

APPENDIX F: INTERVIEWS

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1 Interview 1: 29-07-15 West Offices Max

2 [I emailed Max on Harry's recommendations to see whether he'd be free to chat (twice
3 actually, the second time was a change in approach, just to invite for a chat rather than
4 shadowing) We sat on some sofas the other side of the West Offices third floor that I am
5 familiar with. This was an unstructured pilot interview taken with notes—areas of
6 missing/fractured content indicated by [...]. These were shared with the participant
7 afterwards.

8 As a way of introducing his role, Max explains that he (his department-DM) deals with
9 statutory planning, planning permissions, listed building consent. He gives an overview of
10 the structure of the DM, how it has changed throughout the last decade in terms of
11 personnel and job roles. Potential to change again seems likely, almost every 2years (rather
12 than every year as with other depts.) Three processes are mentioned –commercial
13 applications, housing applications, and enforcements and appeals. The DM is governed by
14 act and legal requirements set at the national level (NPPF, Listed Buildings). It is their legal
15 duty to determine how applications go forward based on a number of material
16 considerations and with a view to minimising the potential of harm to 'heritage'—unless
17 there are imperatives which outweigh this.

18 [Max gives [the Maltings] as an example

19 Though the building stood empty and not used for many years, since planners have taken
20 over the site locals feel excluded from the process (as indicated elsewhere by press). The
21 residential scheme outweighed the harm against the building which was at risk (the interior
22 structure being degraded). The 'planning balance' was in favour of turning the [Maltings]
23 into houses.

24 At the mention of planning balance I ask a bit more about this and the concept of 'weighing'
25 up considerations. I propose that 'weighing up' is the job of DM officers—

26 Max agrees. It's about pros and cons. And Max adds that as long as this has not been carried
27 out unreasonably (and here Max searches for another word which later turns out to be
28 'irrationally'), then the job is considered done and a decision is made.

29 I move onto the aspect of objections and queries made by the public.

30 Max states that on the day to day they don't get inputs from groups on the processes—
31 although there is nothing to stop them from being included. [...] Max suggests that local
32 group involvement is often defined by a wish to use the building (in question) for different
33 purpose than what is proposed. 'Heritage'—(and here I am later confirmed by Max that he
34 believes this to be the architectural style of the buildings, the fabric)—is not necessarily taken
35 into consideration. Another example, the Bonding Warehouse, had hardly any objections by
36 local groups.

37 I mention this is interesting, because it used to be a music club (some others I have spoken
38 with remember this).

39 Max replies: The NGO's and heritage organisations on the other hand, were ready to make
40 comment. No local people made comment about the heritage but were more interested in
41 impact on noise (during construction) and car-parking use.

42 I comment that there is maybe no pattern to say when a community is charged to be
43 involved (but reflecting on this, later I wonder what defines involvement? Is it always officially
44 logged?)

45 [...] I discuss the concept of hot and cool decision making by Uzzell. Max later engages this
46 term below. [...]

47 I ask about whether there is a hierarchy of decisions' between planning applications and
48 listed building consent?

49 Max explains that really LBC needs to come first (can't say how you can even change a
50 building's infrastructure for overall purpose without this)—and the process will need an
51 inspector who can read the building to understand possible steps forward. But planning
52 proposals are also really important [...]—bit of a catch 22 I add to this (Max agrees).

53 Max gives an example regarding the planning process of a wood yard. Max states that
54 although the wood yard caused lots of problems for the locals in terms of noise pollution
55 and traffic, when an application for an extension [...assumed residential, not in notes] by
56 planners was put forward which got rid of these issues, the residents went 'ballistic'. The
57 wood yard specialised in the renovation of wooden architecture and fixtures (like door
58 handles). Max reports that the residents felt there was a loss of heritage in terms of the
59 function and the use (industrial, craft?) which was on their doorstep. Max declares that in
60 terms of the 'cold' disinterest, the planning balance saw the proposals as ok. However the
61 Council was swayed by the local feeling, and although the planning proposal was appealed it
62 was dismissed. Max also adds that an inspector brought up the mention of the sights, smells
63 and use of the wood yard as a consideration—the use of the place being something that
64 Max had never before or since heard of as a determining factor. And to consider also that
65 this wood yard was within a conservation character area amongst grand stately homes (so it
66 didn't fit in). Max mentions that he saw posters from local groups with the slogan 'save the
67 wood yard'. There was a ground swell of heritage groups that became involved in the
68 process—[...] This was before the introduction of public speeches in councils.

69 This 'ground swell' affect does not often happen with regards to individual residential
70 applications. Often people are concerned about living conditions and the loss of light.

71 I make mention of my own dad's filing against a neighbour regarding a roof extension, and
72 so I ask if the issue of light is a frequent issue.

73 Max agrees, adds this along with loss of privacy, and increased sense of enclosure. It's more
74 likely that an area of new building (with reference to its mass and scale) will lead to more
75 objections. Rarely will people get concerned with the heritage in terms of the architecture.
76 With LBC, specific heritage assets are defined. Defined by NPPF as being any application that
77 is made regarding an asset within a character area. The issue lays in undesignated assets; for

78 example WII structures [B] still structures of merit and of heritage, although they are not
79 designated. Have to regard these although there is no statutory protection. If something is
80 being done that is considered as damaging, it is hard for [and this brings back to role of DM]
81 to negotiate. Max states that he would feel uneasy if the assets' [character] were not taken
82 into consideration, despite their being no statutory support. It would be tough to refuse
83 planning on this basis though.

84 I bring up local lists.

85 Max states, there is no Local List—although there is a list that has been put together by the
86 [YOPF]. This has no status in the decision making process. A while ago, a process was started
87 that looked into how the local lists could be incorporated, but Max is not sure where this
88 went. Even so, the local list will still have no statutory status.

89 [...]

90 We discuss local plans and neighbourhood plans.

91 Max states that the latter will have statutory status, and before the local plan is brought
92 forward there is a window for these to be powerful documents.

93 I state how the evidence in the local plan and the neighbourhood plans differ (the latter
94 being public opinion).

95 Max answers that he does not consider these as 'evidence', and are rarely evidentially
96 considered. However he notes that some groups have used population statistics to enforce
97 their views. But these steps do not stand up to a great of scrutiny. He continues that NPs are
98 generally geared towards blocking/minimising development, although there is a recognition
99 that if they do not allow for some development that they will not be adopted. Often
100 planning proposals (via emerging local plan) are reductive. Max suggests this like a cat and
101 mouse game. [...]

102 I ask whether there are more objections made regarding residential planning applications for
103 immediate areas, (e.g. with regards to lighting etc) then perhaps for plans involving wider
104 areas? Bit of a tricky question. [Also should have asked, how these objections are received
105 and logged].

106 Max tells me this will be impacted by the nature of consultation: i.e. in the case of a
107 residential house, letters will be sent to all those in the surrounding affected areas, and a sign
108 put up (on lampposts); in the case of wider developments, this depends on the nature and
109 scale of the site. Generally the bigger the scheme the more letters/leaflets get sent out and
110 there is more publicity. Max thinks generally the Local Plan has had more comments on than
111 the accumulation of comments from residential applications but it is hard to tell without
112 seeing the numbers. [...] The Local Plan comments on the significance of York [...] some
113 argue that it cannot grow further infrastructure, which raises the question of why we need
114 houses. This is linked to the economy, and poises wider questions [...].

115 Written supports for developments are a very small percentage, and are often solicited by
116 'agents' themselves [not sure who he refers to as the agents?]. Max states that objections are
117 in general quite low; if DM get 10 they consider it quite a high number.

118 The figures indicating the number of objections to developments are skewed depending on
119 cases. For example [S] housing development produced 100's of objections [...] Local
120 arguments were that there was not the infrastructure to support development (no shops etc).
121 Max suggests that those who moved to [S] had done so in order to get the 'village'
122 experience outside of York. Indicates this is part of the demographic of the population. Max
123 suggests also that the response conforms to a pattern whereby a new housing development
124 is located on previously un-used land. It's about the perception of the impact. He compares
125 this case to the one in [C], where there was an increase in housing (250?) on a brownsite
126 within an urban area. The latter was not considered to have as much impact (except perhaps
127 to traffic) and the infrastructure is more likely to be perceived as able to cope by residents.

128 [...]

129 I then engaged Max in a discussion about what defines heritage, and its link to place. I
130 explain that place is considered an important part of heritage by theorists, and how people
131 are connected to place. I talk about my ethnographic design, in terms of sample groups and
132 my wish to speak to students about their experience with the places they study in.

133 Although critical about the link with heritage to place [...], Max responds with his own
134 experience of being a student in Newcastle and the affinity he felt for the city because of
135 what he was doing there (i.e. studying urban planning). He did not think that his peers (doing
136 politics, law etc) would have had the same experience with the city. He continues that people
137 are in these cities to study, or work, and if these activities are irrelevant to the buildings, they
138 probably wouldn't have the same perception, knowledge, and experience with place. They
139 would not go around looking at buildings or road structures. I ask if he felt the same way
140 about York, and he agreed but said that if he worked at Aviva he perhaps would not. [...] Max
141 mentions his experience cycling through the area in front of the Minster; on one occasion,
142 late, when there was no-one around, he found himself 'looking up' [...].

143 I add that contemporary archaeologists are also interested in how close we are to the past.

144 Max responds that this will be a difficult to undertake, and points out that that is maybe why
145 we keep to the certain concepts of designated heritage assets, the practicalities of listing
146 everything would be highly problematic. He raises the question of 'where would it end'?

147 I think of Holtorf at this point and indicate aloud that this point has been raised.

148 Unprompted, Max adds something concerning the nature of local groups; he explains there
149 is a lack of knowledge regarding buildings, they don't think of the internal spaces. He brings
150 the Red Tower in as an example and suggests that, in turning it into a café, the incurred
151 interventions could end up making it looking like a 1980's building [I am not sure what he
152 means by this example, but take his point]. Max states there will be interpretational
153 differences between private and public approaches in such a project (I think of SPAB).

154 [Rapping up, I ask Max if he would be interested in coming to a group interview in which
155 some of the concerns from the themes raised in notes could be discussed collectively—not
156 necessarily to combat issues but see where it leads. He suggested that perhaps this was
157 possible but he would have to consider how he would approach such a discussion, as
158 elements of what he has spoken about today have been personal interests (in accordance
159 with background, and training etc) whilst his professional role may more likely to comment
160 on what may or may not be feasibly achieved. This is really important.]

161

1 Interview 2: 04-08-15 West Offices Mike

2 [I invited Mike to take part in the research through emails. We met initially on 24-07-15 to
3 discuss how I could potentially shadow his activities. He was interested to take me along to a
4 couple of meetings in the future, and we agreed we could have a chat about his work which
5 he referred to as joining-the-dots together. After several attempts elsewhere at the West
6 Offices to work out how participatory activities and interviews coincide, I decide to simply
7 interview Mike but will tag along to some of his group meetings in the future. Mike and I
8 agree to meet in the West Offices and Mike sorts out a side room (for privacy purposes). I
9 ask permission to record the interview, and he agrees. After some introductions, I ask him my
10 first question.]

11 INTERVIEWER: Can you just explain, how we know each other? How we sort of, met?

12 RESPONDENT: I can't remember the first time we met but I think it was at the Red Tower,
13 which is a tower on the city walls and I was attending an open day to assist the local resident
14 association and the local group seeking to re-open the tower , to hold an effective
15 engagement day, I think that is the first time we had a conversation

16 INTERVIEWER: Yeah

17 RESPONDENT: And subsequently we met at the various working groups that spun out of TIM
18 in York who started the idea to have some kind of café or community resource in the tower,
19 and then you started working here, on your placement and asked me if I wanted to be
20 involved in research, and I said yes.

21 INTERVIEWER: That's great , and after, we sorta, you said yes and we had a talk about as I
22 said, a sorta programme , of how we could work at first sort of looking at looking at during
23 shadowing but leaving that to one side and doing an interview first, . Some of things that
24 came out of that initial conversation I'd like to pick up back on, and it was, just basically you
25 said something along the lines of your job is about joining the dots, and I wrote that down
26 and I'd like to pick up back on that that phrase, because I think that's really interesting, could
27 you explain what you mean by that?

28 RESPONDENT: It seems to me that me, my job is about facilitating action but the action is
29 usually by other people who are the dots. So I would join them up to try to make things
30 happen, those dots would be sort of residents the general public if you like, organised
31 community groups, councillors, in particular ward councillors, officers of the council, perhaps
32 funding bodies, or advice agencies, and informal groupings as well, with the overall aim of
33 advancing sort of aspirations or objectives in a particular area, so usually that would be
34 wards in my case.

35 INTERVIEWER: So when you say, aspirations for areas, how do they, yeah can you explain
36 what you mean by an aspiration?

37 RESPONDENT: I think an aspiration I would see as being a desire or hope or a positive vision
38 to achieve or to create something in an area. I think you might look at it differently you
39 might say that there is a vision of some sort and then there are aims underneath the vision
40 and then to achieve those aims you have a series of objectives and those objectives might
41 form particular projects to be undertaken, so at a practical level we might seek to establish or
42 to maintain a number of projects which would contribute to the aims, which would realise
43 the vision, and hopefully that would address the aspirations of the people who live in the
44 area or the council's aspirations hopefully that would be the same thing but not necessarily,
45 and [pause] the question of how we arrive at what those aspirations are or what those aims
46 should be is really a question about how we engage, how as a council which has you know
47 formal action plans and priorities how we engage residents to understand what those aims
48 and aspirations should be, and whether they are based on objectives needs or sort of more
49 subjective desires.

50 INTERVIEWER: So do you find, I'm getting this idea of a sense of aspirations that there are
51 different aspirations between the council and communities. Is that always the case?

52 RESPONDENT: I would I don't think it's normally the case I think that the aspirations are
53 largely the same sometimes they are expressed in different ways sometimes they are ranked
54 in a different order. [pause] The council is I suppose is more constrained by financial or legal
55 reality whereas residents would think somewhat more outside the box because they're not
56 constrained into particular a way of thinking or into a particular budget line. I think
57 everybody wants to see greener cleaner safer areas, better health, better education, more

58 sort of cohesiveness, think the council and the residents have the same wishes in that regard.
59 Sometimes perhaps the resident are interested in more what you might call grass roots,
60 pavement politics if you like. Whereas the council might be more concerned in the
61 underlying economic factors that create those those conditions [pause] which is usually
62 wrapped up in, in some kind of jargon or red tape. And I think that this is where the problem
63 arises that perhaps people have the same ideas but communicate them in different ways or
64 start at opposite ends of the system.

65 INTERVIEWER: So can you give me, I think that idea of pavement politics is quite fascinating,
66 and do you, with this idea of like, expressing in different ways, the problem or aspirations
67 ways that people are trying to get towards, what are the example of like tangible things of
68 ways that people try and express [pause] their desires.

69 RESPONDENT: [pause] Well, an example would be that a lot of residents feel that they don't
70 have enough contact with the people who live around them and that perhaps is exaggerated
71 for people who struggle to get or who don't already have social contacts or limited mobility
72 or whatever [pause]. A resident might see just spending more time with people at the local
73 shops, in the local pub, at the local fair, outside the school gates, as being a way of
74 addressing that problem the council may have a problem with care of the elderly for
75 example or looking after people who are socially isolated and that may be expressed in more
76 complex language or in more erm as part of a sort of er larger system, but actually the
77 actions that would be needed to address the aspirations of the council in dealing with its
78 care difficulties and the local residents who don't see enough of each other would often be
79 the same they're just coming at it from a different point of view.

80 INTERVIEWER: And I mean is it, you get these different points of view just, [pause] how do
81 you get these different points of view? I know it's a very simple question, like sort of really
82 [pause] [pause]

83 RESPONDENT: I think that a large organisation like the council deals with systems and assets
84 and services and often that will include large numbers or policies and procedures, whereas a
85 residents will largely be thinking of his or her own daily business or routine, and perhaps the
86 daily business and routine of the people around them their immediate family or friends or
87 neighbours or colleagues at work. SO it's a question of scale perhaps [pause]. You start with

88 the person and then you have somebodies' immediate neighbourhood and then you have
89 their sort of local sphere of influence, and then that builds up into wards and then into the
90 whole city so the council has a responsibility for the whole city, and to provide services
91 equitably across the city in a sort of strategic way and to achieve economies of scale whereas
92 people exist in their own day-to day zone.

93 INTERVIEWER: So do you find your role, I mean where do you find your role fits in within
94 those different scales?

95 RESPONDENT: I think in some ways [pause] councillors but also officers who work with
96 neighbourhoods such as myself or who work with residents directly, are in the middle and I
97 suppose when I was talking about joining the dots I see myself as a sort of conduit for
98 information to travel between residents and the council or between the council and residents
99 to satisfy the needs of both so when, I'm sort of in the middle, em my actual job title, which
100 may or may not be changed is Community Involvement Officer so it's the involvement of the
101 community in the council I suppose but it could be looked at the other way round, where
102 the council seeks to engage the community.

103 There are different sort of tiers of participation, so I think the academics refer to it as the
104 ladder of participation it runs from information sort of through to actual direct influence or
105 engagement...

106 INTERVIEWER: I've heard of that yeah

107 RESPONDENT: ...So I'm dealing with that ladder and deciding which rung to stand on for
108 different issues if you like. And the direction of travel seems to be climbing up further up the
109 ladder, so moving away from just information or consultation to actual resident involvement
110 in decision making and in some cases in actually providing services so once the need has
111 been established then residents themselves either alone or working in partnership with the
112 council will design a service and potentially deliver it.

113 INTERVIEWER: So the sharing of information that's sort of seen as a low rung of the ladder in
114 this case?

115 RESPONDENT: Yes, I don't think it as a lowly in terms of being unimportant or seedy...

116 INTERVIEWER: Yeah but, its ,it's a start

117 RESPONDENT: It's a start because all it really is, is information going one way. You're seeking
118 to communicate your message to a certain population and the aim of the objective, the aim
119 of the objective I suppose is to ensure that the recipient of the information is able to think
120 about the information in the same way as you have, so you've imparted the message or the
121 knowledge.

122 INTERVIEWER: That's yeah that really a really comprehensive way of thinking about it isn't it

123 RESPONDENT: Sometimes the message will not be received in the way you intended and I
124 think perhaps that is the root of a number of problems in the city perhaps the lack of
125 communication or miscommunication, it's not necessarily intentional it's just that sometimes
126 people perceive things or receive things in ways that were not not intended, or see things in
127 a different way.

128 INTERVIEWER: Can we talk about how the way that information [...] goes up the ladder, how
129 do those pieces of information get communicated?

130 RESPONDENT: Well this is a changing area, because I think over the years, most of the
131 methods in the book have been tried at one time or other, but they come into fashion and
132 go out of fashion, for example this year as of Thursday of last week , we are looking to
133 strengthen and reintroduce direct communication, whereby we invite people to a public
134 meeting and have a conversation with them, and then they go away and hopefully take that
135 information back to their own family or community or residents or whatever. So that quite
136 that could be looked at as quite an old fashioned way of communication but it is felt that
137 there is a role for that. In the last maybe 10 years the internet has become increasingly
138 important, so almost the opposite end of the scale really from talking to somebody face to
139 face we now communicate and engage a lot through the internet be that through the
140 website or through social media or through email and the related technologies, the
141 intermediate sort of channels would be telephone, interactive media, other paper-based
142 forms, such as questionnaires perhaps focus groups, erm I mean they would be direct
143 conversation but they would probably be selected in some way they wouldn't necessarily be
144 open. We've taken some of our engagement actually out to where people are, so for

145 example consultation was done on the buses, consultation is sometimes done outside
146 particular buildings or inside particular buildings or with particular groups?

147 INTERVIEWER: So, they were done on the buses?

148 RESPONDENT: Yeah I think about 6months ago the council did a large survey and it decided
149 to talk to people in a number of different environments so they were people based in the
150 council reception, they were people based at the libraries, on the streets, outside the school
151 gates, etc etc, but one of the things that was decided was to have a couple of interviewers
152 located on some of the main bus routes, and to talk to passengers while they were riding on
153 the buses.

154 INTERVIEWER: And how did, do you know how that went?

155 RESPONDENT: I think it went quite well I think it was very hard work for the interviews who
156 were in a, in an unusual situation and had to contend with the various stopping and starting
157 and lumps and bumps of a bus ride, but actually I think that people were quite happy to talk
158 while they might not necessarily have had anything else to do, they were in the middle of
159 their daily routine, so it seemed a good time to discuss what was working and what wasn't
160 working in the city. They certainly came back with lots of material and it was all written up
161 into er reports.

162 INTERVIEWER: Do, does that material, what happens to that material after it's been sort of
163 gathered? Do you have an insight into that?

164 RESPONDENT: Most of the council engagement material, if, if it is written up, will go onto the
165 website, and will form the basis of reports to council committees committees on whatever
166 the topic is, and the professional officers who are involved in any particular service or in
167 communication or in engagement generally will seek to learn, to learn from that feedback,
168 and where possible to try to, [pause] compare it [pause] with other data to make sure that
169 the message is consistent or if it's not a consistent message to understand why the message
170 is not consistent. So if for example if a particular community has a particular viewpoint that's
171 not shared by others then that's an interesting insight.

172 INTERVIEWER: It might be worthwhile so this is sort of the after data collection, , to sort of,
173 have you , any sort of er off the cuff examples of when data, you know that action or that
174 activity of considering comparing has actually instigated something else like an action from
175 that.

176 RESPONDENT: there will be countless examples, its difficult to think of one of the top of my
177 head. I think I can think of projects, where I'm fairly sure that engagement of one sort or
178 another has provided an evidence for a need, for examples the Clemence hall project in the
179 South bank area has taken a semi-derelict church building and brought it back into use as a
180 community centre, so there would have been a need to assess whether or not that was likely
181 to be an viable enterprise and now that that centre has been established, a recognised need
182 to have a meeting place for older people where they could socialise and receive a hot meal
183 has been established in the centre, and that has been very successful, and you know it has
184 erm a full house. We're now looking to engage with residents again about how local
185 community organisation and local people can commission and provide services that meet
186 the prevention and early intervention needs of older people to either stop or slow down the
187 need for formal care at a later stage, so we'll be engaging again to understand what [pause]
188 facilities or services could be provided in a given area to address that, and I could foresee
189 similar projects arising from that research and engagement to the Clemence Hall Luncheon
190 club.

191 INTERVIEWER: Sounds like a really interesting project

192 RESPONDENT: That project started before I was, in fact no I think it started while I was
193 working in York but the groundwork for that project started before I was employed here. So I
194 couldn't say for certain that we will have the information that sits behind that particular
195 project, but that is an example of where I think there will be information and there will be
196 countless others across the city. In fact I know that the Methodist church for example has
197 worked with the council and other partners to undertake similar projects, and is currently
198 working on one for the Central Methodist church at St Saviourgate projects like [in
199 Copmenthorpe] similar to one I've just described at Clemence Hall relied on a mixture of
200 focus groups, comprehensive surveys of the local population to arrive at what the issues
201 were in that particular area, New Earswick, Less Loneliness initiative developed out of a large

202 scale engagement exercise taken by the Joseph Rowntree Foundation and housing trust
203 which compared social isolation in two neighbourhoods in York and in Bradford, and a lot of
204 concrete projects have developed from that work in New Earswick, including a community
205 cinema and a community café. So there is a definite correlation and probably causation
206 between talking to residents about what their needs and desires are in an area and services
207 being provided facilities being provided to address those. Sometimes there is a time lag
208 because often the things that people raise are the knotty difficult projects that haven't been
209 tackled because they are quite difficult to achieve or quite complex.

210 INTERVIEWER: So I mean, these examples that you have given me, they're er, there's a
211 prevailing theme, in that they're places [extractor interruption] yeah so, this is what I'm
212 getting from you've said, that there's' a lot of places that seem to be popping up as
213 something that can cater for people's needs, is that a trend that happens across your team,
214 are they any other [...]

215 RESPONDENT: Yes it is , Ive spoken about examples in the areas I serve, albeit
216 Copmanthorpe, Ligitgrove, Methodist are not in my areas, there always have been important
217 institutions and centres in each village town ward, whatever, and the city centre too. But I
218 think that both by accident and by design the need for those centres and the importance of
219 those centres has got greater in recent times, and those centres are now being looked upon
220 to provide points of information, collections of services, social provision, on behalf of or in
221 additional to council services. And I know that goes on across the city some places are more
222 advanced or further ahead in that than others, I mean you've, sort of, in round-about way
223 we've got onto the subject of community hubs, there is a network of community hubs where
224 the council has identified venues in the community which already provide meeting place,
225 networking space, a range of services under one roof and has asked them if there would like
226 to recognised as sort of official community hubs and I think the aspiration is that some of
227 the council services would be available in those buildings in the future so we can take those
228 services to where people are, where they live, rather than expect them to come to us as a
229 council, now in some cases the buildings in question will be owned by the council and
230 perhaps in the past would have been run by the council, but not all some would be church
231 groups, or social clubs or village halls etc, and the community centres that the council has

232 historically managed which tend to be in areas with higher concentrations of council housing
233 because they were built to serve those estates, those centres have been asked to develop a
234 more independent or semi-independent management structure so if you like they would, all
235 of these premises whether or not previously managed by the council would provide a sort of
236 intermediate stage between the informal and the voluntary groups and networks in an area,
237 and the public services so they would sort of provide that intermediate community stage, ,
238 sort of organised groups operating from a building that they manage themselves whether or
239 not they own it.

240 INTERVIEWER: Does your work, is this essentially the kernel of your work to try and help these
241 hubs?

242 RESPONDENT: [pause] Yes, that that is a very significant aspect of your work to encourage
243 and to facilitate citizen action if you like whether through a hub or informally or through an
244 organised association [pause] not all of the work the work will go on in or through a
245 community hub but some some of it will and I think that will become an increasingly
246 important aspect. I think we talked earlier about the role of an involvement officer being to
247 act as a sort of joining of the dots between residents and public services particularly the
248 council, and that's still true on the sort of the ladder of participation if you like. But
249 increasingly, the role is about helping people to help themselves either as individual or as
250 part of group, formal or informal, in a building or not in a building, to address needs which
251 we have to try to identify through a robust engagement strategy. So in order to understand
252 what needs to be done we have to understand what their needs are which requires
253 engagement, and then in order to address the needs through encouraging people to help
254 themselves we have to engage further to put power and money into the hands of the
255 citizens, and I think that is part of the drive behind the new council committee structure
256 which will involve ward councillors working in their local areas as part of a ward committee
257 with a budget which has been top-sliced if you like from existing council budgets

258 Katrina Foxton: Top-sliced?

259 RESPONDENT: So that the councillors will receive a fraction of the portion of the council
260 budget to use at the local level at their discretion working with citizens to achieve mutual
261 objectives

262 INTERVIEWER: Ward fund?

263 RESPONDENT: The ward fund, the ward budget; it goes by various names it is has existed for
264 a long time but has gone through various different incarnations and last year last year the
265 budget was quite small and it was quite [pause] although its application was quite broad the
266 way it was administered was quite restricted and specific so it was available only to
267 constituted voluntary and community groups or groups who could make use of the
268 constituted groups to achieve whatever it was they wanted to do, and the funds were quite
269 so probably on average the grants may have been £500-1000 each whereas the larger
270 budget [pause] is designed to actually provide services in a variety of different council
271 departments on a ward basis. The previous system did allow commissioning of services by
272 the voluntary sector or by lower community groups but this is now much broader. So going
273 back to the example of the Luncheon Club for old people at the church hall it might be that
274 in a particular say the is no such provision currently and identified need is to encourage
275 greater socialisation better nutrition [] better mental health perhaps amongst the over 60's
276 some of the budget that has been provided by the social care department to a local wrd
277 could be used by the ward committeee working with say for example a church to provide
278 that provision in an existing people so it is devolving resources to people in a more flexible
279 way.

280 INTERVIEWER: Devolution is tied up to a lot of politics and this is what the last government
281 and I imagine and this current government is looking to do more of?

282 RESPONDENT: Yes, it is without doubt political and perhaps sometimes party political but I
283 am not aware currently and haven't been during my time working in local government of a
284 party which has opposed or anybody who has opposed greater local decision making so
285 whether you are form a green liberal, labour, conservative, independent perspective or any
286 other perspective I haven't come across anybody who has resisted greater local discretion. I
287 think that there are pros and cons to this approach I think that this is recognised across the
288 board, there are risks and there are some downsides to localisation and to discretion but it
289 seems that people of the various political persuasions have decided that on balance it is
290 worth doing and it is on balance a good thing to put power into people's hands and to
291 devolve resources, to meet locally agree needs. To some extent this isn't a new thing I think

292 as with a lot of public policy these things come in and go out of fashion, there were lots of
293 approaches particularly in the 1960 and 70s about community development and then
294 approaches about local enterprise in the 80's and 90's and so on and it's it's not necessarily
295 a linear process. Nevertheless, I don't think that there has ever been in sort of modern Britain
296 more emphasis on devolution and delegation as there is now.

297 INTERVIEWER: So you think there is more emphasis on devolution currently?

298 RESPONDENT: Yes.

299 INTERVIEWER: and I'm assuming that your knowledge of and this as you say non-linear is
300 process has come through mainly studies?

301 RESPONDENT: Both academic study and also talking to colleagues shall we say who have
302 been around for quite a long time. They won't thank me for that [pauses with laughter]

303 INTERVIEWER: but it is interesting though

304 RESPONDENT: I've got friends who work in this area and colleagues who all say that these
305 agendas these initiatives come and go and often it is a bit like dejavu but I do think
306 nevertheless that the emphasis on whether you want to call it the big society or another
307 name, I do think perhaps that emphasis is greater than it has ever been before. Or certainly
308 for 30 years. Now you could argue that people have more access to resources and more
309 power now but the resources are fewer.

310 INTERVIEWER: that's interesting what you mean?

311 RESPONDENT: for example they may have a larger slice of the cake at the local level or at
312 their disposal but the cake is smaller so therefore the actual buying power of that resource is
313 smaller.

314 INTERVIEWER; okay let's backtrack a little for me for my sake here. When you say resources
315 What do you, what are you referring to?

316 RESPONDENT: it could be Money, budgets if you like, I suppose that origin of those budgets
317 in one form or other would usually be taxation not always be usually. It could be buildings it
318 could be people. Be that volunteers or paid employees. It could be the power to make up

319 rules or regulations, could be the power to do something, a service, to provide something, to
320 build something. To trade, it could be any of those things. I think when I was talking about
321 the cake I was referring in particular to the money because although some assets have have
322 been sold into private hands or demolished or whatever or closed, as a result of financial
323 constraints, most assets have never been more available to local communities and to
324 residents. The red tower would be a good example. Probably volunteering is healthy, the
325 level of volunteering is healthy, and although people look back with rose tinted spectacles I
326 would suspect that the level of volunteering in the country is, it probably compares quite
327 favourably with the last 40 years. I would think that the ability to make rules, to build, to
328 trade, is all greater then has been under the more centralised systems of the last 30-40 years.

