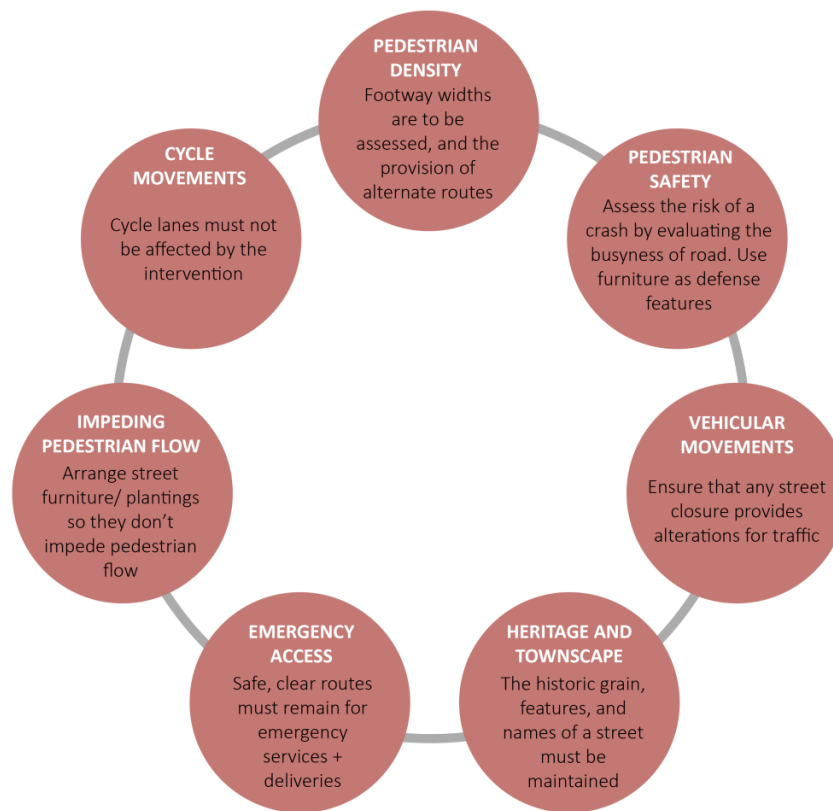


Figure 13

WHAT DOES AN OUTDOOR WORKSPACE REQUIRE?

GUIDES TO OUTDOOR WORKSPACES

Currently, no formal guides or handbooks to creating outdoor workspaces exist. However, a series of informal guides exist.

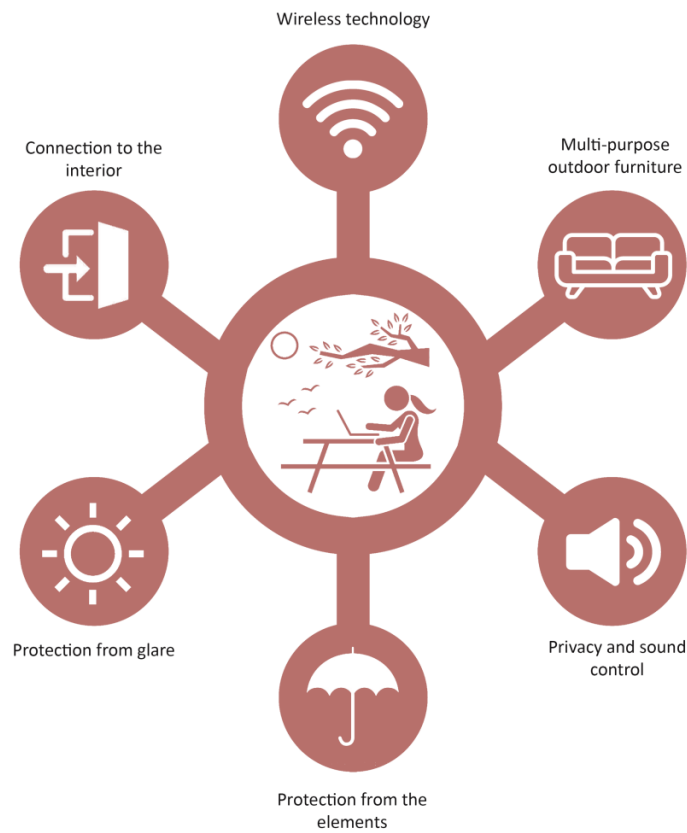


Figure 14

1. WIRELESS TECHNOLOGY

The outdoor space should be capable of supporting technology use, including a strong Wi-Fi connection, and a surface for a laptop, and a presentation screen (Symmank, 2021).

2. MULTI-PURPOSE OUTDOOR FURNITURE

The furniture chosen for the outdoor workspace will vary depending on the type of work tasks intended to be carried out in the space. For example, group meetings and collaborative work will require larger tables that seat five to six people. The furniture should be waterproof, and also of a material that is easy to clean. Furniture should also be lightweight and reconfigurable so it can be quickly moved, but also heavy enough for windy days (Symmank, 2021).

3. PRIVACY AND SOUND CONTROL

The surrounding noise levels should be taken into account when creating an outdoor workspace. Sound dampeners such as a water feature can help to minimise sound. Furthermore, plantation can be used tactically to provide privacy (Symmank, 2021).

4. PROTECTION FROM THE ELEMENTS

On colder days, use of outdoor heaters can help to create a more comfortable outdoor working environment. Shelter should be provided from the rain (Symmank, 2021).

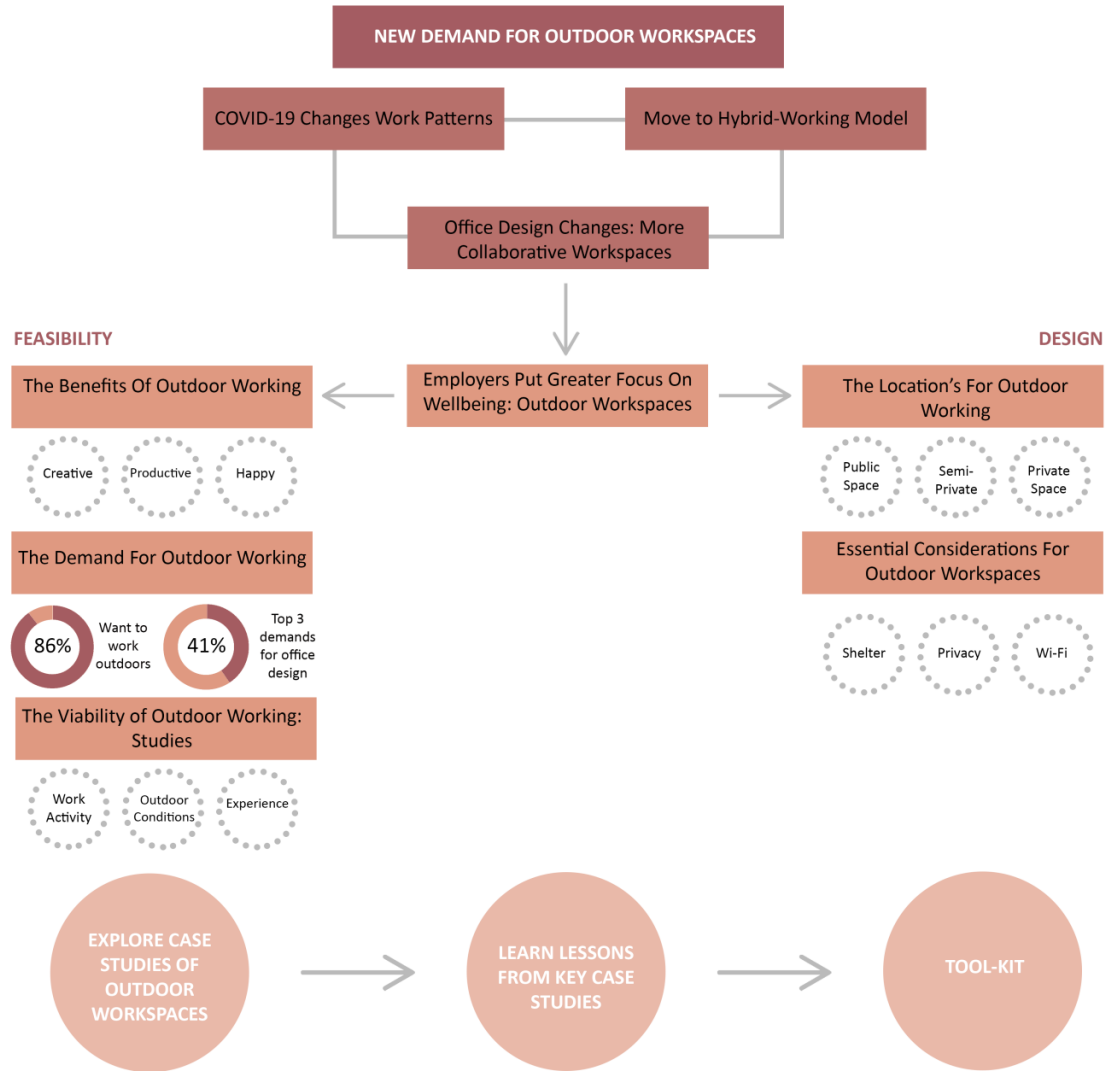
5. CONNECTION TO THE INTERIOR

The outdoor workspace should feel like an extended version of the surrounding offices. The walls between the office and the outdoors should be glass to prevent the space feeling detached from the office (Symmank, 2021).

6. PROTECTION FROM GLARE

Shade should be provided to protect laptops from glare, but to also make the workspace more comfortable on a hot day (Symmank, 2021).

SUMMARY OF LITERATURE: CONCEPTUAL FRAMEWORK





03 CASE STUDY REVIEW

L.L. BEAN: BE AN OUTSIDER AT WORK CAMPAIGN



Figure 16: A mixture of spaces that have a more indoor office feel with simple outdoor spaces (Yannone, 2018).



Figure 17: Outdoor meeting “rooms” with glare protection from the roof, but open walls to maintain the feeling of outdoors (Jack Morton, 2022)

LOCATION

New York, Boston, Philadelphia, Madison, WI.

MOTIVATION

L.L. Bean wanted to encourage employees to get outside create an outdoor co-working space.

STAKEHOLDERS

L.L. Bean, Industrious, Leah Springer.

DURATION

2018 - lasting 2 days in each location.

WHAT?

L.L. Bean created the first ever “outdoor co-working space”. The project consisted of a series of 2-day pop-up installations around different locations in the U.S. The spaces were open to the public and you were able to reserve a seat via their booking system (Jack Morton, 2022).

DESIGN

The outdoor workspaces were well-equipped with technology such as Wi-Fi and charging stations. There was a mix of individual working spaces and collaborative meeting rooms, as well as cycling desks (where you are able to sit on an exercise bike at your desk).

OUTCOME

L.L. Bean also created a handbook justifying the need for outdoor workspaces, as well as a guide for businesses looking to create outdoor working spaces (L.L. Bean, 2018).

L.L. BEAN: BE AN OUTSIDER AT WORK CAMPAIGN

KEY THEMES



Figure 18: The outdoor working “rooms” consist of white boards for meetings (L.L. Bean, 2018)

CONCLUSIONS

- The intervention was open to the public, however, the strong branding on the installation made it appear private.
- Numerous meeting “rooms” in close proximity created a strong co-working environment with other businesses.
- The pop-up interventions only lasted two days, therefore this case study can’t provide justification for permanent outdoor workspaces.
- The retractable shade design is effective for closing the workspace up at night, as well as providing protection from glare and weather in the day.
- The use of formal furniture was effective in recreating the indoor office environment.

TREE X OFFICE

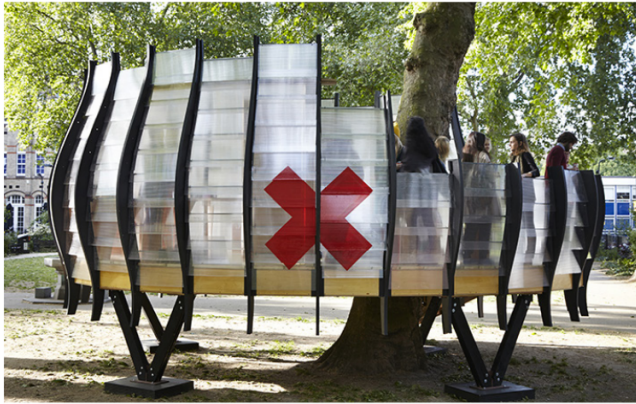


Figure 19: The workspace was built around a tree trunk (Urban Design Mag, 2015)



Figure 20: As well as a workspace, the tree-house hosted small meetings and events (Tate and Co, 2015)

LOCATION

Hoxton Square, Hackney, London.

MOTIVATION

To transform the way people work in cities, and offer a work-focused space that is in touch with nature (Gloede, 2015).

STAKEHOLDERS

Tate and Co.

DURATION

June 2015 - Lasted 7 months.

WHAT?

A sustainable tree-house was created in Hoxton Square Park. To use the space it had to be booked by your organisation. There was a booking fee for the space in the week, but it was free on weekends (Urban Design Mag, 2015).

DESIGN

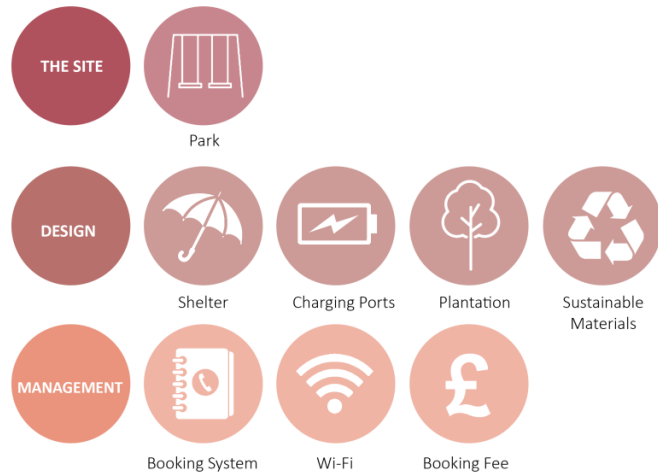
The tree-house was made from compressed paper, transparent plastic, and translucent polycarbonate (Gloede, 2015). The space was large enough for 8 people, and provided charging ports and Wi-Fi (Tate + Co, 2015).

OUTCOME

The “Park Hack Project” meant all revenue went directly back into London’s parks (Gloede, 2015).

TREE X OFFICE

KEY THEMES



CONCLUSIONS

- The screens were able to be open or closed, which provided flexibility with different weather conditions.
- Being located in the middle of the park meant the workplace was not easily accessible for nearby office workers.
- The design was a good example of using recycled materials for an outdoor workspace.
- Connecting the project with a charity like the “Park Hack Project” worked well in effectively engaging the local community .
- The design around the tree was a novelty design, and would not last long-term.
- The space worked well as both an event space and working space.



Figure 21: The tree-house received natural light through the transparent plastic (Urban Design Mag, 2015)

SECOND HOME: OUTDOOR CO-WORKING SPACE



Figure 22: Use of different types of seating to support different working activities (Second Home, 2022).



Figure 23: Beed curtains separate the inside space from outside, “melting the office wall” and ensuring the outdoor space is not too detached (Ott, 2021).

LOCATION

Hollywood, Los Angeles.

MOTIVATION

To create “LA’s Healthiest Workplace”.

STAKEHOLDERS

Architects: SelgasCano. Company: Second Home.

DURATION

2019- Present.

WHAT?

An old car park was turned into a bookable co-working space, open to the public (Conklin, 2019). The co-working space consisted of 60% outdoor space and 40% indoor.

DESIGN

The interior spaces consisted of 60 bungalow pods, and surrounding them were 6500 trees. The interior Wi-Fi stretched to the outdoor spaces. The furniture is all brightly coloured to create a positive environment for the workers. (Second Home, 2022).

OUTCOME

An outdoor co-working space whereby “instead of bringing the garden inside the office, we have brought the office out to the garden (Ott, 2021)”.

SECOND HOME: OUTDOOR CO-WORKING SPACE

KEY THEMES

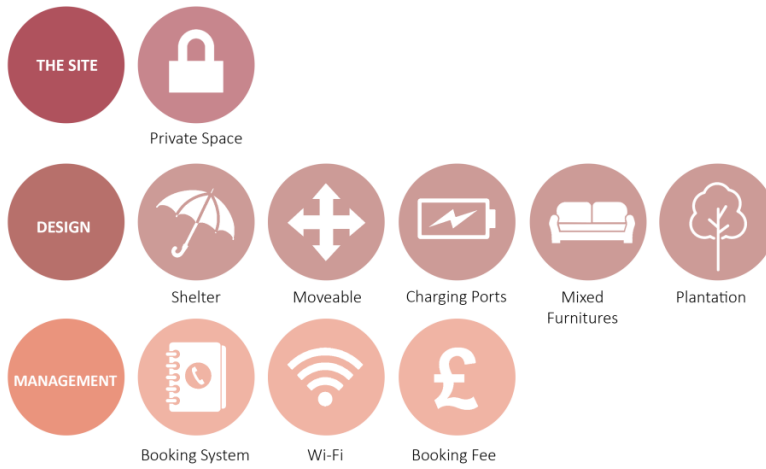


Figure 24: The outdoor spaces are open to interpretation, with the space being used for both social and working activities (Ott, 2021).

CONCLUSIONS

- The space at Second Home demonstrated how large amounts of trees and greenery are effective in providing natural privacy, as well as other added benefits such as cleaner air and protection from sun glare.
- The space also highlighted how transparent materials from the interior to the exterior such as beaded curtains are effective in breaking the physical barrier between the inside and outside.
- Finally, the space used a mix of different furniture types, which was key to supporting different working activities, as well as encouraging the space to be used for socialising at the end of the working day.

OUTBOX



Figure 25: OUTBOX pop-up workspace



Figure 26: People came with their lunch, coffee, and laptops (Borzykowski, 2017).

LOCATION

Silver Springs, Maryland, U.S.A.

MOTIVATION

The students wanted to explore the garden office concept.

STAKEHOLDERS

OEC Engineering and Montgomery College Students.

DURATION

June 2016- Lasting 2 months.

WHAT?

The workspace was designed by local Engineering and Architecture students. The students were also involved in the running of the space, putting the tables and chairs back out everyday at 10A.M. (OEC Engineering, 2018).

DESIGN

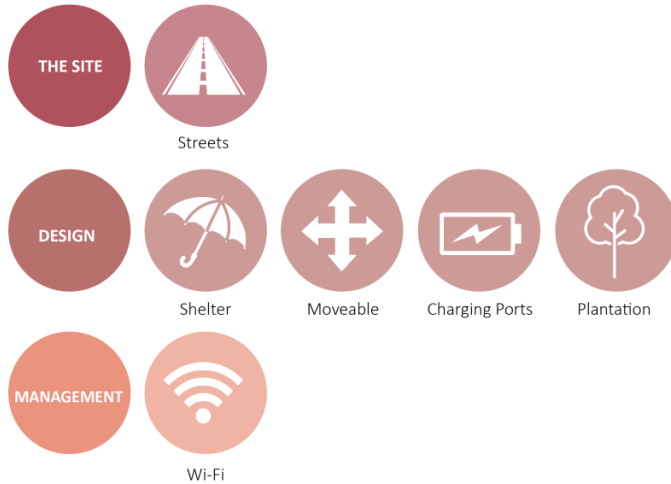
The structure is made up of 4 10 foot cubes, connected to one another by a latch system, that can be detached from one another when moving the structure. Below there is an air ride system deployed so they can be pushed to another site or away for storage (OEC Engineering, 2018). The structure is large enough to seat 20 people and is equipped with Wi-Fi and charging ports (Strurdivant, 2016).

OUTCOME

A highly successful intervention that often had people waiting for a seat. People tended to spend an hour or two there. (Sturdivant, 2016).

OUTBOX

KEY THEMES



CONCLUSIONS

- OUTBOX is a key example of the effectiveness of a simple design style being very well-used.
- The simple design also means the space is left more open to interpretation e.g. as a lunch space/ work space/ social space.
- OUTBOX highlighted that moveable installations require a team to reassemble them daily.
- OUTBOX highlighted that pop-up installations work best in the summer months.
- Finally, OUTBOX highlighted that having no booking fee or booking system makes it more accessible to everyone.



Figure 27: The furniture remains until 7pm, then it is removed for the evening (Flood, 2016).

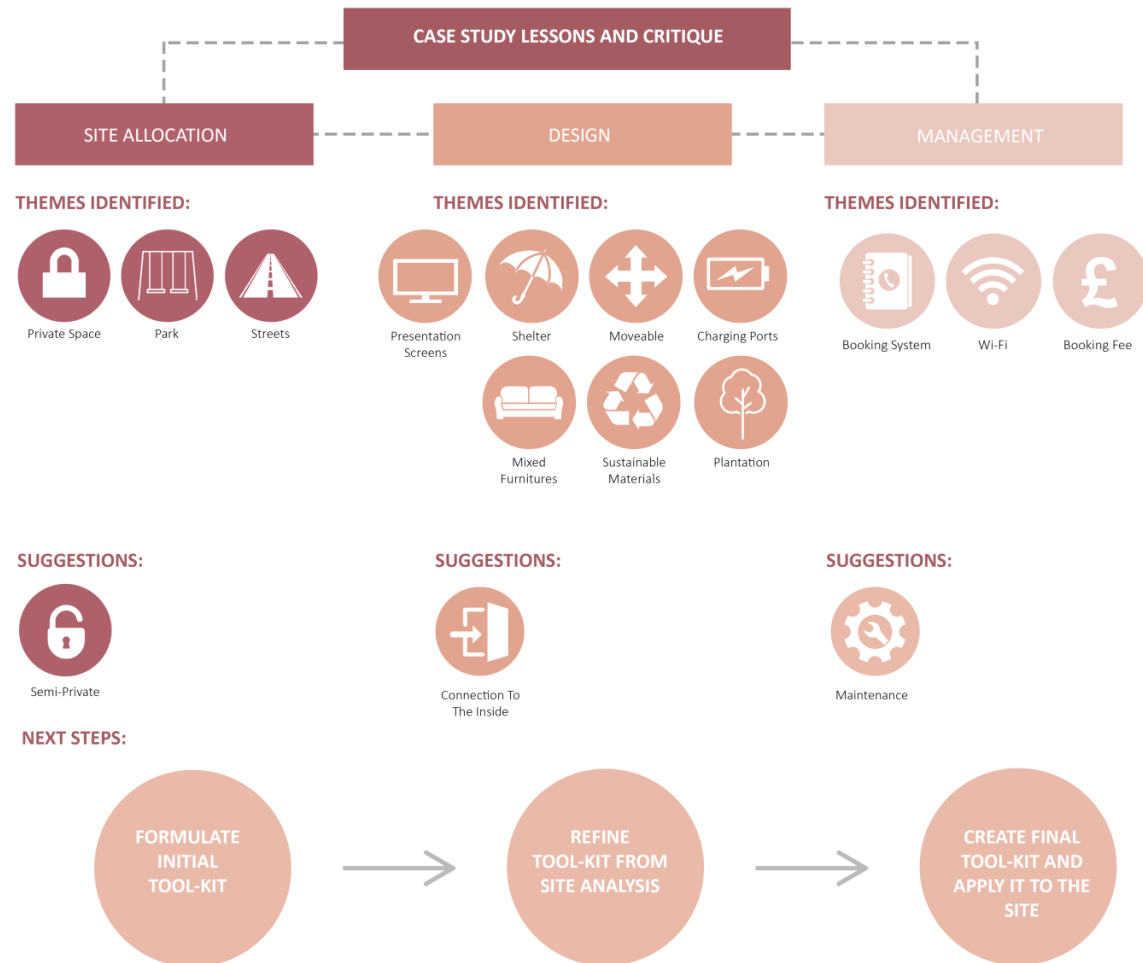
CONCLUSIONS

REFLECTIONS

The existing case studies of outdoor workspaces were minimal. Those that were found were located either in a privately owned space, a park or on the streets. Therefore, lessons can be learnt about the potential of these spaces, but this research project will also go on to explore the potential of **semi-private spaces**.

Whilst many insightful lessons were learnt on the key design principles in outdoor workspaces, these case studies failed to address a key lesson identified in the literature review; the importance of the outdoor workspace feeling **connected to the inside**.

Finally, whilst the existing case studies provided insight into key management principles such as the provision of Wi-Fi, and a booking system, they failed to provide in-depth information on how the installations were **maintained**, such as the cleaning and reassembling of the furniture.



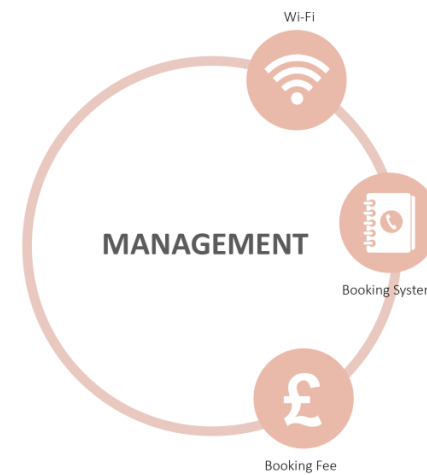
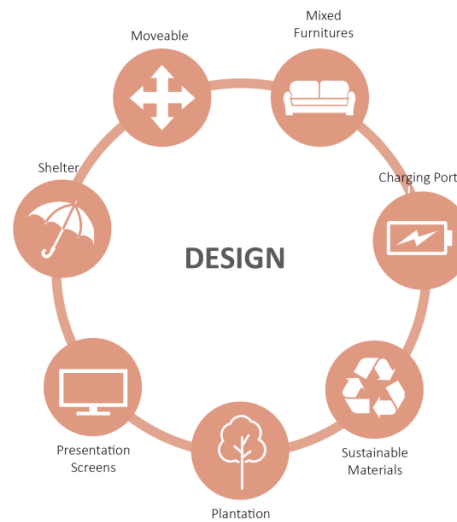
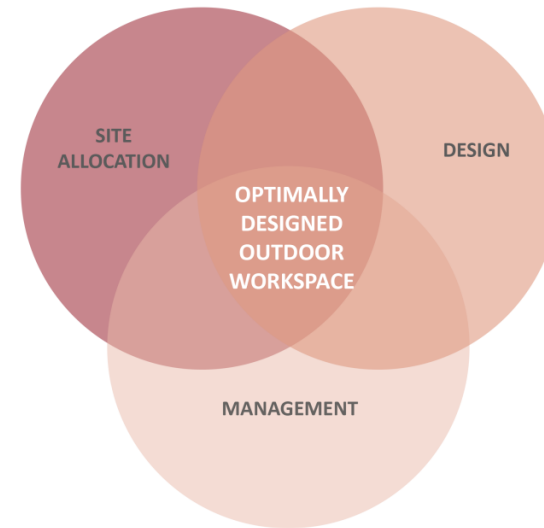


04 INITIAL TOOL-KIT

TOOL-KIT OUTLINE

At this stage in the research, reflecting on the literature review and case study review, it is clear that in order to create an outdoor workspace, in-depth consideration must be taken of these 3 principles:

1. SITE ALLOCATION
2. WORKSPACE DESIGN
3. WORKSPACE MANAGEMENT AND MAINTENANCE





05 SITE ANALYSIS

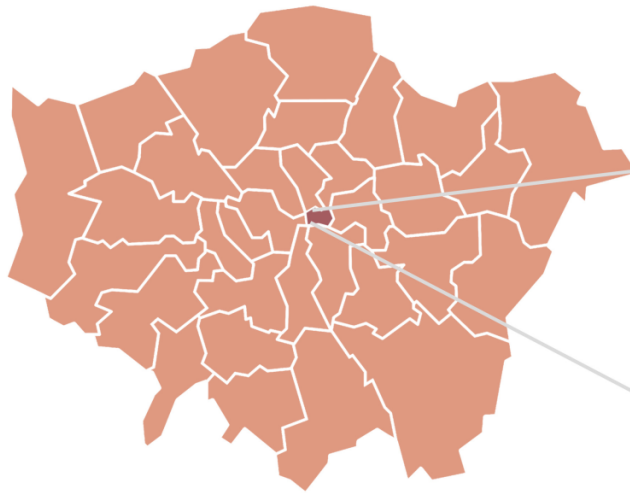
SITE OVERVIEW



BACKGROUND

The chosen site for the tool-kit's application and testing is the City of London: London's Central Business District. London is made up of 32 boroughs and the City of London, a small area of just 1.12 square miles, leading to the area commonly being referred to as the "Square Mile". The City is home to around 8,000 residents, and 513,000 daily commuters, as well as 10 million annual visitors (City of London, 2022).

LONDON BOROUGHS



CITY OF LONDON



Figure 30

POLICY BACKGROUND AND SITE JUSTIFICATION

EXISTING POLICY

The City of London Local Plan (2015) provides a spatial framework for the area up until 2026. The local plan was guided by wider policy framework: National Planning Policy Framework (2021) and The London Plan (2021). The Local Plan is also supported by Supplementary Planning Documents: The City Public Realm SPD, Open Space Strategy SPD, Conservation Area Character Summaries and Management Strategies, and Tree Strategy SPD. In addition to this, a series of Public Realm Area Enhancement Strategies have also been created.