329 I think without doubt the number of paid employees undertaking public service or
330 community service activities has declined it may be that some people have moved sectors
331 from the public sector to the voluntary sector but the overall number of people and the
332 terms and conditions of those people is probably lower, smaller than the past. So perhaps
333 that puts more of a strain on volunteers and community organisations perhaps that's why
334 people don't necessarily have time to call upon their neighbours et cetera because on top of
335 their family and their day-to-day jobs, there are more and more people than working ever
336 before, they also have to pick up some of the tasks of the services that would previously
337 provided for them by paid employees in a public service organisation.

338 INTERVIEWER: which causes some tension...

339 RESPONDENT: Yes yeah I mean sometimes, I mean that goes back to the issue about
340 whether or not local discretion, citizen action, devolution is a good or bad thing. I think, even
341 if you accept as most people do that on balance it is a good thing, it might not always be a
342 good thing for something to be provided at the discretion of a volunteer where previously it
343 was carried out by a full-time, permanent, qualified employee.

344 INTERVIEWER: yeah I see what... So there seems to be this, two sides of a coin perhaps
345 whereby you offer...would you say that localisation is an aspiration? Who, who... Bearing in
346 mind everything you say, what is localisation... who is localisation an aspiration to?

347 RESPONDENT: Right yes I understand. I think this can be looked at in a very complicated
348 complex way or a very simple way so we'll stick with the simple way. I think that If you ask
349 people "who knows best about their own neighbourhood" they will invariably tell you that it
350 is the people who live there, who know what is best. And if you ask people who should take
351 decisions about their local area they will usual say the people who live there, and if you ask
352 people "who is best placed to provide some grassroots services" they say somebody with the
353 local knowledge who they know such as the traditional policeman who walks the beat in the
354 local area. So I think that in a nutshell suggests that where possible decisions should be
355 taken locally people should be accountable locally, discretion should be applied locally.
356 However, I also think that does not necessarily mean people do not obtain value from large
357 organisation or from some decisions being taken by experts or by bureaucracies if you like
358 removed from their day-to-day for example, well just to think of three examples the BBC, the
359 health service, the council. Some services people are quite happy to allow to be provided for
360 them by people who know what they're doing, potentially in a distant office so long as the
361 quality of the provision is good. So I think that what has happened is that people have
362 tended to feel that services should be localised where they feel that quality is eroded
363 because of the lack of local knowledge or where they feel that they don't get their fair share
364 or ignored or overlooked or where people feel that the decisions taken by a large
365 organisation or by somebody who is removed from them whilst all very well in theory do not
366 work very well in practice on the ground in their area and they find that very frustrating.

367 INTERVIEWER: Like, you said, you mentioned the word value ...for services which is quite
368 interesting. My research started off as being, looking to social communal values for heritage
369 but for my own reason the word value is extremely, it's become a professional tool in a
370 sense...and you're nodding here. So I wonder if you could explain what you meant by the
371 idea of value for expertise?

372 RESPONDENT: I think I said value for money. I suppose usually value in the sense that I mean
373 is a balance of costs and outcome so do you get a good outcome for the costs. Or if you like
374 do you get bangs for buck, do you get good, do you get something out of the system or the
375 service worth than what you put into it or better than worth what you put into it. I think that

376 people are quite happy, if they feel that they get good value, if they feel that the service that
377 is provided to them is a good quality service for the money that it costs them.

378 INTERVIEWER: Which is, yes, ok

379 RESPONDENT: so you might for example whilst the NHS is a large bureaucracy and a lot of
380 the decisions are taken in a place far removed from the average person that many people,
381 not everybody, but met many people people's experiences of the service provided of the
382 range of service provided, the quality, is sufficient for them to be satisfied that it is worth it.

383 INTERVIEWER: there's sort of like, trying to pull some of the strings of what's been said here
384 today, there is a feel for the value for money of service but at the same time localism is as
385 you say there's a large emphasis on localism and most people anecdotally as you say would
386 say that they are happy, or that their local knowledge is also something that is seen as
387 important.

388 RESPONDENT: yes perhaps I could clarify that. When we talk about how do we know that
389 people want localism, devolution et cetera, I think that to some extent that the localism
390 devolution big society agendas are driven by reducing budgets and the assertion, which may
391 well be true, that providing services locally and using volunteers more and looking at
392 prevention early intervention, citizen action, is overall cheaper. So there is perhaps a financial
393 incentive but nevertheless I do feel going back to what I said before about people liking to
394 have control over their own lives or over what is happening in the area, is the other reason.
395 So we've sort of got two agendas if you like which may arrive at the same place but
396 potentially stem from different, [pause] different objectives. And we discussed that localism
397 and devolution are not always the solution to a better service or to a lower cost and I think
398 the council is at interesting and exciting, albeit risky, stage of working out which services are
399 best provided locally, which services are best provided in the traditional, more sort-of
400 centralised way, which services it should stop, which services can be picked up by the
401 voluntary section and which can't and within the constraints of the law. Because For example,
402 sometimes an unintended consequence of allowing people to decide what they want in their
403 own area is a postcode lottery. So it might be that it turns out to be bad for an area because
404 people suddenly realise that, you know, X is provided in one place but not in another, or is
405 provided in a certain way in one place and not in another. And if that is considered to be

406 basic service of the universal need it will cause upset and friction people find that it is
407 provided differently or not at all in one place or another. And we already know about that in
408 terms of medicine that are available in different parts of the country on the NHS where the
409 NHS has localised some of its decision making.

410 INTERVIEWER: yeah you get like institutions.

411 RESPONDENT: yes stop and at risk of going on at too great length about this it occurs to me
412 that it is possible to deliver services and facilities centrally or in a large-scale and still involve
413 people in determining how those services are provided through engagement. So it might be
414 that people are involved in the provision of a service such as a specialist health service or the
415 future of the BBC or whatever, because the institution is engaged with the population and
416 the population is engaged with the institution. It doesn't necessarily have to be provided
417 locally or decided locally for there to be that communication but usually that's the best way
418 because people feel that they are more likely to want to engage and to be listened to if they
419 do so at a smaller scale and a more intimate scale particularly if you are looking to do more
420 face to face work. The practical reality of engaging somebody face-to-face is that you need
421 to go to them, not expects them to go to you. Therefore it works better at the local level. But
422 You could just as easily organise a paper-based survey through every door, every door in the
423 country from a central location as we know full well from the census.

424 INTERVIEWER: Census...makes me sad. I'm sort of dividing the interview into three sections
425 whereby we talk about first off what you do. And I think we've kind of gone on to your sort
426 of general information about what localism is, a general important theme to you and to your
427 team. Yeah. So when I'd like to talk about now is to move it more to this idea of your
428 personal views on York as a place of work but also somewhere, we mentioned it a bit at the
429 end of our conversation we talked about because you don't live in York do you?

430 RESPONDENT: that's right

431 INTERVIEWER: where do you live again?

432 RESPONDENT: Bradford.

433 INTERVIEWER: ok

434 RESPONDENT: District. I don't live in the city itself.

435 INTERVIEWER: so a lot of the talk here has been about sort of local knowledge, and you
436 mention sort of these ideas of places that are really important for communities to engage
437 each other with you at the school gates, this idea of pavement politics. Do you ever in your
438 work come across those places and do you have any relation to those places yourself?

439 RESPONDENT: frequently yes. I have used them as a venue to provide meeting space or
440 services as a team or we engage with them as a valued community partner or in some cases
441 we socialise there because inevitably relationships develop. We use them as a place to leave
442 or to root information, communication and we might some cases work from these buildings.
443 There is an expectation that people who are involved in front line services such as ours will
444 spend some of their time working from and in the places that they are assigned to. Now it
445 just so happens that I cover the city centre which means that I'm already in well, I'm directly
446 in one of the places that I serve, I'm very close to the other, so a lot of my work is around the
447 building that we are in now the council offices. But I also do cover two of the sort of semi-
448 rural parishes so it might be that I would go out to there and base myself in one of those
449 buildings for an afternoon or for a morning to make sure that I'm in touch with the day-to-
450 day goings-on in those places.

451 INTERVIEWER: okay so you do then, so continuing from this idea you being, using the
452 buildings that are used as community centres centres and hubs and you get a feeling so
453 there every day goings-on. Can you talk about that a bit more?

454 RESPONDENT: I think that there are three aspects to it. First of all people who are based
455 there who work there or volunteer there, have their finger on the pulse because they see
456 here discuss what is happening in a particular neighbourhood as part of their day-to-day job.
457 So keeping in touch with those people is very valuable and insightful. If you go to spend
458 time in a building like a community centre or library or church hall or whatever you invariably
459 come across people using the building either in as an informal venue for example some of
460 them have cafes, so you might be able to chat with people in the cafe or you overhear things
461 or bump into people, people might be using the facilities for semi-informal activities like an
462 interest group, I don't know a knitting group or a drama group or whatever it happens to be.
463 But the buildings are also often the base for organisations for more formalised activities so

464 that might be a particular society or a particular charity, or an organised event such as a gala
465 or a fair or a fete. So you come across different aspects of local life in a particular place if you
466 spend time at that centre. I also get value from just wandering around somewhere and
467 looking at things and reading things and talk to people and overhearing things generally, it
468 doesn't have to be in a building necessarily but often the movers and shakers or the powers
469 that be in an area, be it the parish council or the local Residents Association or the
470 community or civic group or whatever is based in one of these buildings and people use
471 these buildings as somewhere to socialise somewhere to receive and disseminate
472 information so it seems the obvious place to go. And as soon as I started working here I
473 immediately started picking up the names of places some of which I've never been, some of
474 which I still haven't been, but I know that there are important places in a particular
475 neighbourhood because I frequently hear the name of the place mentioned or the name of
476 the person who manages the building mentioned or an activity that goes on there
477 mentioned. So you quickly learn these things because its, York is not a huge place by city
478 standards but it's still a city so as somebody who doesn't live here and who hasn't worked
479 here that long (I think one and a half years going on to 2 years) I still haven't been
480 everywhere but in the areas that they have been I do know I do serve I would say I do know
481 most of the meeting places because it's inevitable. You have to, really.

482 INTERVIEWER: and do you, do you sort of talking about local place in the sense, yeah, local
483 place is heritage place. Do you feel that York is a heritage place in its, you know, it's a city,
484 but it seems that through what you've been saying that there's lots of different hubs that
485 interact with each other?

486 RESPONDENT: They some do they can do. They are doing increasingly. For example, there is
487 now an association of community venues you learn from each other and receive training
488 about best practice on think a monthly basis. There has been a long-standing residents
489 Federation is a federation of all of the residents Association in the city or all of the ones who
490 wish to participate. I think there is a lot of scope for additional joint working in networking, I
491 think too often people can be inward looking or can be absorbed or preoccupied by their
492 own organisation or building or activity. Depending whether it's in the city or within the
493 village or town located around the city is perhaps something that makes a difference

494 because in a village I think it is more likely that organisations will come together as part of
495 the community of that village, possibly centred around the parish council and all of the
496 villages in York have parish council. They probably all have a village hall which is probably a
497 central point. In the suburbs and the city centre the geography and the dynamics of the
498 place are different so there are lots of cross city organisation that work on certain projects
499 across the city so they're already geared up for that sort of wide networking. But there are
500 two lots of neighbourhoods within the city centre and the inner suburbs if you like. The
501 extent to which they engage with each other within and between areas, I'm not wholly sure. I
502 think, My experience tells me that some do but many don't. I think many haven't yet
503 exploited the links between organisations in a particular area or between areas, the
504 opportunities for learning, the opportunities sharing resource, for increasing buying power,
505 for problem-solving. We've tended to find that residents associations don't always link up
506 with each other and help each other with common problems. Probably because it's enough
507 of a job keeping an organisation running without necessarily considering or worrying about
508 what other people are doing but sometimes that is actually part of the solution. So working
509 with another person who has already had the same challenges or might the challenge that
510 you experience could help, so I think the idea of community hubs is interesting in that it
511 might bring organisation together service providers together, and I mentioned earlier the
512 central Methodist Church. So there is an example of a building which potentially has a lot of
513 space for local charities and community organisations to work from the same building.

514 INTERVIEWER: so because of its size?

515 RESPONDENT: it's a very big building which is I think only about 8% of it is used currently.
516 And the aspiration is to have the whole building used.

517 INTERVIEWER: yes

518 RESPONDENT: and you could foresee that, for sake, small enterprises or local charitable
519 organisations that could be a very creative place to work. The digital art media arts centre
520 that was proposed to the Guildhall (thinking of heritage assets here) was a similar idea for
521 small and medium-size enterprises that might need sort of incubation and might benefit
522 from being located near each other in a building where infrastructure and facilities are
523 already provided such as Internet, conference space, cafeteria etc.

524 INTERVIEWER: what about the building itself, I mean, just stick on the Methodist Church for
525 now I mean, I'm assuming you've been there and?

526 RESPONDENT: I have, I have been in quite a bit of it yeah

527 INTERVIEWER: yeah, What is your impression from the building itself? Or do you, is it just
528 that it could it is that which you've sort of explained already a space which has potential to
529 be used?

530 RESPONDENT: yes I think the overriding feeling is that it has an enormous amount of
531 potential. It's quite an unusual building in different ways, it doesn't particularly look like
532 church from the outside. Or the inside to some extent. It is more than one building really, it's
533 almost a complex will stop the chapel itself is recognisable as a large chapel, a Methodist
534 cathedral almost but the rest of the building is sort of multifunctional space. The inside and
535 the outside seem quite different. Once you get inside and you've experience what appears to
536 be a fairly standard church building then discover lots of other aspects of the building which
537 are quite out of the ordinary, for example the basement. Which is as big as the church itself
538 but underneath and is currently not used but could be. A large area of floor space for all
539 sorts of things. It has accommodation upstairs some of which isn't actually usable at the
540 moment but could be. It has a series of large meeting rooms it has a courtyard in the middle
541 which isn't roofed currently but could be. So it's a surprising building, it's surprising in the
542 sense that the inside is not what you expect from the outside and that the shape of the site
543 means that from the street you can't appreciate the depth of the site or the size of its but it's
544 also surprising when you go inside and discover all the different places.

545 INTERVIEWER: yeah like a tardis

546 RESPONDENT: yeah and its surprising only 8% of it is used and that I suppose it is surprising
547 that that situation has been, is, well it's not sustainable I think that's the problem, but I think
548 it's surprising that, that has happened for various historical reasons.

549 Kf: do you see that happening a lot with different potential buildings? An idea of potential
550 and then, I mean the red tower as we know, it's one that has, I think people can see potential

551 RESPONDENT: yeah, I think that what has happened is that, over time the original uses either
552 through changing fashions or through changing demands have ceased to be suitable or
553 whatever was going on in them has ceased to be useful and the buildings have become
554 unmanageable without a large injection of not only money but thought as to how bring
555 them into modern usage so the space is there the building is there but the money or the will
556 or the knowledge or whatever to deal with the space hasn't been there until now in the case
557 of red tower, central Methodist Church, the Guildhall or whatever. We've seen how the
558 library, the art gallery, soon to be the theatre, can all be brought back to use for their original
559 purpose which is a similar but somewhat different task but in the case of say the Guildhall
560 the red tower, the Methodist Church what we're looking for is a new use because the space
561 is useful but it's a different use. So you need the money you need them people have the
562 confidence to invest in. You need to reconfigure the space. So you need somebody who
563 knows what they're doing.

564 INTERVIEWER: I like the idea of...you mentioned the word 'will', the will and the thought... I
565 think this will be the last sort of points as we are getting onto her just over an hour. I mean
566 what do you think having worked with community groups how does will and thought
567 happen?

568 RESPONDENT: I think some elements will be unique or unusual to York and some will be sort
569 of be universal. What seems to happen is that long-standing decline or a long standing
570 challenge becomes almost a crisis so for example an organisation will realise that if action is
571 not taken it will lose whatever it is that it holds dear so has to do something in the sense its
572 forced. I think similarly a condition which is unusual to York is property values and prices in
573 York are so high that it is almost inevitable that every inch be used effectively, efficiently. So
574 people will be sitting on top of a large asset so unless they're realising its value as an asset it
575 will need to be sold or demolished or whatever. Local groups are looking for premises and
576 are not able to afford space so if you have an empty space then that demand is there that
577 will is there to do something about it. It's it's not a surplus it's a necessity, it becomes a
578 necessity. I think it does also sometimes require all the right people being in the right place
579 at the right time, some people just have vision or have the will to see something through or
580 to get something going or to forge alliances with others to make it happen. So perhaps

581 some of these large projects have started because those three things have come together at
582 once so suddenly you've got a large building that isn't affordable any more or maintainable,
583 you've got a demand from the property markets, you've got the space and someone else's
584 got the need and perhaps also you just happen to have the right people there at that
585 moment to realise the opportunity and to realise that the opportunity outweighs the threat
586 the pros outweigh the cons. I think in the past people have been so busy either managing
587 service or managing decline or just keeping an asset open keeping it standing that they
588 never really have the energy or the resource or the will to fundamentally deal with it or
589 fundamentally deal with the problem. But it becomes a necessity, they have to do it they can
590 no longer keep investing in something that which is either going to become unaffordable or
591 fall down.

592 INTERVIEWER: yeah I think that's really interesting it kind of comes back we don't have to
593 talk about it if you don't want to because I know you said it's a kind of problematic term but
594 that the idea of apathy is almost the opposite to this you know energy, will thought that
595 goes into it.

596 RESPONDENT: Well I think the reason that some facilities and services and building in the
597 past have been lost or neglected is because fundamentally there wasn't the will to stop that
598 from happening. Sometimes people did care deeply and they didn't have the skills or the
599 resources or the power at their disposal to do something about it, but perhaps really that
600 underlying fundamental problem was that it was just easier not to do anything about it or to
601 hope that somebody else would and they never did. Whereas if you find a body or a group
602 with the will then even if they don't end up with what they wanted or completely what they
603 wanted, they end up with something more than they had when they set out. A group that
604 springs to mind is the Your space project in Bishop Hill where the group wanted to create
605 affordable shared living space in a council assets which was an old people's home. And whilst
606 it seems unlikely that they will achieve their objective to have that that sort of cooperative
607 housing in the building, they may ultimately achieve their objective of a cooperative housing
608 arrangement somewhere else in the city because they have the will to make it happen and
609 people have started listening. You know the problem is recognised that a lot of the housing
610 in York is unaffordable, they had the ear of the people that may be able to help them

611 something about that. So they may not achieve their original objective but they may
612 nevertheless achieve something and may take it forward and move the agenda on. So you
613 could say that maybe you have to lose the battle to win the war I don't know but, they have
614 the will to do something about it.

615 INTERVIEWER: think that... Obviously becoming... Yeah from this conversation see that as
616 being quite important as long, you know started talking about aspirations and desires that's
617 really important yeah. Okay I'm pretty happy with that. Do you have any questions?

618 RESPONDENT: I suppose I was interested just briefly in we talked about heritage heritage
619 assets if you like. Do you have a definition that, I know that's a bit difficult because heritage
620 is a broad somewhat subjective concept. Do you have a definition or examples or do you
621 have examples of what is not a heritage asset?

622 INTERVIEWER: it's a very good question. see I'm, obviously, yeah heritage is broad area and
623 can encompass materials, objects, memories, music, food but I'm looking at, in this particular
624 project, I'm looking at the idea of the historic environment in terms of building and with a bit
625 of a nod to archaeology. But I'm very interested in a heritage is a heritage asset in terms of
626 the historic environment being essentially a place of social importance that is has historical
627 or has a historical trajectory, it's been around for a bit, doesn't have to necessarily have been
628 around for 1000 years, but if it's been around and is recognisable as something that is local
629 and old. For the sake of this project that's my definition of heritage.

630 RESPONDENT: you might possibly say that if the building or structure is older than anyone in
631 the city and thereby was already there...is that the sort of age we're talking about?

632 INTERVIEWER: that...well I mean I think it depends on the people defining it and adopting it
633 as a place that they feel attachment to, I think it's that sort of idea of attachment, it doesn't
634 necessarily have to be attachment.

635 RESPONDENT: they just think it's of value to them in some way

636 INTERVIEWER: yes, this idea of value is important that it is also problematic because it can
637 define a heritage asset but it doesn't necessarily mean anything going to happen to it. I'm

638 looking at how values for place is linked to participation and active steps towards doing
639 something.

640 RESPONDENT: to influence that space or places in some way...

641 INTERVIEWER: to influence, or it doesn't necessarily mean participation could mean taking it
642 over and using it for a community hub or it could mean making it accessible to. Because the
643 other aspect is very important to York obviously is this idea of tourism and interpreting
644 buildings is another way of promoting its value but it's not as necessarily as encouraging in
645 terms of participation so for example the city walls they've got all those amazing
646 interpretation panels. Which means that there is a different kind of interaction with that that
647 building whether that acts as a placard between participation with the building because it's
648 not open to local local it's not opening the door for local use. but I think this idea of
649 community hubs emerging network of centres that are often these old buildings that is a
650 form of heritage that I'm picking up on very interested in. Sorry but that is a bit of a vague
651 answer.

652 RESPONDENT: no that's...

653 INTERVIEWER: is that kinda what you expected?

654 RESPONDENT: broadly what I expected

655 INTERVIEWER: Quite like ending it with a question to me.

656

1 Interview 3: 10-08-15 West Offices Mark

2 INTERVIEWER: Right, so hi.

3 RESPONDENT: Hello.

4 INTERVIEWER: Can we start off with you explaining what you do in York?

5 RESPONDENT: Okay. I am a Development Officer with responsibility for transport strategy.

6 Mainly that looks at what the potential transport impacts are of the Local Plan and putting
7 forward the infrastructure that would mitigate those impacts as far as possible. So if we look
8 at the amount of housing growth that potentially is going forward in the Local Plan, that will
9 generate traffic, and then we have to see how much traffic is generated and where it goes,
10 and whether that actually adds to the existing traffic levels on the roads, and whether those
11 roads can take it and what needs to be done so they are able to take it, or whether we need
12 to build new infrastructure to cope with it as well.

13 That's one aspect of it. Then the other thing is actually looking at the means to see
14 what else can be done so people don't necessarily need to drive. So we're looking at walking,
15 cycling, public transport. So we're giving people the wider transport choices to make, rather
16 than necessarily driving.

17 INTERVIEWER: So when you say the word 'infrastructure', it's not just roads, is it?

18 RESPONDENT: It's not just roads. The other thing that I'm responsible for preparing is the
19 Infrastructure Delivery Plan. So that is social infrastructure – so like community facilities,
20 whether we need churches, community halls, education establishments like schools, colleges,
21 green infrastructure, green corridors. There's a whole gamut of infrastructure that might be
22 necessary. Utilities, whether that's water, drainage, power supply, gas, the whole lot. We
23 need to see whether there's going to be sufficient capacity to do it or whether that capacity
24 can be delivered if we haven't got it at present.

25 INTERVIEWER: So you deal a lot with the material of the city.

26 RESPONDENT: Yes.

27 INTERVIEWER: Okay.

28 RESPONDENT: What *will* be in the city, or what would be needed in the city.

29 INTERVIEWER: What will be the *future* material in the city.

30 RESPONDENT: Yeah.

31 INTERVIEWER: I'm going to backtrack, 'cause I forgot to ask you (which is what I ask
32 everybody at the beginning of the interviews) how do you know me? How did we get
33 introduced?

34 RESPONDENT: We sat next to each other in the office and just generally through
35 introductions, and then I realised what your project was by just general conversation in the
36 office and noting that you were having a chat with Harry every now and again. So just from
37 general workplace chat and then more into realising in more detail what it was, and then you
38 asking me to take part in your study, and then I agreed to do it.

39 INTERVIEWER: Thank you. Yeah, I agree with that.

40 So going back to the main bulk of the interview, what do you do on a day-to-day
41 basis in the office?

42 RESPONDENT: Several things that I have been doing were commissioning consultants to do a
43 transport study and then managing that study to say, 'Are they looking at the right things?
44 Are they coming out with the right sort of ideas of what infrastructure might be needed to
45 take forward?' And then really having a look at what they've come up with and then taking
46 that forward to say, 'Right, well these are your suggestions to what we need. How can we
47 deliver those? And are they really necessary?' And if they're really necessary, 'What priority
48 do we need to put them in through?'

49 INTERVIEWER: Okay.

50 RESPONDENT: So for example, one of the suggestions that they put forward was for dualing
51 the A37 ring road because looking into the future, that would have more traffic flowing on it
52 than it can theoretically take. So actually, there'll be a lot of congestion on that road. It's
53 congested already but basically you'd be trying to squeeze too much traffic on it to what it
54 can take, so therefore you would need to make it a dual-carriageway.

55 And that serves another purpose, actually. It provides a route for the traffic to avoid
56 having to go into the city centre and back out again to get from one part of York to another.

57 INTERVIEWER: So you commission reports and...

58 RESPONDENT: A lot of studies and do the reports myself. Do my own research. Look at other
59 people's plans as well and provide advice on their plans. So anything that has a transport
60 impact or an infrastructure impact, or anything on the duty to cooperate between one or
61 more authority with others, I look at that as well.

62 INTERVIEWER: When we've been having our chats, one of the things that I think came up was
63 this importance to infrastructure, or your sort of consideration of the infrastructure, and this
64 idea of heritage.

65 RESPONDENT: Mm.

66 INTERVIEWER: I can't quite remember what it was you said but it piqued my interest.

67 RESPONDENT: I think it was trying to have a different approach to dealing with it from what
68 may have been the more traditional approach of maybe a few years ago.

69 A few years ago – maybe ten years ago, a bit longer – the approach was you did what
70 you call a 'predict and provide' approach to transport and highway capacity. You would look
71 to see how many vehicles there would be in the future and you built your roads to cope with
72 that.

73 Now in that respect it could do quite a lot of harm to the city in that actually, you'd
74 be taking up a lot of properties and actually you could end up with roads the size of which
75 are disproportionate to their location.

76 The other view that started to come through and which I'm more interested in is
77 actually trying to first of all minimise the need for travel where you can. If you do realise that
78 people have to travel then you look at seeing if they can do it by other means, such as
79 walking and cycling or public transport.

80 And then the final way is actually you then look to see what infrastructure
81 requirement is left over. So you have the least impact, or the least adverse impact, on
82 heritage and the environment.

83 It would be normally the environment that you would consider, but as York is such a
84 historic city, then it's the heritage side of things, like the physical infrastructure of the city –
85 things like the ancient walls and stuff like that. You would try and keep their setting and not
86 do anything that would actually upset that.

87 INTERVIEWER: It's interesting because I've been leaving a definition of what heritage is to the
88 end of the interview, to discuss with people. But I want to bring it up here. I feel like it's the
89 right place to talk about it here. What is your definition of 'heritage'?

90 RESPONDENT: I think mine is what you inherit from previous generations. Something that
91 leaves you feeling more a sense of things having been made better by previous generations
92 than made worse. For whatever reason they were built, a lot of historic castles and that were
93 built for war, but actually when you see then you think they're very impressive and they're
94 still there, rather than them being demolished.

95 I think an example in York, I think there was a view that certainly I think the end of the
96 18th Century was actually, 'We don't necessarily need the city walls so therefore we can build
97 through them and around them,' and there was a very strong movement to say, 'No'. I think
98 it was Sir Harry Betjeman, actually, a very strong movement to say, 'No, these are our
99 heritage. Don't damage them.' I think that prevailed and thank God it did. Because actually
100 it's led to one of the main things that York has that people want to come and see. So it helps
101 boost our tourism industry that actually, something from the past is something that the
102 present want to appreciate and preserve, hopefully, into the future as well.

103 INTERVIEWER: So for you, it's the physical...it's the remnants of the walls and built structures
104 that have been kept?

105 RESPONDENT: Yeah, and I think there are some places where actually you do feel the old
106 style part of the city is something that makes it unique and attractive to people to come to.

107 INTERVIEWER: Have you got any examples?

108 RESPONDENT: Some of the old pubs. Not that I just go to pubs, but there are very old
109 buildings. There's the Black Swan and then just some very old buildings in Gillygate, I think –
110 some 13th Century buildings that actually are the oldest ones in York.

111 INTERVIEWER: I didn't know that!

112 RESPONDENT: I think there's a jeweller's in Gillygate that is that sort of age.

113 INTERVIEWER: I mean, I walk down Gillygate a lot. I can't think, but...

114 RESPONDENT: I mean, there are internationally renowned places like The Shambles as well.
115 So it's just some unique points that there are.

116 I think one of the things was I grew up when I was younger in a more modern town.

117 INTERVIEWER: Where was that?

118 RESPONDENT: That was in Basingstoke.

119 INTERVIEWER: Oh really? I live in Reading.

120 RESPONDENT: Oh right, okay! And yeah, there's a vast difference between living in
121 York and, say, living in Basingstoke. And Reading, I would say, is an example where a
122 heritage has been destroyed by transport. Because you've got, I think, dual-carriageways
123 cutting in and around the town.

124 INTERVIEWER: We've got the IDR.

125 RESPONDENT: Yeah.

126 INTERVIEWER: The IDR. But we still have the canals which are quite a significant...

127 RESPONDENT: And those things can rejuvenate places now. They go unfashionable and out
128 of use, and actually then when you realise that you can make use of them as waterside areas
129 for housing and leisure and things like that, then they come back into favour.

130 INTERVIEWER: There are places in Reading that I've walked through and I've seen...you can
131 see that happening. There are lots of restaurants by, and people bringing visitors, not just
132 the people that are living there, but the visitors coming in. And I hope they make a bit more
133 of the Oscar Wilde walk.

134 RESPONDENT: Mm. So when something's gone and disappeared entirely it's far more
135 difficult. You can't bring it back.

136 INTERVIEWER: So what's your opinion then on the fact that York's lost its castle? 'Cause the
137 castle area isn't visible. I mean, we have the Castle Museum and the prisons and the law
138 courts, but the actual castle that was there.

139 RESPONDENT: Mm. It's a difficult one, that one, because...

140 INTERVIEWER: That area is a bit problematic, isn't it?

141 RESPONDENT: The area around it is. That's part of the evolution of a place, that everything
142 gets built on what was built there before to a certain extent. And there's a different form of
143 heritage that's been left that's more Georgian or Victorian architecture left there. So there's a
144 different form. It doesn't mean to say we can't appreciate it. But maybe if the castle had
145 remained, it would have been appreciated even more. It's just...

146 INTERVIEWER: Yeah.

147 RESPONDENT: It's difficult to comment on something that isn't there anymore if you've not
148 seen it when it was. Whereas if you do see something and you think, 'That would be worth
149 preserving,' and it goes...

150 INTERVIEWER: So things being visible and being seen, is that an important aspect of...

151 RESPONDENT: I think trying not to unnecessarily destroy them is important. You really do
152 have to consider whether it's the greater good to do it or not.

153 INTERVIEWER: How do you get to a point where...you say 'unnecessarily destroy them'. That
154 sounds to me like something somebody else has said about it's things being done
155 irrationally.