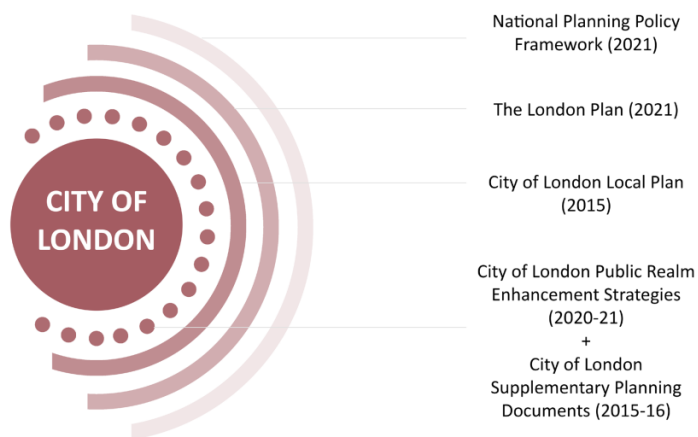


Figure 31

POLICY REFERENCE TO OUTDOOR WORKSPACES

There is a wide amount of policy on the City of London, and a large focus on optimising the potential of the existing open spaces and public realm. Policy has made reference to the potential for outdoor working in the public realm, but clear guidance on the creation and management of outdoor workspace is not provided. Therefore, the City of London is a strong site to focus this research project on, due to its evident demand for outdoor workspaces.

POLICY DOCUMENT	POLICY
City of London Local Plan (2015)	3.19.7: Technological advances in recent years have resulted in different ways of working, including working on laptops and tablets out of the office environment using Wi-Fi connections in cafés and open spaces. Open spaces in the City should embrace these changes and allow for comfortable seating arrangements which would assist in “out of office” working practices.
City of London Open Space Strategy (2015)	3.3.40: Technological advances in recent years have resulted in different ways of working, including working on laptops and tablets out of the office environment utilising Wi-Fi connections in cafés and open spaces. The City provides a free Wi-Fi network and increased use of 3G and 4G mobile networks, which make working outdoors feasible.
City of London Open Space Strategy (2015)	3.3.41: Open spaces in the City could embrace these changes and allow for comfortable seating arrangements which would assist in “out of office” working practices. Open spaces in the City could be designed with features to maximise the ability for people to work on mobile devices such as high speed wireless connection, space to rest laptops and touch screen information boards.
City Public Realm People Places Projects (2016)	4.1.4: Work styles and workplaces are changing with an up-turn in flexible working. The importance of the role of the public realm as an extension of the office environment for informal business interaction is increasingly recognised. The City’s future attractiveness and competitiveness is dependent on a high quality, safe and functional public realm that provides a wide range of settings for commercial, social and cultural interaction in order to maximise productivity and to attract and retain highly skilled staff.

PEOPLE OBSERVATION

The study conducted by Trojic et al (2021) identified “Individual Work Activities”, “Collaborative Work Activities”, and “Inbetween Work Activities”, as the key categories for outdoor working. Observing the way in which people worked outside in the City of London further supported this study. However, with the correct design, outdoor workspaces could have the capability to support more than these identified activities.

INDIVIDUAL WORK ACTIVITIES

The first is **Individual Work**: whereby workers were often seen completing individual tasks on their laptops, writing down, or taking work related calls. Individual work activities could be conducted on a bench, but were most commonly conducted at an outdoor table and chairs.



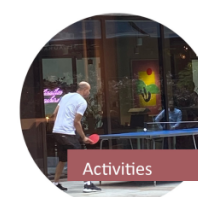
COLLABORATIVE WORK ACTIVITIES

The second category was **Collaborative Work**. The group work that is conducted outside most commonly takes the form of a 1-1 review, whereby two colleagues are having an informal catch-up about work, but also group meetings with more formality and use of laptops. All of these activities only took place when adequate table and chairs were available.



INBETWEEN WORK ACTIVITIES

The final activity that workers conduct outside is **Breakout**. This happens throughout the day, but primarily at lunch time, whereby workers have lunch in a group, or individually. Where possible, activities are also conducted, such as pool and table tennis.



OPPORTUNITIES

Observing the outdoor working patterns of the workers also highlighted the type of working activities that aren't being conducted outdoors, and therefore the potential **Opportunities** to do so. Formal meetings were not conducted outdoors primarily due to the lack of charging ports, lack of shelter, and lack of formal seating. Presentations were not conducted outside primarily due to the lack of a large board to present on. Both formal meetings and presentations would require privacy, and therefore there is an opportunity to create more private outdoor workspaces.



Figure 34 37

SWOT



Pop - up installations are widely supported in the area, especially in the summer months.

The demand for outdoor workspaces has been identified in policy.

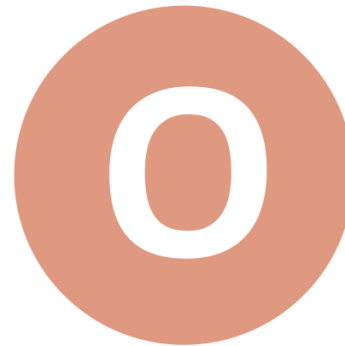
The City is soon to have 5G technology, and currently hosts a "City Public Wi-Fi", with many outdoor private Wi-Fi connections as well.



Growth in night-time entertainment is leading to concerns of anti-social behaviour and potential vandalism of outdoor workspaces.

The City can experience micro-climate weather conditions, such as wind tunnels between the tall buildings, making working outside difficult.

Busy area proposes security issues for outdoor workers.



Policy has highlighted that existing open space is not being utilised to its full potential.

The City is London's Central Business District, with 513,000 daily commuters, therefore it is the area in London most likely to facilitate outdoor working.

The City's large night-time economy provides potential for the space to be used both as a social space and working space.



The City's population is growing, putting pressure on the public realm, potentially resulting in the loss of green and open spaces.

More workers may eventually move to being fully remote.

POTENTIAL SITES

1. Finsbury Circus Gardens, Moorgate



Figure 36

2. Middlesex Street, Liverpool Street



3. Devonshire Square, Liverpool Street



Semi-Private

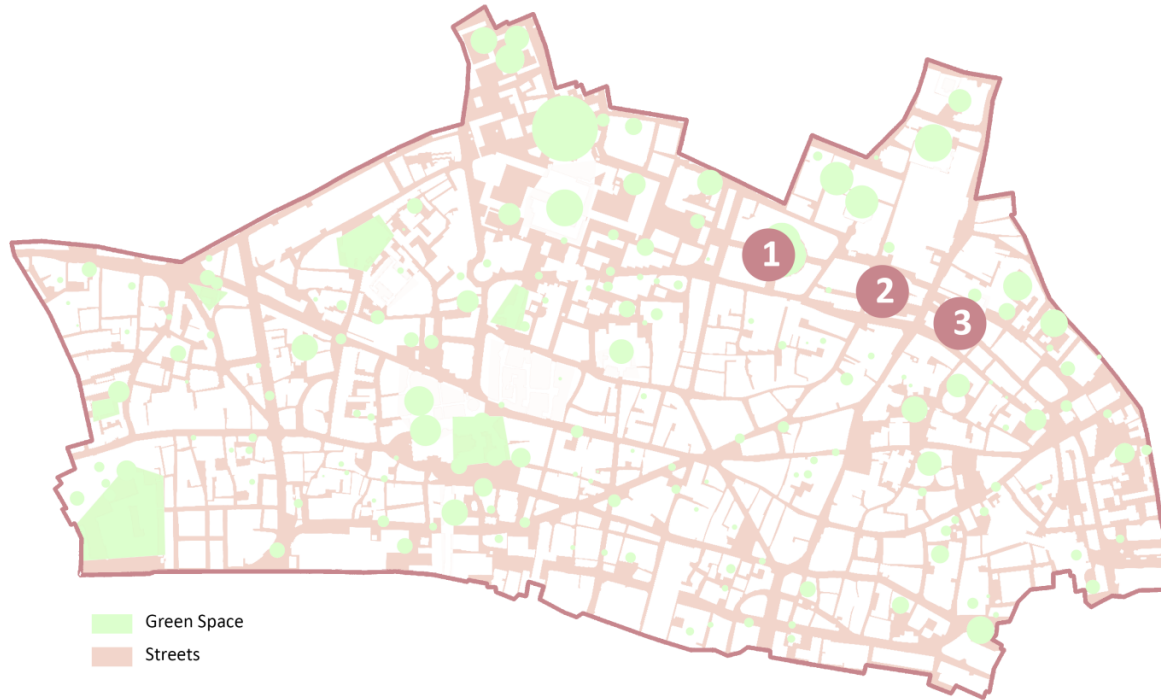


Figure 37

- ✓ Increased biophilia
- ✓ Greater privacy
- ✗ Less connected to the surrounding offices
- ✗ Less accessible
- ✗ Less natural surveillance
- ✗ Hard to manage and maintain

- ✓ Accessible to everyone
- ✓ Good natural surveillance
- ✓ Close proximity to offices
- ✗ Reduced privacy
- ✗ Requires a team to reassemble furniture daily
- ✗ Hard to manage and maintain

- ✓ Greater privacy
- ✓ On-site management
- ✓ Close proximity to offices
- ✓ On-site Wi-Fi
- ✓ Greater funding
- ✗ Doesn't feel accessible to everyone

EXPLORING THE POTENTIAL OF SEMI-PRIVATE SPACES

JUSTIFICATION

There are considerable benefits to creating an outdoor workspace in a semi-private space. The most notable benefit is the presence of an on-site management and maintenance team. These teams are not only able to provide security, and a safe environment for the users, but are also able to protect and clean the furniture, justifying the use of greater quality furniture. Furthermore, semi-private spaces also provide a greater feeling of privacy when working outside, as well as being quieter than public spaces. They often have their own mobile application, making the provision of a booking system possible, as well as an effective feedback system. In addition, the provision of Wi-Fi only for users of the site provides a more secure network.

KEY TOOL-KIT PRINCIPLES

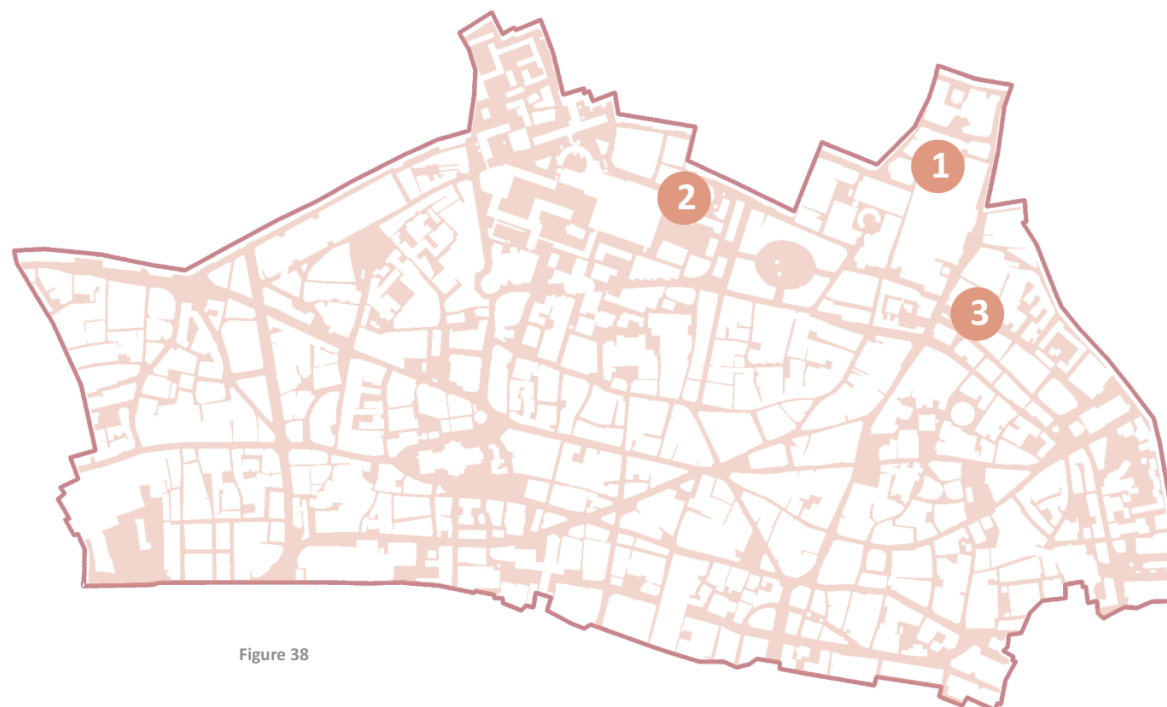


Figure 38



BROADGATE EXCHANGE SQUARE



Figure 39: There is a potential for outdoor workspaces to be better utilised



Figure 40: The site hosted an art installation by artist Camille Walala (Gibson, 2017)

BACKGROUND

In January 2022 the new Broadgate Exchange Square opened. Prior to its redevelopment, the space was primarily just a breakout space for office workers, but now it is a park and also hosts a range of installations and events.

JUSTIFICATION



- The space is privately owned, by British Land.
- They have an on site property management team, who focus primarily on safety, cleanliness, and security (Estate Manager, Brodgate Exchange Square).



- The site already hosts pop-up installations, and is currently hosting a cricket simulator.
- The area is very well-used, with existing outdoor furniture. However, there is evident opportunity to enhance this.

ESTATE MANAGER INTERVIEW

Speaking with the estate manager of Broadgate Exchange Square, additional principles in the process of creating an outdoor workspace were highlighted.



The importance of deciding the duration of the installation. Will it be seasonal/ temporary/ or permanent?



The process of applying to the Broadgate events team with an installation suggestion, as well as applying to the City of London council for temporary planning permission.



Identifying the type of working activity that the space will host, such as individual working/ casual group meetings/ or formal group meetings.



An impact assessment is essential in understanding the impact on the customers. For example, will the installation process be noisy?



The success of interventions can be assessed through social media feedback and ratings via the app.

CITYPOINT PLAZA



Figure 41: The area is currently hosting a pop-up installation called “Hive”, with an outdoor chess board



Figure 42: The area has some outdoor benches, and a timber deck that is well-used in the lunch hour

BACKGROUND

CityPoint Plaza is an existing open space located adjacent to CityPoint Tower, by Moorgate station. The area is often used for a range of pop-up events, such as installations and food trucks.

JUSTIFICATION



- The space is privately owned, by Brookfield Properties.
- In 2018, Brookfield Properties re-imagined the outdoor plaza, creating a series of outdoor permanent benches (Townshend, 2018).



- The site already hosts pop-up installations, and is currently hosting “HIVE” which consists of Chess, Checkers and Skittles (Mon-Fri, 10am-6pm), and live music (Weds 12pm-2pm), as well as a street food market (Tues-Thurs 11:30am-2:15pm).

ON SITE INTERVIEW

Speaking with the a member of staff on site at City Point Plaza, additional principles in the process of creating a pop-up installation were highlighted (City Point Reception Team).



Before installing an intervention, consideration is made of the surrounding offices and businesses, and the impact the intervention and it’s installation process may have on them.