156 RESPONDENT: Mm.

157 INTERVIEWER: Yeah.

158 RESPONDENT: You have to consider a range of options, I think, before you decide on which
159 one you do. To coin a phrase, there's more than one way to skin a cat. Which is not the best
160 one to use but it's the one that always sort of comes to mind, is where you've got potentially

161 several different ways of dealing with the same problem. And if you can find a solution that
162 doesn't damage anything, or you weigh up the pros and cons of whichever route or
163 whichever measure you choose, some of them you're balancing up what you preserve
164 against what the cost would be to keep it preserve, or whether there's a cheaper option
165 which causes some harm but not a significant amount of harm. In that respect it can be fairly
166 subjective. But you try and test it objectively as best you can.

167 INTERVIEWER: Before we go onto the second part of the interview, could you explain to me
168 what you would say your concerns for York are and what your potential aspirations are for
169 York?

170 RESPONDENT: The difficulties I can see coming up would be if we didn't put the necessary
171 infrastructure in to try and alleviate traffic from the city centre, there will be more pollution
172 from vehicles because there'll be more of them trying to get in. Because people may not
173 necessarily be just going into the city centre but they might be going through the city centre
174 to get from one place to another. So more vehicles would create more pollution.

175 They'd also make the environment where other people are moving around less
176 pleasant for them, or more unpleasant. So one of key assets is the city centre and the places
177 that people want to go and see. But those very places that they'll be in and around are being
178 made worse by more traffic going around. Even though there is an inner ring road, if you
179 have more traffic trying to get through it, that creates a sort of movement severance
180 problem that people are having to wait for traffic to get from one place to another.

181 That's the biggest form of harm that it will do, is actually pollution and severance and
182 just making it generally unpleasant for people.

183 INTERVIEWER: The problems that incurred through Lendal Bridge, is that kind of the reason
184 that Lendal Bridge was proposed in the first place, is because of this severance?

185 RESPONDENT: Yeah, the trial of the access restrictions on Lendal Bridge were...the bus
186 companies were saying their bus services were unreliable through the city centre because
187 there was too much traffic. Air quality in the city centre was actually suffering. So the actual
188 trial when that was put in actually did achieve what it set out to do in that respect. It actually
189 made the city centre bus services more reliable.

190 There were fewer vehicles going through the city centre so you could have things like
191 Exhibition Square, where they've actually changed the layout of Exhibition Square, you could
192 have done more things like that to improve the physical environment for people that aren't
193 in cars. Because there'd be fewer vehicles going through.

194 And air quality improved as well. So those things, they were direct, physical effects
195 that the actual restriction did, improving air quality and actually getting more buses through
196 more reliably. And there were knock-on effects that it could have had. It could have helped
197 the regeneration of the railway station area. It could have helped having more things like the
198 Exhibition Square development, that it actually would have improved the sense of place.

199 So that's what it set out to do. Unfortunately, because of the way it was done, and
200 maybe negative reaction by drivers, that really put a lot of political pressure on the council
201 that it was a failure in those eyes.

202 INTERVIEWER: Mm. It's really interesting you saying the idea of a sense of place. I'm going to
203 keep that to one side for a moment.

204 RESPONDENT: Okay. There's a lot of importance in the space between buildings as opposed
205 to just the buildings themselves, so it's how the buildings and areas of the city connect with
206 each other.

207 INTERVIEWER: Go on. Yeah, that's really interesting.

208 RESPONDENT: Because you create the environment between the buildings. So a good
209 example of that, I think, is actually the Minster Piazza. It's a shared space, so you've got
210 pedestrians and cyclists and I think people still have the horse and carriages going through
211 there. There's no actual demarcation of a kerb line or anything like that, but people have got
212 to be aware of, and be respectful to, other people in that area. So there are actually signs up
213 to say, 'This is a shared use area. Be respectful.' And for cyclists, 'Don't go screaming through
214 as fast as you can.'

215 But it just creates that pleasant area. People can sit around outside the Minster. They can just
216 stand and watch or they can just mill around as best they want to.

217 INTERVIEWER: Because I also sort of experienced, like I came through it this morning. The
218 Minster Piazza, it is... Yeah, I mean, do you come through it often?

219 RESPONDENT: I do go through there because it's one of the only...it is actually the only
220 strategic cycle route through the city centre during the hours of the Footstreets. So that's the
221 only route that you can go through from Duncan Place through to Walmgate Bar. Or you can
222 then branch off around the back of Barnett's, through there. So it provides a sort of link
223 through that way and a link through slightly over towards the Hungate way.

224 I think there were views that actually you could allow cyclists through the Footstreets
225 area as a trial but I don't think that's gone ahead.

226 INTERVIEWER: When you say 'Footstreets', what do you mean?

227 RESPONDENT: That's just generally the area that's the pedestrianised zone between whatever
228 the hours of it are now. I think it's 10 'til 5. So you can't actually ride a bike through the
229 Footstreets area between 10 and 5, but you can still ride a bike through Duncan Place,
230 Minster Piazza, Minster Yard and then round through to Gillygate. Or Goodramgate,
231 whichever one it is.

232 INTERVIEWER: But it's interesting also that the Minster itself is part of the history.

233 RESPONDENT: It's such a key building that it's there, it's in the centre of York and I think
234 everything else is kept below it, in terms of planning terms. It's *the* focal point of the city.

235 INTERVIEWER: The focal point of the city. And that has, as you say, a physical impact on the
236 rest, because you can't go higher than the Minster.

237 RESPONDENT: No. And it's such a major presence there.

238 INTERVIEWER: When you say 'presence', I'd love to hear what you think about that 'cause it's
239 really interesting.

240 RESPONDENT: I think it's imposing. From close up it's imposing. You can see it and the
241 medieval architecture for it. But actually from a distance it's imposing as well. There are
242 certain places where York is in a plain. As soon as you get up from that plain, like in the

243 Wolds or more towards the high end, just before Leeds, you can see the Minster from a fair
244 distance away. So you know, actually, it's a landmark towards the city.

245 So I should imagine in older times, before other areas were all built up, that was still a
246 significant marker as to where you were going to. When you were heading to York, there's
247 the Minster. You can see it from miles around. And certainly within the city and the
248 approaches to it, you can still see it, which is the importance of the Strays, is providing those
249 viewpoints so you can see it. There are lots of other places, I would have said, that have got
250 impressive cathedrals, but they're somewhat lost within the urban area around them.

251 INTERVIEWER: I'm trying to think of Cambridge. I don't know.

252 RESPONDENT: Yeah, I mean, maybe not as high. The colleges you can see.

253 INTERVIEWER: Yeah.

254 RESPONDENT: I think you just see the spires at the top, but obviously in Cambridge it's the
255 spires.

256 INTERVIEWER: Is that Oxford?

257 RESPONDENT: Could well be.

258 INTERVIEWER: Dreaming spires of...

259 RESPONDENT: Dreaming spires, yeah.

260 INTERVIEWER: ...Oxford, yeah. That's really interesting. So my other question was, 'What are
261 your sort of intentions, your sort of goals? What would you like to see happen?'

262 RESPONDENT: I think York's got to grow still. What level of growth it takes is still subject to
263 lots of argument. Unfortunately, much as you might want York to stay as it is, it can't stay
264 exactly as it is. Everything has to change and evolve over time, otherwise it just literally would
265 become...it's primary purpose would be just a tourist destination, that's it.

266 It's got quite a good base in terms of science and biosciences and stuff like that, so
267 there are areas around here for people to work, and I think you've got to provide those
268 facilities for people to work. But as you get more people working then more people need to
269 live in the city as well, so you've got to provide enough places for those people to live.

270 Otherwise they're going to be living outside and driving in, so they're going to be bringing in
271 more vehicles. So actually it could be more harmful if you encourage people to live outside
272 and come into York to work, rather than living and working within York.

273 Because at least if you're living within York it's a very compact city and you can get
274 around by means other than driving. Whereas if you go beyond a certain limit, the only way
275 you really effectively can get in is to drive. And you're just compounding an existing problem.

276 INTERVIEWER: Which then obviously impacts the historic environment, as we've said.

277 RESPONDENT: Yeah.

278 INTERVIEWER: But it seems like on the one hand you're impacting the historic environment
279 with cars and exhausts and roads, but on the other hand you're impacting the environment
280 with people.

281 RESPONDENT: People and houses. And that's the difficult balance that me and everybody
282 else on the planning team is trying to come up about – which one is the more sustainable
283 option?

284 INTERVIEWER: Right. 'Sustainable' is a key word, then.

285 RESPONDENT: And where do you do it? Do you do it in the city centre and is there space in
286 the city centre to do it? Or is there space in the urban area and is there land available in the
287 urban area to do it? Or do you have to then look out more to the non-urban area? So
288 villages – do you expand those? Or do you build on greenfield sites or reuse sites that have
289 already had a use on it?

290 And if you've got to fit everybody in, do you build upwards or outwards? And if you
291 build upwards then you're starting to destroy the heritage of the Minster because it becomes
292 diminished because you've got other buildings going up higher around it. It's such a tricky
293 balance.

294 INTERVIEWER: Sounds like it! But it's a balance that has physical implications.

295 RESPONDENT: It's a balance that has physical implications because we're guided by
296 government restrictions and advice to say, 'You've got to provide housing for this number of

297 people. This is what the projection is. You've got a need for housing, therefore you have to
298 provide for it.' And then we're saying, 'Well where are we going to provide for it? And do we
299 do it here, do we do it there or do we ask our neighbours to say, "Do you know what? Have
300 you got some spare land? Can you take it?"'

301 But if you then go to that distance beyond it, you're then compounding a different
302 problem by having people commuting in.

303 INTERVIEWER: Okay, and I think we can now move onto what would have been the second
304 part of the interview but has kind of become the third because we have spoken about place
305 and heritage a lot.

306 Part of my research is looking into how these kinds of decisions and weighings-up
307 and the tussle of city management involve other people and people on the ground already.
308 So I guess we'll start with what you think, where you think the space is for people to have
309 discussions about these changes to the city.

310 RESPONDENT: I guess the first place would be the more formal approaches to where you
311 could get the space, in formal consultations, where you sort of suggest this is where it could
312 go. It doesn't necessarily mean it is where it will go, so you maybe put options forward for
313 several approaches to how the city might change. And you can consult online, you can have
314 physical exhibitions where you get members of the public in to come and offer their views,
315 you can have focus groups or stakeholder meetings where you involve people that have got
316 either a means of delivering your ideas or got a vested interest in it.

317 So you could invite your utility providers, English Heritage (or what was English
318 Heritage at the time).

319 INTERVIEWER: Historic England.

320 RESPONDENT: Historic England now. We did an example for the Local Plan where we had a
321 series of workshops where we had developers of prospective sites for the Local Plan and
322 basically having a massive panel interview with stakeholders from providers, highways
323 operators, bus operators, environment groups, representative bodies, to say, 'Right, okay,
324 well this is what you're proposing. Have you considered it will have an effect on this? Have

325 you considered doing that?' Just to try and make their proposals going forward better and
326 more sustainable than maybe they'd considered so far.

327 INTERVIEWER: Sustainable again is another...

328 RESPONDENT: Again. I know sustainable is always bandied around, but you've got the
329 economic aspect of it, you've then got a social aspect of it and the environmental aspect of
330 it, so it's where it fits in that triangle.

331 At the moment I'd say in terms of government policy it's heading towards the
332 economic corner of the triangle.

333 INTERVIEWER: I'm drawing a triangle. And so that's the direction of the government?

334 RESPONDENT: I think so because they're saying, 'We need economic growth above
335 everything else.' Or that's my inference of what they're saying.

336 INTERVIEWER: Okay, I've got two directions I could go here. I could ask you about inference.
337 Yeah, I'll do that first. I do kind of get the impression – and maybe I'm far off – that there's
338 the sense of different people working in the council, sussing out where the movements are in
339 terms of governmental... Does that ring true?

340 RESPONDENT: [hesitating] Yeah... From my perspective, when you look at the changes to
341 things like planning guidance, where planning guidance was heavily prescriptive before and
342 the prescription was if you wanted to come forward with a development, you had to prove it
343 was sustainable. Now it's been reversed the other way, say, that the presumption is you will
344 allow sustainable development.

345 INTERVIEWER: Right.

346 RESPONDENT: It's changed the emphasis. It will say, 'You will allow development, because it's
347 presumed sustainable, unless it can be proved that it isn't,' rather than other way, saying that,
348 'You have to prove development is sustainable first.'

349 At the extreme scale it's like moving from 'innocent, presumed guilty' to 'guilty unless
350 proven innocent'.

351 INTERVIEWER: Interesting.

352 RESPONDENT: That's an extreme switch and this policy has gone some way towards that. I
353 wouldn't say it's all the way because there are still caveats to say what sustainable
354 development is. But actually, some people have said, 'It's the developers' charter.' Because
355 that gives them the right to build anywhere because everything's sustainable and if you as a
356 council say it's not sustainable, then the developer goes to appeal and wins at appeal. So you
357 get planning by appeal, rather than having planning by policy and stuff like that.

358 INTERVIEWER: So it sounds like you draw from the policy, which are kind of...

359 RESPONDENT: But then I'm just entirely cynical probably most of the time!

360 INTERVIEWER: But in a practical, day-to-day, you still have to draw from those policies...

361 RESPONDENT: Yeah.

362 INTERVIEWER: ...and act accordingly.

363 RESPONDENT: Yes.

364 INTERVIEWER: And that's information that you put into practice.

365 RESPONDENT: Yeah. I mean, for one thing, going back to infrastructure now, in a way, one of
366 the things that I've done recently is... Because in the Local Plan we had strategic allocations
367 for land, for sites, the study that came up was, 'Well if York grows this much and you have
368 those sites, what is the overall level of infrastructure that we need at a city-wide level to do
369 that?' Which was fine at that point in time.

370 With the delay in the Local Plan, there are developers of those strategic sites that are
371 submitting them for planning application now. So normally you would determine a site to
372 say, 'That's that particular site's impact.' And therefore you say you have to mitigate that
373 particular impact.

374 But a lot of these sites are closer together. So what we've said now is actually, 'There's
375 the strategic-level infrastructure that we need. These sites all acting together have an effect
376 in this area, therefore you need to plan infrastructure at a more local level – a
377 neighbourhood level or community level – because of the impact of all these sites close
378 together. So that's a small cumulative impact.

379 And then you've actually got the impact for a particular site, so how do you get
380 access to it, the immediate junction next to it, what sort of thing needs to be done there. So
381 that's taking a high-level infrastructure paper and broken it down into three levels to say,
382 'Right, okay Mr Developer, you're coming forward with your site. There are two sites near to
383 you that are likely to come forward at the same time. You will need to work together to see
384 what your cumulative impacts are,' and therefore this is the infrastructure that you need to
385 provide to service those three sites. Otherwise you could get to the ludicrous situation where
386 you build a piece of infrastructure for one site, which is immediately redundant when the
387 next one comes in and you have to rip it out or adapt it.

388 So it's to minimise what we call [unclear – 0:37:15.9] work. You do it for one stage and then
389 you have to change it later. And then when the third one comes in, you have to change it
390 again.

391 And usually the first developer that gets in – if there were three applications all at the same
392 time – the first one probably takes up what capacity is left in the network. So they don't have
393 to do the improvements. And then it's the other two that have to come in. Because that
394 capacity's been taken up, they have to drive the extra capacity.

395 INTERVIEWER: What do you mean by 'capacity'? I think I'm losing you on that word.

396 RESPONDENT: Well normally when you have a road or a junction, you can only get so many
397 vehicles down it and vehicles through it. So if you've got a junction which is getting so many
398 vehicles through it and can only take a few more, if you've got a development shoves those
399 few more vehicles through it, that's as far as it can go. And if you put any more in, it will start
400 to have traffic backing up, backing up, backing up. So you can't physically get them through.

401 So you would say to the next development, 'Well your traffic is going to cause this
402 problem. You need to redesign that junction or improve that road to get your traffic through
403 because there's not enough room to do it.'

404 It's like trying to squeeze too much down a small pipe. You need to make the pipe
405 bigger.

406 INTERVIEWER: Yeah. Sorry. I think it was just the idea that... So you're avoiding this kind of
407 situation.

408 RESPONDENT: By planning ahead and looking to see what the impact might be.

409 INTERVIEWER: Yeah.

410 RESPONDENT: So you actually say, 'There's infrastructure that we need to fund at the city
411 level so therefore the council needs to go out and find the money to do it.' There is
412 infrastructure where you can pool the resources of more than one development to fund it,
413 and then there's actually what is specific to that development.

414 INTERVIEWER: Going back to this idea of consultation, do you organise consultations?

415 RESPONDENT: Sometimes I have when I was working on the Local Transport Plan because I
416 was the Project Manager on that. Then I would say, 'These are the consultations that need to
417 take place.' And either organise them myself or have someone in my team at the time do it.
418 Or we did it through the communications team.

419 With the Local Plan team, then other people in the team did it and organised it, but
420 actually I took part in them. So we had meetings with the public which I attended as an
421 officer and met face-to-face with the public.

422 INTERVIEWER: Part of my interest is about information-sharing and how effective it can be,
423 and how useful it is for both sides. What do you think is an effective piece of information-
424 sharing?

425 RESPONDENT: Now I'm trying to think of the wording that was used. There's a difference
426 between 'consultation' and 'engagement', I think, is the expression. 'Consultation' is, 'This is
427 what we want to do, this is where we want your views on it.' 'Engagement' is, 'What are the
428 problems? How do we go about it? And have you got any ideas to solve it?' And then use
429 the ideas that come back and it actually shapes what you do.

430 Consultation can be lip service, in effect, saying, 'We've come up with this idea. We'll
431 just find out what people think but actually we're not going to take any notice of it, 'cause
432 we want to do it anyway.' So that's the difference between letting people know what you're
433 doing, rather than actually taking an active feedback into what you do.

434 So if we go out with, 'These are the issues and this is what we could do,' like we did
435 with the Local Plan issues and options or preferred options consultation, we got thousands
436 of responses back. Some of those responses have actually come up with things that have
437 affected policy, so we've changed policy because of some of the responses that came in.
438 Because we either got responses from the public or we got responses from prescribed
439 bodies such as the Environment Agency or Historic England. I got the right term there.

440 INTERVIEWER: Are there any other NGOs, like heritage organisations like the CBA? Ring a
441 bell?

442 RESPONDENT: I'm trying to think.

443 INTERVIEWER: There are quite a few. And there are lots of amenity societies.

444 RESPONDENT: Well probably York Civic Trust and people like that would have sent responses
445 in.

446 INTERVIEWER: Yeah.

447 RESPONDENT: And then members of the public or just other organisations have the right to...

448 INTERVIEWER: Community organisations?

449 RESPONDENT: Community organisations or anything. All of those responses were noted,
450 either as support, objection or comment, and then either they were used to reinforce the
451 policy or they were used to change the policy or measures that were put into place. So there
452 would have been a significant change between preferred options draft of the Local Plan to
453 the submission draft of the Local Plan.

454 So we track it. We actually publish the detailed responses online, so they are
455 available; anyone can see. They're anonymised in certain cases – members of the public
456 details are anonymised. Business responses aren't. So you can see what a business response
457 was, like if it was Taylor Wimpey or someone like that, their response that was published, you
458 could see who it was.

459 INTERVIEWER: Yeah.

460 RESPONDENT: Same as the Environment Agency, same as the Highways Agency. Their
461 response would be noted. But a member of the public would just have a reference number
462 and what the response was.

463 INTERVIEWER: Okay.

464 RESPONDENT: So it's anonymised in that way. So you can see what the responses were and
465 people could look online to see what the responses were. Everything was then summarised
466 and presented to council to say, 'There are so many comments in relation this; there are so
467 many objections in relation to that policy.' So it was taken forward and a lot of the things
468 were noted.

469 I mean, I've had things in my transport policies that have been advised by comments
470 and it's changed the policy. Slightly or in a big way, depending on what the comment was.

471 INTERVIEWER: So with this consultation, it happened on quite a large scale?

472 RESPONDENT: It was city-wide.

473 INTERVIEWER: A city-wide consultation?

474 RESPONDENT: Yeah.

475 INTERVIEWER: I've been talking to other people about the local boundaries that we have, like
476 the wards and the parishes in York. They weren't consulted or engaged with at their level. It
477 was more of a city-wide...

478 RESPONDENT: Yeah, I mean, the parish councils could send in responses as a parish council
479 or a town council.

480 INTERVIEWER: Yeah.

481 RESPONDENT: And I'm trying to think. We tried to move around the public engagement
482 meetings to various wards or different parts of the city.

483 INTERVIEWER: Okay, yeah, right. I see.

484 RESPONDENT: It wasn't just the caravan in parliament and that was it. We went out to
485 different... And some of them were very, very heated. *Very*, very heated, that we actually had
486 to have security in them because people were threatening behaviour.

487 Certainly if you're going to be building houses in villages or areas or, God forbid, you
488 were proposing a gypsy traveller site near somebody, they weren't very happy at all. Very
489 vociferous. And sometimes very nasty.

490 INTERVIEWER: That is interesting that this is part of some of the contentions and indicates
491 the tensions of the changes to infrastructure in the city on a wide scale. And do you think
492 there's any way to avoid it?

493 RESPONDENT: You can try as best you can. You can try explaining to people why you're
494 doing what you're doing. And sometimes you can give space for people to vent their
495 feelings, and then once they've vented their feelings you can then try and engage with them
496 to say, 'Well, this is why we're doing it,' and maybe explain some of the history of the areas
497 that actually where they're living now was an area of expansion in the past. All that tends to
498 wind people up!

499 I think people are very protective of where they live and they don't like change
500 around them.

501 INTERVIEWER: Would you feel the same if that happened to where you live?

502 RESPONDENT: I think I'd be more willing to accept it because I know what goes on. You don't
503 just randomly pick places to put housing. There are reasons behind it. If we didn't do it then
504 we'd just be exacerbating the housing problem that people can't afford to buy anything.

505 The difficulty with the housing market at the moment is the demand far outstrips the
506 supply, which is why it's so expensive.

507 INTERVIEWER: I'm interested by this idea that letting people voice their heated tensions and
508 then coming back to them...

509 RESPONDENT: It doesn't always work.

510 INTERVIEWER: ...doesn't always work...

511 RESPONDENT: It doesn't always work but...

512 INTERVIEWER: ...but it does sometimes work?

513 RESPONDENT: If you try and argue with them while they're venting then that doesn't work.

514 That just riles people up more.

515 Some people will just sort of make their feelings known and then calm down, and
516 then you can maybe talk to them in a more rational way. Others you just can't. You can't talk
517 rationally at all. In which case it's probably just to say, 'We agree to disagree,' and offer a
518 response through the consultation channels, through the leaflets or whatever. Otherwise...

519 I mean, I've got to the point where I've tried to argue with someone and actually,
520 probably upset them in a way.

521 INTERVIEWER: So do you think that sometimes arguing doesn't help?

522 RESPONDENT: No.

523 INTERVIEWER: No. And you mentioned leaflets. So they're used as part of this process?

524 RESPONDENT: Yeah. They were taken out to all the consultation events so the officers could
525 make note of the comments that you made in the event, or you could take a leaflet, fill it in,
526 give it back to the officers there and then, or post it in.

527 INTERVIEWER: Yeah.

528 RESPONDENT: But I think overall for the consultation on the Local Plan we got about 19,000
529 responses. But that includes...

530 INTERVIEWER: *19,000?*

531 RESPONDENT: Yeah. That includes signatures on petitions.

532 INTERVIEWER: Okay. Petitions, then, are another interesting one.

533 RESPONDENT: Not that we put them out, but people...

534 INTERVIEWER: No. No, people put...

535 RESPONDENT: ...make petitions.

536 INTERVIEWER: ...make petitions.

537 RESPONDENT: And the problem with petitions is the petitioner can put whatever question
538 they like and phrase it in whatever way they like, depending on what their perspective or
539 point of view of what they're sending the petition on is.

540 INTERVIEWER: Yeah, so the key in that case is the question.

541 RESPONDENT: And they're usually loaded in to make sure that the respondents see their
542 point of view. Which is usually against what we're suggesting!

543 INTERVIEWER: Thinking about the council's standpoint, and in your role, what kind of
544 comments, feedback would you... I mean, petitions, you obviously see that as a bit skewed.
545 But you've also said that you've actually taken on board stuff.

546 RESPONDENT: Yeah.

547 INTERVIEWER: So...

548 RESPONDENT: We have to be neutral, as officers. So everything there's a response that is
549 actually beneficial to the plan, we would say, 'This is the change.' As long as there's an audit
550 trail as to why you've done it and what you've done – which there is – you can say, 'Actually
551 yes, that comment is agreed with,' as officers. 'That goes forward into the next version.' But
552 actually, it has to be approved by the political structure of the council. The political structure
553 could still say, 'We disagree with that policy. Take it back and change it.' But that's through a
554 process that the Local Plan went through. Actually where we are now, it went through the
555 Local Plan Working Group, which is an advisory group of members. It went through Cabinet,
556 which is the decision-making group. It then got through scrutiny, which is something that
557 scrutinises the decision that's been made. It went to full council, and because of two
558 defections within the Labour membership of the council...

559 INTERVIEWER: Just two.

560 RESPONDENT: ...just two, then the opposite had more of a say in that decision and they put a
561 motion forward at full council to say, 'We think you need to re-look at your housing numbers
562 again.' And that motion was carried. So that was at the point of releasing a plan.

563 INTERVIEWER: Was that last...

564 RESPONDENT: That was last October.

565 INTERVIEWER: Last October, yes.

566 RESPONDENT: When we due to send out the plan for another round of consultation.

567 INTERVIEWER: So what's the plan now? What's the status of the plan?

568 RESPONDENT: Well the status of the plan now is we are doing technical work on housing
569 numbers, as the motion said, and we are looking at that in relation to that motion and also
570 the latest household projections that came through the Department of Communities and
571 Local Government.

572 So that's the basis of where you do your household projections and that's the basis of
573 what your objectively assessment need is for the plan. That's what we need to look at.

574 INTERVIEWER: So you'll do that.

575 RESPONDENT: Yep.

576 INTERVIEWER: You'll do that work. You'll put that forward...

577 RESPONDENT: The various stages of the work now have to go through the Local Plan
578 Working Group. We're doing very much a step-by-step basis to say, 'You asked us to look at
579 the housing figures. This is the technical work that's been done. Using that base, using the
580 impacts of the economy, using the impacts of market signals, this is what we recommend as
581 the housing numbers that you need to go forward with.'

582 INTERVIEWER: And will there be another consultation?

583 RESPONDENT: Once the political make-up has agreed that's the number that you need to go
584 forward with, we can then do all the additional work that's needed to be done around that
585 number, which includes looking at the transport infrastructure again on whatever that
586 number is. And then we prepare the submission draft, which then goes for consultation,
587 provided it gets through all the council processes.

588 INTERVIEWER: Right. And so it'll all happen again.

589 RESPONDENT: It'll all happen again.

590 INTERVIEWER: I'm interested that the responses and the comments and feedback are all
591 online, which will be quite interesting to look at. I guess seeing how those comments have
592 potentially made impact, that's going to be a harder thing to look at, isn't it?

593 RESPONDENT: The easiest way to look at it is to look at...I think one of my colleagues is
594 doing a report at the moment on the consultation responses. And I think it's the...oh, what's
595 it called? The statement of consultation, I think it is. I'll get the precise thing for you.

596 INTERVIEWER: That'd be really interesting to look at.

597 RESPONDENT: But at the moment all that's doing is listing what the comments were, or the
598 responses were. There is the audit of policy to say what they were and how we've dealt with
599 it. So you might see an example of that. But that was more so from the preferred options to
600 the submission draft that was due to go out in October.

601 INTERVIEWER: Yeah.

602 RESPONDENT: So you can see how we might have dealt with it at that time.

603 INTERVIEWER: But it just gives a bit of a history as to how you sort of see the process
604 working through.

605 RESPONDENT: Yeah. I'll try and get you the links to the folders and you can have a scan
606 through those and you can see.

607 INTERVIEWER: The crux of the issue is that people are protective of the spaces that they live
608 in, which is something you said at the beginning.

609 RESPONDENT: Yeah.

610 INTERVIEWER: And you said yourself that if you were in the same situation that you would be
611 a bit more understanding. You would understand the needs of...

612 RESPONDENT: Yeah. I may still not like it but I could understand it.

613 INTERVIEWER: Yeah. But do you find that sometimes in that situation where you have an
614 understanding of the dislike that people hold, the concerns that they have, how do you deal

615 with that? You understand potentially where they're coming from but at the same time your
616 professional role means you need to be neutral.

617 RESPONDENT: Yeah. That's the difficulty, is where you try to explain to people, yes, you can
618 understand why they're concerned, and then you try to explain to them, 'This is why it has to
619 be done or why we're doing it this way. There's government guidance or there's a legal
620 requirement that the council has to do certain things.' And...

621 INTERVIEWER: Sorry, I've given you a killer question, but...

622 RESPONDENT: Yeah. Some people would still refuse to accept the need for certain things,
623 even though you've set out the reasons for it. And you can never overturn everybody's
624 objection.

625 INTERVIEWER: No matter how much information...

626 RESPONDENT: No matter how much information you're going to give. They'll always say,
627 'Well why can't you do it over there?' And you go through all the sites and say, 'These are the
628 ones that are the best location for access to services or transport or...there's a landowner...' I
629 mean, you can...

630 You're getting back to the Local Plan again but it's an example to describe it. You can
631 have two approaches. You can say, 'These are the best places we think things should go.'
632 And then you hope that there's a landowner can deliver the land for it.

633 Now that might work, provided you can guarantee that the landowners will bring the
634 land forward. But sometimes it doesn't always happen that way and you can't deliver the
635 plan. So we reverse that. We say, 'Right, well we'll invite landowners to submit sites that they
636 would potentially like to see for whatever use they want, primarily housing.' And you assess
637 those sites to see whether they deliver what you need, in terms of, 'Are they in the right
638 place,' in terms of services, transports, primary constraints like flood risk or greenbelt or
639 whatever the primary constraint would be. And if they pass all those tests and they deliver
640 what you need, you then look for it as an allocated site.

641 So you've actually now made your allocation based on evidence and land that's
642 available to deliver it.

643 So that's what you then need to try to explain to people, is actually, 'We need to
644 provide these and the land's been put forward to do it,' rather than saying, 'We've identified
645 land that can deliver it but we haven't got a guarantee that we can use that land.'

646 INTERVIEWER: That's really interesting.

647 RESPONDENT: We turned that process on its head. Rather than allocate the need for what
648 your land is going to be and then hope the landowner will come forward, we'll have the
649 landowner coming forward and then see if it meets what we need.

650 INTERVIEWER: Yeah. Okay. I'm going to stop the thing for a second just because it had got to
651 an hour.

652 INTERVIEWER: Right, so the third and final part of the interview is for you- because you've
653 brought in...how many documents have you brought in?

654 RESPONDENT: Oh, I've brought in loads, but this is sort of like all the sort of things I have
655 been involved in.

656 INTERVIEWER: Okay, I'm going to take some photos.

657 RESPONDENT: Probably these were the best ones to put together.

658 INTERVIEWER: I mean, this big red one that I'm taking a photo of now looks quite meaty. Do
659 you want to start with that one?

660 RESPONDENT: Well, this is the one that we consulted on last year...no, sorry, 2013. So this
661 was the preferred options version of the local plan, which was where we went to various
662 places and people got a bit heated about. So it sets out where the level of housing and other
663 land uses was going to be and the maps that went with it showed where the allocations
664 were. So that's what was produced then and it has changed a fair bit from then until now
665 and will continue to change until we put it into submission.

666 INTERVIEWER: Did you take these documents? Did you just take them as they were, and
667 people could access them that way?

668 RESPONDENT: People could access them, read them, look through them.

669 INTERVIEWER: Online as well?

670 RESPONDENT: It was online as well, yes, plus all the supporting documents behind it were
671 online.

672 INTERVIEWER: Can I have a sneaky peak? I should probably have read this before. I've
673 opened a page, 127, and the first thing is student housing.

674 RESPONDENT: Yes.

675 INTERVIEWER: Student housing, which is obviously relevant to me. Can you find the place
676 that would be relevant to what you work from?

677 RESPONDENT: So it would have been, well, [unclear – 0:02:05.5] but also mainly transport and
678 infrastructure development contributions. This was the one...so it would have been the
679 transport section. So we would have had a policy on this was what the commuting patterns
680 were in 2001. So you could see, we get quite a lot of people coming in to work in York.
681 We've got 5,000 people coming in from East Riding in the morning.

682 INTERVIEWER: East Riding, right, wow. And these are all the commuters, basically?

683 RESPONDENT: These are all the commuters, yes.

684 INTERVIEWER: So what does this number around the edge total up to?

685 RESPONDENT: Right...oh...

686 INTERVIEWER: Maybe about-

687 RESPONDENT: 70,000 in York...there should be a number in here somewhere to say how
688 many trips there were overall. So actually this is a two-stage diagram. This is people coming
689 in and this is how many went out. So you could see from East Riding we had 5,000 people
690 coming in to work and 1,600 going out from York. So there was a net of 3,500 coming in,
691 whereas in Leeds we had 5,000 going out and 2,000 coming in. So York can be seen in this
692 respect there's quite a lot of people living in York and working in Leeds.

693 INTERVIEWER: Is this travel to work movement, it doesn't divide between commuters by train
694 and commuters by car?

695 RESPONDENT: No. In this instance, this was just the movements in and out. If you looked at
696 the census information you can break it down by mode.

697 INTERVIEWER: Why did they stop the census?

698 RESPONDENT: I think they're still doing it. They will do it in 2021.

699 INTERVIEWER: Will they?

700 RESPONDENT: Mmm.

701 INTERVIEWER: Oh, well that's good to hear.

702 RESPONDENT: They're sending the question sort of pro formas out now to say what did you
703 think of the last questions and how should the next questions be.

704 INTERVIEWER: Yes, okay. I have noticed that York does its own survey, the York big data-

705 RESPONDENT: Yes. I'm not quite sure what's in that and how it's used. In the local transport
706 plan we used to have a mode share target. So you used to measure people, how many
707 cycled, how many walked, how many did that. And we had that for two plans but in the third
708 one we said, 'Well, the only way to reliably measure that is through the census every ten
709 years,' and the plans are only five years anyway so what's the point of having that as an
710 indicator if you can't actually measure it?

711 INTERVIEWER: Yes, right.

712 RESPONDENT: We'll come onto that one in a minute anyway. But this was used as the basis
713 of what the travel patterns were in and around York. It's very similar now from the 2011
714 census as well, but they'll probably have to update that based on-

715 INTERVIEWER: Is there a section in here that details the impact of the transport infrastructure
716 in the plans to the historic-

717 RESPONDENT: Not in relation to the historic or the heritage of the city, but what we did do is
718 we had these tell you how much more traffic or how likely the roads are going to be more
719 congested in the future. So you could try and get an impact on the...

720 INTERVIEWER: You obviously, in your work, in your role, you're aware of the impact that this
721 will have on the historic environment but there's nothing actually in the local plan?

722 RESPONDENT: No. There's nothing to say, 'You will make these transport measures to have
723 this effect on the historic environment.' What you do is you put transport policies into place
724 that reduce the level of traffic or its impact overall.

725 INTERVIEWER: On the environment?

726 RESPONDENT: On the city as a whole, and therefore it should have a beneficial...the other
727 way that that would be done is through the sustainability appraisal which is a massive
728 document that backs this up and then heritage, I think, is probably, or environment is one of
729 the considerations in the sustainability appraisal. And then you say, 'Does it have a positive
730 or a negative or a neutral effect?'

731 INTERVIEWER: That's the one with all the big tables, isn't it, and you have all the green and
732 red and yellow coding?

733 RESPONDENT: Yes. So if you say you have a policy that promotes the use of public transport,
734 for example, it could have a whole load of greens in terms of reducing pollution. But actually,
735 it could say you've got visual intrusion in the city. Official amenity was one of the
736 considerations of heritage. It could have a neutral or a negative effect. And a lot of people
737 have said in the past that big buses around York aren't the things we need. But actually, if
738 you're considering the movement of people which is what it's there for, the big buses
739 actually move a lot more people in one go than lots of little buses would do.

740 INTERVIEWER: Maybe we should just get nicer looking buses.

741 RESPONDENT: Well, we did. We had those purple ones that got a lot of people in and had
742 air-conditioning on the inside and people didn't like them so we got rid of them. Or I should
743 say the bus operator moved them elsewhere.

744 INTERVIEWER: Okay. So this particular document...

745 RESPONDENT: Yes. So if you looked at this, this would be showing the amount of linked
746 roads in the city centre that would be operating above capacity. So actually they're going to
747 have queuing traffic on them and they're going to be standing still, largely. So they're going
748 to be guffing out a load of muck, compared to what they are at present.

749 INTERVIEWER: Is there no study with data about the impact of pollution on the fabric of
750 buildings, or is it a nationwide...

751 RESPONDENT: I think really you've got to look at the level of repairs that have been needed
752 on the minster to see the impact of traffic, would be one thing. Is it a £30 million restoration?
753 And if you looked at stonework around the minster say 25 years ago it was black because of
754 all the soot and God knows what else. I've got some pictures of traffic going past the minster
755 before we did the outer ring road.

756 INTERVIEWER: That would be interesting.

757 RESPONDENT: Where minster piazza is, is the route of the main A64 through the city centre.

758 INTERVIEWER: When was that?

759 RESPONDENT: Up until the '70s. So I've got some stuff in terms of a presentation I did of
760 transport in a historic city which I can show you...

761 INTERVIEWER: That would be fun.

762 RESPONDENT: ...to see what the impacts of traffic were.

763 INTERVIEWER: And there's no study or consultation about not so much the local plan at a
764 general level but transport and the infrastructure as being something that the local people
765 have a say on? There's nothing-

766 RESPONDENT: Again, mainly it's citywide stuff but at a local level it's things like
767 neighbourhood plans now, which should be devised and be in accordance with the citywide
768 policy of the local plan. But the problem is now the plan has been delayed you're getting
769 neighbourhood plans being prepared in advance of the local plan.

770 INTERVIEWER: Yes. I have been speaking with others about this issue. I'm picking up two
771 major facets of your interest, and this is the idea of transport having an impact on the
772 heritage environment which is something that the Council is investing in.

773 RESPONDENT: Should be.

774 INTERVIEWER: And the tussle between the local feelings and-

775 RESPONDENT: There's a word I'm reticent to use so I don't want to lead you down that path
776 which is nimbyism.

777 INTERVIEWER: Yes, we actually discussed nimbyism in my master's, discussed it but never
778 sort of dealt with or got immersed into it. I mean, it's interesting. I've been to Boston's Bar,
779 just for a day out, and I noticed all the new housing around that area because I've obviously
780 got my PhD eyes on, on my day off. And then coming back through town, through the
781 village centre rather, saw in the window a sign which was basically Boston's Bar
782 neighbourhood planning, we're not dinosaurs, we're for the future and there's a little
783 dinosaur, Jurassic Park icon with a big stop, you know, like you have to stop smoking? It was
784 like that but with a dinosaur. So I thought that was interesting because that's almost the
785 opposite of nimbyism.

786 RESPONDENT: That's- yes, pro-

787 INTERVIEWER: It's pro- yes, so that's really interesting. I think it's something that- that's a
788 more common word, I think it's more complex than nimbyism. So what else have you got
789 here? It's the local-

790 RESPONDENT: Just the local transport plan. Up until 2010/2011 there was a statutory duty for
791 local authorities to prepare a local transport plan every five years. That got changed to say
792 there's no statutory duty to produce it every five years but there's a duty for authorities to
793 keep it under review as and when they feel necessary to do it. So it's a longer term transport
794 plan because it's set to 2031 which tied in with the time scale for the local plan, and the idea
795 was being that the two sat side-by-side. And this was more of the evidence and the
796 measures to put in, this was more of the evidence and the policies to enable these measures
797 to be put into place.

798 INTERVIEWER: So there's a sense of them being connected?

799 RESPONDENT: There has to be, yes. They're intrinsically big documents.

800 INTERVIEWER: Part of my interest has always been about the way that information is
801 conveyed and articulated and I can see here like you've got a nice picture. I'm going to take

802 a photo of it. I'll probably go through this again, visualisations and so on. Are these effective
803 ways of understanding the situation?

804 RESPONDENT: Trying to be, yes.

805 INTERVIEWER: Trying to be.

806 RESPONDENT: Yes, hopefully they are.

807 INTERVIEWER: And this is accessible to the public as well?

808 RESPONDENT: Yes. That's on the internet. It doesn't generate as much interest as this does.

809 INTERVIEWER: As this document?

810 RESPONDENT: It didn't generate anywhere near the level of responses as this one did.

811 INTERVIEWER: So every time you put a document out you can actually see the amount of
812 responses and the amount of views?

813 RESPONDENT: Yes, more or less.

814 INTERVIEWER: More or less?

815 RESPONDENT: Yes. I mean, that generated maybe a few hundred responses at most. This
816 generated the 19,000.

817 INTERVIEWER: I quite like the layout of that one. It seems quite- whereas this one is more...

818 RESPONDENT: I have to say this was very much a new approach to the local transport plan is
819 to get it very succinct and just have it in very high level terms. The previous version of the
820 local transport plan was that thick in four volumes so you cut down a lot. But the previous
821 version's guidance was very prescriptive and basically you had a lot of repetition in the
822 documents, whereas it was less prescriptive in this one and you can be more high-level
823 strategy with it.

824 INTERVIEWER: Do you feel like in making these it's kind of like a craft?

825 RESPONDENT: It is, yes. It's an art form almost to get it right.

826 INTERVIEWER: What are the- the drive, the intentions of getting it right?

827 RESPONDENT: I would have said the previous version of the plan, the Local Transport Plan 2,
828 was scored by government and it had a scoring of excellent, good, satisfactory and poor, I
829 think. If you got excellent, you got an extra 12½ % funding because of it. So actually there
830 was a financial incentive to make sure you wrote an excellent local transport plan. I think if
831 you had an excellent local transport plan and an excellent annual progress report, you got
832 25%. So there was that financial incentive for doing better. If you did poor, you got a 12½ %
833 deficit cut in your funding. So actually there were incentives to write good ones.

834 INTERVIEWER: So what would be excellent?

835 RESPONDENT: So what they judged it to be excellent, so-

836 INTERVIEWER: Is there a way of understanding- is there a web page?

837 RESPONDENT: I would say it's difficult to find it now. If anything, it would have been archived
838 by the DFT or it would have been sent somewhere unretrievable. Unless we've got copies of
839 their response. It might just have been a letter to say, 'Your local transport plan has been
840 judged excellent because of...' maybe, that's probably about the best I could find.

841 INTERVIEWER: That's really interesting. I say that a lot, the word interesting.

842 RESPONDENT: And I think cynically speaking it was done on a word count basis, so if there
843 were certain trigger words, and there's no proof of this in any way, but this was sort of like
844 conjecture, rumour and hearsay. But actually, if there were certain words that they wanted
845 included in a plan they did a word search and counted how many times it was mentioned. So
846 like *sustainable* was mentioned, and the more times you had *sustainable* in it, the more you
847 scored.

848 INTERVIEWER: I guess it would be easy to see how that could be done, because otherwise
849 you've got people thumbing through every page.

850 RESPONDENT: And that is very much the slim line version of an LTP. If you imagine LTP 2s of
851 164 authorities and you're paid to go through them and score them, and each one is about
852 that thick, you'd have a nightmare trying to score it any other way.

853 INTERVIEWER: Yes. What really interests me about this album, TP, I'm going to use that word,
854 it has a lot of pictures of York's visible streetscapes, river scapes, the minster's features, and
855 these are all part of what I would consider to be the historic environment.

856 RESPONDENT: Mmm. It's to create the feel of the place and just some selective photographs
857 in there.

858 INTERVIEWER: The feel of the place, yes. Okay. Yes it would be useful if I- am I allowed access
859 to them? They're all online, aren't they?

860 RESPONDENT: That one is. The other thing that should have been online but isn't, and the
861 reason why that one is slimmer is because a lot of the evidence and the background stuff is
862 contained in here.

863 INTERVIEWER: So that's like an appendix.

864 RESPONDENT: That's an appendix to it. So there's more graphical information in there,
865 potentially, things like our bus routes and usage and stuff like that. There's still some nice
866 graphics in there.

867 INTERVIEWER: Yes. Great. I think that's about covered everything that I- I've got a lot.

868 RESPONDENT: Well I hope it's been useful.

869 INTERVIEWER: Yes, it has.

870 RESPONDENT: Excuse me if I've gone on a bit, but-

871 INTERVIEWER: No, no, no, it's when digressions become actually like really good leads into
872 other conversations which are really fruitful. I've hopefully got maybe 6 or 7 people I've been
873 interviewing here and I quite like the idea of bringing everybody together and having some
874 kind of discussion. Would you be up for that?

875 RESPONDENT: Yes.

876 INTERVIEWER: Just around sort of the idea of what heritage is and what it means to this city,
877 but also the way that information is shared and this whole consultation issue. They're all
878 really key things and they all came up, too. So thanks very much. Do you have any
879 questions? Are you going to do the whole-

880 RESPONDENT: No, I think I'll spare you from that one.

881 INTERVIEWER: Thank you.

882 END OF TRANSCRIPT

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887

1 Interview 4: 12-08-15 West Offices Harry

2 INTERVIEWER: Great. So what I normally do with these interviews is I ask first off, 'How is that
3 we know each other?'

4 RESPONDENT: Okay.

5 INTERVIEWER: So your account of that, please.

6 RESPONDENT: How do we know each other? Well, through the PhD. I think we first
7 encountered each other probably when we interviewed you for the actual course, when we'd
8 advertised the research opportunity for Within the Walls. It was at the office, back in the
9 King's Manor.

10 So that was the first time that I met you and then I've got to know you as the project
11 has unfolded, after you were appointed.

12 INTERVIEWER: When was that initial interview again?

13 RESPONDENT: Oh, that must have been June, July...where are we now? '15...'14...'13? Yeah?

14 INTERVIEWER: That's what I...yeah.

15 RESPONDENT: About June or July 2013.

16 INTERVIEWER: Slightly...I actually think it was in September.

17 RESPONDENT: Was it?

18 INTERVIEWER: Yeah.

19 RESPONDENT: Well it wouldn't surprise me. My grasp of time is loose, to say the least. In
20 future it'll just be the first quarter of the 21st Century, won't it? In archaeological terms.

21 INTERVIEWER: It becomes obscure, doesn't it, after a while?

22 My most significant step of getting to know you a bit more was the chat that we had
23 in December 2013, I think it was.

24 RESPONDENT: Okay, right.

25 INTERVIEWER: And you sort of explained what you do and some of the information or the
26 knowledge you have of York.

27 RESPONDENT: Yeah.

28 INTERVIEWER: It's kind of going to be a similar kind of chat here, I think.

29 RESPONDENT: Okay, no problem.

30 INTERVIEWER: So could you recap on what your role is in York and what relationship you
31 have to York?

32 RESPONDENT: Okay. I am a city archaeologist, so I'm employed by the City of York Council to
33 give advice through the development management process...to give advice to the strategic
34 management process, i.e. the production of the local plan.

35 I also give advice to anybody who is looking to carry out some form of development
36 in the city, look at what steps they have to take so that they can ensure that they get what
37 they want but that it isn't at the expense of destroying lots of archaeology.

38 I'm also responsible for the city walls. I also have a role in promoting and
39 encouraging engagement with archaeology by community groups. I'm responsible for
40 managing the historic environment record. And I give talks and walks around the city about
41 the archaeology of the city. So it's quite a wide-ranging job, really.

42 INTERVIEWER: And I keep finding out things that you do through my placement that
43 astounds me.

44 So we've got varied... How do you organise your job role? Do you just throw yourself
45 into it?

46 RESPONDENT: How do I organise? Well a lot of the work I do is demand-led. So in terms of
47 development management there are two areas that sort of drive my work. One is pre-
48 applications, people coming in and asking for advice on planning issues relating to a
49 particular development that they might want to carry out. So that's the best way to get
50 involved with the development process and the best way to involve archaeology in the
51 development process. That's to get in there at the very beginning when people come in and

52 they're saying, 'I'm thinking about doing x.' And so at that point you can lead them through
53 all of the steps that they need to take. And we have no control over who comes in through
54 the front door.

55 Similarly, once somebody has decided what they're going to do and they then submit
56 a planning application, then that comes in and it's registered by the Plans Processing Unit.
57 They produce a weekly list of applications and I and now my colleague Hannah go through
58 that weekly list and we decide which applications require a comment or response. You know,
59 if they're going to have an impact on things archaeological. Again, we have no control over
60 how many applications come through, so from week to week we don't know how much work
61 that's going to generate, so it's very much a reactive process.

62 The work on the local plan is a bit more proactive, I suppose, but again we are very
63 much at the beck and call of the Local Plans Team, who involve me and Hannah and others
64 in the group really when they need our inputs. And they're not very good at saying when
65 they want our inputs. It generally boils down to, 'Ooh, can you comment on this by Friday?'
66 or, 'Can you do this by next week...next month?' It is a reactive process. So those workflows
67 are definitely reactive.

68 Managing the city walls is more proactive because there we're in control of the
69 process. So I have a structural engineer who's for the past eighteen months been assessing
70 the condition of various sections of the walls. I have a condition survey that was carried out
71 back in 1991. We have a conservation management plan, interpretation and access plan. So
72 we've got lots of things there that guide the work that we do and me and my colleagues
73 down in Communities and Neighbourhoods make decisions about which pieces of work are
74 of priority in any particular financial year, and we will then apply for funding through the
75 council's capital programme to carry out those pieces of work, so it's a much more
76 structured process.

77 The historic environment record again is a much more proactive area to work in. So
78 Hannah and I have got a programme of enhancements that we are looking to carry out.
79 We're putting together two project proposals that are related to enhancing the historic
80 environment record, one of which is to try and create a much more accessible set of data for
81 the city, data that is clean and comprehensible to a wide range of audiences, and which also

82 allows different members of the community, different audiences, to contribute their
83 information, their opinions, into the historic environment record. So that project proposal is
84 moving forwards very slowly.

85 And the second proposal is linked to that one, and this is to enhance the deposit
86 model for the city. So the deposit model has its origins back in 1989, 1990, and rather than
87 looking at the site as an accumulation of individual monuments and individual
88 archaeological sites, the deposit model allows you to look at the entirety of the material
89 below the city of produce predictive models for Roman, medieval, Anglo-Scandinavian,
90 Anglian, prehistoric deposits.

91 The model that we've got is woefully out-of-date. It was state-of-the-art back in 1989
92 but because of a lack of resources over the years, we've just not been able to keep it
93 updated. So now there's the situation where there's a lot of data that needs to be put into
94 the system, and of course there are a lot more innovative ways of looking at deposit
95 modelling and methodological ways of dealing with the data that have emerged over the
96 past twenty-odd years, and so we really need to build on that and update the deposit model
97 and bring that into this new, all singing, all dancing historic environment record, and try and
98 create a 3D model for the deposits within the city.

99 That opens up the opportunity of grafting on a 3D model for the above-ground historic
100 environment and we've struggled...there have been ambitions to do that in different parts of
101 the council for about five years now but we've not really managed to make that happen. But
102 I've got a couple of little rabbits running at the moment that may or may not come home. So
103 wait and see.

104 INTERVIEWER: Okay. There are a lot of different aspects to your role and linking to my
105 questions about what your intentions are in specific, different roles, it sounds like the last
106 one, for example, there's an intention to try and make the [unclear – 0:10:58.9] more clean
107 and comprehensible. Can you talk a bit more about what you mean by 'comprehensive data'
108 and why it's important to give it to the public?

109 RESPONDENT: Yeah. At the moment we've got a lot of data in the historic environment
110 record but there are problems with it. It's not particularly clean. So the data has accumulated

111 since 1989 and it's accumulated in different ways. So there's a whole package of data that
112 was put together as part of the Arup study. Part of their work was to produce a database for
113 the historic core, and that was to inform the production of a deposit. So there's a pack of
114 data that relates to that.

115 There is then a whole series of records that relates to pieces of archaeological work
116 that have taken place in the city since 1989. So in theory, every piece of archaeological work
117 that's taken place has a record in the historic environment record. In theory. In reality, that's
118 not the case.

119 Also, each record ought to be recorded on GIS and in theory that is the case but in
120 practice it isn't. And also, some of the cases that are recorded on GIS are in the wrong place.
121 So there's a whole area of work that's required to clean that data.

122 We also inherited a lot of data in 1996 as part of local government reorganisation. So
123 before 1996, York City Council was a very small district authority within North Yorkshire, and
124 you could work for really two miles in any direction from the Minster and you'd be in the
125 neighbouring authority. So the city was confined to within the outer ring road. And actually,
126 even tighter than that. So for instance, the University of York at Heslington was actually in
127 Selby.

128 INTERVIEWER: Oh wow.

129 RESPONDENT: So the University of York only became part of the City of York in 1996 when
130 the boundaries were enlarged. So it was actually Selby that granted permission for the
131 construction of the university, back in the day.

132 INTERVIEWER: So now it's part of the council and how does that affect the HER?

133 RESPONDENT: Well it doesn't. I suppose the point of that was that after 1996, the new
134 council that was created through local government reorganisation – the City of York Council
135 – it took over all the land area of York City Council and parts of Selby, Ryedale, Hambleton
136 and Harrogate, and the county council had held the sites and monuments record
137 information for those other districts (apart from York) and so they then gave us all of that

138 information. So that was another set of data that came through in semi-digital and mainly
139 paper form.

140 INTERVIEWER: Okay.

141 RESPONDENT: So that's another pack of data that sits in the HER, some of which has been
142 integrated and some of which hasn't. So we've got all of these different datasets sat within
143 the HER, all of which have varying degrees of problems associated with the accuracy of the
144 dataset.

145 The other that we've got is everything in there is written for professional
146 archaeologists. So it is full of reports and summaries of reports and descriptions of
147 monuments that really take no prisoners in terms of the language that they use. And that
148 language, although it might be highly suitable for people who have an archaeological
149 background and training to use, for the vast majority of people who don't have that, then it's
150 quite difficult to actually get to grips with and make any sense of.

151 So there is a piece of work that really needs to be done which recasts, to a certain
152 degree, the data that we've got in there and the interpretations that we've got in there, in a
153 way that makes sense to the average person on the street. Or at least makes strides in that
154 direction to make the data reports, the monument records more comprehensible than they
155 are at the moment.

156 INTERVIEWER: Okay, so going to my questions of...I use the words 'concerns' and 'intentions'
157 and also sort of 'aspirations'. Would you say that wanting to make the HER more
158 comprehensible is something you're concerned with or something that you aspire to?

159 RESPONDENT: Both, I would say. I'm actively engaged in trying to put in place a mechanism
160 that allows us to make that data more comprehensible. And as a general idea, I aspire to
161 having a historic environment record for York that really makes sense to anybody who comes
162 along and looks at it. That's perhaps too sweeping a term. I mean, it's going to be in English,
163 so you have to understand English. You're going to have to have a certain literacy level. We'll
164 make it accessible... At the moment it doesn't meet any accessibility standards that you
165 would normally apply for internet webpages. So if you're blind, you're stuffed. If you've got
166 any issues like...

167 INTERVIEWER: Dyslexia.

168 RESPONDENT: Yeah, then you're stuffed. So yeah.

169 INTERVIEWER: That's interesting. So this...

170 RESPONDENT: That's a technical, archaeological term – being stuffed!

171 INTERVIEWER: I'm going to write that down! So one of my other questions about the idea of
172 making things accessible is... Would you say that making things accessible means that the
173 HER is more effective?

174 RESPONDENT: Well I would hope so. I mean, we're very bad at keeping records of how the
175 HER is used by people outside the city council. So at the moment the HER is entirely... The
176 system that we've got is accessible only to those people who sit within the City of York
177 Council network. So you have to have access to the city's IT network to be able to use
178 HBSMR, which is the software that runs the HER. It's a very technical piece of software.

179 I've forgotten what the question is now. I've forgotten where I'm going with that.

180 INTERVIEWER: Yeah. Would you say that if you were able to make the HER more accessible,
181 would it be more effective as a tool?

182 RESPONDENT: Yes, I'm a great believer in the concept that information and knowledge is
183 power, and the more people who have access to that information and that accumulated
184 knowledge in the record, then the more powerful they can become in terms of making
185 contributions to debates about the future of York's past, be that planning application,
186 through a project that they want to put together, be it just in general conversation. Then I
187 think that will be a really positive step forward. So making the record more accessible, I think
188 for me, is very much tied up with that idea of providing people with information and
189 knowledge that they can then deploy in the arguments that they put forward about the
190 places that they live in.

191 INTERVIEWER: Right, so that's sort of like another concern, isn't it, is trying to allow people
192 to...? Would you say that's another aspiration?

193 RESPONDENT: It is, it is. I think it comes back to that work that Helen Graham was doing
194 about, 'Who makes decisions about the heritage, about the historic environment?' And at the
195 moment, that decision-making class is actually quite small because there is this view that,
196 'Well, you need to have a certain level of knowledge and experience to be able to make
197 informed comments.' And that's at the moment. So the access to that knowledge and
198 information which takes you down that path, is actually quite limited at the moment.

199 So for me, if you want to involve more people in making those decisions and you
200 want those decisions to be informed decisions, then you need to give people access to the
201 information they require. And it's got to be information that they can understand as well.

202 INTERVIEWER: Okay. I'm going to st...

203

204 INTERVIEWER: I always have to remember to start it again. Okay, so in regards to... We've
205 talked about the HER and I think we've spoken enough about that area. I don't know if you
206 want to say anything more about...?

207 RESPONDENT: No, I think that the bottom line about the HER is that it ought to be a
208 comprehensive archive of the historic environment in the city. And, it ought to be out there
209 so people can use it and contribute to it. Simple.

210 INTERVIEWER: So, let's put those that, kind of, infrastructure of intention onto something like
211 the city walls – that's a different ball game, would you say?

212 RESPONDENT: No, no, no.

213 INTERVIEWER: It's the same?

214 RESPONDENT: No, no, the city walls the city walls is a probably is the largest, single
215 monument in the city, archaeological, heritage asset, call it what you want. And there are a
216 lot of complex issues that arise out of looking at the city walls in that, sort of, widest sense.
217 So there are issues around the... There are issues around the conservation of the asset, i.e.
218 making sure it is in good condition and it doesn't fall down. There are issues around access
219 to the monument and that is both intellectual and physical access. At the moment, you
220 know, there are... You've got to be fit and have, you know, no disabilities or few disabilities to

221 be able to walk around the wall, you know, is that acceptable? The level of intellectual access
222 to the city walls is limited because if you want to find anything out about the city walls then
223 you've got to trawl through a wide-range of disparate sources, in different places to start to
224 pull-together whatever it is that you want to know about the city walls. So, in that sense the
225 HER, you know, fails miserably to do anything for the city walls. Pretty much every website in
226 every other resource in the city, and beyond, you know, fails to give you a comprehensive
227 access to the information that is available for the city walls.

228 The third part of this is the city walls are owned by the City of York Council, however,
229 there is this immense feeling amongst people who live in the city, that the city walls belong
230 to them and they clearly have mixed feelings about what that actually means. So, you know,
231 they elect members to the City of York Council, they all pay their community charge, whatever
232 it's called – the Council Tax, and the Council gets no external funding for the walls at all. So,
233 you can see that there is a relationship that backs-up that feeling, 'We own the city walls
234 within the city.' But there has been – up until the recent past, there's been no real attempt to
235 involve the wider community in either the management or the day-to-day care of the walls
236 themselves. So this community interface and community interaction with the walls, I think, is
237 a really important area over the next few years because we in the Council are going to have
238 less money.

239 INTERVIEWER: Yeah.

240 RESPONDENT: And I think realistically the only way of raising external funding is through
241 having a very strong community strand running through how we deal with the city walls. So,
242 when a councillor came and talked to me four, or five years ago about setting up Friends of
243 York Walls, fantastic. That was a really good idea. The Friends have gone through some
244 difficult times in terms of setting themselves up, with forming as an organisation and so it's
245 only now I think that they're beginning to reach a place where they have a realistic view of
246 what it is they can achieve and how they can be involved on the city walls. And we could talk
247 about that forever, really.

248 INTERVIEWER: Mm.

249 RESPONDENT: Because it's a huge area in itself. But, you know, with the work that you're
250 doing at Red Tower, you know, I see that as part of the same approach which is to be in a
251 position where groups form and want to do something on the walls and then work with
252 them to try and, you know, see how their ambitions can be realised. You know, there's a real
253 problem in terms of what we can do, what I can do within the Council. You know, you'd say,
254 'Well, why don't you go out and sort of set-up groups?' Well, that's not the way it works
255 Ruth.

256 INTERVIEWER: Mm.

257 RESPONDENT: You've got to have that impetus I think, from within the community, you
258 know, you've got to have people who are committed within those particular groups to
259 realising the ambition of those groups. You know, sometimes these groups work and
260 sometimes they fail and sometimes, you know, within the groups you've got, you know, the
261 commitment ebbs and flows according to who's working within the group at any particular
262 time. So, they're complex entities, these community groups, and you can't – my experience is
263 that you can't force them, you've just got to go with the flow and see where they are and try
264 and respond as positively as possible when asked for help and input.

265 INTERVIEWER: Do you, I mean, as City Archaeologists do you get to do a lot – I mean you
266 mentioned earlier that you had colleagues in the neighbourhoods and communities...

267 RESPONDENT: Yeah.

268 INTERVIEWER: ...section of the Council, but like do you find that you have interaction with
269 these different groups? Do they interact with you, or like, how is the information shared
270 between you and the neighbourhoods community's guys?