Evaluating the success of their interventions is often as simple as observing how well it is being used. But it is an essential process in deciding if the intervention should stay for the full season. Information boards work well in ensuring the installation is well-advertised.



The interventions are managed either by the on site team, or by the artist/ community of the intervention.

DEVONSHIRE SQUARE



Figure 43: The area is currently hosting a pop-up installation called “Hive”, with an outdoor chess board



Figure 44: Table tennis supports socialising in the area

BACKGROUND

Devonshire Square is a mixed-use campus, situated near Liverpool Street station. The campus is host to a mix of both office spaces and bars and restaurants. The interior courtyard already hosts an outdoor seating area, used for working, but there is a potential to enhance this public realm.

JUSTIFICATION



- The space is privately owned, by Devonshire Square (DSQ London, 2022).
- The management team provides 24 hour surveillance and security, with high levels of cleaning and maintenance.
- The existing WeWork space makes a strong case for an outdoor co-working space.



- Devonshire Square has an events team that organises a range of events and installations through the year.

ON SITE INTERVIEW

Speaking with the a member of staff on site at the Devonshire Square WeWork, additional principles in the process of creating a pop-up installation were highlighted (8 Devonshire Square WeWork Reception Team).



A 24 hour on site security team means furniture is able to be left outside all night without risk of vandalism.



Users of the existing outdoor workspace give feedback to the on-site staff on their use of the space, as well as advising staff on issues such as spillages and breakages.



The existing workspace is managed by the on site security team. They clean the table and chairs every day after being used, and rearrange them back into a tidy formation. There is a cleaning schedule and checklist.



06 REFINED TOOL-KIT

STAGE 1: SITE ALLOCATION AND APPLICATION

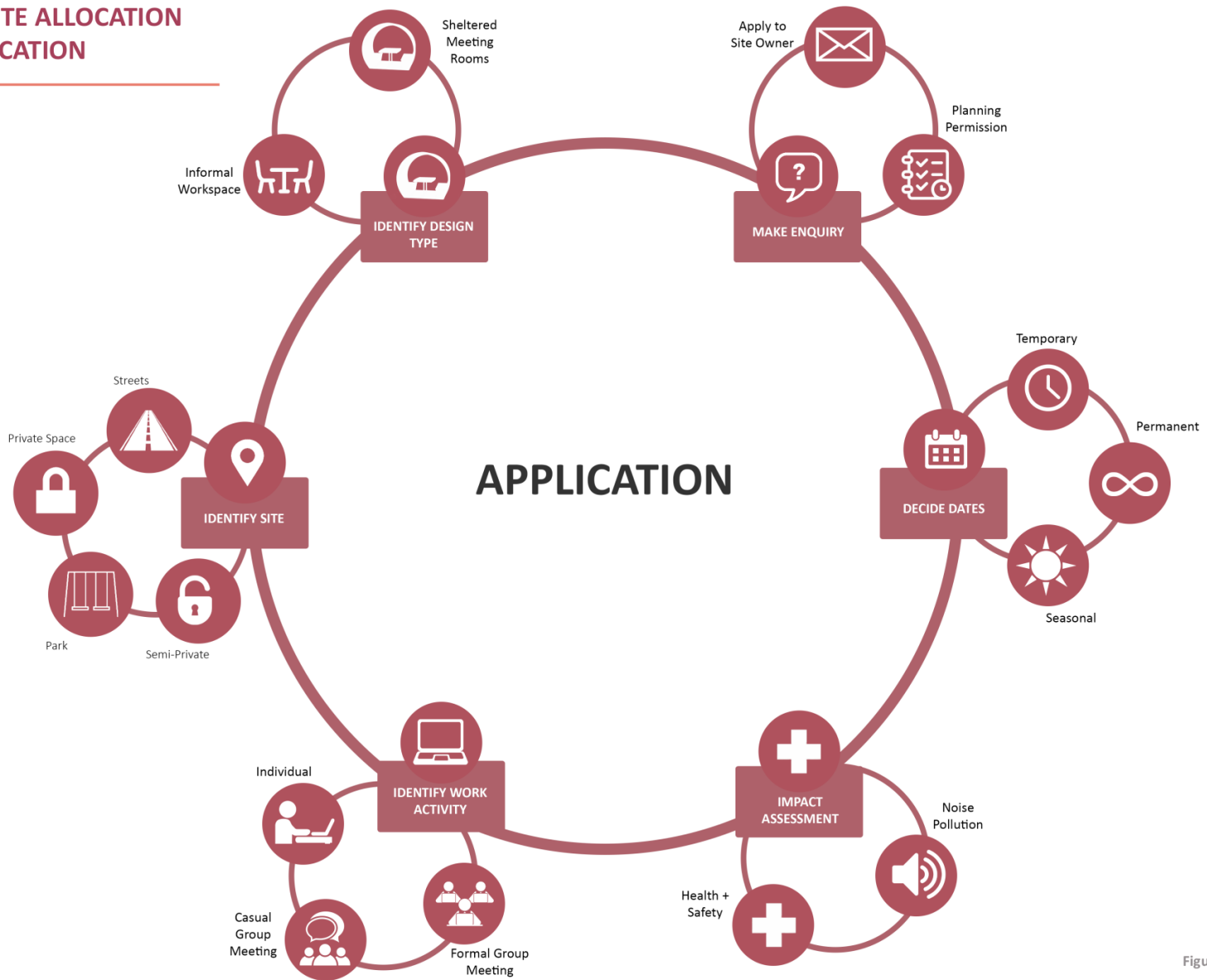
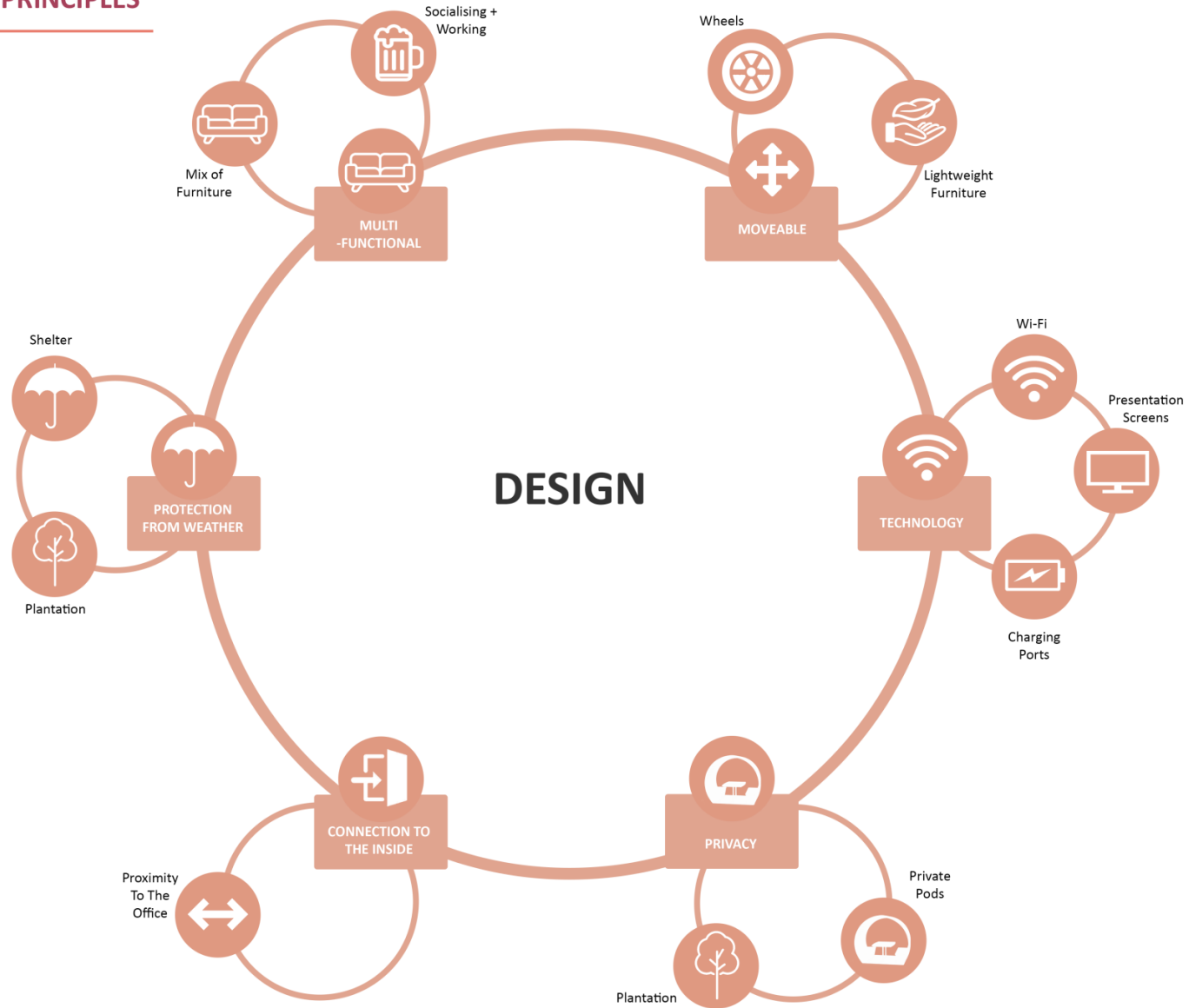