271 RESPONDENT: Well it's mainly, sort of, you know, personal interaction. You know, talking to
272 the officer who runs the parks... Actually, to be honest I'm not sure what he runs these days,
273 but he used to be sort of, like, in overall charge of parks and open-spaces. There's a guy who
274 works with him, who's responsible for maintenance of the green spaces around the city
275 walls. So I talk to those guys, really, as and when, you know, their inputs are required. Yeah.

276 INTERVIEWER: So, do you – we've had a conversation in the past, which I thought was really
277 interesting, like you don't spend all of your time in the Council, you do actually go out and
278 see parts of York, or, you used to...?

279 RESPONDENT: Yeah, I mean I do go, I mean, I do go out but it's generally because there's a
280 planning application because we're doing work on the city walls because there's a group
281 wanting to set something up, or wanting to look at this, that and the other. So, I do get out
282 and about like and meet people. But I also, when asked to give talk and walks I always
283 respond positively because I see that as being a very important part of the work that I do,
284 which is to get out there and communicate the, you know, what I'm doing, the work that's
285 going on in the city, the ambitions and aspirations that I have for this city, you know, for the
286 historic environment and archaeology in the city. And I think, you know, for me that's a really
287 important part of the job and it's one that, I think, is very well-received by people out there
288 because there's no end of groups wanting to, you know, invite me along to go and talk to
289 them. And it always creates, I think, a very good... It's an essential part of creating a good
290 relationship between the Council and the people who live in the city, you know, because I
291 think – I've probably told you this before – but when I go out and about beyond York and
292 people say, 'Oh, who do you work for?' I say, 'Well I work for the Council, or as it's known in
293 York 'bloody Council,'" you know and there's a lot of hostility towards the Council as an
294 organisation...

295 INTERVIEWER: I think that's...

296 RESPONDENT: ...through...

297 INTERVIEWER: ...true of...

298 RESPONDENT: ...the city.

299 INTERVIEWER: ...most Councils.

300 RESPONDENT: Yes, I'm sure it is, I'm sure it is, I'm sure it is but what I try and do is try and
301 address that through talking about archaeology. Archaeology actually cuts through all of this
302 crap because people are really interested in the city, its past, and they set-aside all of the
303 complaints about the Council once you start exploring these areas with them. And I think it's

304 quite a powerful way of... It's a powerful way of getting over a lot of that sort of hostility
305 that's out there, apart from in Fulford of course. [laughing]

306 INTERVIEWER: Yeah, I mean, I think people on a... People who...you can see it both ways. I
307 mean from my experience people have got some positive connection to archaeology and the
308 history in which they live in but also sometimes they see archaeology and heritage and they
309 sort of say, 'Well, this is archaeology heritage and this is work where going to make a stand
310 against a decision that the Council proposes.'

311 RESPONDENT: Yeah.

312 INTERVIEWER: So...

313 RESPONDENT: Yeah, it can, I mean, and I think, coming back to what I was saying earlier on
314 about this historic environment archaeology – the idea of empowering people of course, you
315 know, may not work in the favour of the Council. But then, you know, is that important? You
316 know, what is the important thing that we're talking about? It's not the role of the Council
317 and it's not my role either, you know, the really important thing is the historic environment
318 out there and, you know, that's what always got to be uppermost in one's mind, my mind, is
319 when we're looking at what is going, you know, what decisions we make, you know, the
320 Council is a means to an end, I think, for me.

321 INTERVIEWER: It's interesting because I've – while you're talking, I'm getting this sort of
322 impression that there's the city and its archaeology and its historic [unclear – 0:13:15.3] and
323 environment, it's all kind of merging together, like, people often view the Council as just
324 being the authority.

325 RESPONDENT: Yeah.

326 INTERVIEWER: But it's an authority that tries in various different ways, I'm sure, to work with
327 its [unclear – 0:13:42.8] physical communities. And this is going to be the last bit of the thing.

328 RESPONDENT: That's alright.

329 INTERVIEWER: I just wonder what you think about this idea of, sort of, the Council and
330 archaeology and the relationship between the Council, the city and archaeology? I know it's
331 quite a big [laughing]...

332 RESPONDENT: Okay, what I – the Council, I mean York's a very interesting place to explore all
333 of these issues because it's the City Council in that, you know, looking back before I started
334 working here in 1989, the City Council wasn't interested in archaeology. It took the view that
335 the York Archaeological Trust was in position, they had certain statutory powers under the
336 *1979 Ancient Monuments and Archaeological Areas Act*, so why do we need to bother with
337 archaeology? And the issue came to ahead when the Council started or developed an
338 economic development programme that identified 35 sites within the City Centre that are
339 ripe for office development and on the very first site that came forwards, through that
340 programme, then archaeology blew it out of the water because the Council had failed to take
341 into account the impact that the presence of archaeological deposits on the sites might have
342 on the type of development that you could put on that site. So, standing back and saying,
343 'We'll just leave the archaeology to the archaeologists and then that'll always sort it out,' was
344 no longer a realistic or tenable position.

345 So the Council then decided that, on the advice of English Heritage, that they needed to take
346 a more pro-active approach to archaeology in the City. It needed to own isn't the right word,
347 but it needed to be in a position that when it took a decision about a development, it was
348 taking that decision fully informed of the consequences that that decision might have for
349 archaeology and the historic environment. So they employed an archaeologist. So I came
350 along and I now do all the things that we've been talking about, you know, during the course
351 of this interview. So the Council – as with so many developers – really don't give a monkeys
352 about the past, as such, what they're concerned about is the way in which these different
353 concerns have an impact on all of the other things that they want to achieve. So houses, jobs,
354 economic development and that applies to all parties really in terms of party political
355 approach. Labour have, in my experience, have always been slightly well disposed towards
356 the historic environment than the Conservatives. But then nobody has ever wanted to spend
357 any money on this area at all. I mean, York is [long pause] York has always been proud of the
358 fact that it doesn't spend a great deal of money on anything. So it's always had the lowest
359 rates, when we used to have rates, or it has the lowest Council Tax for a unitary, you know,
360 unitary authority.

361 INTERVIEWER: Right.

362 RESPONDENT: So, yeah, so it's, you know, it's always been spent— it's never really wanted to
363 spend lots of money on anything. So that's always been a background issue.

364 INTERVIEWER: Mm.

365 Last question, what is your definition of heritage? I ask everybody this question.

366 RESPONDENT: What is my definition of heritage? Well, I think for me heritage is actually it's
367 what we have with us in the present. So it's everything that's been created and, you know,
368 now forms the world around us. I enjoy these very broad terms and definitions and for me
369 heritage is actually pretty much everything that we have because, you know, all that we have
370 is that which exists in the present, here and now. And everything that we have in the present,
371 here and now, has actually, you know, been brought to us by actions in the past. So I'd say
372 heritage is pretty much everything that we have around us and...

373 INTERVIEWER: That makes your work very difficult then. [laughing]

374 RESPONDENT: Well, you know, heritage management is the process of making decisions
375 about what you take with you into the future and what you let go. You know, because we
376 can't take everything, you know? Yeah. So I have a very holistic view [laughing] of heritage
377 and it's everything.

378 INTERVIEWER: Everything. Cool.

379 RESPONDENT: Doesn't help. [laughing]

380 INTERVIEWER: No, no!

381 RESPONDENT: Doesn't help you.

382 INTERVIEWER: It's a, yeah, it just asking people on that point it's sort of...

383 RESPONDENT: Yeah.

384 INTERVIEWER: ...different standpoints, quite of lot of them [unclear – 0:19:35.9]

385 RESPONDENT: Good.

386 INTERVIEWER: Right.

387 END OF TRANSCRIPT

1 Interview 5: 18-08-15 West Offices BETTY

2 INTERVIEWER: The first thing that I normally ask people is how do people know me, because
3 normally I know the people that I'm interviewing, but this is the first time that we've met,
4 isn't it?

5 RESPONDENT: Yes.

6 INTERVIEWER: But we were connected through Harry who gave me your name, so he's the
7 one to blame!

8 RESPONDENT: Okay. I will roundly blame him next time I see him. No, not at all.

9 INTERVIEWER: So instead of telling me how you know me, can you tell me what your role is
10 in the council, at the moment?

11 RESPONDENT: Okay. At the moment?

12 INTERVIEWER: Sorry, the one that you had before.

13 RESPONDENT: Okay. So the reason why somebody suggested that you talk to me?

14 INTERVIEWER: Yes.

15 RESPONDENT: Yes, so the role I would have been in. So my substantive role with the council
16 is neighbourhood manager, working in the Communities and Equalities Team, so that's
17 everything about connecting people, and City of York council works on a ward basis, as well
18 as through communities of identity, geography, interest, all of that sort of thing. But we have
19 quite a well-structured and well-tested ward committee system. It's been called lots of things
20 over the years, but it's just been re-established as ward committees and things are changing
21 and a lot more decision-making is going to happen at a very local level with residents. But
22 we've always had a really strong ward working ethos if you like. We've had participatory
23 budgeting, we've had lots of public meetings at a ward level, things that people can get
24 involved in.

25 INTERVIEWER: Okay. So with that role that you had before your current role, what were you
26 doing... Give an example of the kind of thing that you...?

27 RESPONDENT: The sorts of things that would happen and that would have some sort of
28 relevance for your project would be about supporting community groups. So we might have
29 community groups that are looking after or want to look after or take care of a particular bit
30 of land or building or... I'm trying to think what else might have a relevance there, probably
31 and land and the buildings more than anything else. Or preserve something or make more
32 use out of an area, it might be something like that. The sorts of examples would be the
33 group that's looking at Red Tower currently. You might have groups that have wanted to tidy
34 up and make more of a feature out of Dick Turpin's graveyard. It might just literally be about
35 sharing understanding and creating a better understanding of York's history. I think as we've

36 had public events we try not to have, over the years, we try and stimulate debate,
37 conversation, celebrate York's very rich history.

38 So we've had things like time walks as events, to explore what areas would have
39 looked like through various stages of history. We've had things where people can come and
40 have a look at artefacts or what have you. Yeah, we've had history walks, time walks. I'm
41 trying to think what else...

42 INTERVIEWER: What does a time walk, what do they...?

43 RESPONDENT: Harry's actually undertaken those for us, especially where it's been more city
44 centre walks. So you can really walk into different areas and see what has happened. I can't
45 remember how many, it was something 100,000 years of history, or something like that, that
46 we did, on a walk. But we've also supported people to get involved with consultations about
47 maybe planning new events. Things like Reinvigorate York, where as a council we were
48 proposing to make some changes to somewhere like...there were four areas, one of them
49 being King's Square, one has been the art gallery...

50 INTERVIEWER: Exhibition Square?

51 RESPONDENT: Yeah, Exhibition Square, that sort of thing, so helping people to get involved
52 to comment and to understand why we're doing something, what we're trying to do and get
53 people's real strong feelings about different areas. It's very emotive, isn't it, to talk about
54 changing something in an area that people could have walked through every day for the last
55 40 years and are very attached to.

56 INTERVIEWER: That's a lot, yeah.

57 RESPONDENT: And understanding the sort of differences between conserving and looking
58 after something and also accessibility, all of those sort of competing things that people have
59 to think about when they're planning schemes in an area such as York.

60 INTERVIEWER: Competing things – so talking about sharing understanding and the
61 competing aspects of doing anything, really, in York that's to do with history or place, how
62 do you structure that opening up and sharing understanding?

63 RESPONDENT: Lots and lots of different ways. There's lots of engagement tools. A lot of the
64 time I think it's more about supporting colleagues to design a session. So don't just take
65 some big pictures and say, 'There you go, that's what it's going to be like.' It's about
66 supporting colleagues to design conversations with people, how to have those
67 conversations. But it's also about utilising our networks and communication to support
68 people to be there and get involved, to know about it, to know about the opportunities.

69 INTERVIEWER: How do you design a conversation, like...?

70 RESPONDENT: Ways to have a conversation?

71 INTERVIEWER: Yeah?

72 RESPONDENT: All sorts of things, I'm trying to think of some of the things we've done over
73 the years. We've done quizzes, we've done, effectively, things like planning for real type
74 exercises, we've done photo exhibitions, what's behind you if you're looking at this? Or
75 where are you, if you're doing this? So people can visualise spaces and get involved. The quiz
76 might be how many times did you walk through anything?

77 INTERVIEWER: Like a personal quiz?

78 RESPONDENT: It can be all sorts of things, yeah. Or it can be bits of information. Did you
79 know that somewhere was changed twenty times...do you know this piece of ground,
80 whatever, has been remodelled or changed this many times? All sorts of ways you can get
81 people talking. How long has that statue been there?

82 INTERVIEWER: Do you find that that's effective?

83 RESPONDENT: It's always been there, of course it's been there, it's always got to have been
84 there. Well, no, actually it hasn't, something else might have been. So yeah, they are effective
85 and it can just be as simple as being at an event so that you can start a conversation with
86 people, not everybody...I mean if your skills are about design, if your skills are about all
87 sorts of other things, it doesn't mean to say it's about talking to people and that's another
88 thing, it's about starting that conversation, isn't it? Spotting people, saying, 'What do you
89 think?' and getting them involved.

90 INTERVIEWER: Well this is something that I've been finding very difficult with the Red Tower.
91 I did mention the Red Tower?

92 RESPONDENT: You did, yeah.

93 INTERVIEWER: Yeah, I mean the interesting thing about the Walmgate area is that the space
94 on the walls generates a lot of people coming, so a lot of footfall, it doesn't necessarily have
95 to be tourists, it can be just locals going from A to B, although I don't know the
96 demographics of that. And they're very easy to talk to. People who live right opposite, it's
97 very difficult, there's a couple of people that we've started having conversations with
98 connected to the residents' association, but if you were in my shoes, how would you broach
99 it?

100 RESPONDENT: One of the things that the residents' association were really...and I know
101 they're not the strongest group, and residents' associations, by their very nature, go through
102 different fortunes, it's cyclical. They'll be strong because there's an issue and everybody gets
103 behind it and then they won't do much at all. At one point it was fencing around that area,
104 because people are living in flats, they wanted their areas of green space around the flat
105 fenced off so that dogs couldn't go on it. So it galvanised everybody's activity and they've
106 fenced all the areas now. But one of the things they were particularly proud of was an event
107 around Red Tower that featured Red Tower a couple of years ago. They had some sort of
108 community event...

109 INTERVIEWER: Oh, was it the art installation?

110 RESPONDENT: I can't tell you, I couldn't remember off the top of my head. I wasn't working
111 with that group particularly at the time. But I do remember pulling some information
112 together and we will have some template, old newsletters or something like that, that's got
113 the information in. It's not that long ago, it's only a couple of years ago, but we will have
114 some of that information somewhere. And that's really where interest for them started in Red
115 Tower and I'm sure that they're interests will have been, were sparked some years ago,
116 probably with one of the history walks or something like that that's in the area as well. So
117 they've come together to do something very practical, but actually they're very aware of
118 some of the unique history they've got round them in that area as a residents' association.

119 INTERVIEWER: As far as I know there are two people currently running the residents'
120 association.

121 RESPONDENT: It's not a big group at the moment.

122 INTERVIEWER: At the moment and having conversations with those two and everyone who
123 we speak to, who we manage to speak to in the area, are...they're not negative, there's no
124 one coming up to us going, 'Grrr...'

125 RESPONDENT: 'How dare you?'

126 INTERVIEWER: 'How dare you?' And the fact that the raised bed where we planted all our
127 plants has just thrived and everyone's...no one has damaged it at all, so that's a good sign,
128 but it's just getting into that, putting our fingers on the pulse, that sort of thing.

129 RESPONDENT: And it's events happening around the Tower, then, isn't it? It's getting people
130 to come along and see for themselves and get involved in other things and it's appealing to
131 such a wide age range as well down there. And that's why I think the residents' association
132 isn't possibly as strong as it could be, because it's not galvanised around a particular issue
133 anymore, firstly because they've done the fencing, but it's also a real split of what people
134 want to use different spaces for down there, because some people want more space for kids
135 to play and do stuff and others are like, 'We don't want the kids, they should be in their flats
136 or in their houses, whatever it is, out of my way. I'm old and I want to have some peace and
137 quiet.' And I've sat in meetings there and listened to both of those opinions.

138 INTERVIEWER: I've seen that too.

139 RESPONDENT: And it is very divided, I think, about what that should be and how that should
140 be. One of my colleagues [unclear – 0:12:06.9] who is the volunteer coordinator for City of
141 York, he might be able to give you a bit more insight. Although he moved about a year ago,
142 he used to live there and I think he got quite involved at one point.

143 INTERVIEWER: Oh, right.

144 RESPONDENT: And certainly he is a natural citizen, volunteer, whatever, he gets involved in
145 stuff, so I'm sure he would be happy to talk to you about very early days thinking about Red
146 Tower and I think he was very supportive of individuals in the residents' association as well.
147 I'm sure you're speaking to [resident].

- 148 INTERVIEWER: I haven't actually spoken to...she's apparently going to be leaving.
- 149 RESPONDENT: Is she?
- 150 INTERVIEWER: Yeah.
- 151 RESPONDENT: That's a real shame. Okay. My knowledge of who it is, is a little bit out of date.
- 152 INTERVIEWER: I've been speaking to another person who lives there and it seems like there's
153 a bit of friction going on.
- 154 RESPONDENT: Oh there has been a little bit of friction for a little while.
- 155 INTERVIEWER: The other thing I was going to talk to you about along those lines was the
156 Space109 project that happened there. I don't know if you knew anything about why that...I
157 know what it was there for, but what happened to it?
- 158 RESPONDENT: I don't know exactly the details of why Space109 finished, but like most
159 community projects, it was a bit of a brainchild of an individual, a few people, and a lot of it
160 fell onto that individual to maintain and run that session and expanded because the demand
161 was so high. So it had a lot of support from local residents, especially the residents'
162 association, it gave them a place to meet, it gave them a very visible place to meet, to do
163 different things. There were different activities on there than had never been offered before
164 down there, because there isn't really a community hub currently in that area, apart from a
165 pub, if you want a pub, then you're quite lucky.
- 166 INTERVIEWER: That's the Spread Eagle, isn't it?
- 167 RESPONDENT: It's the Spread Eagle, yeah. And there's a couple of others dotted about. So if
168 you want a pub or an eatery, you're fine, but actually in terms of a community space or just
169 somewhere to go and do community activities, then that's a bit difficult. And since Space109
170 closed down, the community have been meeting in one of the community rooms at, I can't
171 remember the name...
- 172 INTERVIEWER: Bretgate?
- 173 RESPONDENT: Yes, that's right. And that's not the most accessible and actually to go and find
174 it for the first time I found it pretty tricky, just to find the community room. So it's not
175 something that's really obvious to the community, whereas Space109 was, we were really
176 keen on that.
- 177 INTERVIEWER: So where was Space109?
- 178 RESPONDENT: Space109 was on the run of shops, it probably was 109 Walmgate.
- 179 INTERVIEWER: That makes sense.
- 180 RESPONDENT: It's probably why it was called Space109 I would have thought. But the row of
181 shops that is practically opposite The Spread Eagle, so you've got your little post office...
- 182 INTERVIEWER: We need to go to this pub, I think, and just check it out.

183 RESPONDENT: So I don't even know what it is now, what it's become. It's in that
184 general...there's a little run of shops, you've got the post office, you've got like a convenience
185 store and you used to have Space109 right on the end. There were flats above, but you
186 accessed to the rear. So it is where everybody went to the post office, or went to call into the
187 little shop to get the milk or whatever.

188 INTERVIEWER: So it kind of made sense for it to be there.

189 RESPONDENT: It made loads of sense. And so a lease was negotiated to use one of the shops
190 and it ended up being expanded, I believe, to two shops at one point. And the main push
191 behind it was about community facility, but mainly about somewhere to undertake things
192 with an art type relevance, art background, making things, doing things and painting things.
193 All of that sort of stuff, with a community hub and feel about it. I think the local police used
194 to use it as a drop down space so that they could have a cup of tea, just somewhere to
195 gather their thoughts, have a comfort break, have a cup of tea and set off again. And also
196 through them doing that, that offered a little bit of security, a little bit of safety feeling for
197 the community hub, Space109, didn't it.

198 So they used to do that. We'd use it for public meetings, that history walk that I think
199 Harry did for us that time, we used it as a drop off point to have tea and coffee. People could
200 make a tile or something while they were there and then they moved on somewhere else. So
201 it was just about establishing it as a place where people felt comfortable and could go.

202 INTERVIEWER: Do you think it would be weird to try and replicate that kind of thing at the
203 Red Tower? Would it be...?

204 RESPONDENT: I don't think it would be weird, I think if you're very, very local to the Red
205 Tower, you know where it is. If you're a very new resident or you're not that conversant with
206 the area, you don't know where the Red Tower is, I don't think. I don't think everybody
207 knows and I think that's the difference, isn't it?

208 INTERVIEWER: Yeah. I mean it's kind of...

209 RESPONDENT: It's nice by the fact it's tucked away a little bit and it feels like a bit of a...I'm in
210 the know, do you know what I mean, if I know where it is. It's one of those that you feel
211 there's a bit of a hidden secret and it's quite lovely.

212 INTERVIEWER: I hadn't really thought about it like that.

213 RESPONDENT: Yeah, it's quite nice to know about it. So therefore as a community venue or
214 something like that, would it serve that purpose? Could it serve that purpose? How would
215 you let everybody know that it's there?

216 INTERVIEWER: Because it's not quite embedded into that, as you say, the sort of community
217 footfall.

218 RESPONDENT: No, it's not on the footfall, so therefore it's not very familiar...And also you
219 don't have that familiarity. If it's a building that you're used to, even if you used to go in it

220 because it used to be the old book shop or it used to be the...it's a little bit of confidence
221 that comes with that familiarity, isn't it?

222 Public perception, I don't know what the public perception is about what you're
223 doing, because I'm not working in that area now, but...

224 INTERVIEWER: I think you're right, I think it's come in on this idea of...because I went to the
225 Bretgate complex and I met some of the people that go on a Wednesday and I sort of talked
226 to them, 'Do you know where the Red Tower is?' And they were like, 'Uh, yes...' you know and
227 even though it's like what I would see as maybe a quite short walk, I could see that even
228 having...

229 RESPONDENT: If you never walk that way...

230 INTERVIEWER: Yeah, if you don't walk that way, it's not...

231 RESPONDENT: If you're walking that way, you're going to the Red Tower, aren't you?

232 INTERVIEWER: Or Morrisons or the Waitrose café, that's the other thing, it is kind of...there
233 are people that walk through...

234 RESPONDENT: Do they even notice it?

235 INTERVIEWER: Well they are now, because we've got this edible bed and they've started
236 talking, whenever we're there and there's somebody pottering around, they've got that kind
237 of interaction. We had one lady go, 'Oh, so you've got some clippings of those. Can I use
238 those for...can I borrow some?' And then that happened and that's always nice. The local kids
239 have taken an interest, they see it as sort of a den. So it would be quite good to tap into that
240 kind of thing, but then of course there's that issue with the kids and the older generation
241 who want to have peace and quiet. But I wonder if there's a way of...because if the Red
242 Tower is enclosed, that could potentially solve an issue, rather than...I don't know.

243 RESPONDENT: Yeah, or maybe it needs to be in conjunction with something else that runs at
244 a similar time or offers another choice to a different age range. I don't know.

245 INTERVIEWER: Well it's got two storeys, that's the other thing. So there's an upstairs and a
246 downstairs and although the upstairs is not accessible to all age groups and those with
247 access disability and so on, what we're hoping for is if we manage to get a bid, we'll be able
248 to solve that issue and then we could open it up to people...

249 RESPONDENT: Do you think that's going to be possible then?

250 INTERVIEWER: We're not giving up yet. We're not giving up. We've had two bids that didn't
251 succeed, which was a pain. I don't know why, because I wasn't involved in them, but we still
252 think there's potential for something. I think we've all become quite attached to it and we
253 also feel quite a social commitment now that we've started that we don't want to back away
254 from it, just because winter is coming. So, yeah, we'll see. Anyway, I wondered if I could ask
255 you a bit more generally about what your sort of, I guess it would be maybe your
256 professional aspirations for the city of York are?

257 RESPONDENT: Oh, my goodness.

258 INTERVIEWER: Or you could put your personal...

259 RESPONDENT: I don't think that they would be that different, actually. My aspiration is
260 probably more about participating, people getting involved at a level that suits them. Having
261 a say on what goes on, that we find that magic formula that actually supports people to
262 understand if you want something you need to get involved and support it in some way,
263 whether it's just saying yes or whether it's turning out and picking litter or not. Whatever it is,
264 that people need to get involved and get away from that sort of, I'll use a really old-
265 fashioned term, but I still hear it and it makes the hairs on the back of my neck stick up little
266 bit, people say, 'Oh, well, it's the corporation's job' or, 'It's the council's job to do stuff.' And I
267 just don't think that's right – where's the citizenship, where's the personal responsibility,
268 where's the...? Just get involved. Care about where you are and what...so I don't think that's
269 very different between a personal and a work-based sort of aspiration, really.

270 INTERVIEWER: Yes. Does that drive your work activities then? Those sort of intentions?

271 RESPONDENT: Yeah, I think it does and I think it's not about...there is a big thing about value
272 base and we can get hung up on words, get really hung up on words, don't we, in local
273 authorities, you've probably noticed.

274 INTERVIEWER: Are you talking about specifically the word value here?

275 RESPONDENT: No, just words. I mean I was looking at a report recently that said that it's all
276 about getting involved, working at a ward level, what resources we've got, how people can
277 engage with that? What our massive plans are? And what's the point of listening to
278 residents? And I thought well we're not listening to them, we working with them. So why are
279 we calling it something that's twenty years ago? 'Oh, we've listened to you, and now we've
280 done this, but that's what you said is the most popular option.' It's not about popular
281 options, it's about do you want this or do you want that? And if you want that, you're going
282 to have to get off your backside and help us do it. There's a bit of that going on. And I'm not
283 trying to imply that people are lazy or anything like that, it's just that they don't always
284 understand and we haven't helped them to understand the pressures. And when you're
285 talking about preserving something or using something that hasn't been purpose-built, that
286 has got its own issues...this is a piece of our history, should it be revered and left alone?
287 That's another issue, isn't it? And why should you spend money sorting that out when we've
288 got all these pressures, I don't know, in adult social care? Or any other of those sort of
289 imperatives that a council has...

290 [START OF SECOND RECORDING]--[MISSING CONTENT DUE TO DEVICE FAILURE. The
291 question asked at this point is: "What is your definition of the term 'heritage'?"]

292 RESPONDENT: Places, buildings, things are resonant of different times of history, it's that
293 resonance that's something that's important to you, because you only look at the bits that
294 you like or particularly appeal to you that are part of your world now, I suppose. That's bit
295 deep.

296 INTERVIEWER: Sorry.

297 RESPONDENT: It's part of your world now and I was going to say needs taking care of, but
298 that's a judgment, isn't it, from my perspective, not necessarily somebody else's. It is
299 something that's resonant, something, yeah resonant of a particular time, isn't it. I'm trying
300 to think, everybody is different. People would laugh at the sorts of things that I would think I
301 love that, I'm keeping that. I'm a complete '70s nut and I don't mean in the sort of cheesy
302 kind of way, but the sort of gold-rimmed half pint beer glass with a picture of an Austin car
303 or galleon on it, that sort of thing, because that's what I remember and that's what I think is
304 really important. And my ideas of heritage might be completely different to somebody else,
305 but it is stuff that's resonant of a time or a piece of history. It's not all of it attractive.

306 INTERVIEWER: I like that word, 'resonant'.

307 RESPONDENT: Just have that one, don't take anything else! [laughing]

308 INTERVIEWER: [laughing] Well I mean I think what you say about being different for different
309 people also rings true with me. When I first started this project, I would consider heritage to
310 be my grandmother's wardrobe. I used to rummage through it as a kid and I used to look at
311 all the weird bits and bobs she had in there...in the bottom you've got all the like boxes full
312 of old jewellery and there was a weird teddy bear that used to be a lipstick holder. It was
313 fascinating. And I didn't actually find buildings that interesting. Especially National Trust
314 buildings where you walk in and there's all this grandeur and you're like, 'Wow, this means
315 nothing to me.' Because it doesn't...I prefer the gardens. So it's hardly surprising I've fallen in
316 with the [unclear - 0:02:50.6] but I just wonder whether you think that heritage has anything
317 to do with what we've been talking about with the participation thing?

318 RESPONDENT: It can do. People do get...I mean if you put out something that said we're
319 going to knock down the Red Tower and put something a bit more like Space109 there,
320 you'd have absolute, they'd be up in arms, people would be like, 'Protect our Tower.'

321 INTERVIEWER: Maybe we should do this!

322 RESPONDENT: I'm not suggesting that you do that, because it wouldn't be true, but it is that
323 use it or lose it or necessity being the mother of invention, all of those trite sayings, but
324 actually they're true. Until you threaten something, and it's a bit like the thing that is forcing
325 our hand as a council now, it's a bit like we have to say, 'Sorry, unless you're prepared to
326 come and help us prune that rose bed or whatever, then maybe we'll just cover it over' or, 'If
327 you want the parks open all the time and to be happy places, we open the doors now, we
328 don't lock them up, walk through them occasionally and just have a look round, make sure
329 everything is alright.'

330 END OF TRANSCRIPT

331

1 Interview 6: 25-08-15 West Offices Gill

2 INTERVIEWER: So the first question I normally ask people is, 'Can you explain to me how you
3 know me and how you met?'

4 RESPONDENT: Harry actually mentioned before you came, 'cause I was talking to him about
5 plans, and he said it might be something that you might be interested in. And then when
6 you came... I don't know, was I sat next to you and I spoke to you then?

7 INTERVIEWER: Yes.

8 RESPONDENT: Yes.

9 INTERVIEWER: And I think Harry had – on my side of how I know you – is he mentioned that
10 you'd be someone to speak to with regards to neighbourhood planning, and then we had
11 that informal meeting...

12 RESPONDENT: Meeting, yeah.

13 INTERVIEWER: ...and you just explained your...

14 RESPONDENT: Role.

15 INTERVIEWER: ...your role. And I'm really sorry, but I'm going to ask you to do that again, if
16 that's okay, if you can just summarise what your role is, just for the exercise.

17 RESPONDENT: Yeah. So neighbourhood planning was introduced...well I say recently but it
18 was 2011 under the Localism Act and it's basically bringing another tier of planning that kind
19 of sits below the Local Plan to bring it down to the community level.

20 It's meant to be led by the communities, by the parishes, but obviously the city
21 council needs to guide that and provide advice, assistance and deal with the statutory
22 processes. So that's my role.

23 So I usually meet with... In this case we've only got parish councils, doing them at the
24 moment in York. So I'd have like an initial meeting with them, just to see if it's something
25 they'd like to do. Then they quite often just put in an application, which is just for the initial
26 boundary. We consult on that. I don't know how much detail you need on that. Is that
27 enough?

28 INTERVIEWER: It's fine. I can consult with the other notes that I took.

29 RESPONDENT: Yeah. So in the regulations it sets out our role and it is mainly to advise and
30 assist, which is a bit hard to interpret. People interpret it in different ways. We have clear
31 statutory duties which we fulfil, in terms of the consultation, contacting statutory consultees,
32 that sort of thing. But essentially we meet with them, we look at drafts of their plan, we
33 advise them on strategic and environmental assessment, more the technical issues, I
34 suppose, that we have more knowledge on.