Figure 45 45

STAGE 2: DESIGN PRINCIPLES



STAGE 3: MANAGEMENT AND MAINTENANCE

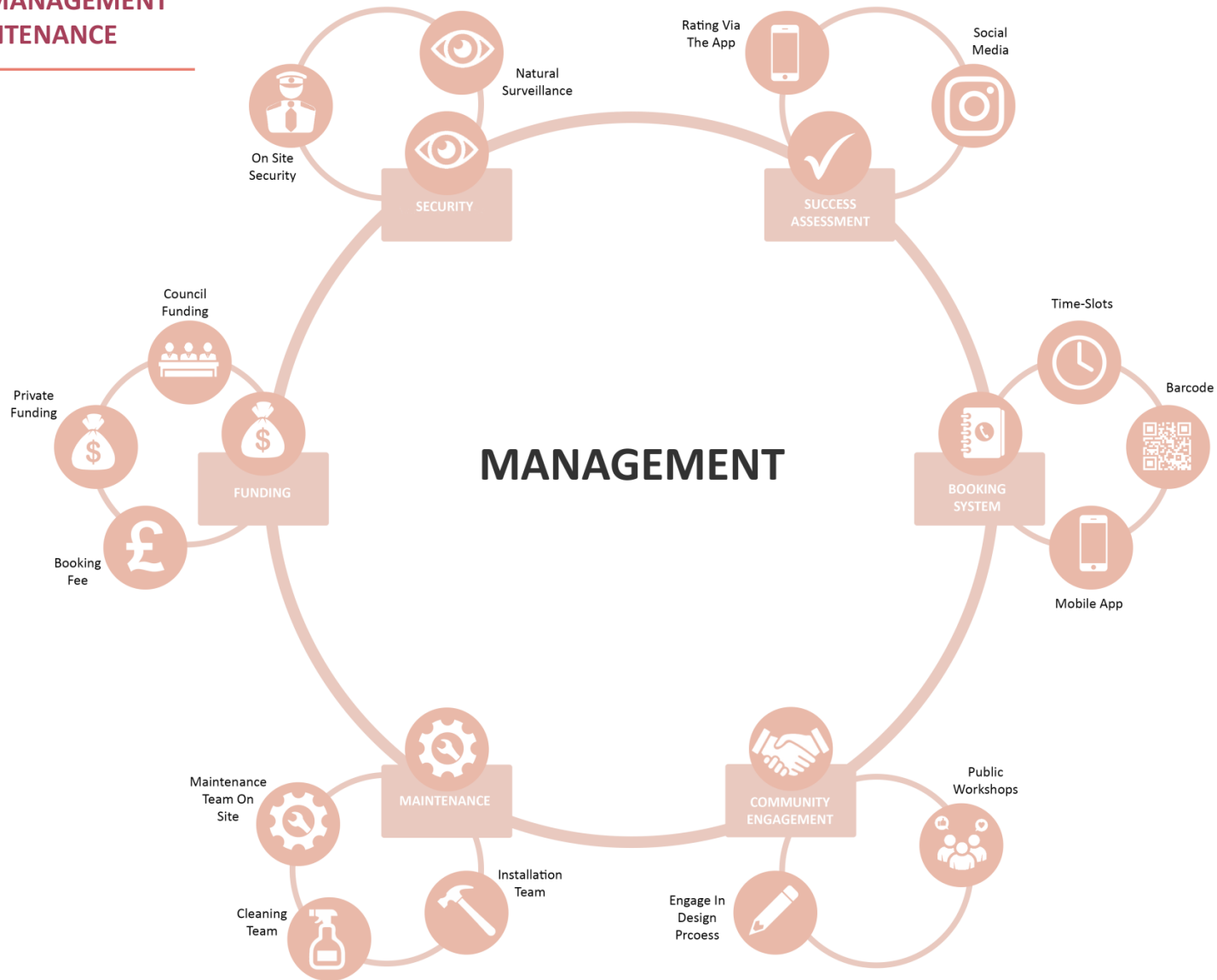


Figure 47 47

07 APPLICATION: DESIGN

CITY OF LONDON PLANNING APPLICATION PROCESS

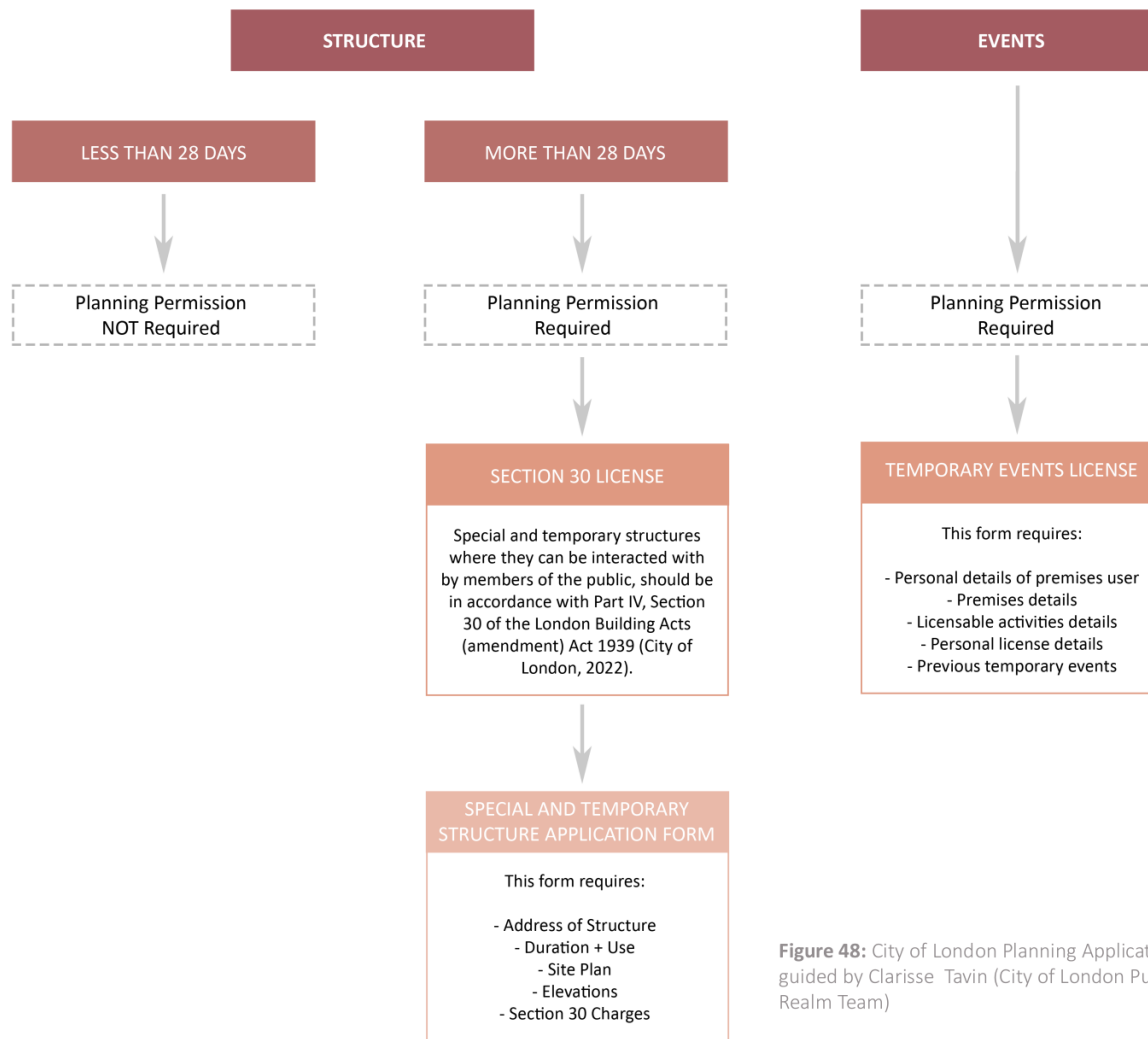


Figure 48: City of London Planning Application guided by Clarisse Tavin (City of London Public Realm Team)

IMPACT ASSESSMENT

Prior to installation the interventions will go through an impact assessment, to ensure no harm is done to the users, or the users of the surrounding environment.

IMPACT	OUTCOME
Health + Safety	
Air Pollution	
Noise Pollution	
Habitat Disruption	

Figure 49

BROADGATE EXCHANGE SQUARE: SITE CONTEXT

Broadgate Exchange Square was redeveloped in 2021, creating an impressively landscaped outdoor space. In the application for the redevelopment of the square by DSDHA, a series of objectives for the area were highlighted:

OBJECTIVES FOR THE AREA:

1. Create a **more attractive, less corporate** environment which creates places to stay, not just pass through (DSDHA, 2019).
2. Attract a more diverse group of users to Broadgate, aiming at “**young, fresh businesses** (Bourel, 2022)”.
3. Provide better/ **more seating opportunities** (DSDHA, 2019).
4. Create more/ **better opportunities for temporary uses and events**, potentially with temporary structures (DSDHA, 2019).

DSDHA SUGGESTED INSTALLATION SITES

- 1** Space for activities, events and temporary installations located within the forest of weeping birch trees
- 2** Moveable seating located beneath the undercroft of Exchange House
- 3** Central activity space with capacity for seasonal events and temporary installations



Figure 50: Aerial View of Proposed Exchange Square (DSDHA, 2019)

EXISTING OUTDOOR SEATING



Set back from the social spaces of the site, making the space feel more quiet and private.



Lightweight and moveable furniture.



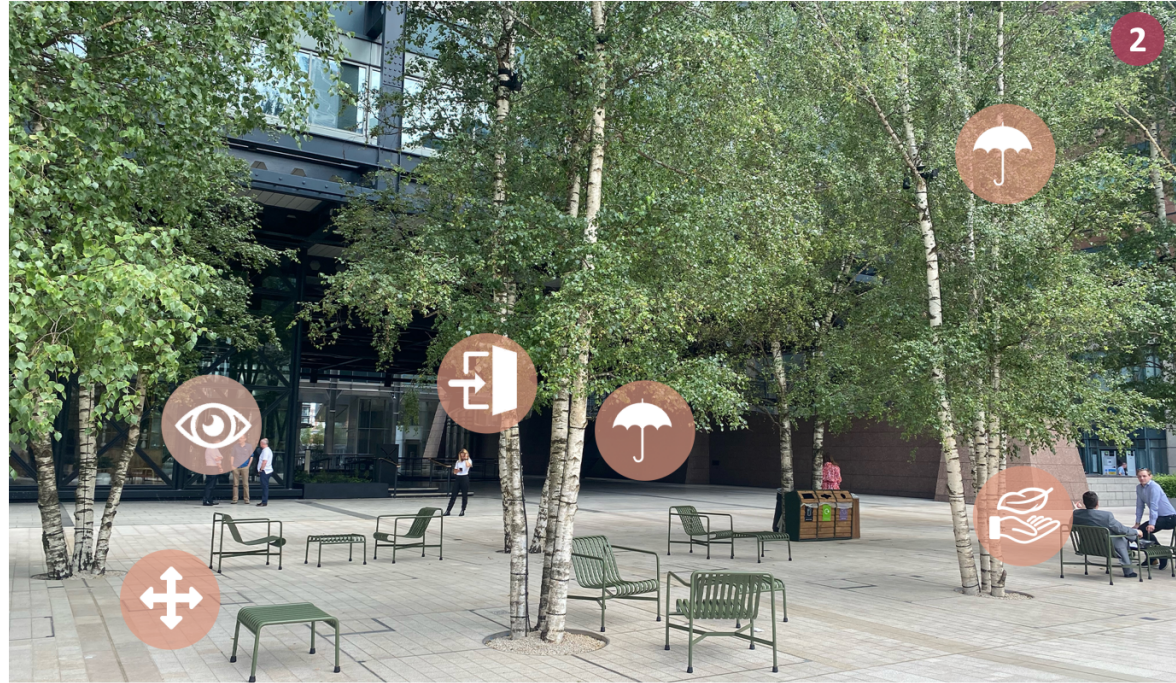
Within very close proximity to the offices - good connection to the inside.



Seating can be moved beneath the undercroft providing shelter, as well as shade from the weeping birch trees.

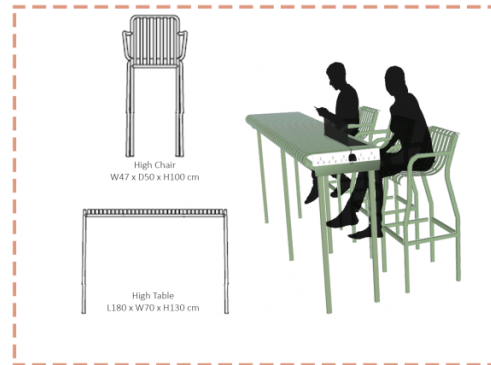


The area feels very safe both from the natural surveillance of the offices, and from the on-site security.

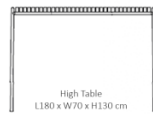


SEATING ENHANCEMENTS

Whilst the new outdoor seating has its benefits such as being lightweight and moveable, the furniture is not designed in a way that supports working activities. The reclining of the chairs, and the low height of the ottoman, make it difficult to perform any working task that requires a laptop. Therefore, a simple change of adding a more formal working desk and chairs to this collection of furniture, could greatly enhance the potential of the outdoor workspace, and help to achieve DSDHA's goals of attracting "young, fresh businesses (DSDHA, 2019)".



High Chair
W47 x D50 x H100 cm



High Table
L180 x W70 x H130 cm



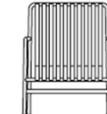
Chair
W47 x D50 x H45/80 cm



Lounge Chair Low
W73 x D81 x H38/70 cm



Chair
W51 x D50 x H45/80 cm



Lounge Chair High
L92 x W73 x H38/80 cm



Dining Armchair
W63 x D60 x H45/80 cm



Ottoman
L65 x W90 x H37 cm



Table
L80 x W80 x H74 cm



Stool
L37 x W42 x H45 cm

Figure 51: DSDHA's proposed Outdoor Furniture (DSDHA, 2019) 51

INITIAL PROPOSALS: PUBLIC CONSULTATION



User's of the site said they would be more likely to conduct work activities in the space if there was a space with a greater element of privacy.



User's of the existing seating area said they found it hard to conduct work tasks there due to the informality of the furniture.



User's of the site from surrounding offices said they would like to conduct informal meetings outside, but there aren't large enough table's to conduct this.



User's of the site said they would like to use a workspace with a bit more shade/ shelter from the sun.



User's of the site said they would like to be able to book the space before arriving at it.

BROADGATE EXCHANGE PROPOSAL 1

- To add a series of canopy's over existing furniture to create a sheltered working area.
- To add more up-right table and chairs to allow for outdoor working.
- To create an element of privacy with planters inbetween seats
- Add tables that seat up to 6 people for larger meetings.

✓ Provides a greater mix of seating

✗ May just end up being an extra social/ lunch space

✓ Stays in line with existing furniture

✗ The shelters are large and imposing



SEASONAL INSTALLATION: WORKING PODS



A more private space than the existing outdoor seating.



A more sheltered space than the existing outdoor seating.



Provision of personal charging ports through the ground system.



Green pods to stay in line with Broadgate style furniture.



A variety of sized pods for larger group meetings.



The rooms will be available to book via the Broadgate App.

OBJECTIVES FOR THE AREA:



1. Less corporate environment



2. Attract young, fresh businesses



3. Provide better seating opportunities



4. Create better opportunities for temporary uses



Figure 53 53

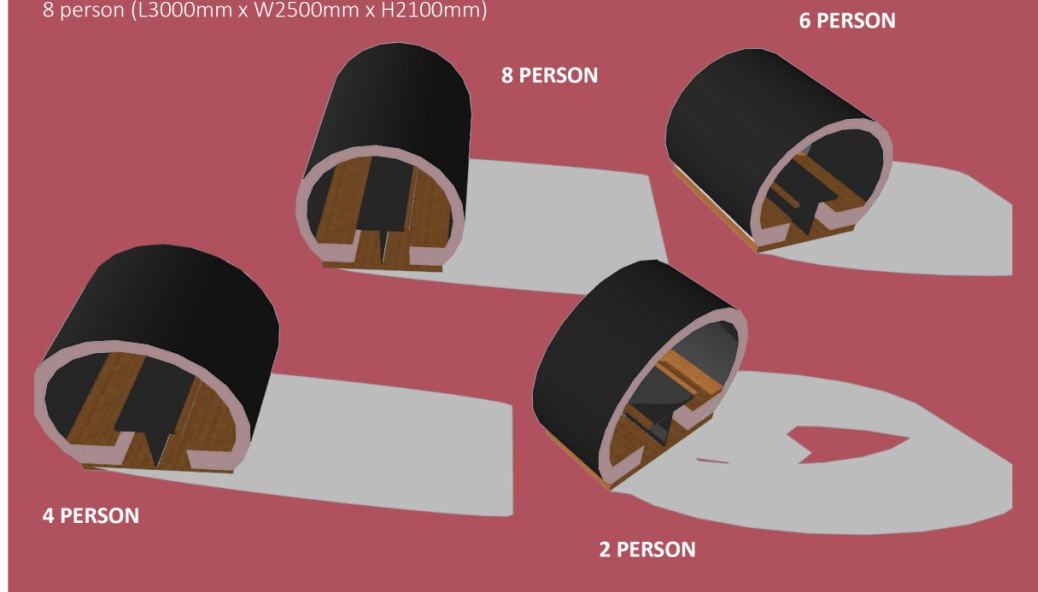
HOW IT WORKS

The pods come in a variety of sizes, and are available to book via the Broadgate App, where you will be able to select the duration you require the pod for.

POD DIMENSIONS:

Small Capacity: 2 people
Medium Capacity: 4 people
Large Capacity: 6-8 people

Size: 2 person (L750mm x W2500mm x H2100mm)
4 person (L1500mm x W2500mm x H2100mm)
6 person (L2250mm x W2500mm x H2100mm)
8 person (L3000mm x W2500mm x H2100mm)

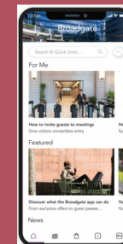


HOW TO BOOK:

“My Broadgate”



The “My Broadgate” app is used by both residents and visitors, to explore broadgate via the map, click and collect food and drinks, and to keep track of upcoming events. Broadgate Exchange Square’s current installation; “Let’s Play CRICKET” is featured in the upcoming events with the relevant information.



LET'S PLAY CRICKET

Mon 15 Aug - Fri 26 Aug
11:00am - 7:00pm
Exchange Square

Put your batting skills to the test in our cricket simulator.

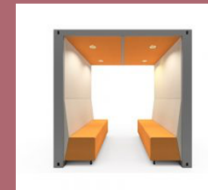
When: 11am - 7pm Monday to Friday 15 - 26 August (closed on 20/21 August)

Where: Exchange Square

How does it work: Have a go on the cricket simulator and then keep track of your score via the link below.

Mon 15 Aug - Fri 26 Aug
11:00am - 7:00pm
Exchange Square

The booking system for the outdoor workspaces would follow this system, with an information page followed by a “book workspace here” link at the bottom of the page.



WORKING PODS

The Meeting Pod Company

CITYPOINT PLAZA: SITE CONTEXT

Brookfield Properties recently purchased CityPoint Tower, and aimed to turn CityPoint Plaza from a dated and under-used space with minimal seating, to a more desirable space for nearby workers to use (Townshend, 2018).

OBJECTIVES FOR THE AREA:

1. The central space was intended to provide a canvas for **performances and screenings** to take place. The initial proposals suggested deck chairs could be added to supplement the raised timber seating for larger events (Townshend, 2018). However, these have not been added.
2. The space is intended to be **host a variety of events** (Townshend, 2018). It is currently hosting the “HIVE” installation, as well as the lunch-time trucks, and live music at lunch time.
3. It was proposed that the **street food vans** would be parked further into the site, however they are actually located to the east of the site, in closer proximity to the road (Townshend, 2018).

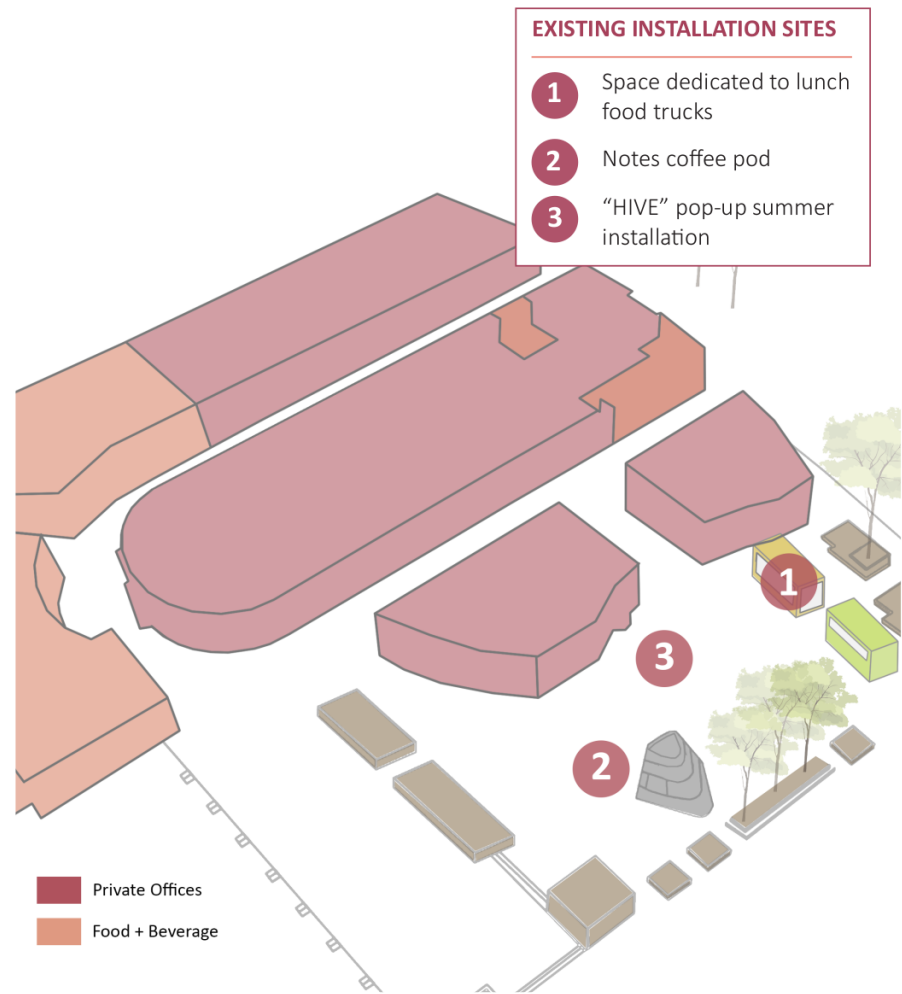


Figure 54: Aerial View of Proposed City Point Plaza (CBRE, 2022)

EXISTING OUTDOOR SEATING



Large amount of outdoor seating, but it is not very well sheltered. There are a series of table and chairs with umbrellas, providing good protection from glare.



There is a strong sense of “connection to the inside” due to the close proximity to the Citypoint building and other surrounding offices.



Existing furniture consists of a mix of more formal work seating with umbrellas, as well as informal social benches.



The close proximity to the office provides natural surveillance, as well as a security team that are always present on site.

PUBLIC CONSULTATION:



The maximum outdoor seating capacity at one table is currently 4 people. Feedback suggests that the workers would like the opportunity to host larger meetings/ conversations outside.



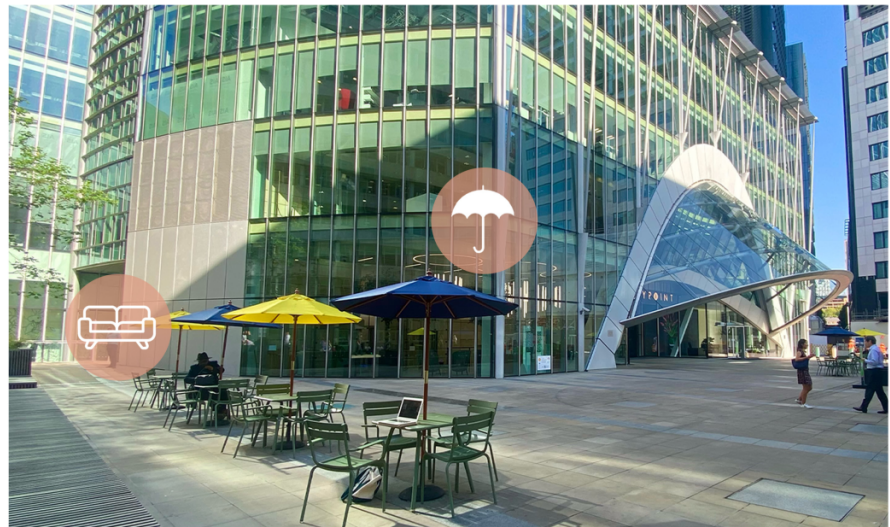
People only worked outside for 1-2 hours at a time, with one of the main implications being their devices running out of charge.



Around lunch time the space becomes busier and louder, making it difficult to concentrate in the space. Quiet bookable spaces would be welcomed.



The seating is mainly used for socialising, making it hard to work. There was a demand for a dedicated outdoor working space, with signposting.



INITIAL PROPOSALS: PUBLIC CONSULTATION

Following a series of informal discussions with users of the site, two initial design proposals for the space were created. These were then taken to the site and users were asked their opinion on the proposals. Feedback suggested the interventions were too formal, and they liked the informality of the food trucks and existing interventions on the site.

CITY POINT PLAZA INITIAL PROPOSAL 1

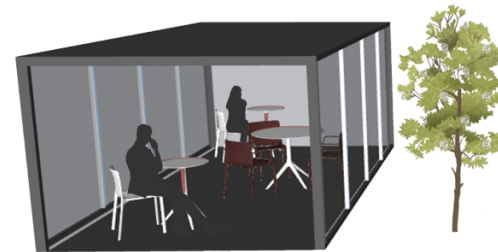
- To add a large outdoor bookable meeting space
- The space would be host to a range of different working activities

- | | |
|-----------------------------------|---|
| ✓ A mix of open and closed spaces | ✗ Too formal of an intervention for the space |
| ✓ Demand for a bookable space | ✗ Large and imposing structure |

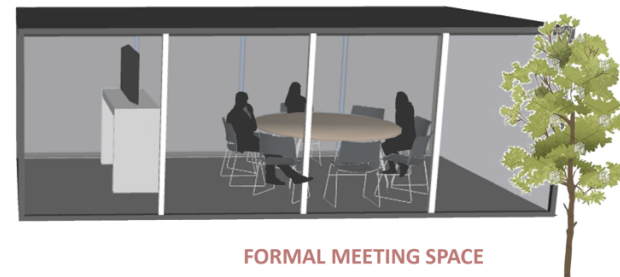


CITY POINT PLAZA INITIAL PROPOSAL 2

- To add a 2-3 outdoor structures, with office furniture, to create more formal outdoor work spaces than the existing furniture.
- The structures will provide shelter and an element of privacy when working outside.



CASUAL WORKSPACE



FORMAL MEETING SPACE

- | | |
|----------------------------------|--|
| ✓ Demand for a sheltered space | ✗ Too formal of an intervention for the space |
| ✓ Demand for a quieter workspace | ✗ Feels enclosed still, against the point of going outside |

Figure 55

FINAL PROPOSAL: WORKING CONTAINERS



A temporary installation for the summer months of June - August.



The containers will be converted into fully sheltered outdoor work spaces.



A proposal of 3 converted containers, in line with the existing food vans.



Provision of technology such as charging ports and presentation screens.



They will be on wheels like the food vans, to allow easy installation, and movement around the site.



Located near the offices, and food vans.



A mix of different furniture types to support different working activities.



The rooms will be available to book via the barcode on site.



HOW IT WORKS

BOOKING SYSTEM:

CityPoint does not have an app like Broadgate and Devonshire Square, therefore the containers will be available to book via a barcode on site. Scanning the barcode will provide information about the upcoming events at the containers, such as the films that are being shown, as well as how to book your working space.

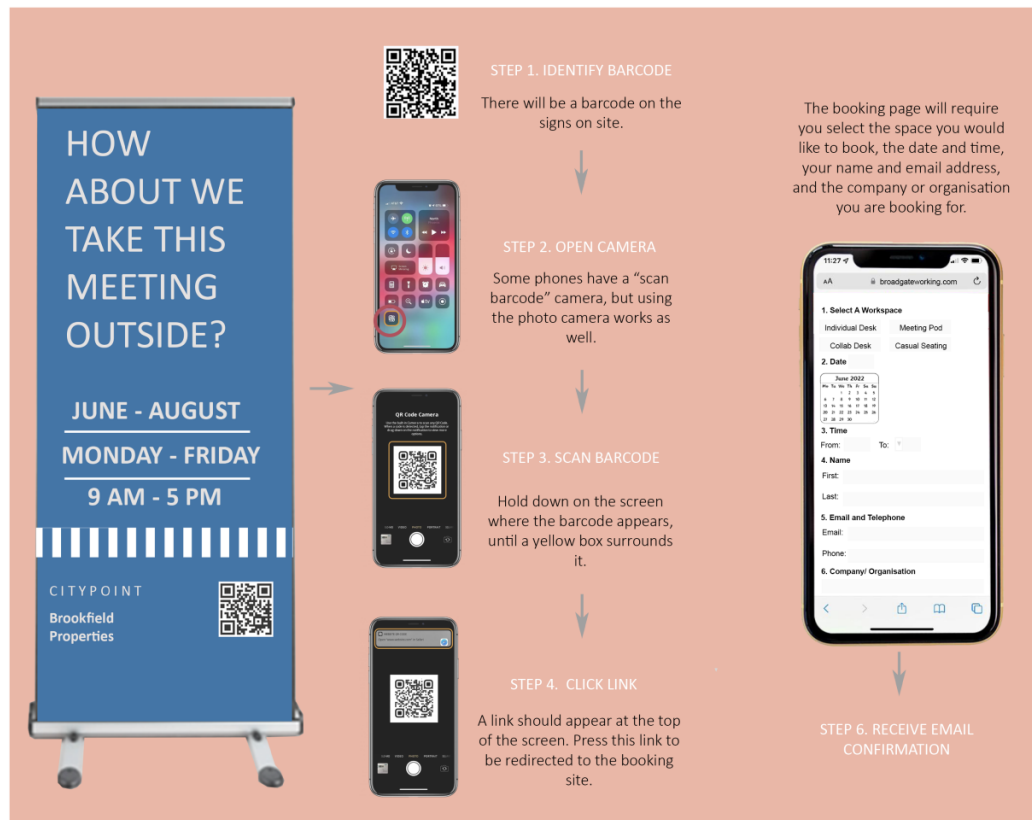
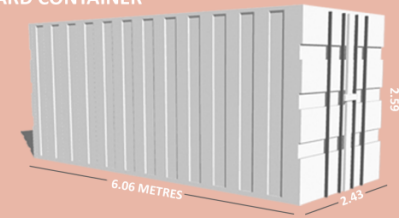


Figure 57

CONTAINER CONVERSION:

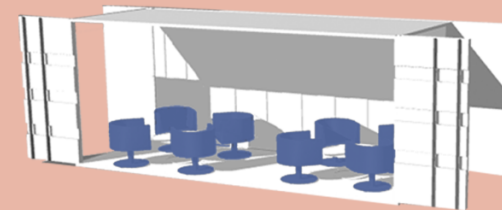
1. STANDARD CONTAINER



2. STRUCTURAL MODIFICATIONS



3. FURNISHINGS



WORKING CONTAINER

Cinquecento, Boston



Figure 58 59



DEVONSHIRE SQUARE: SITE CONTEXT

Situated within the Devonshire Square campus is 8 Devonshire Square, one of London's first WeWork spaces.

OBJECTIVES FOR THE AREA:

1. Devonshire Square is proud of its **"relaxed campus"** feel that is like no where else in London (Devonshire Square, 2022).
2. The events team focuses on creating an annual programme of **multicultural social events and activities**, centred on supporting important social causes through the power of arts.
3. The events team also focuses on a bespoke **Fitness and Wellbeing Programme** focusing on promoting "inner harmony, happiness, and a healthy lifestyle (Devonshire Square, 2022)".

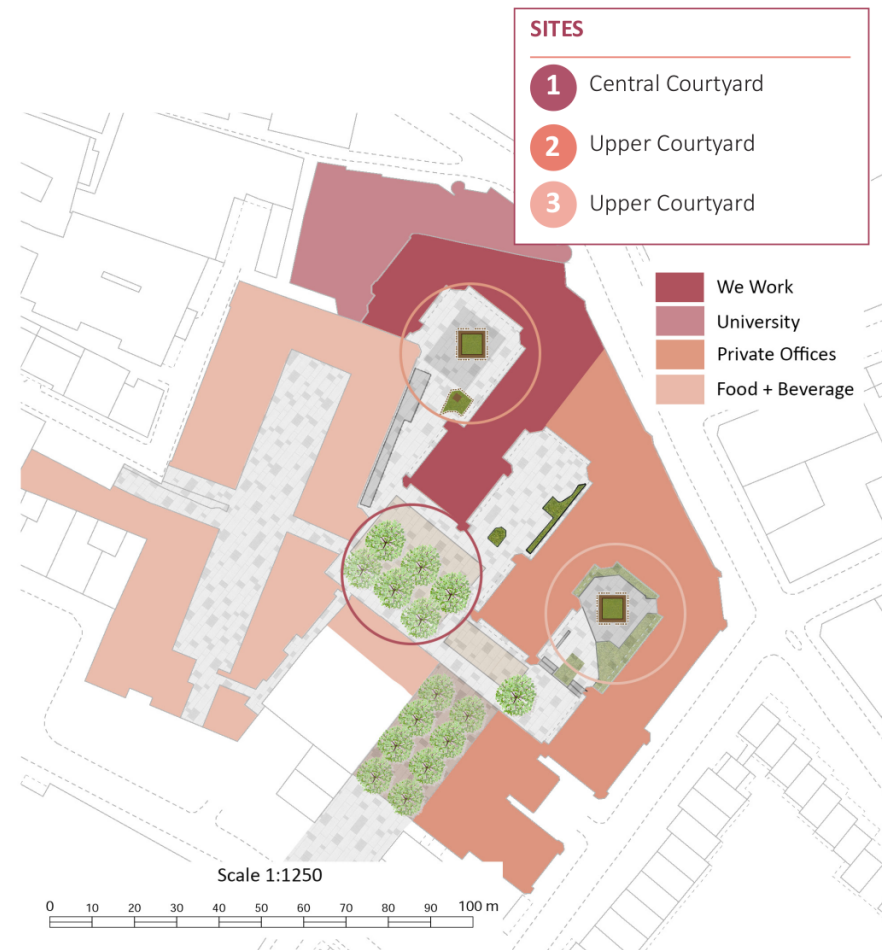


Figure 60

EXISTING OUTDOOR SEATING



Use of tall plantation and 10-storey buildings results in the area being in shade for the majority of the day, providing protection from glare.