35 And then as it progresses we would appoint an inspector, mutually agree one with
36 them, and arrange the examination and the referendum and basically pick up the bill! So
37 they pay for their consultation if they want a consult and stuff like that.

38 But I was at a meeting last night and I think the average Neighbourhood Plan for
39 parishes costs about £12,000-15,000...

40 INTERVIEWER: Wow.

41 RESPONDENT: ...whereas for a local authority it's about £40,000. I mean, you can claim some
42 of it back from central government but it's obviously quite an expensive process.

43 INTERVIEWER: So is your role with the council, it's very much focused on places in York.
44 Yourself, do you live in York?

45 RESPONDENT: Yeah.

46 INTERVIEWER: Do you?

47 RESPONDENT: Well, yeah.

48 INTERVIEWER: And have you lived here for...

49 RESPONDENT: Nine years.

50 INTERVIEWER: Okay. And this is a semi-structured interview so I have three areas that I go
51 over with you and then we deviate! Which is natural. So this is a kind of deviation of sorts. Do
52 you find that within your role, that you see parts of York that nobody else would see? Or that
53 you get a view of York that nobody else would see?

54 RESPONDENT: In terms of working with parish councils, I think this is my first experience of
55 working closely with parish councils and seeing the way they work and what they think about
56 the council really. So that, I suppose, from an outsider, they wouldn't see that. And I've been
57 quite appalled by the ways things are kind of run and what they think. And they feel that
58 they're representing the communities but it's just so insular. They have very set ideas. Dare I
59 say it, they're all older, retired people, very set ideas. The Neighbourhood Plans that we're
60 doing, that have approached us, are outlying villages, the parishes, so they're quite rich little
61 villages. They just don't want anything to change. They don't want any more development.
62 They want to protect the greenbelt.

63 And I think when the government brought in neighbourhood planning, I don't think
64 this was how the envisaged it being. I think the idea was it would promote regeneration,
65 community cohesion and things, but it really hasn't shown that in York yet.

66 INTERVIEWER: So would you say that part of your concern about the way that the
67 Neighbourhood Plans are working is that they're not working, potentially?

68 RESPONDENT: Yeah. I think in all the guidance and information about Neighbourhood Plans
69 it's about shaping developments and shaping your neighbourhoods, not about stopping
70 developments. But in somewhere like York where we don't have the Local Plan adopted but

71 we've got one emerging, all the communities that do Neighbourhood Plans are basically
72 using the neighbourhood planning process to fight against the Local Plan. They think if they
73 can get in first, they can allocate the land for sites that they like, or allocate nothing at all.
74 They're doing what their communities want.

75 INTERVIEWER: Right.

76 RESPONDENT: And in some cases, yeah, that might be the case. But it's very much the view
77 of that small group of people that are in the parish council that really don't represent whole
78 communities, is what I feel.

79 INTERVIEWER: And so what would your sort of ideal situation be? If you were to go to a
80 community group parish council and work with them, what would you look for as a step
81 forward or a step in the right direction?

82 RESPONDENT: In York?

83 INTERVIEWER: Yeah.

84 RESPONDENT: So it would be the situation where there isn't a Local Plan and things. I
85 suppose it would be a parish council that recognised that not so much the Local Plan
86 because it's not adopted, but there's a lot of evidence that sits behind the emerging plan,
87 especially housing assessments, site assessments and all things like that. If they would just
88 accept that these studies have been done and they're accurate and they're honest and to
89 trust them, and therefore accept that there might be some new housing in their village and
90 then really embrace that by saying, 'Oh right, we accept that we're going to have housing in
91 the village. What kind of housing do we want? What style, design, what density? What type
92 of open space? What other facilities?' And going at it like that, as opposed to looking at the
93 space going, 'Oh, it's all rubbish. We've done a survey and 90% of our village say they don't
94 want any more houses. Therefore we're not going to support that.' What they've failed to say
95 is their survey, the only people who responded were the over-60s who live in their nice five-
96 bed houses with views of the greenbelt. I suppose that's it. But I don't suppose it would ever
97 happen.

98 I mean, some villages more than others are accepting certain sites that are coming
99 forward and having an influence over, say, access roads in and putting across their views,
100 which are valuable. But they just have to stop the whole blinkered, nimby view that so many
101 of them have.

102 INTERVIEWER: That word's come up a couple of times. And it's interesting because what my
103 research is about is it's looking at heritage values and then considering what people feel is
104 the social worth, I guess, of heritage. That was the initial brief I was given. But what I'm
105 finding is that it's a lot about aspirations and concerns about space, living space. And I
106 wondered if you can see whether aspirations are just like the council aspirations and the
107 community's aspirations, whether they're just not able...

108 RESPONDENT: Compatible.

109 INTERVIEWER: Yeah, to be compatible.

110 RESPONDENT: Mm. I think that is the case in most cases that the amount of housing that we
111 would need to provide to fulfil the need is going to always upset someone. We haven't got
112 the same amount of brownfield space that Leeds, Wakefield, places like that have. So
113 inevitably we're going to have to look toward greenfield and some people are just dead
114 against that and can't see past that, and therefore I just can't see how they're ever going to
115 be compatible. Neighbourhood plans and the Local Plan.

116 I mean, the sites in York that historically they got permission a decade ago and still –
117 like [unclear – 0:10:06.6] and places like that – they're still taking them to High Court and
118 they won't let it go. And there's always going to be sites like that and neighbourhood
119 planning's not going to make any difference, I don't think.

120 INTERVIEWER: That's really interesting. Well how about, say vignette-style, if there was going
121 to be planning near where you lived, do you think you would get involved in the same way?

122 RESPONDENT: Well I think there would be a conflict of interest. As my job I couldn't. But I
123 talk to my parents because where they live, they live not in York, they live in a different
124 authority, but there are housing allocations near them, and they're obviously fighting against
125 it 'cause they've got a nice view of the greenfield. And I just think about it. All the traffic and
126 stuff like that. But they're still going to be... 'Do you not think that the planners will design it
127 and the highways engineers and...' I genuinely think if there was a housing development
128 proposed near me I wouldn't fight it. I would be glad of the things that come with it. You
129 know, a lot of money comes when... This is what we've been trying to lay with plans. When
130 you get housing developments there's all that 106 money and in the future you get SEA
131 money. Do you know...?

132 INTERVIEWER: No.

133 RESPONDENT: Oh sorry. Section 106 is a planning obligation. So if you're building new
134 houses you're going to have an impact on the schools. You might need to expand the
135 schools or the facilities, so some money will go towards education. You might need to put
136 money towards open space – that's always a very popular one. And all this money gets put
137 forward and it's called Section 106 money. It's just part of the schedule.

138 INTERVIEWER: Okay.

139 RESPONDENT: And that money will go directly to the community, 'cause it has to be spent
140 within a certain radius of the development site. So things like that come and yeah, they get
141 new parks. They get better bus services, potentially, if it's a big development, and I think I
142 would look at it like that. It'd be different if it was a big waste incinerator or a gypsy/traveller
143 site or something. But if it's housing I genuinely don't think... I think because I know all the
144 work that goes behind it...

145 INTERVIEWER: Ah, yes.

146 RESPONDENT: You see that's maybe when you said, 'Do you see it from a different way?'
147 because I work in it, I see all the environmental studies, transport studies, drainage capacity.
148 Everything like that, that you apply to these sites. And you don't just pick a site at random
149 and go, 'Stick some housing there.' There's a lot of thought behind it and we wouldn't let it
150 go forward if it's going to completely snarl up the roads.

151 INTERVIEWER: Do you think there's any way of conveying that, the work that goes into it to
152 the people?

153 RESPONDENT: Well it's all published but people tend not to believe it. I mean, I've responded
154 to an FOI. They don't trust us. So I had an FOI about fracking, so I responded.

155 INTERVIEWER: What's an FOI?

156 RESPONDENT: Oh, Freedom Of Information Act.

157 INTERVIEWER: Oh, right, yes, yes.

158 RESPONDENT: So when people want information we can't say no. Unless it's commercially
159 sensitive. So I put this long response together, all very factual. And she responded, 'Thanks
160 but I don't believe you. I believe the scientists over the government any day.' I'm like, 'Oh
161 right. Well why did you ask me, then?' You know, and she was the extreme. But if you've got
162 people like that, that just hate the council for whatever reason, think that any information we
163 provide is all lies, of course they're going to think, 'Ooh, what are the council going to get
164 out of putting housing here, here and here?' You know, 'They don't care about the
165 communities, blah, blah, blah.' But it's not true. I don't say that just 'cause I work here and I
166 see the work behind it. But a lot of people just have that view. They think that it's all skewed,
167 all the evidence, so it's not independent, objective assessments.

168 INTERVIEWER: That's really interesting. I think part of this has been... It's an on-going
169 process. It's never anything new, it's just that we have new ways of talking about it maybe
170 and new Acts that we have to abide by and so on.

171 Going sort of back to this idea of the evidence and what is used to be objective, I
172 know we talk about the SE...

173 RESPONDENT: Oh, the SEA, the Strategic Environmental Assessment.

174 INTERVIEWER: That's it. Yeah, and that's part of it. Can we just talk a bit about that and how
175 that features within...

176 RESPONDENT: Neighbourhood planning.

177 INTERVIEWER: Yeah.

178 RESPONDENT: Okay. Well it's not... I mean, it was brought in ages ago as part of Local Plans
179 and Core Strategies, their predecessor. But now it's been transferred onto Neighbourhood
180 Plans as well. Basically any plan needs to do this SEA. And it's often combined with a
181 sustainability appraisal.

182 So the SEA is obviously environmental-related, Strategic Environmental Assessment.
183 So what it does is... Oh, it's blimmin' complicated! There's a first stage, which is screening. So
184 you would screen your plan, so the policies within it and the allocations, to see if there are
185 likely to be any environmental effects.

186 As soon as you think that there might be, it triggers the next stage, which is where
187 you scope it, which is looking at all the potential environmental effects it might have and you
188 scope in and out. So it might have heritage impacts but it might not have impact on nature
189 conservation, for instance.

190 And then the final stage is this environmental report, where you actually properly
191 look into the detail of how your allocation... I mean, it's easier to look at with allocations, I
192 suppose. If there's a site and it's very close to a [unclear – 0:16:28.9], then it's going to have
193 significant environmental effects and you need to demonstrate whether those environmental
194 effects are so significant that it deems the site unsuitable or whether they can be mitigated
195 against so they can live side-by-side. So essentially that's as far as that will go.

196 And then an essay, a sustainability appraisal, looks at whether the site or policies are
197 sustainable. So it looks at environmental, economic and social impacts in the same sort of
198 way. It's all done in like a matrix, so you've got all the little aspects of the environment that it
199 might affect: all the social side of things, all the economic side of things. Initially I think it's
200 just like a grid with ticks.

201 INTERVIEWER: In different colours.

202 RESPONDENT: Yeah, different colours.

203 INTERVIEWER: I've seen it, yes.

204 RESPONDENT: So you've got red, yellow, green, depending on the impact.

205 INTERVIEWER: And where it's red, that's bad impact.

206 RESPONDENT: Exactly. And if it's mostly red then you can pretty much say it's unsuitable and
207 you would have to change the site, move the site, delete the site, or in the case of a policy,
208 change the policy.

209 And then there are different balances. So if it's red but mostly yellow or something
210 then you're like, 'Okay, it can be mitigated against.' And you just focus on the red things.
211 'How can we mitigate against these damages?' And obviously green is good to go.

212 And the reason why it's objective is there's a long, long list of criteria and indicators
213 that have been set independently – so not by us – probably by Natural England, Historic
214 England. So those are the ones that we use, so they can't be deemed as... I suppose when
215 you actually do the assessment it could be subjective if you think it has less of an impact
216 than it would. But you have to look at proper scientific...if it was about the [unclear –
217 0:18:41.9] you'd need to look into the detail about if it's the drainage between the two, if the
218 water's going to affect it. So there's evidence behind that about how to assess it.

- 219 INTERVIEWER: It's more physical attributes than...
- 220 RESPONDENT: Mm.
- 221 INTERVIEWER: And then I guess you have to... It's actually a quite similar debate with
222 archaeologists who have to... They are some of the time scientists. They kind of bridge both.
223 There's bio-archaeologists who do chemical work in labs and that is considered a science.
- 224 RESPONDENT: Well yeah.
- 225 INTERVIEWER: But on the other hand there's looking at the more human interactions with
226 heritage. And I'm sort of...
- 227 RESPONDENT: You're on that side, yeah.
- 228 INTERVIEWER: I'm personally more on that spectrum. But I think that the accounting for
229 different kinds of knowledge in the role that you work or the accounting for different kinds
230 of data, I guess, that's something that also does intersect with having to deal with the social
231 aspect of it.
- 232 RESPONDENT: I suppose the data, it's quantitative and qualitative. So the quantitative is hard
233 to argue with and... I say they tend to accept that more but not particularly.
- 234 INTERVIEWER: No. Do you have any quantitative stats on that?!
- 235 RESPONDENT: Quite! It's not the qualitative stuff that... it's just entirely dependent on who's
236 writing it.
- 237 INTERVIEWER: Yeah.
- 238 RESPONDENT: And who it's been done for. I hate to say it but if a consultant's doing it for a
239 developer, it's probably quite different than a consultant doing it for, say, the local authority
240 or environment group.
- 241 INTERVIEWER: It's choosing an audience, though.
- 242 RESPONDENT: It is. And it's bad but...
- 243 INTERVIEWER: I think the same thing happens with academics. You choose your audiences
244 depending on which lecture you're going to or which conference. It's exactly the same thing.
245 And I wonder actually whether this is leading onto the core area of my research, this idea of
246 information-sharing. I'm just going to stop this here 'cause...
- 247 [START OF RECORDING 2]
- 248 INTERVIEWER: I was going to ask about this idea of qualitative and quantitative data and
249 how people are receiving that. Are there ways that you share that sort of information? Can
250 you talk me through how you share information with community groups and parish
251 councils?
- 252 RESPONDENT: In the context of plans?

253 INTERVIEWER: Yes, in the context of neighbourhood planning.

254 RESPONDENT: So if we have the evidence, so say the housing assessments that we've done,
255 the documents themselves, it's hundreds of pages thick. But what we have been doing for
256 them is pulling out like the introductory chapters and then in terms of the sites we'll pull out
257 the stuff within their parish and give it to them like that. So this is published information. I
258 suppose if they asked for the background to it we could give them it but it's blimmin'
259 lengthy and complicated.

260 So they seem to be fairly happy with that. But then they might do their own
261 assessment and interpret it differently. So that's with the housing stuff.

262 Then from a nature point of view it's mainly we just take extracts from... I mean, we
263 can give them full documents but they're quite happy if we can narrow it down for them and
264 just provide the stuff relevant to their area, as opposed to York.

265 INTERVIEWER: There's a term that I'm thinking of that's popped into my head. Is it 'Executive
266 Summary'? Is that...

267 RESPONDENT: Yeah, that's generally something that's been published as an executive
268 summary but yeah, we can provide... It's more extracts, isn't it? 'Cause if you put it all
269 together it doesn't form a document in itself.

270 INTERVIEWER: No.

271 RESPONDENT: The information's just for them to pull out and piece together in their own
272 way, I suppose. In the past we've just provided links to documents. 'Cause all our evidence is
273 published online. But a lot of them find that quite hard 'cause it's not printed and stuff,
274 especially with the parish councils where they're a bit older. So we provide paper copies and
275 share it that way. So yeah, the Biodiversity Order we've pulled out all the sites in the various
276 parishes, flood risk assessments. So all the maps, all the data that's mapped we provide to
277 them.

278 INTERVIEWER: I've been speaking to a number of people about maps and they seem to
279 come up quite a lot. Do you think that they're quite effective as a way of conveying
280 information?

281 RESPONDENT: Mm, very much so. Although very hard, unless you have the skills, to do them.
282 So a parish council wouldn't necessarily be able to draw their own map electronically. So
283 that's why we're happy to provide that as part of my duty to assist. But yeah, they tend to
284 like it spatially. It makes it very clear for them. So that's why proposals, maps always
285 accompany a local plan because it sets all the allocations out and you can see the full picture.
286 So that's why it's quite useful. And to see it in context.

287 So we'll put nature conservation sites on, so all the [unclear – 0:03:14.4] and the sinks
288 and stuff are all mapped alongside all the allocations and stuff, so people can see that, how
289 close (if they are close) they are to nature conservation sites and kick off if it's too close and

290 stuff like that! But the important thing to remember is we haven't got to this stage without
291 speaking to the likes of Natural England and Historic England.

292 INTERVIEWER: Yeah.

293 RESPONDENT: Did you know, Historic England came and did like a coach trip around York
294 with our team? I wasn't invited, unfortunately. But basically they had quite a few concerns
295 about the impact that a lot of the peripheral development will have on the historic character
296 of York.

297 So what they did, to put it in context, on this bus there was George and Mike and a
298 number of other planning officers. People from your team, so Harry and the Trees
299 Conservation Officer [unclear – 0:04:06.0], all that sort of thing. Plus people from Historic
300 England. And they would literally drive around. 'Right, this is one site.' And they would all
301 look at it. Almost like a planning application but well in advance because this is for a
302 potential allocation.

303 And they had their own views on that and came back to the council afterwards with a
304 map of, 'Oh, you might want to change this boundary or put a buffer in here or avoid
305 damaging that vista,' and stuff like that.

306 INTERVIEWER: Yeah.

307 RESPONDENT: So there's a lot of work with specialist bodies whose only remit is the historic
308 environment or nature conservation. And then it's our job to put all those views together and
309 come up with a balanced approach to site development.

310 INTERVIEWER: And when in the context of discussing with the community group or parish
311 council about these... I've heard the word 'competing' bits of information about the land, you
312 know, you have your historic environment and your natural environment and greenbelts
313 and... Do they interact with the... I mean, does it happen that people actually go, 'Yeah, I
314 understand this,' and you see people working through the process of neighbourhood
315 planning there and then, in that consultation process?

316 RESPONDENT: You mean people at the parish council?

317 INTERVIEWER: Do they just take... Well, the parish council. People you're consulting with. Do
318 they take it away and then come back to you or do you actually have a conversation?

319 RESPONDENT: A bit of both, really. So again, it's like map-based quite often when it's related
320 to sites. So can I use names of places and stuff? I suppose that's okay, isn't it?

321 INTERVIEWER: I can always...

322 RESPONDENT: Change them.

323 INTERVIEWER: ...change them, yes.

324 RESPONDENT: But say, for instance, Site A. They have a large development site in their
325 parish. And so we'd look at it on a map. There was that one and another big development
326 site.

327 And they've come to a compromise with the developer 1 to create somehow a buffer
328 between one area and another.

329 By talking it through with the developers and looking at the maps, they've said, 'Well
330 we really don't want access from this road 'cause that will cause a rat run etc. Have you
331 thought about putting it here?' And they've also, to their full credit they've spoken to the two
332 developers (1& 2) and they've met with them, had email exchanges and stuff, and they've
333 come to a compromise, an agreement.

334 So I suppose it's showing that Neighbourhood Plans are working even as they're emerging –
335 they don't even need to be adopted. Because I suppose the site A is still emerging, because
336 obviously we haven't allocated yet and the Neighbourhood Plan's emerging. So between the
337 two we can come to an acceptance of the site provided X, Y and Z are met.

338 INTERVIEWER: Kind of working out a compromise, as you said, yeah.

339 RESPONDENT: And that's worked, surprisingly. But some of the other areas we've got
340 developers basically responding to the consultation objecting substantially to the emerging
341 Neighbourhood Plans 'cause their sites aren't in, and those are the Local Plan sites. So that's
342 the other extreme and they won't budge on that. That's another area.

343 So I think it depends very much on the people sat around the table, how big the
344 impact is. I mean, Developer X, yeah they might not like the access to it but at least it's a
345 brownfield site. We don't have many of them in York. Whereas the other one – Site Y – it's all
346 currently greenfield land, draft greenbelt, that housing developers have put forward and
347 we've assessed, and there were draft allocations in the previous plan. And that's what the
348 parish council are fighting against. They prefer this other site the other side of the village,
349 which is deemed unsuitable using our assessment. So that's the other extreme where there's
350 a conflict and I don't think it can be resolved.

351 INTERVIEWER: What's going to happen then in those instances where those conflicts can't be
352 resolved? Do you just go round and round and round?

353 RESPONDENT: Well we have been for a few months now. The parish brought in new
354 consultants, independent consultants, to advise them and we met all together and the
355 consultants basically said, 'Your plan won't make it through examination. It's not sound. It
356 hasn't got a strong evidence base behind it. You haven't done the environmental
357 assessment.' That sort of thing.

358 And so it's gone all quiet now because they're like, 'Oh, maybe it really isn't okay.' So
359 that's where we are with them. We're seeking legal advice in terms of, 'Do we have to
360 proceed to examination?' Because it seems from the regulations that we do. Providing they
361 submit all the relevant documentation, regardless of its content – so our role is not to...

362 INTERVIEWER: To challenge it, yeah.

363 RESPONDENT: Then we have to proceed to examination. But we have to pay for that.
364 Examination can be £10,000, £15,000. And George, who deals with the budgets, is saying it's
365 very irresponsible. Of course we wouldn't take that risk that it won't get through. 'Cause you
366 can't claim your money back if it fails.

367 So that's the situation we're at. We've asked for our own legal advice from the council
368 and we're going to DCLG actually. We can't be the only authority that's having these sorts of
369 problems, I wouldn't have thought.

370 INTERVIEWER: Yeah.

371 RESPONDENT: 'Cause it's still a [unclear – 0:10:19.1] new process, we keep seeing articles in
372 Planning magazine and things where, 'Neighbourhood Plan Beat The Developers' or vice
373 versa.

374 INTERVIEWER: Yeah.

375 RESPONDENT: You know, and there's no clear direction.

376 INTERVIEWER: That's interesting. With those kinds of case studies that you see elsewhere
377 there's nothing... Do you find that they are sort of comprehensive accounts of what's
378 happened?

379 RESPONDENT: Yes but none of them are in exactly the same situation as York in terms of the
380 lack of a Local Plan or the lack of a greenbelt. Just trying to think what else. It's quite a
381 unique situation that we're in. And the fact that our communities seem to want to protect all
382 their land, whereas other communities want to allocate land and the council don't want them
383 to 'cause it's protected, and that's going to the High Courts and stuff. So it's a real mixture.

384 INTERVIEWER: It's fascinating.

385 RESPONDENT: So they're not particularly useful, these case studies, because they're very
386 different. Well they're big, important situations but all slightly different so you can't go, 'Ah
387 look, three out of four have lost this case so that must be what's wrong.' 'Cause as far as I
388 know none of them have gone to the Secretary of State because of Strategic Environmental
389 Assessment, for instance. So we could be the first! And Eric Pickles had a lot to do with things
390 and he's gone now so it's quietened down a little bit.

391 INTERVIEWER: Oh wow.

392 RESPONDENT: Yes.

393 INTERVIEWER: Okay, so we've covered your role and we've covered the way that information
394 gets shared and the quantitative, qualitative and some of the difficulties and challenges that
395 are arising.

396 To wrap it up, 'cause we have got a lot of information that you gave me from the last
397 chat that we had...

398 RESPONDENT: Okay.

399 INTERVIEWER: ...what I'm doing is asking people what their views of heritage is. Do you have
400 a professional view of what heritage is and a person view of what heritage is? Or are they
401 one and the same?

402 RESPONDENT: Well I think they've become the same now, really. 'Cause believe it or not,
403 back at uni I specialised in conversation – the historic and environment side of planning.

404 INTERVIEWER: Okay.

405 RESPONDENT: In my fifth year. But that's all gone now! So that was looking not just about
406 the material heritage – so the things you might think of straight away like the listed buildings
407 and things like that – it's about the community heritage and the value of place, I suppose,
408 rather than the physical buildings. It's more the context of everything together and the
409 historic events that might have happened there.

410 So things like battlefields that are just a field. They're important because of what
411 happened there. But it's a personal thing, I think, depending on your views and what's
412 important to you as a community.

413 I found that from the neighbourhood planning point of view, that they use heritage
414 to their advantage in terms of, 'Well look at our pretty little village. It's so historically
415 important we couldn't possibly have any more housing 'cause that would ruin it.' I'm like,
416 'Yeah, but if it's done right – and Historic England would never allow some kind of housing
417 development to damage that heritage, if that's what their argument is...' So I think it can be
418 used in different ways. I don't know if that really answers the question.

419 INTERVIEWER: Yeah, it does answer the question and a lot of people have said along the
420 same lines of it being quite personal. But I guess in the realm of neighbourhood planning, I
421 guess it's an instrumental component.

422 RESPONDENT: Yeah. So buildings and things that aren't projected as listed buildings, they're
423 not in a conservation area, but they have an important relevance to the community. It might
424 not be really old but it still has heritage significance for them, then they're looking at, 'Can
425 they preserve that through the Neighbourhood Plan?' And did we talk about local lists
426 before?

427 INTERVIEWER: We did mention it very...yeah.

428 RESPONDENT: Yeah, 'cause I know some areas have basically been created by communities,
429 so what's important to the community. It doesn't have to be a recognised historic asset from
430 an outsider but people know things that have happened that are relevant.

431 INTERVIEWER: Yeah.

432 RESPONDENT: I suppose like houses that it's just a house but because Paul McCartney grew
433 up there or something like that, does that have heritage significance? I don't know.

434 INTERVIEWER: Yeah, that's interesting.

435 RESPONDENT: 'Cause you have other houses. If Charles Dickens lived there, 'Oh yes,
436 definitely.' 'Cause of the age of the property.

437 INTERVIEWER: Yeah.

438 RESPONDENT: But just 'cause it's any newer, is that still heritage? It is, isn't it? 'Cause it's their
439 own...a kind of heritage is arts and music heritage. Like Elvis Presley's house. That's of huge
440 importance for some people.

441 INTERVIEWER: The site of a pilgrimage, I guess.

442 RESPONDENT: Well quite.

443 INTERVIEWER: Yes, I used to live near... You've mentioned Paul McCartney's house. I actually
444 used to live near George Harrison's house.

445 RESPONDENT: Oh really. Is that in Liverpool?

446 INTERVIEWER: No, it's in Henley-on-Thames.

447 RESPONDENT: Oh really?

448 INTERVIEWER: Yeah. But yeah, I guess you've picked up on this idea of social value but then
449 age value.

450 RESPONDENT: And they don't always come...

451 INTERVIEWER: Yeah. And I guess maybe...is this a division between quantifiable and quality?

452 RESPONDENT: I see what you mean. Yeah.

453 INTERVIEWER: Because age is something you can determine in numbers.

454 RESPONDENT: Whereas qualitatively it might be relevant for some and... I think most people
455 can appreciate, 'That's an old building. It's historically important.' But there are some
456 buildings which are listed which people think, 'Ah, that's hideous.' Like the car park in
457 Gateshead. There's that listed multi-storey. I can't think. But you can get some really... Or
458 Byker Wall. That kind of thing. It's an ugly thing and a lot of people go, 'Oh, let's rip it down.'
459 But actually, for that point in time it was a very important social remain, you know, of the
460 time, isn't it? And it's a good example of architecture and things at the time.

461 INTERVIEWER: Well we have that in York, don't we? With the Stonebow.

462 RESPONDENT: Yeah. Well exactly. Hideous thing! I'm of that ilk, you know. It doesn't have to
463 be pretty, I suppose, but I can't value it somehow.

464 INTERVIEWER: Yeah. No, that's interesting. Okay, I think that's everything.

465 RESPONDENT: Excellent.

466 INTERVIEWER: Do you have any questions?

467 RESPONDENT: No.

468 INTERVIEWER: I did that to Mike and he pulled out a corker on me. I was like, 'Oh God, I wish
469 I hadn't asked!'

470 RESPONDENT: Oh no.

471 INTERVIEWER: He asked me what heritage was – what my definition was.

472 RESPONDENT: Oh right.

473 INTERVIEWER: Well...

474 RESPONDENT: 'I've written a paper on it!'

475 INTERVIEWER: Exactly, exactly.

476 END OF TRANSCRIPT

477

1 Interview 7: 20-08-15 Walmgate Café Hannah

2 INTERVIEWER: Can you first start us off by telling me how you know me and how we met?

3 RESPONDENT: We know each other through the Buildings at Risk pilot study which started a
4 few months ago last year.

5 INTERVIEWER: Did we start it in January?

6 RESPONDENT: Yes, about January, yes. And you have been working with Harry in the West
7 Offices recently as well, so I've seen you around through that.

8 INTERVIEWER: So you're at the Council offices. What's your job title?

9 RESPONDENT: My job title is Heritage Project Officer, which doesn't mean a lot at the
10 minute, but that's the title. But that's a relic from my first post at the council which was to do
11 with the Characterisation Project.

12 INTERVIEWER: Maybe we'll start by explaining your past role at the Characterisation Project,
13 because I actually did know a bit about you from that, through the previous Heritage Officer,
14 because I met him and talked to him about that.

15 RESPONDENT: Yes, the Characterisation Project was started in the middle of 2012 which is
16 when I became employed by the council for that project specifically and it ran for a year and
17 a half in the end, and I was just solely working on writing these character statements and
18 going out and taking photographs and looking through published works and maps and
19 things. Basically that was all I was doing, just consumed with that project. So that's where the
20 job title and job description and everything come from. But since then I've just been kept on,
21 on short-term contracts, filling in, doing other pieces of work.

22 INTERVIEWER: Tell me, is that where the Heritage at Risk stuff started from?

23 RESPONDENT: Well, it's completely separate, really. It was just that when the previous
24 Heritage Officer was working at the Council, he was quite good at pulling in external funding,
25 because my post was completely externally funded by English Heritage at the time, as was
26 the previous Heritage Officer's. So I think he just saw the job advertised to do this pilot
27 study. It was only a small amount of money attached to it, and he put us forward for it since
28 we'd just done the Characterisation and we won it, and that's how we got in on doing
29 Buildings at Risk. So yes, that was just sort of given to me to do as well.

30 INTERVIEWER: Yes. So with the Characterisation Project you were creating character
31 statements. Can you just talk me through it? I know a bit about it, but what did it actually
32 entail and what were you doing on a day-to-day basis?

33 RESPONDENT: On a day-to-day basis – it all seems like such a long time ago – I started off
34 with creating a load of GIS content, creating shape files to show things from old maps and
35 then creating shape files. It's kind of hard to explain, but if you imagine the character area as
36 one big polygon, then within that one polygon there are several layers of smaller polygons

37 that go to make up that character area. So the first few months I was literally sitting at the
38 computer with GIS defining what an area was. Was it semi-detached housing was it post-war
39 housing, was it this, that and the other? And I did that using Google Maps.

40 INTERVIEWER: So it was the character of the architecture...

41 RESPONDENT: Yes.

42 INTERVIEWER: ...and the historic...

43 RESPONDENT: ...built environment. I was told I could only use certain amounts, because of
44 the time of the project and the limits on the time and money I couldn't go off and do loads
45 and loads of research. I was limited with what I had on my GIS which was essentially the first
46 to fourth edition ordinance survey plans, so nothing further back than 1850 and aerial
47 photographs, modern map and Google street view which I used a lot. So that took a long
48 time, as you can imagine, putting all that together.

49 And once that was in place and I had an idea of where my character areas were going to be, I
50 went out and visited them, double-checked information on them, took some photographs,
51 noticed a few extra little interests and pieces in the landscape and then came back and wrote
52 a statement about it, basically, what was a general brief history of the area, what's the current
53 built landscape like, are there any listed...

54 INTERVIEWER: So is it descriptive?

55 RESPONDENT:buildings? It was descriptive, narrative, very pithy, as the previous Heritage
56 Officer would say, very short and to the point and written in a very easy-to-read style,
57 because the point was, it was supposed to be for everybody. It was supposed to be for
58 members of the public to enjoy and be able to understand, not full of jargon. But it was also
59 supposed to be a tool for planners, which is where I always had a slight problem with it, that
60 it was a bit too vague for me to be useful in-house. I have used it in-house since, but that's
61 because I know about it and I know how to work it. But I've used it more for the
62 interpretative maps, because we did some maps at the end of the description.

63 Obviously, the ones that showed where the character area boundaries were and things and
64 why we'd made them, but also maps that showed areas of archaeological potential and
65 things like that, because obviously if you're walking around an area the archaeology doesn't
66 jump out at you at all.

67 So I had to do a little bit of digging, basically just using the HER which is not completely up-
68 to-date, but using that and using what I could in-house. I managed just to sort of put
69 together a basic archaeology feature of the areas, which is kind of useful, it's interesting for
70 people that live there and it has been useful in-house just as a sort of a quick, at-a-glance
71 guide rather than trailing through HER. And I did manage to go once to the archives to pull
72 out some maps, which was very exciting, and added some of that information in as well, but
73 only because I had a bit of time left. And then for the core areas, they were already written. I
74 didn't write those, but I made an accompanying statement in the same style as my other

75 suburban areas just covering the archaeology because the core conservation area of [unclear
76 – 0:06:43.7] didn't cover archaeology at all. But that was mainly used in the HER again and
77 the 1991 Ove Arup study which basically just says, you know, Roman deposits at about nine
78 metres here, sort of thing. Quite vague, but at least it sort of put it all in one place.

79 INTERVIEWER: Yes, I've had a look at them and there are different layers that involve the
80 archaeological deposits, interventions-

81 RESPONDENT: Yes. Oh, you've looked at the HER, haven't you?

82 INTERVIEWER: I've looked at the HER but also I have looked at the character areas and the
83 previous Heritage Officer did...

84 RESPONDENT: On the HER? Because the character areas on the HER...

85 INTERVIEWER: Oh, I see, yes.

86 RESPONDENT: ...are just- there's the three layers, there's the big one, I'll say Character Area
87 16 or whatever, and then it's got the lower levels.

88 INTERVIEWER: Oh, I didn't understand that it was on the HER as a layer, but also it's on the
89 website as well.

90 RESPONDENT: Yes, well those three layers are on the HER. I've put them on. And North
91 Yorkshire did their HLC study which is obviously a much higher level and it just says things
92 like post enclosure, landscape or settlement. That's on the HER as well. But on the internal
93 GIS systems, which you might not have seen, there are the other layers such as the field
94 boundaries and the building heights and things like that.

95 INTERVIEWER: Tenement housing and-

96 RESPONDENT: There's a few other bits and bobs.

97 INTERVIEWER: [unclear – 0:08:08.7] really, yes.

98 RESPONDENT: So the previous Heritage Officer might have shown you those.

99 INTERVIEWER: I had a training session with Harry so I'm looking at that. I think the HER is a
100 really interesting tool. It's interesting that you kind of used it and then you've fed back into it.

101 RESPONDENT: Yes. So I've put quite a lot of the Characterisation stuff on there, and then we
102 put a little bit on the Council website just to try and get it out to the general public. But there
103 hasn't been any big publicity for it or anything which was the plan originally, but it just didn't
104 happen. There's been talk over the last few years of adding to it and doing more with it and
105 none of that's materialised. But that's just lack of resources, really. English Heritage were
106 talking about a second phase at one point and rolling it out across the villages, the outlying
107 villages but it's just all stuff in the pipeline. But I think there are other things that need to
108 take precedence really, because it doesn't have any weight.

109 INTERVIEWER: When you say it hasn't got any weight is that because of what you said earlier
110 about it being too vague?

111 RESPONDENT: No. I think to be approved as some sort of consultation document, I think it
112 has to be approved through a committee or something.

113 INTERVIEWER: Oh, wow.

114 RESPONDENT: I'm a bit vague on how this works. It has to go out to public consultation,
115 that's it, to make it sort of have weight within the planning side of things. So for them to say
116 according to the Characterisation statement X, it would have to have that process which it
117 hasn't had. But it's something there to be consulted, that's the idea. So if someone's
118 proposing something you could look at that statement and say, 'Well it doesn't fit in with the
119 character as defined in this statement.' But that hasn't happened. It has been used at the
120 minute solely as sort of something from the public, and the feedback from the general public
121 has been really, really good. They like them.

122 INTERVIEWER: Oh, right, so they have been accessing it?

123 RESPONDENT: I've had private feedback from it. I've had feedback when it first was
124 completed I had feedback from several history groups who some of them had sent copies of
125 them to like proofread it and things. And local historians and things had seen them. So they
126 all provided good feedback. And then people like the York Archaeological Forum. They loved
127 it. They wrote a letter to English Heritage to support doing more for the other villages and
128 stuff. So on that level it's a big thumbs up and to be honest, that's where it works, really.
129 That's what it's for.

130 INTERVIEWER: Yes, with those particular audiences.

131 RESPONDENT: Yes. And that's when I wanted to do a second phase, because there's talk of
132 doing a second phase and rolling it out, and there's talk of doing a second phase where it
133 doesn't get rolled out further but we enhance what we've started, which I think is what we
134 need to do, really, because at the time when I was trying to get people to proofread it and
135 ask people questions just because I had a bit of time at the end they wanted to get involved,
136 and I wanted them to get involved. It would have been fab for them to start adding things in
137 and doing their own research and stuff, but I had to keep it really contained and just say,
138 'This is what it is and here's some recommendations. Further study could be done on x,' or,
139 'A streetscape study should be done in this area for the ironwork and stuff,' and that's as far
140 as it could go, really. I'm just sad.

141 INTERVIEWER: It's been processed, it's been a little bit accessed by the public and then
142 you've had discussions with different people from different parts of York's sort of history
143 groups, and now it's still there but it's-

144 RESPONDENT: It's kind of just there now and fading away in the distance, which is sad.

145 INTERVIEWER: It is sad.

146 RESPONDENT: Can't do much about it at the minute.

147 INTERVIEWER: No. Okay, well that's one aspect of your role and you've given me some
148 insight into that. What about Buildings at Risk? What's the story with that initiative and what
149 were your sort of intentions with it?

150 RESPONDENT: Well, am I allowed to speak plainly on here?

151 INTERVIEWER: Yes, you are, and we can always revise things if you need to.

152 RESPONDENT: Ultimately we were testing an app and a website for English Heritage as part
153 of their plans to roll out this nationwide tool that would enable people to go out and survey
154 grade two listed buildings in their own time and with very little training, basically. It's just a
155 way of mass information gathering, I suppose, from English Heritage. Good idea in theory, I
156 guess. So we started off doing a little bit of training with volunteers, getting some volunteers
157 together, students and people who had come through, English Heritage called for
158 volunteers, and some of them were mega-keen, weren't they? And your group was quite
159 keen.

160 INTERVIEWER: We were all mega-keen, or at least interested, from my point of view.

161 RESPONDENT: And so we gathered in a range of data and we surveyed some non-listed
162 buildings as well, ones that had been highlighted in the core conservation area appraisal, the
163 buildings of merit. And that for one reason was to get them to start doing something,
164 because English Heritage kept delaying and delaying and we were worried we were going to
165 lose the volunteers, and because several people had said they would like to do it on paper
166 anyway. And two, as a means of us gathering some information, the Council getting this
167 added value data so we weren't just doing it all for English Heritage. And we managed to get
168 some quite nice information out of that, actually. Not all of them got done but there was a
169 lot. There were a lot of buildings. It was a big ask. But the information that came back from
170 the non-listed buildings has all been fed back into the HER. So that has enhanced the HER.

171 INTERVIEWER: Wow.

172 RESPONDENT: Which was the whole point. Every building of merit, which was 500-odd of
173 them individually, has been added to the HER and then maybe 100 of them have extra
174 information that was surveyed by the volunteers.

175 INTERVIEWER: The volunteers, do they get to see what they've done because the access to
176 the HER is-

177 RESPONDENT: The only way they can see that at the minute is through Heritage Gateway,
178 and I don't know how often that gets updated. It's probably only updated every few months
179 so I don't know when that gets done. When I enhanced the buildings of merit, it was a case
180 of saying they were surveyed as part of that study, any information that was written on the
181 form, extra information, that was put in, and then the form itself was scanned in and linked
182 so you could see the original form that somebody had used. And then photographs were put
183 on there as well. So it did enhance it quite a lot, really. It would be nice to try and get, you

184 know, I don't know how it works exactly but if there was another group of undergraduates or
185 something who were willing to go round and do that kind of thing, there's still hundreds of
186 them to do.

187 INTERVIEWER: Well, I have contacts with the Univer...

188 RESPONDENT: So did that, and then the listed part of it came a little bit later when English
189 Heritage finally sorted everything out. But I don't know how I feel about that. I mean, maybe
190 that's not what you want to know. We got a lot of data out of that as well. Lots of buildings
191 were filled in; the surveys were filled in for a lot of buildings. Unfortunately, as it stands at the
192 minute, the information has been sent to English Heritage in that it was all uploaded by the
193 volunteers. So they sat at home, put it on, and that's as far as it's got, really, because English
194 Heritage were more interested in testing out the functionality. So they got that from us. But
195 they also got a whole heap of data.

196 INTERVIEWER: And you're not sure what's being done with it?

197 RESPONDENT: Well, it went through that moderation process, that's right. So they got the
198 information and the Council are supposed to be able to get that information to put on our
199 HER. Now, there is a button on the website and it does work, but if you click on it and say,
200 'Can I have this information for York, please,' it sends you a bit table of Excel which I don't
201 know what to do with. And I need to find out, actually. I need to find out if there's a technical
202 way and who can do it of getting that information and putting it into the HER other than me
203 sitting and typing it in, which isn't going to happen. When this thing starts properly and if
204 everyone starts doing it we're going to have, how many listed buildings? About 1,600 or
205 something. I can't physically do it, type them all in myself. So that's at a bit of a standstill at
206 the minute. I think we've shelved that, how to get that data out, because we're trying to put
207 this HER plan together and that would be part of that, you see.

208 INTERVIEWER: Will be part of that, yes, the HER.

209 RESPONDENT: Yes, that is a piece of information that would hopefully come in. So at the
210 minute, the Council aren't really getting the benefit out of that information. But what we are
211 supposed to be doing is creating our Buildings at Risk register from the information that the
212 volunteers gave me. So once it went through all that moderation process, we came out with
213 a list. I can't remember off the top of my head, but there was something like, I don't know,
214 twelve or fourteen came out as vulnerable. But it was a bit awkward because some of them
215 came out as vulnerable just because they weren't occupied, but they might be like- the way
216 that they worked it out was a bit odd. So some of them came out as vulnerable...

217 INTERVIEWER: So you are having to...

218 RESPONDENT: ...but I wouldn't say that...

219 INTERVIEWER: ...moderate them again, aren't you?

220 RESPONDENT: ...they were vulnerable. And there was maybe four came out that were at risk,
221 and you might think, 'Okay, there's something you might want to keep an eye on.' So one of

222 the outputs was supposed to be this register, which I can see how that works. I could put the
223 register together with what I have now and then in the future, every time somebody does a
224 survey and it goes into the vulnerable or the at risk category, I get an email notification,
225 which is what happened every time you were moderating something.

226 INTERVIEWER: Oh, right.

227 RESPONDENT: It was coming through in an email to me and it was saying, 'This building is at
228 risk,' or whatever, and then I could view it and put it on my list, or ignore it if I thought, 'Oh,
229 no, it's not.' But I haven't gone any further with that because, the problem with that is that
230 the Conservation Officer is probably the person that I need to speak to about it. I mean,
231 several of the buildings I've said, 'Oh, there's one here that I need you to just cast your eye
232 over,' because I'm not a buildings person. I don't have the expertise. I would hate to say
233 something's fine and it not be. But the conservation officer doesn't have the time. So I've sort
234 of taken it upon myself to make this list and try and create this list, but I haven't pushed it
235 with conservation officer because it seems that the English Heritage app/website thing isn't
236 happening yet.

237 INTERVIEWER: So it's almost like there's these different projects and you're sort of stuck in a
238 position of not being able to move any further because of where English Heritage are, and
239 also because-

240 RESPONDENT: Well, technically the Buildings at Risk project is finished as far as we're
241 concerned. I think we only got about fifteen grand or something. It was a very small project.
242 We got the money. It's all been signed off. I wrote a little report, an eight/ten page report
243 just to say this is what we did. They're all happy and that's the job done as far as they're
244 concerned. Obviously, when it starts working as a proper thing, I'm going to keep getting
245 these emails and whatnot coming back, which will be great in theory, but then there's having
246 someone there to manage it, which at the minute is me. But I'm going to need a bit of help
247 occasionally from a buildings person. So it's kind of just been shelved. I'm just waiting until it
248 all goes live and then I might get a bit busier with it. But technically, we don't owe them
249 anything, if you know what I mean. We're done.

250 INTERVIEWER: Yes. Oh, and yes, just to clarify, I worked with you on the Heritage at Risk
251 program as one of your volunteer co-ordinators.

252 RESPONDENT: Yes.

253 INTERVIEWER: And I helped moderate some of these surveys, which was really interesting.
254 And we also had conversations about the functionality of the website, and because that
255 particular project...well, we'll come back to that. It was about volunteers getting involved...

256 RESPONDENT: Yes, and some didn't get involved...

257 INTERVIEWER: ...And gathering data.

258 RESPONDENT: ...in the end because of the technological problems from the English Heritage
259 site, the lack of Apple app.

260 INTERVIEWER: Yes. So okay, we've talked about characterisation of the area and the heritage
261 or buildings at risk. Maybe you could talk just briefly about the HER. The HER project, I know
262 that that's emerging, having had conversations with Harry.

263 RESPONDENT: Yes. HER project, so we're just trying to put together basically some ideas for
264 a project to get some money from English Heritage, hopefully, and maybe the Heritage
265 Lottery Fund to fund a bigger and better HER, basically enhancing the data that we've got,
266 cleaning it up, enhancing it and then ultimately widening the access to it in order to widen
267 knowledge and access to the HER in general, and also to I guess try and ease a little bit of
268 pressure in the Council by letting people access it from outside and letting them deal with it
269 themselves and add things to it themselves just to try and take a few tasks away from us. But
270 that's all in the pipeline, yes.

271 INTERVIEWER: Yes, okay. And it's also just because I have an insight into this. It's also partly
272 inspired by-

273 RESPONDENT: The Bristol Know Your Place. That's the ultimate aim for an interface, a
274 website/interface with the public. But Harry's sort of split the project into three and the basic
275 level, the first level, would simply be to clean and enhance what we have already, which is...

276 INTERVIEWER: Yes, which is what you're working on.

277 RESPONDENT: ...what we desperately need. And I'm doing that behind the scenes already.
278 But cleaning and enhancing that is a big job in itself. And then ultimately this all-singing, all-
279 dancing website which is based on Know Your Place sounds like quite a good route to go
280 down, really.

281 INTERVIEWER: Cool. Great, thank you. Talking about the widening of York and its historic
282 environment, what are your concerns for York's historic environment?

283 RESPONDENT: Since I came to work at York City Council I've been quite alarmed, actually, at
284 the lack of resources in the Council to look after the historic environment. I'm struggling to
285 sort of think back to specific examples, but if you take the HER as one example, I've worked
286 on HERs up in Newcastle and I still do that now and I advance the HER up there as well, and
287 just comparing the two, for example, I was just absolutely shocked when I was doing the
288 characterisation and I was looking at the HER and I would notice that a dot was in
289 completely the wrong place, for example. And I'm trying to make a nice, pretty map showing
290 where events have occurred, yet there's erroneous data everywhere. And I'm reading in a
291 book that there's been a watch and brief or something done and then I'm looking on the
292 HER and it's not there. And then if it is there, it just says watch and brief and it doesn't say
293 anything else and you're like, 'Well, this is completely useless.'

294 So there's just one example which is quite worrying. The lack of resources, I mean they're just
295 the projects that I've worked on that we've talked about so far, but for the last year and a
296 half, the last two years really, I've been working on the local plan and more recently with
297 Harry just looking at the weekly planning applications that come in. And the amount just of
298 the planning applications, for example, the amount of planning applications that have come

299 in and I've said, 'Oh, can we have a watch and brief on that one?' and then the planner's
300 come back and said, 'Well, house went up next door two years ago, you never asked for
301 anything then,' and that's because it's slipped through the net because there's only been
302 Harry there to deal with it. So you're never going to catch every- well, I say that, but maybe
303 things do slip through the net which is okay but in a city like York sometimes it's a bit
304 worrying.

305 INTERVIEWER: When you say a city like York, is it-

306 RESPONDENT: Just I mean that you can barely put a spade in the ground without finding
307 something. I mean, it depends on where it is in the case, doesn't it? There was one recently
308 that we flagged up. I can't remember what village it was - one of the villages. And it was a
309 proposal for a couple of houses or something right next to a church. So we thought, 'All
310 right, we want something there,' but this was phase two of a development, where in phase
311 one we hadn't asked for any archaeological condition whatsoever. And I showed it to Harry
312 and went, 'Well, we haven't asked for anything in there mind, otherwise they'll kick off,' and
313 Harry was like, 'Oh yeah, that's obviously slipped through the net,' and for that particular
314 instance it shouldn't have because it's quite important. So we're just telling planners at the
315 minute that we've got an extra resource, i.e. me, and we're clamping down on things.

316 INTERVIEWER: You're the extra resource?

317 RESPONDENT: I'm the extra resource. Sorry, I've completely forgotten your question.

318 INTERVIEWER: Oh no, it's your concerns which I think-

319 RESPONDENT: The concerns, yes.

320 INTERVIEWER: Yes.

321 RESPONDENT: So lack of resources, really.

322 INTERVIEWER: And you being a resource.

323 RESPONDENT: And then the buildings, for example, we've got two full-time conservation
324 officers at the minute which has been reduced by I think half a post and a bit since I've been
325 there. Mark was threatened with a half post redundancy but he's been saved, but you'd think
326 those two guys are working non-stop, especially the conservation officer. I feel so sorry for
327 her. But the amount of buildings in York and every one of them in the city centre more or
328 less, the older ones, they've all got medieval trusses in them and God knows what else, and
329 she can't keep up. And again, people get away with things. I mean, there's a hotel, isn't there,
330 off Coney Street that's in bother at the minute for doing things illegally. Not that that's of
331 anyone's fault in the Council necessarily, but things can happen and slip through the net is
332 my answer.

333 INTERVIEWER: Yes, I think that's a really key issue. On the flipside to that, your concerns are
334 there, what do you think with the roles that you're doing, what are your sort of intentions
335 and do they feed back into alleviating the concerns?

336 RESPONDENT: Well one of the concerns is the green belt as well, with all the development
337 that's being proposed for that. Just since I've mentioned the green belt, when I was doing
338 the local plan, I was doing the heritage impact appraisals for each of the proposed sites, so
339 the big sites that are in the green belt, obviously I had my comments and my colleagues'
340 comments to sort of put together to say well this is not necessarily a very good thing and
341 can you bring it in here and can you change it. So you have your input like that, your
342 comments and things, but I don't really feel that it's necessarily going to save the day if you
343 like. Things are going to happen. The city has to grow, doesn't it?

344 And on the other side of it, so I'm an extra resource at the minute, so okay, we're asking for
345 things we might not have asked for before, things aren't going to slip through the net now.
346 So there's a little bit of reassurance there. I'm trying to get myself more involved with that
347 side of it so that there are two pairs of eyes to go out on site and things, because at the
348 minute I'm just sort of dealing with a very small part of it and I'm still trying to learn and find
349 my way. But I don't feel very satisfied that I'm making a difference, if that's what you mean. It
350 doesn't feel like that.

351 INTERVIEWER: Okay. Say you had the resources and the team, what do you think you'd tackle
352 first?

353 RESPONDENT: The concerns that I've just flagged up are kind of all littered with planning and
354 building and the pressures of building in a city and things, aren't they? So I don't know what
355 else we could do on that side of things, other than what we're already doing, i.e. asking for
356 evaluations, asking for excavations, because you can't stop the development even if you do
357 an excavation and find something. I mean Hungate is a good example of where it has been
358 done properly, they excavated it over five years and found loads of stuff and got loads of
359 research out of it. So I don't know what we could do, really. I mean it's not necessarily a
360 concern, but I would like the people of York and the visitors to know more about the
361 archaeology within the city centre and to know more about what's around and about York.

362 INTERVIEWER: And it's stuff that they don't know already?

363 RESPONDENT: Yes. It's hard to explain, but for example it's not a concern but it's just a sort
364 of a wish. As you say, if you had a team-

365 INTERVIEWER: A wish?

366 RESPONDENT: Yes, if you had a team then for example if you think about archaeology in
367 York just as a visitor or a layperson, you think of Vikings straight away, don't you? And that's
368 just because of one place in the city whereas really the Roman stuff is probably the more
369 important and there's more of it, for starters. And revealing stuff like that to me is quite
370 important. None of that's being done. It probably is being done in a number of ways. There
371 are books and things written on it, but for a layperson to access it easily, like a sign in the
372 street or an app or something like that.

373 INTERVIEWER: Perfect. This is getting right on-

374 RESPONDENT: That's the kind of thing that I think we should be doing.

375 INTERVIEWER: Coincidentally you've gotten to the next part of the-

376 RESPONDENT: Oh, sorry.

377 INTERVIEWER: No, that's great.

378 RESPONDENT: It's because I'm wrapped up with planning at the minute at work because
379 that's all I'm doing. Planning and HER at the minute is me, so there's no fancy- this is where
380 the previous Heritage Officer was good at trying to get into these projects and getting
381 money for them, whereas at the minute I'm just sort of being kept on as this extra resource.
382 But for what's needed, planning and sorting out the HER.

383 INTERVIEWER: So you say planning is sort of like that's the necessary stuff?

384 RESPONDENT: Yes.

385 INTERVIEWER: But then there's another wish that the revealing of the archaeology-

386 RESPONDENT: Which was part of the characterisation and I guess a little bit part of Buildings
387 at Risk and there are 101 projects out there that I'd like to do, but it's a case of having
388 money, isn't it?

389 INTERVIEWER: And time.

390 RESPONDENT: It's difficult not having a defined role at work. I think I find that extremely
391 difficult, because all the work I'm doing right now is work that I've just carved out for myself
392 so I can keep my job, basically. I know that sounds terrible but it's work that needs to be
393 done but it's not just made up work. And I know they want me to help with, you know, how
394 the local plan all stalled and it will be coming back to life again, so I know they want me to
395 continue with that when it comes back, but all these other nice projects and things require
396 getting money from somewhere and having that drive which is what the previous Heritage
397 Officer did and kind of was the previous Heritage Officer's role, whereas I have no experience
398 in doing that. It's not really my role whatever my role is.

399 INTERVIEWER: This kind of revealing and the stuff that you say that the previous Heritage
400 Officer did with the characterisation and to an extent with the Building at Risk, this is where
401 my sort of line of enquiry is, about sharing information. I guess because of what I've been
402 seeing through having conversations with people, you see two kinds of sharing information.
403 There's information sharing say for the characterisation areas, that's like a mapping system
404 which gives information to the person who's looking at it. At the other end of the spectrum
405 the Buildings at Risk is where there's some information given but then there's also some
406 information given back. I mean, the characterisation area could be both, but I don't know if
407 you have an opinion on it. You said books, that's a way of like just being given information,
408 you can't give back. I just wonder if you thought that there was room, like which one is more
409 effective?

410 RESPONDENT: Well, with the characterisation, I wondered and I think the previous Heritage
411 Officer wondered ultimately something like the Lincoln Connect, Heritage Connect or
412 something to do with Lincoln? Heritage Connect I think it is, where they basically did a
413 characterisation study, much smaller areas, they had much smaller defined character areas
414 whereas ours are quite big and to be honest some of them probably could be done with
415 being split up. But we were kind of restricted so we just had to do our best, really. But we
416 both wanted something like that where you would have this proper website where all the
417 information was available but then you could feed back through comments and you could
418 comment on something or upload a photograph, that kind of thing. I'm not entirely sure
419 from memory how it works other than literally comment on the website. I mean, you can't
420 change a document, but maybe it could be reviewed periodically and then updated based on
421 the comments. I don't know. But that's the kind of thing we both wanted to head for but we
422 knew we couldn't do it with the money allocated for the Characterisation Project as it was.
423 That would have to be a separate new thing. So obviously that's never happened. But I guess
424 with this new HER project that we're trying to get together, we want to have a layer that's
425 this community layer where people can add things, and it won't be defined by a character
426 area. That will just be anything. And I'm really interested in that side of things, actually,
427 because Bristol Know Your Place does that quite well, I think, where you turn on the
428 community layer and then there's a point, and you look at that and someone's uploaded a
429 photograph of something or a memory of something.

430 INTERVIEWER: I'm just going to stop it.

431 [END OF RECORDING]

432 INTERVIEWER: I have to chop it up. It's a pain, anyways.

433 RESPONDENT: So I like that idea and that's...I hope we can have something like that. But I
434 mean this HER project, it's all a bit wing and a prayer at the minute. It's all ifs and buts and it
435 could take...it will take years. So, what was the question again?

436 INTERVIEWER: Which, I guess you have answered it, I mean you say you're really interested in
437 this commenting, community area...

438 RESPONDENT: ...yes, yeah...

439 INTERVIEWER: ...and the fact that, even though the characterisation areas and potentially the
440 HER can have that layer where people interact with it. Those are web based things.

441 RESPONDENT: Yes.

442 INTERVIEWER: What, yeah, I mean something that's been coming up a lot with me is that not
443 everybody is web...

444 RESPONDENT: ...yeah...

445 INTERVIEWER: ...savvy. I wondered if you had any thoughts on that.

446 RESPONDENT: Thinking about the characterisation project again so, as it stands, it's just us
447 feeding people information. Although there was a very, very, very small period of time when I
448 did get some input from other people. But I think the characterisation project, as it is, works
449 quite well as a way of getting information to people. Maybe not so much in-house but for
450 the members of the public, they seem to like it and it's been quite useful for them.

451 But it's good as far as it goes, isn't it really? But what I wanted to do was have some
452 sort of workshop or something like that where people could come in and give me
453 information somehow that could be put into that product. I know that is web based as well,
454 in that there's no printed copies of it available. But you could print off the PDF and have it
455 bound in the house, couldn't you?

456 That was the idea, have some sort of workshops and things but even then that's just
457 like a one-off thing, isn't it? And then do you mean continuously getting information? It's
458 difficult.

459 INTERVIEWER: It would be...I think the idea of mapping is really interesting and people have
460 done things like local maps where they've created characters, the visual things. And
461 those...they're very different to the comprehensiveness of the characterisation areas, and the
462 way that they gather information. They're more about communities and their...

463 RESPONDENT: Uh-huh. And I was interested in that. I wanted to know where my character
464 areas differed from other peoples. And I knew that there would be instances where people
465 say, 'Well I think I'm in that area but I live on this side of the line.' So I wanted to do those
466 workshops and things if we had a second phase. But I knew I would be opening up a can of
467 worms and asking for a bit of trouble at the same time.

468 I mean there was a few people that helped me who weren't online, but it was a case
469 of literally sending papers through the post which wasn't ideal. But in the past, I've done stuff
470 with, in a former life, I've done stuff like this before where we've gone and spoken to...I went
471 and spoke to, was it the Women's Institute or something? No, it was a mothers' club. I went
472 to speak to this mothers' club and, of course, they were all quite old.

473 And they were all dead keen to do this memories of the village type activity thing.
474 And that was all paper based, and it was literally a case of going prepared with printouts and
475 maps of the village from 1930 and things like that. And I said, 'Right. There you go, go home
476 and fill in what you can.' And they came back with all sorts of stuff. Someone had drawn the
477 whole High Street and labelled all the shops from 1950 and things like that.

478 And, of course, I end up with all of this paper information which I had to sit and
479 transcribe onto the computer basically. Or I think some of the things we just scanned in and
480 put in the final book that we were making. So you'd be more inclusive but then you're
481 creating a whole load of work for yourself. And it depends how much time you've got,
482 doesn't it?

483 INTERVIEWER: Mm.

484 RESPONDENT: I don't know what the answer is to that. It's...

485 INTERVIEWER: Well this is what my PhD is kind of looking at.

486 RESPONDENT: There is no answer, is there?

487 INTERVIEWER: So there's an answer but it's about that thick. There's several answers
488 [0:04:36].

489 RESPONDENT: Very short answer is I want people to be involved, I want people's opinions, I
490 want somehow to be able to put all that together and show it, but I don't know what the
491 best way to do that is. And it seems that the best way really is the web, but it does exclude
492 people. But in twenty years time, will it exclude anybody? I don't know. You've got to think
493 about the future really, haven't you?

494 INTERVIEWER: Yeah, got to think about the future. Right, where am I going next? So we've
495 done that one. So the last two questions are probably going to be quite short. I'm working
496 on the Red Tower Project with a group of volunteers, and we are now trying to work out
497 whether it can be turned into a community cafe. And...which is kind of ironic because we are
498 both sitting in a cafe in a part of the city walls and I think you recommended that we come
499 here.

500 RESPONDENT: I did because I wanted to come for [unclear – 0:05:37.3].

501 INTERVIEWER: You came...you decided to come here. And I was very happy to because I've
502 not been here yet, and this is kind of relevant to what I'm trying to do. What would you...I'm
503 starting to ask people what, so far the Red Tower is a...it's a brick house on the city walls. It's
504 the only brick house of the city walls.

505 RESPONDENT: How old is it?

506 INTERVIEWER: It's, well, originally built 1590, had loads of renovations because it got
507 damaged during the Civil War and the current renovations are 1857.

508 RESPONDENT: Right, okay.

509 INTERVIEWER: So, and it's got two stories and it's about this, maybe a bit smaller actually
510 than the space in Walmgate Cafe that we're sat in. So I guess, I mean the people that I'm
511 working with, and myself as well, we're sharing an intention to try and make it so that it's like
512 a community space, that it's not excluding the people that live right next to it if we were to
513 turn it into something.