There is a strong sense of “connection to the inside” due to the close proximity to the WeWork space, and surrounding offices.



Existing furniture consists of a mix of more comfortable arm chair seating, and outdoor rocking chairs, as well as more formal work seating.



The close proximity to the office provides natural surveillance, as well as a security team that are always present on site.

PUBLIC CONSULTATION:



The maximum outdoor seating capacity at one table is currently 4 people. Feedback suggests that the workers would like the opportunity to host larger meetings/ conversations outside.



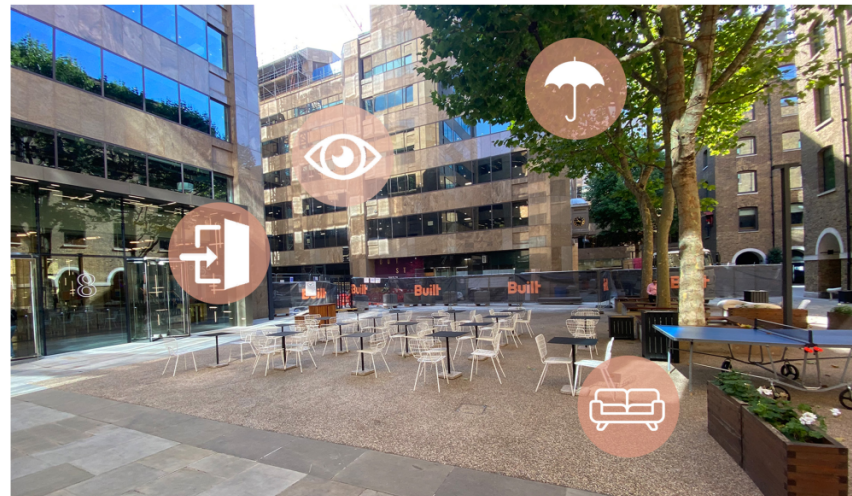
People only worked outside for 1-2 hours at a time, with one of the main implications being their devices running out of charge.



Around lunch time the space becomes busier and louder, making it difficult to concentrate in the space. Quiet bookable pods would be welcomed.



During the hotter days, there was not enough outdoor seating, suggesting that the space would function well with both a reservation system and on a “first come first serve” basis.



INITIAL PROPOSALS: PUBLIC CONSULTATION

Following a series of informal discussions with users of the site, two initial design proposals for the space were created. These were then taken to the site and users were asked their opinion on the proposals. Feedback suggested that the option of an outdoor bookable space would be welcomed, but nothing too large and imposing.

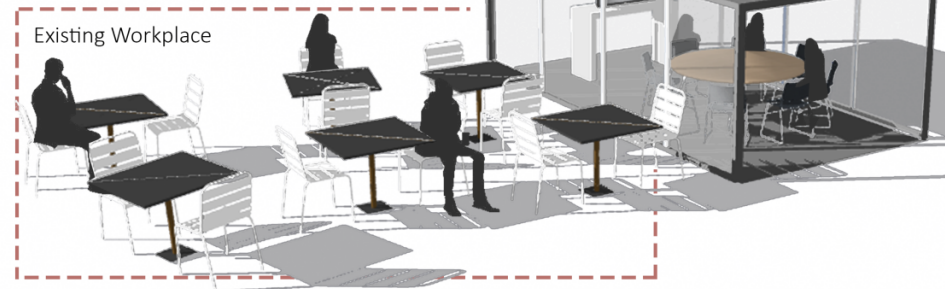
DEVONSHIRE SQUARE INTIAL PROPOSAL 2

- Add more table tennis tables, and convert them into desks in the day
- Upgrade to more comfortable seating
- Add privacy with planters
- Add a canopy for a sheltered option



DEVONSHIRE SQUARE INTIAL PROPOSAL 1

- To add a large bookable meeting space
- To maintain existing furniture



- ✓ The option of quieter bookable spaces
- ✓ Keeping the original seating
- ✓ Option of charging ports
- ✗ Not likely to use an outdoor presentation space
- ✗ Too obtrusive of a design

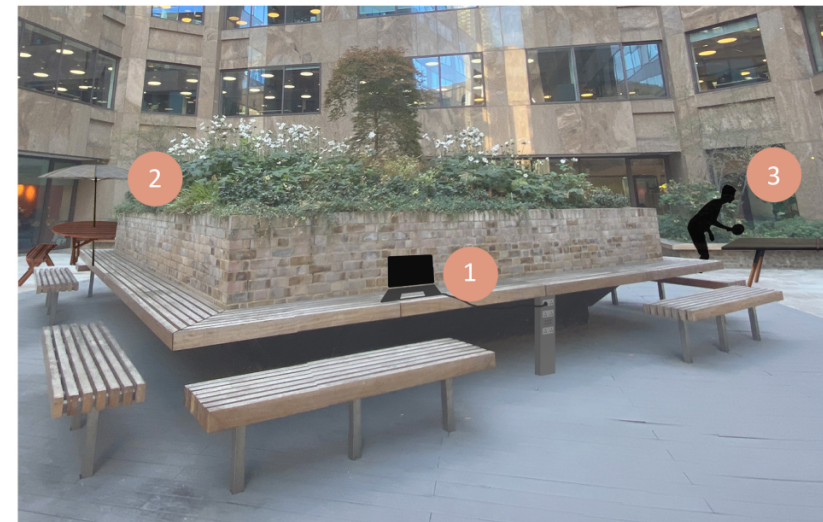
- ✓ The option of sitting in a larger group
- ✓ The option of shelter
- ✓ An increase in table tennis tables
- ✗ Not in line with the existing furniture
- ✗ Need the option of a bookable space
- ✗ Need the option of a charging space

SITE 2 + 3

- 1 Sites 2 + 3 are much quieter than Site 1.
- 2 The Sites don't have direct access from the office blocks, so are less accessible than Site 1.
- 3 The space is primarily used by people wanting to take their lunch break alone in a quiet space.
- 4 The table tennis table is often moved by workers from Site 1 to Site 2.
- 5 Sites 2 + 3 are not well used as workspaces, compared to site 1.

AREA ENHANCEMENTS

- 1 Add charging ports to encourage working in the space
- 2 Add sheltered table options
- 3 Add table tennis tables to attract people to space and optimise use of open space



FINAL PROPOSAL: ENHANCED OUTDOOR CO-WORKING SPACE/ OVER FLOW SEATING



There is no booking system for the other desks, only quiet sheltered space. This can be done via the WeWork reception, or by the app.



A source of outdoor power will allow for the workers to work outside for a longer period of time.



The bookable sheltered space provides a space with more privacy and comfort for working tasks that require more concentration.



Meeting tables are also table tennis tables for after-work socialising in the space

We Work - 8 Devonshire Square



The WeWork app is used by members to either book workspaces for a long-term period, or for a “pay-as-you-go” hot desk and meeting room day pass. The Devonshire Square outdoor workspace would be bookable via this app for WeWork members and for those wanting to pay-as-you-go. There would be a booking fee subject to WeWorks rates.

SOHO HOUSE: Shoreditch

Soho House has meeting tables that double up as desks in the day, and table tennis tables at night.

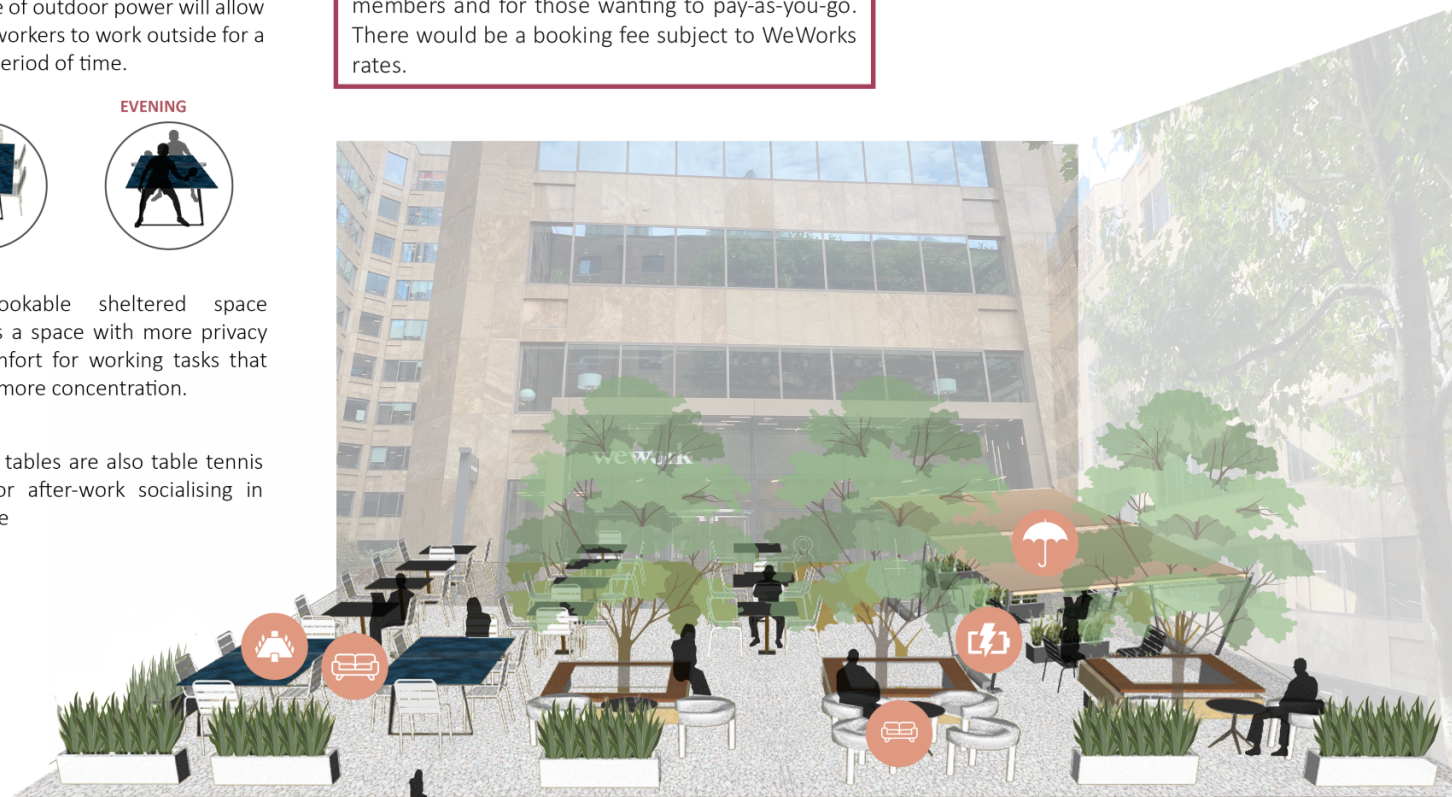


Figure 62

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08 CONCLUSIONS

CONCLUSION

To conclude, and answer the projects research question “how can the public realm be used to support outdoor workspaces in central business districts”, many different aspects of the public realm are capable of hosting outdoor workspaces, such as parks, streets and semi-private spaces. However, the literature and case study review highlighted that whilst there is a growing demand for outdoor workspaces, careful consideration must be taken in the application, design, and management processes in order to guarantee the spaces are used for a range of working activities.

These principles led to the creation of a tool-kit, highlighting the key principles to be considered in order to create an optimally designed outdoor workspace that will consequently support worker’s return to offices, and benefit employee wellbeing.

LIMITATIONS AND FURTHER RESEARCH

The tool-kit is one that will continue to be subject to refinement, both by the process of testing by design, but also by changing working patterns. Working patterns have undergone large changes over the past few decades, and will continue to do so, and the tool-kit will have to adapt.

Whilst the tool-kit has successfully addressed the gap in the literature regarding guides to creating outdoor workspaces, due to the scope of this project, and time constraints, the tool-kit was not able to be refined to the detail that will be required if it were to truly contribute to policy. If this project had been given greater scope, the tool-kit would be passed on to members of the City of London council, and the estate managers and architects of the sites, to go through a final stage of refinement.

In addition, whilst semi-private spaces were the appropriate locations for the testing of this tool-kit, if this project were to be taken further, additional research should be carried out into the potential of other aspects of the public realm, such as parking spaces (park lets).

CONTRIBUTION TO PRACTICE

The City of London proved to be a highly appropriate site for the testing of the tool-kit, which consequently will be transferable to other central business districts. The tool-kit would also be beneficial in non-commercial locations, such as schools looking to create outdoor workspaces, or outdoor home offices.

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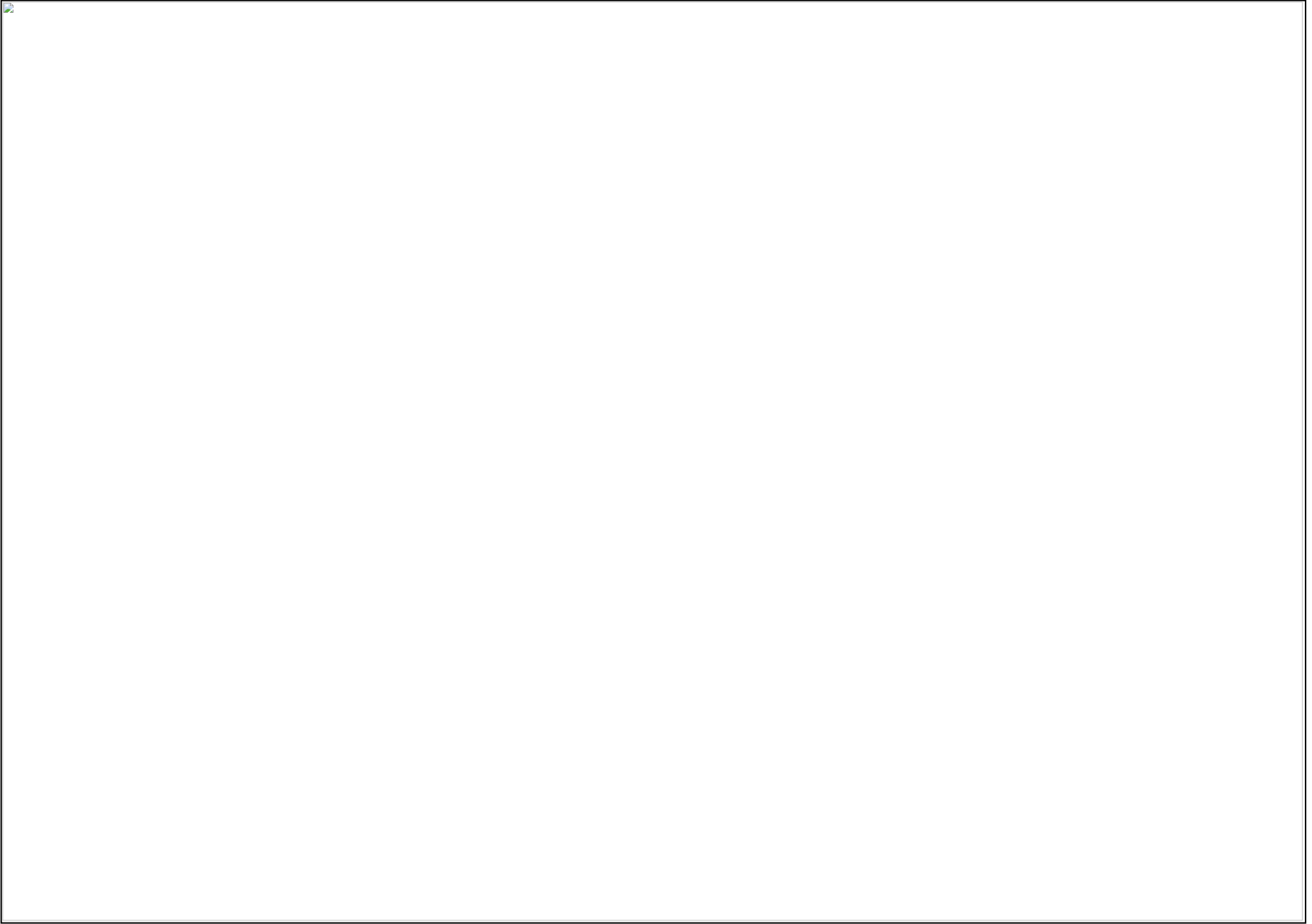
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Supervisor sign-off for Ethical Clearance Forms and Risk Assessment Forms

(For supervisor completion only)

Are you satisfied with the **ethical clearance form** (yes/no)? **YES** (PWR 01.04.2022)

Please provide any additional comments about the form that may help the student.

No additional comments necessary

(If the form is missing, the proposal must be given a mark of 0, and the student will have 48 hours to resubmit the complete proposal. If the form is unsatisfactory, the student must amend their ethical questionnaire to your satisfaction before they can proceed with their research)

Are you satisfied with the **risk assessment form** (yes/no)? **YES** (PWR 01.04.2022)

Please provide any additional comments about the form that may help the student.

No additional comments necessary

(If the form is missing, the proposal must be given a mark of 0, and the student will have 48 hours to resubmit the complete proposal. If the form is unsatisfactory, the student must amend their ethical questionnaire to your satisfaction before they can proceed with their research)

Ethical Clearance Pro Forma

It is important for you to include all relevant information about your research in this form, so that your supervisor can give you the best advice on how to proceed with your research.

You are advised to read through the relevant sections of [UCL's Research Integrity guidance](#) to learn more about your ethical obligations.

Submission Details

1. **Name of programme of study:** Urban Design and City Planning
2. **Please indicate the type of research work you are doing:**
 - ✓ Major Research Project
3. **Please provide the current working title of your research:** How About We Take This Meeting Outside? An Exploration Into The Way The Public Realm Can Support Outdoor Working In Central Business Districts
4. **Please indicate your supervisor's name:** Peter Rees

Research Details

5. **Please indicate here which data collection methods you expect to use:**
 - ✓ Action research
 - ✓ Observation / participant observation
 - ✓ Audio-visual recordings (including photographs)
 - ✓ Collection/use of sensor or locational data
 - ✓ Intervention study (including changing environments)
 - ✓ Secondary data analysis
6. **Please indicate where your research will take place:**
 - ✓ UK only
7. **Does your project involve the recruitment of participants?**
'Participants' means human participants and their data (including sensor/locational data and observational notes/images.)
No

Appropriate Safeguard, Data Storage and Security

8. **Will your research involve the collection and/or use of personal data?**

Personal data is data which relates to a living individual who can be identified from that data or from the data and other information that is either currently held, or will be held by the data controller (you, as the researcher).

This includes:



RISK ASSESSMENT FORM

FIELD / LOCATION WORK



DEPARTMENT/SECTION: URBAN DESIGN AND CITY PLANNING
LOCATION(S): CITY OF LONDON – BANK, SHOREDITCH
PERSONS COVERED BY THE RISK ASSESSMENT: 1

BRIEF DESCRIPTION OF FIELDWORK (including geographic location):

Site Visits: Multiple site visits will need to be carried out in order to effectively study the chosen site (City of London) for this Major Research Project.

Conversations/ Semi-structured Interviews: Research would be aided by conversing with representatives of appropriate public bodies

People Observation: Design ideas will be 'tested', by asking users of the site their thoughts on draft proposals.

COVID-19 RELATED GENERIC RISK ASSESSMENT STATEMENT:

Coronavirus disease (COVID-19) is an infectious disease caused by coronavirus SARS-CoV-2. The virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes. Droplets fall on people in the vicinity and can be directly inhaled or picked up on the hands and transferred when someone touches their face. This risk assessment documents key risks associated with fieldwork during a pandemic, but it is not exhaustive and will not be able to cover all known risks, globally. This assessment outlines principles adopted by UCL at an institutional level and it is necessarily general. Please use the open text box 'Other' to indicate any contingent risk factors and control measures you might encounter during the course of your dissertation research and writing.

Please refer to page 26-33 of your Dissertation in Planning Guidance Document (available on Moodle) to help you complete this form.

Hazard 1: Risk of Covid -19 infection during research related travel and research related interactions with others (when face-to-face is possible and/or unavoidable)

Risk Level - Medium /Moderate

Existing Control Measures: Do not travel if you are unwell, particularly if you have COVID-19 symptoms. Self-isolate in line with NHS (or country-specific) guidance.

Avoid travelling and face-to-face interactions; if you need to travel and meet with others:

- If possible, avoid using public transport and cycle or walk instead.
- If you need to use public transport travel in off-peak times and follow transport provider's and governmental guidelines.
- Maintain (2 metre) social distancing where possible and where 2 metre social distancing is not achievable, wear face covering.
- Wear face covering at all times in enclosed or indoor spaces.
- Use hand sanitiser prior to and after journey.
- Avoid consuming food or drinks, if possible, during journey.
- Avoid, if possible, interchanges when travelling - choose direct route.

- Face away from other persons. If you have to face a person ensure that the duration is as short as possible.
- Do not share any items i.e. stationary, tablets, laptops etc. If items need to be shared use disinfectant wipes to disinfect items prior to and after sharing.
- If meeting in a group for research purposes ensure you are following current country specific guidance on face-to-face meetings (i.e rule of 6 etc.)
- If and when possible meet outside and when not possible meet in venues with good ventilation (e.g. open a window)
- If you feel unwell during or after a meeting with others, inform others you have interacted with, self-isolate and get tested for Covid-19
- Avoid high noise areas as this mean the need to shout which increases risk of aerosol transmission of the virus.
- Follow one way circulation systems, if in place. Make sure to check before you visit a building.
- Always read and follow the visitors policy for the organisation you will be visiting.
- Flush toilets with toilet lid closed.
- 'Other' Control Measures you will take (specify):

NOTE: The hazards and existing control measures above pertain to Covid-19 infection risks only. More generalised health and safety risk may exist due to remote field work activities and these are outlined in your Dissertation in Planning Guidance document. Please consider these as possible 'risk' factors in completing the remainder of this standard form. For more information also see: [Guidance Framework for Fieldwork in Taught and MRes Programmes, 2020-21](#)

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

Risk Level: Low

Many of the visits to the site will take place over the summer months; therefore there could be risk of sunburn. Actions to overcome this risk will include use of sun cream, and sun protective clothing, as well as ensuring adequate amounts of water are always brought to the site.

The site chosen is large and presents a risk of getting lost. However, this can be overcome by planning a route around the site at home before arriving on site. Furthermore, when on site I will always ensure that my mobile phone has full charge, therefore enabling use of google maps.

People can be unpredictable, and therefore care will always be taken when walking around the site, and avoiding dangerous situations. If I did find myself in a dangerous situation with a member of public, appropriate measures would be

taken, such as informing a friend or family by my mobile phone.

If I feel unwell on site, I would be able to get in contact with a friend or family member through use of my mobile phone. If the incident was more serious, contact would be made with emergency services.

CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

✓

work abroad incorporates Foreign Office advice
 only accredited centres are used for rural field work
 participants will wear appropriate clothing and footwear for the specified environment
 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

When walking around busy London areas, there is often a risk of loss of property e.g. mugging. To try to prevent this, I will carry all my belongings in a well-secured rucksack on my back. I will also try to always stay aware of my surroundings. In the event of lost property, due to potential mugging, I will take appropriate measures such as calling the police and cancelling bankcards.

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/>
 contact numbers for emergency services are known to all participants
 participants have means of contacting emergency services
 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:

FIELDWORK 1

May 2010

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 ?



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, Risk Level: Low

personal attack, special personal considerations or vulnerabilities.

CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

✓
✓
✓
✓
✓

All participants have had the necessary inoculations/ carry appropriate prophylactics

Participants have been advised of the physical demands of the research 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 should carry sufficient medication for their needs

OTHER CONTROL MEASURES: please specify any other control measures you have implemented: Due to the MRP creation taking place over the summer months, on warm days visiting the site, I will always ensure that appropriate heat related measures are taken, such as bringing adequate amounts of water, sun cream, and sun protection clothing. If I feel unwell on site, I would be able to get in contact with a friend or family member through use of my mobile phone. If the incident was more serious, contact would be made with emergency services

TRANSPORT

Will transport be required

NO
YES

Move to next hazard
Use space below to identify and assess any risks

e.g. hired vehicles

Risk Level: 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: Ensure care is always taken when using public transport to this site, ensure wariness of surroundings and people. Moving around the site will be done by foot.

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

Risk Level: Low

When speaking with local representatives of public bodies, I must take care to always plan out how I intend for the conversation to go. For example, a set of predetermined questions may help to steer the conversation, and avoid any risk of being misinterpreted. Meeting with representatives will always be carried out in a public space whereby there are other people around/ or via zoom.

CONTROL MEASURES

Indicate which procedures are in place to control the identified risk

	all participants are trained in interviewing techniques
	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: Predetermined questions, only meeting in a public space

FIELDWORK

3

May 2010

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:





Respondent: **Darcey Morse** Submitted on: Sunday, 4 September 2022, 9:26 PM

Ethical Clearance Pro Forma

It is important for you to include all relevant information about your research in this form, so that your supervisor can give you the best advice on how to proceed with your research. You are advised to read through the relevant sections of UCL's Research Integrity guidance to learn more about your ethical obligations. Please ensure to save a copy of your completed questionnaire BEFORE hitting 'submit' (you will not be able to access it later).

Submission Details

- 1 Please select your programme of study.

Urban Design and City Planning : Urban Design and City Planning

- 2 Please indicate the type of research work you are doing.

- Dissertation in Planning (MSc)
- Dissertation in City Planning (MPlan)
- Major Research Project

- 3 Please provide the current working title of your research.

How About We Take This Meeting Outside? An Exploration Into the Way The Public Realm Can Support Outdoor Workspaces in Central Business Districts.

- 4 Please select your supervisor from the drop-down list.

Rees, Peter : Rees, Peter

Research Details

- 5 Please indicate here which data collection methods you expect to use. Tick all that apply.

- Interviews
- Focus Groups
- Questionnaires (including oral questions)
- Action research
- Observation / participant observation
- Documentary analysis (including use of personal records)
- Audio-visual recordings (including photographs)
- Collection of sensor or locational data
- Controlled trial
- Intervention study (including changing environments)
- Systematic review
- Secondary data analysis
- Advisory/consultation groups

- 6 Please indicate where your research will take place.

UK only : UK only

- 7 Does your project involve the recruitment of participants?

Participants: means human participants and their data (including sensor/locational data and observational notes/images.)

- Yes No

Appropriate Safeguard, Data Storage and Security

- 8 Will your research involve the collection and/or use of personal data?

Personal data is data which relates to a living individual who can be identified from that data or from the data and other information that is either currently held, or will be held by the data controller (you, as the researcher).

This includes:

- Any expression of opinion about the individual and any intentions of the data controller or any other person toward the individual.
- Sensor, location or visual data which may reveal information that enables the identification of a face, address etc. (some postcodes cover only one property).
- Combinations of data which may reveal identifiable data, such as names, email/postal addresses, date of birth, ethnicity, descriptions of health diagnosis or conditions, computer IP address of relating to a device with a single user).

- Yes No

- 9 Is your research using or collecting:

- special category data as defined by the General Data Protection Regulation*, and/or
- data which might be considered sensitive in some countries, cultures or contexts?

*Examples of special category data are data:

- which reveals racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership;
- concerning health (the physical or mental health of a person, including the provision of health care services);
- concerning sex life or sexual orientation;
- genetic or biometric data processed to uniquely identify a natural person.

- Yes No

- 10 Do you confirm that all personal data will be stored and processed in compliance with the General Data Protection Regulation (GDPR 2018)?

- Yes
 No
 I will not be working with any personal data

- 11 I confirm that:

- The information in this form is accurate to the best of my knowledge.
- I will continue to reflect on, and update these ethical considerations in consultation with my supervisor.

You **MUST** download a copy of your responses to submit with your proposal, and for your own reference. To do this, use the print-screen function of your web browser, and print to PDF in order to save.

FINAL GRADE

/100

GENERAL COMMENTS

Instructor

PAGE 1

PAGE 2

PAGE 3

PAGE 4

PAGE 5

PAGE 6

PAGE 7

PAGE 8

PAGE 9

PAGE 10

PAGE 11

PAGE 12

PAGE 13

PAGE 14

PAGE 15

PAGE 16

PAGE 17

PAGE 18

PAGE 19

PAGE 20

PAGE 21

PAGE 22

PAGE 23

PAGE 24

PAGE 25

PAGE 26

PAGE 27

PAGE 28

PAGE 29

PAGE 30

PAGE 31

PAGE 32

PAGE 33

PAGE 34

PAGE 35

PAGE 36

PAGE 37

PAGE 38

PAGE 39

PAGE 40

PAGE 41

PAGE 42

PAGE 43

PAGE 44

PAGE 45

PAGE 46

PAGE 47

PAGE 48

PAGE 49

PAGE 50

PAGE 51

PAGE 52

PAGE 53

PAGE 54

PAGE 55

PAGE 56

PAGE 57

PAGE 58

PAGE 59

PAGE 60

PAGE 61

PAGE 62

PAGE 63

PAGE 64

PAGE 65

PAGE 66

PAGE 67

PAGE 68

PAGE 69

PAGE 70

PAGE 71

PAGE 72

PAGE 73

PAGE 74

PAGE 75

PAGE 76

PAGE 77

PAGE 78

PAGE 79

PAGE 80

PAGE 81

PAGE 82

PAGE 83

PAGE 84

PAGE 85

PAGE 86