514 And...but, at the same time, coming from a heritage background, I'm really interested
515 in this kind of revealing of information about the building itself and it being a heritage
516 aspect. Whereas the people that I'm working with are maybe a bit more about just getting
517 people together.

518 RESPONDENT: Just using it, yeah.

519 INTERVIEWER: And not so much about the building itself. Although they do like the building
520 itself. So I guess what I'm asking is if you were in my shoes, bearing in mind the community
521 inclusion stuff we've been talking about, what would you do in my shoes? If you had all the
522 resources and the time with the Red Tower.

523 RESPONDENT: Mm. You mean...you don't mean what would I use it for? Because you want to
524 use it as a community...so you haven't got a use for it? It's not going to be a cafe or it's not
525 going to be...

526 INTERVIEWER: We'd like it to be a cafe but I think we'd more like it to be a social space for
527 people that live next to it. And I think that considering that this place is so nicely done, that
528 might be seen as a little bit of a different class, clientele. It wouldn't be as openly attractive to
529 the people that live right opposite, especially as it's on the Walls and lots of tourists come
530 past as well. So there's all these different...

531 RESPONDENT: Yeah, and you don't want it to be a touristy place, do you?

532 INTERVIEWER: That's exactly it. We don't want it to be a touristy place.

533 RESPONDENT: Because you walk past this cafe, you want a coffee, you think, 'Oh. Go for a
534 coffee.'

535 INTERVIEWER: Yeah.

536 RESPONDENT: But you don't necessarily want loads of tourists traipsing past there, do you,
537 and going in. Honestly, I don't know.

538 INTERVIEWER: That's cool, that's cool.

539 RESPONDENT: I mean some sort of classes, like classes or something. I mean if it's not very
540 big, is there a, thinking about this area of the city, I really don't know, but I mean is there an
541 art class or a yoga class or...

542 INTERVIEWER: It's really interesting you saying that. It's really...because the...there used to
543 be...because we're sat in an area that is part of my patch that I'm doing the research on. And
544 down, up Walmgate, there's a...there used to be a space called Space 109 and it used to be a
545 community space where they did art classes.

546 RESPONDENT: Oh right.

547 INTERVIEWER: For young people. But it wasn't in...it was in one of the shops.

548 RESPONDENT: Yeah.

549 INTERVIEWER: And so we're trying to maybe do something like that but in the Red Tower.

550 RESPONDENT: That's the kind of thing that, just literally just off the top of my head, have not
551 thought about it at all, is the kind of thing I would imagine you haven't got a massive space.
552 Yeah, maybe like a yoga class or something or some sort of internet lessons for old people,
553 that kind of thing.

554 INTERVIEWER: There is that going around actually in the area.

555 RESPONDENT: Is there? Yeah.

556 INTERVIEWER: Yeah. They have a little community club in the Walmgate area and it's...

557 RESPONDENT: So if you've already got a community club in the Walmgate area, can some of
558 the classes not go there occasionally?

559 INTERVIEWER: It's not that kind of club. It's, and it's very, this particular community club, it's
560 very small and they...I don't think they really utilize that space. I don't think very many people
561 know about that space.

562 RESPONDENT: There isn't a history group, is there? Or is there a history...

563 INTERVIEWER: No.

564 RESPONDENT: Is the closest one Fulford, Heslington and...

565 INTERVIEWER: Yeah, and maybe Tang Hall.

566 RESPONDENT: Yeah.

567 INTERVIEWER: Tang Hall's got a history club.

568 RESPONDENT: Yeah. They've probably got somewhere.

569 INTERVIEWER: Are you suggesting that maybe I...

570 RESPONDENT: I'm just thinking of a meeting place, if you're having meetings. I mean it's the
571 kind of thing that if they've already got somewhere to meet, that's fine but if they're meeting
572 in some sort of 1960s community centre in Tang Hall, then why not come there for a little
573 bit? Like a one-off or something, have a look or...

574 I think it would have to be, for me, it would have to be a hybrid of the two. A
575 community thing that's going to be used by the community members and be valued as a
576 space, but also something that can be used...it can be used occasionally to value the historic
577 fabric of the building as well. So not tourists, there's already a plaque outside the Red Tower,
578 isn't there?

579 INTERVIEWER: There's several.

580 RESPONDENT: So there is...so if you're a tourist walking past, you read, I think I've read a
581 plaque and really that's all you need to do or know as a tourist, isn't it? But I think it would
582 be great to raise the awareness of it within the community and, yeah, but have it maybe as a
583 hybrid. So social use, say like a yoga class or something, and then maybe people who are
584 interested in history and things can come and use it as a meeting place occasionally. Or
585 maybe they could practice doing some building recording or something or...don't know.

586 INTERVIEWER: So I mean...

587 RESPONDENT: It's a toughie.

588 INTERVIEWER: It is.

589 RESPONDENT: But you're right. You don't want to turn it into something like this, as nice as
590 this is, because it's kind of quiet, isn't it? I mean and the Red, it's part of the Walls, isn't heavy
591 footfall traffic and it's got to be something for the residents, hasn't it?

592 INTERVIEWER: Well that's what we're hoping. And I guess my next question is, wrapping up,
593 where do...do you live in York?

594 RESPONDENT: No.

595 INTERVIEWER: No.

596 RESPONDENT: Newcastle.

597 INTERVIEWER: You're living in Newcastle.

598 RESPONDENT: Mmm-hm.

599 INTERVIEWER: So do you feel like...I mean a lot of this is about people who live in...

600 RESPONDENT: Yeah.

601 INTERVIEWER: And a lot of my projects are about how people who live here, what they want
602 the historic environment for, what they feel about it. Do you feel that you've got a
603 perspective like a resident for York? Or is it more of a work thing?

604 RESPONDENT: It's a toughie. It's more of a work thing I think, but I have lived here before
605 just for a year. And I do have quite a connection to it. I think it's just a work thing but maybe
606 it's just this general feeling that I have. Maybe like you, because you're not from York, are
607 you?

608 INTERVIEWER: Not originally from York, no.

609 RESPONDENT: Where you just feel that the community or a community, wherever it is,
610 should...you want the best for that community, if you know what I mean? If it's their Red
611 Tower, then you want them to use their Red Tower and you could apply that anywhere,
612 couldn't you?

613 INTERVIEWER: Yeah.

614 RESPONDENT: So yeah. I do feel quite...I'm very attached to York, yeah. Sometimes I find it
615 difficult, I think, 'Well most people who work, especially in my team, don't live in York but
616 they would all defend everything and protect everything as best they could.' It is interesting.

617 INTERVIEWER: Yeah, no. I'm exactly in the same position at the moment where I find myself
618 going, 'I really want to make this a good thing, a positive thing.' The Red Tower that is.

619 RESPONDENT: Yeah. Yeah, I think you can probably just apply it anywhere because like I was
620 mentioning about those old projects that I'd done in the past when I was at the mothers'
621 club and things. They weren't...I didn't live there either. It was a village in County Durham but

622 I had a connection with them as well in that, one, I wanted to help them, not find out
623 about...well they did find out about their village, in terms of they probably didn't know about
624 some of the archaeology and some of the things we turned up doing. Like academic type
625 research.

626 But they had obviously far more information than we could ever find out all stored in
627 their heads, which is all this thing about drawing the High Street in 1940 or 1950 because
628 that isn't recorded anywhere. So I wanted to help them unlock that and put it in something
629 presentable. And I cared about that as a thing and...but I also did have a bit of a connection
630 with them in that I'm from County Durham as well. And it was a bit of a connection in like,
631 'Oh we're just a small pit village and we've got no money sort of thing.'

632 So I think sometimes it's nice to have a proper connection, like I've got a connection
633 with York, but I feel that I could apply it anywhere even if I didn't have a personal connection
634 if I moved somewhere. Because you just get to know places and things, don't you, and...

635 INTERVIEWER: Yeah, yeah you do.

636 RESPONDENT: It must just be something inside, you just sort of care. I don't want to see the
637 historic environment trashed. I mean when I...or even just forgotten about because when I
638 was doing the characterisation, I would go around on my little cycle and I'd just notice
639 something like a little...not even a milestone. It was just like a little stone, an arch stone
640 boundary marker or something, just literally in the grass verge in the middle of Tang Hall at a
641 crossroads of two busy streets.

642 I was like, 'What's that?' And I went and cleared all the grass away and it was...it had a
643 date on it with 1857 or something. And it was one of these boundary stones of something,
644 like the edge of something. And it had obviously been left there in the '30s when Tang Hall
645 was made, but it was just there all forgotten. And I'm not suggesting stick a big
646 interpretation board and all that.

647 But I thought, 'Well it's worth mentioning though. It's worth flagging up and taking a
648 photo of,' and you just want people to have a bit of respect for things.

649 INTERVIEWER: Nice that element of discovery.

650 RESPONDENT: There's loads of stuff honestly. I mean when I did the characterisation, we
651 found...in Acomb I was wandering around and it's like buildings just in streets that have, you
652 know the hay doors at the top? Like a loading door where you would throw things.

653 INTERVIEWER: Yeah, I think I know what you mean, yeah, yeah.

654 RESPONDENT: A high door where you would throw things down at a cart and that sort of
655 thing, and pulleys like that on the side of walls. And I would take a photo of it, go back to
656 Harry and say, 'What's that?' 'I don't know. It's not on the HER, it's just a thing in the middle
657 of York.'

658 I mean there is hundreds of things like that. And then in South Bank, there's all sorts
659 of weird and wonderful things which is why I suggested on nearly all the characterisation
660 things that they need to do surveys of things. Get schoolchildren out and go and get them
661 to do a street survey, because they're ripping up lampposts left, right and centre. 1930s
662 lampposts, they're ripping up the paving from the backstreets left, right and centre.

663 I was writing the characterisation and I was saying, 'We should aim to keep this nice
664 paving and this, that and the other. It's part of the character of South Bank.' And I'm getting
665 an email from Leeds for North saying they're ripping up paving around South Bank. A
666 different person in the Council. I'm like, 'Well I can't do anything about it.' It's crazy though,
667 isn't it? Absolutely crazy.

668 And the lamppost thing just really got me going. It was on one of the Google Street
669 View images. There was literally...it was the day of the lamppost change and you could see
670 them. Like the old ones had all the bollards around them and then they were putting in new
671 ones. Just horrible black new ones replacing green iron '30s ones.

672 And here's me, on the other hand, saying, 'There's several...so much percent of
673 lampposts exist in Heworth. Can we try and retain them please?' And there they were ripping
674 them up.

675 INTERVIEWER: Does that happen very often? That you just, you're saying one thing and then
676 the opposite is happening elsewhere and just...

677 RESPONDENT: Not really. That's the only time I've ever come across it, but it's not...just
678 because I was saying we shouldn't do it, it wasn't like it was a mandatory thing. It was just a
679 recommendation, but it is pretty poor if the Council have recommended something, one
680 person and another person is doing something else. But I don't know how you would ever
681 stop that. Unless it was in the local plan, I don't know how you would stop it.

682 INTERVIEWER: Or the...is the neighbourhood plan.

683 RESPONDENT: The neighbourhood plan, yeah. I don't know how, I don't know how they work
684 to be honest.

685 INTERVIEWER: I think you should...yeah, I mean considering you talked about boundaries, the
686 neighbourhood plans are creating boundaries in the same way that the characterisation has
687 created boundaries.

688 RESPONDENT: Neighbourhood plans, have they...they've replaced village design statements,
689 haven't they?

690 INTERVIEWER: They are more...they've got weight to them.

691 RESPONDENT: Yeah.

692 INTERVIEWER: Got statutory weight. I think there are still village design statements but I
693 think people are assuming that, from what I've heard from other people, village design
694 statements don't have the weight of a neighbourhood plan. So why do...why not just do...

695 RESPONDENT: I know they phased out, they're not doing anymore. Because that's something
696 I would quite like to get into. I know nothing about it and it's not in any part of my area of
697 job. But it's kind of an interesting thing that if someone does come forward and say, 'Can we
698 do a neighbourhood plan?' Then surely they should be pointed towards the characterisation
699 project just as a starter.

700 INTERVIEWER: As a resource.

701 RESPONDENT: As a resource, yeah, and as an idea. And they can disagree with it because
702 that's what it's there for I suppose, but...

703 INTERVIEWER: Harry sent me an email about the neighbourhood planning consultation stuff
704 that's been happening, and part of it is done by the guys that did the Heritage Lincoln stuff.
705 And they did a consultation where they asked people what they thought about using
706 museums, art clubs and the HER as a resource. I'll send you the email.

707 RESPONDENT: Yeah, that would be good.

708 INTERVIEWER: And you can have a read of it but yeah. Cool, that's everything I've...

709 RESPONDENT: Is that it?

710 INTERVIEWER: Yeah, that's, yeah [unclear – 0:20:44.1].

711 RESPONDENT: I suppose I should get...

712

713 END OF TRANSCRIPT

1 Interview 8: 13-10-16 Group Interview West Offices Gill,
2 Mike, Betty, Hannah & Mark

3 INTERVIEWER: So we've had a bit of an icebreaker. And you all know me through doing your
4 interviews. I just want to pass that around in case anybody— just as a refresher. It's the
5 information sheet that I gave you at the beginning of the interviews.

6 I thought this morning, I would go through some of the tactics and different
7 community strategies that people have been using in their day-to-day practice. And I have
8 spoken to a few other people who aren't here today, but I'm bringing those ideas in too.

9 Essentially, with the heritage, and I think with heritage management specifically, there
10 seems to be three main areas (and Hannah will probably be able to help me with this a bit)
11 that overlap.

12 And those would be planning, the Historic Environment Record (which feeds into planning),
13 and— Well we'll start with those two, just talking about planning. And the Historic
14 Environment Record.

15 Can you explain what the Historic Environment Record is? And how it relates to planning?

16 RESPONDENT 1: Has anybody heard of the Historic Environment Record?

17 RESPONDENT 4: I've heard of it.

18 RESPONDENT 1: You've heard of it?

19 RESPONDENT 4: I don't know what it is! [laughing]

20 INTERVIEWER: Lots of shaking heads.

21 [laughter]

22 RESPONDENT 1: It's essentially, a database of all things— Well I was going to say all
23 things historical, that's not quite right. It started off as basically a site of monument records
24 in the past. So a list of stuff in the city that was historic or was deemed valuable, or
25 important. It would have started off with listed buildings, walls, the Minster — that sort of
26 thing.

27 And over the years, as it's grown over the last 25 years or so, they have become all of
28 sorts of beasts. Most local authorities have their own HER, and they're all slightly different,
29 which also adds to the complexity of them.

30 Some Councils have their own dedicated HER [unclear – 0:02:28.8] so theirs is
31 maintained regularly and up-to-date and is enhanced regularly. And others don't, and rely
32 on staff — like here, with Harry, for example, just trying to keep it up-to-date as best as
33 possible.

34 So, it's a list of things, like I said. But also, if an archaeological excavation takes place,
35 for example, (this is where it links with the planning system) that excavation is also recorded
36 on the HER. So, it's basically monuments (the stuff); it records events (the digs, or any piece
37 of research that a student might do, for example); and then it has a database of sources as
38 well (which would be reports that link to those events). And all of these are recorded on a
39 GIS system, which is linked to the database. Any new archaeological evidence that comes to
40 light in a dig, that would also be recorded as part of the monument element, if you like.

41 So they all run along those sorts of lines. They have that those sorts of elements – the
42 things, the events, the sources.

43 But as I say, different ones across the country have different levels of input. Some of them
44 have online, fancy websites, where communities can input their own information, for
45 example, about a place that feels important to them.

46 INTERVIEWER: Yeah, can you talk about (are you referring to the Bristol...?)...

47 RESPONDENT 1: Yes, as an example.

48 INTERVIEWER: ...can you explain? Because I think that's really interesting about the
49 community aspect.

50 RESPONDENT 1: Basically, I think they have a GIS map system on their website that
51 anyone can go on. And you go on a community layer, where you can see somebody might
52 have highlighted an area, a playground even, that's been there for quite a few years and they
53 used to play at as a child, or something, so they value that space. And they can go on and
54 put a point on a map and insert a little story about what happened at that playground or
55 whether it used to have a particular name or memories linked to that place. Add
56 photographs – that kind of thing.

57 That's it at one level. Or at another level, someone might have some lumps and
58 bumps in their background and they might highlight that and put a pin on that and say,
59 'There are these interesting things in the garden. Here's a photo of them.'

60 And at some point, hopefully, someone from the Council might have a quick look through
61 that if they ever had time and that might be something of interest that we didn't know
62 about.

63 That's an emerging side of the HER, this community involvement. Traditionally, and in
64 York at the minute, it's really almost a closed book. The only people that can upload
65 information onto it are people within the organisation. There is a web-based way of
66 accessing the information but it's a very cut-down version and it doesn't use GIS or anything
67 like that.

68 INTERVIEWER: With the Heritage Gateway?

69 RESPONDENT 1: The Heritage Gateway. Yeah.

70 INTERVIEWER: I've used it before...

71 RESPONDENT 1: It's not great.

72 INTERVIEWER: ...it's okay. I used it for my MA, actually.

73 RESPONDENT 1: Oh, right.

74 INTERVIEWER: And I found it quite accessible and you can see descriptions of buildings in
75 pretty layman's terms.

76 RESPONDENT 1: Yes, it's a public version. But if you are a planner or a developer and
77 you need information for a desk-based assessment to do with a valuation or something on a
78 site, you would have to contact myself or Harry and get a full search done of the information
79 available, because you can't just rely on the public site – it's not fully up-to-date. It's not real-
80 time.

81 Does that answer the question?

82 INTERVIEWER: Yes. Thanks.

83 RESPONDENT 1: I could go on forever about it!

84 INTERVIEWER: Yeah. It's a veritable– Harry calls it a labyrinth because it's got so many
85 different layers. And Hannah's trying to tidy it up so that you can go forward with this
86 community engagement stage.

87 RESPONDENT 1: They are all different. I work on the one in Newcastle as well and that's
88 simply using an Access database and a GIS system. Whereas here we use bespoke software
89 that is just tailor-made for HERs. So it's completely different.

90 And they are different all over the country. In some places, I think they have even stopped
91 updating them altogether, because they were going to bring it in and then they split up the
92 heritage – was it the white paper? Or something a few years ago? I can't remember. They
93 were going to make them a statutory requirement, which they probably should be, to be
94 honest, because they are the main point of information for any development. Any planning
95 application that I see, I look on the HER as the first point of call to see what's important
96 about that site.

97 RESPONDENT 2: So you can search geographically, can you?

98 RESPONDENT 1: Yeah.

99 RESPONDENT 2: You can do like a polygon on the map and have a look within that?

100 RESPONDENT 1: Yeah. So, I would look at a place and say, 'Oh yes, there's a Roman
101 burial somewhere near here.' That informs all of the decisions. But unfortunately, that Bill was
102 never passed. They aren't statutory. Hence, they are all in various states.

103 INTERVIEWER: So, they are more an information...

104 RESPONDENT 1: Yeah.

105 INTERVIEWER: ...well that people can dip into but not necessarily...

106 RESPONDENT 1: Yeah.

107 INTERVIEWER: ...if they practised every day they might be able to do it.

108 But I know that, thinking about how the HER potentially gets used by not only the people in
109 the council but people outside, community groups– I know that there has been a study
110 lately, by the Locus Consultancy, that worked on neighbourhood planning. And they have
111 accessed, worked with, community groups on how they can access HERs and archives.

112 And they're sort of saying that these kinds of layers of information, whatever state they are
113 in, can be accessed by community groups to enable them to bolster their neighbourhood
114 planning.

115 So, on that note, I wanted to ask you, Gill, just to talk a bit about your work on
116 neighbourhood planning and the kinds of experiences you've had with the information that's
117 been used in neighbourhood planning?

118 RESPONDENT 2: In relation to heritage?

119 INTERVIEWER: In relation to heritage.

120 RESPONDENT 2: Okay.

121 You know the general background to neighbourhood planning? About it being basically an
122 extra tier of planning at the neighbourhood level, the community level. Allowing people to
123 develop policies and a plan that supports their community and their wishes for their area.

124 Quite a few of the ones that have been developed in York are with the outlying villages, and
125 a lot of those have historic centres. Some of them have their conservation areas. And they
126 have been referred to in the emerging neighbourhood plans. More in relation to, 'We need
127 to preserve this. Therefore, we don't want any more development.' That sort of thing.

128 So they are using it in that way, rather than trying to enhance the historic environment and
129 heritage. It's used more as a tool to prevent any change to the village.

130 There are others that are a bit more positive, where they are looking at locally important
131 heritage assets. So not the listed buildings or the conservation area, but as you were saying
132 Hannah, about things that are important to their community, with their own memories. And
133 they have certain names, like in Bolton there is something called the Lido, and it's not a Lido,
134 it's a section of the river where people used to swim. It's just historically known as the Lido.
135 It's not protected through any national or local policy. But that's something that through
136 their neighbourhood plan, they've developed policies to protect it from any change.

137 From that perspective, I think neighbourhood planning is useful to protect areas. And it
138 works from a natural perspective, not just heritage. Like if you have green spaces that are
139 particularly important for local people, they can protect it through the neighbourhood plan.
140 And of course, heritage can be as well.

141 I was going to ask you though, Historic England, one of the statutory bodies that I consult
142 with, do they have access to the Historic Environment Record? Or is it just the council
143 officers?

144 RESPONDENT 1: Yeah! It's just us! [laughing]

145 RESPONDENT 2: Right. Because obviously, they provide comments on any emerging
146 neighbourhood plan, and they would flag up if there was likely to be any impact on the
147 national assets. But then I suppose it would be down to us and our officers to pull up if there
148 is anything else on the Historic Environment Record. Especially if the communities can't
149 access it yet.

150 INTERVIEWER: That is a consideration. There must have some kind of d...

151 RESPONDENT 1: I don't know how...

152 INTERVIEWER: ...database.

153 RESPONDENT 1: Yeah, I don't know how it works. They couldn't look at ours because,
154 like I say, it's an in-house system. An HBSMR system.

155 INTERVIEWER: Maybe they just access the Heritage Gateway.

156 RESPONDENT 1: They can go to the Heritage Gateway, of course, but they've got their...

157 INTERVIEWER: Yeah.

158 RESPONDENT 1: ...I don't know, because they can clearly look at listed buildings records
159 and all that kind of higher-level stuff...

160 RESPONDENT 2: But that's what we rely on when we're looking at, say, we're doing
161 strategic environmental assessments, we have to look at impacts on the historic
162 environment. And we rely on the statutory body flagging up if there is going to be any
163 impact on the historic assets.

164 INTERVIEWER: [unclear – 0:12:56.0] ...

165 RESPONDENT 2: Yeah.

166 INTERVIEWER: ...as informed as possible.

167 RESPONDENT 2: Completely comprehensive, but actually there's that extra tier, that we
168 should be...highlighting, I think.

169 INTERVIEWER: So, would you say that potentially having access to the HER as a team, that
170 might be...

171 RESPONDENT 3: Well I don't mind.

172 [laughter]

173 RESPONDENT 2: Well we could put in a formal request to Harry, or Hannah or
174 someone.

175 INTERVIEWER: Yeah.

176 RESPONDENT 2: You know, if it's on their work programme that they will advise on
177 emerging neighbourhood plans. Because they'll only need to do it maybe once, to flag up
178 any key sites and any key assets. And as the thing emerges, if it looks like any proposals or
179 policies are going to have an effect, then we could take it further. But I think it's just that
180 initial sweep.

181 We are looking at providing, well, parishes or people producing neighbourhood plans,
182 almost like a package of information. So, from our team's perspective, we're providing maps
183 and detailed information about sites that have come forward for housing, employment and
184 things, through the local plan process. So they can have a full view of all the sites we've ever
185 looked at.

186 We're also giving them map layers and information about natural sites and historic sites. So,
187 that could be something that at the outset we can say, 'Look, these are on the Historic
188 Environment...'

189 INTERVIEWER: [unclear – 0:14:23.0] would, yeah.

190 RESPONDENT 2: ...yeah, in your area.

191 INTERVIEWER: Yeah.

192 RESPONDENT 2: If you want more information. So, yeah, it could be useful.

193 INTERVIEWER: I wonder, the reason that I think it's really important to have Betty and Mike
194 here is because the conversations that you have with community groups on the ground –
195 this is what your focus is on. [laughing]

196 And you have experience with the Reinvigorate York and particular things happening in your
197 particular wards. I just wonder if there is anything that could be brought from communities
198 and neighbourhood-like things, to something like the negotiation of local planning and
199 neighbourhood planning?

200 That's kind of where I'm going with this.

201 RESPONDENT 3: There are mechanisms for discussion, I think, as something that can be
202 linked in. So, community groups, parish councils, or whatever, could work with the
203 Communities and Equalities team through their Reinvigorated ward committee system to
204 hold local discussions.

205 Because sometimes, just getting people in a room and starting the conversation is quite
206 tricky. There's experience within the team around how to facilitate conversations about some
207 quite difficult things.

208 And I don't see there being any difference between the two– I don't particularly care about
209 heritage, but I don't see any difference between the sorts of...opposing or non-
210 complimentary views on things that you will get over things like street lighting, for instance.
211 We spend a lot of time on street lighting, because you'd get half the village saying, 'This
212 village is in the dark ages and we've got no proper street lights.' And the other half of the
213 village says, 'That's why we live here! We like it! We like the old rusty columns, don't touch
214 them, don't put new ones up! We want this.' So you would get these opposing views.

215 But then we get other conversations that are not necessarily difficult, but they are about
216 bringing people together and being able to discuss things. And the Reinvigorate York is a
217 good example of that – such as where a statue should go or what sort of materials are used.

218 That sort of thing was quite interesting and people were very animated about those issues.
219 And they wanted to touch the example of the stone, and they wanted to play about the map;
220 and they wanted to see what things would look like. So, I think it's about that sort of thing.

221 One of the things that we're trying to establish at the moment, although it's about having
222 the capacity to pull it all together, is about having a resource, a tool kit, for those sorts of
223 conversations that I suppose then, anybody could access.

224 INTERVIEWER: Is that like Gill was saying, a toolkit...

225 RESPONDENT 2: About information...

226 INTERVIEWER: Yeah.

227 RESPONDENT 3: Yeah. About having conversations and how to facilitate an event, and
228 what sort of questions you can ask to start people talking about something, in a positive
229 manner rather than, 'Do you like this, or do you not like this?' That sort of conversation that
230 can make a lot of...

231 INTERVIEWER: I guess Mark, you have some interesting experience with that.

232 RESPONDENT 5: Probably as a team, before planning was in-house, certainly with the
233 last round of the local planning consultations, for which we had to get security in at some
234 point. Because the thing about local planning is your either putting housing into a village or
235 somewhere where they don't want the housing– So people do get quite animated about it,
236 and they can't appreciate the reasons behind what you're doing, they just don't want it. And
237 that's a very difficult thing to overcome.

238 And you get people in your face, pointing at you. Thankfully, I haven't suffered it personally,
239 but I think other members of the team did.

240 And when we were dealing with very, very angry people, how do you mediate that and
241 actually either just let them shout at you and then try and convert them back to why you're
242 doing; or just let them shout and leave it? That's the very difficult balance.

243 RESPONDENT 2: I think there's just no changing some people's minds.

- 244 RESPONDENT 5: Yeah.
- 245 RESPONDENT 2: I think certain issues– Housing is one.
- 246 Gypsy and travellers' sites is one that I deal with and people just cannot see past their
247 stereotypical view of not wanting them living nearby. And there is nothing you can say that
248 will change their mind.
- 249 So I think your idea of just letting them shout and not getting upset and shouting back.
- 250 RESPONDENT 5: Yeah. The more you try and convert people, then you get two angry
251 people! [laughing]
- 252 RESPONDENT 2: Yeah.
- 253 RESPONDENT 5: And it doesn't solve anything.
- 254 RESPONDENT 3: And there's a critical mass, isn't there?
- 255 RESPONDENT 5: Yeah.
- 256 RESPONDENT 3: About feeling what that room is like at the time – 600 people shouting
257 – you're not going to bring back down to something reasonable, no matter what you try.
258 Smaller groups, sometimes you can then challenge back, but it's mixed. The issue around the
259 Local Plan– I had lots of neighbours that weren't talking to me for a while because I wouldn't
260 sign a petition against something. They would come back round, but it was almost like you
261 were working for the enemy. You won't get involved.
- 262 RESPONDENT 5: Yeah.
- 263 RESPONDENT 3: And it really was quite bitter at a point. And you can see how people
264 have been motivated in some of the villages to raise fighting funds. And all sorts of things
265 where they've been so animated, haven't they?
- 266 RESPONDENT 5: Hm.
- 267 RESPONDENT 3: So it's a toughie. Especially when people are very animated about
268 something. Passionate. But especially when you get into the city centre – people get really
269 passionate don't they? About how they view it, and everybody's got a slightly different take.
- 270 INTERVIEWER: Is information sharing, allowing people as much information as they can
271 possibly get everything that is available? Is that a step towards working something out as a
272 two-sided...?
- 273 RESPONDENT 2: I find sometimes, particularly in relation to, say, the housing, if you try
274 to give them all of the information that we've used to come up with whichever housing sites,
275 you get, 'You're just bombarding us with information. We don't understand this.'
- 276 If you try and summarise it – 'Now you're just picking out the [laughing] best bits.'

- 277 So it's a very difficult situation, providing the right amount of information that doesn't look
278 like we're hiding things.
- 279 RESPONDENT 5: Unless...
- 280 RESPONDENT 4: Which is difficult.
- 281 RESPONDENT 2: It's overload.
- 282 RESPONDENT 4: I think one of the most common complaints that we pick up in public
283 meetings, or in surveys and so on, is the feeling that people can't find the information. Or
284 they think that we have it but we won't reveal it.
- 285 And I think you're right, you are sort of damned if you do, damned if you don't. But I always
286 take great comfort in being able to tell somebody where the information is. If they want to
287 look at it. Or telling them who to speak to if they want more information. It seems to
288 alleviate the anxiety if you can say to somebody, 'It's all there. It's all here. You can go and
289 look at it in your own time. You might not understand it, but it's there. And maybe you could
290 find somebody who could help you to understand it.'
- 291 INTERVIEWER: Yeah.
- 292 RESPONDENT 3: It's not a need to know, it's a want to know thing. Isn't it?
- 293 RESPONDENT 4: Yes.
- 294 RESPONDENT 5: Yes.
- 295 RESPONDENT 3: If you want to know more go and find it here, but here are the key
296 facts. It's that sort of thing, isn't it, really?
- 297 RESPONDENT 2: Yeah. I guess so.
- 298 RESPONDENT 5: You might consider doing a layered approach to it. So you've got the
299 summary information, which is the more readily digestible...
- 300 RESPONDENT 2: Might be easier...
- 301 RESPONDENT 5: ...easier to understand...
- 302 RESPONDENT 2: ... [unclear – 0:22:25.5] set out and you're like, 'Ah!'
- 303 RESPONDENT 5: Yeah.
- 304 RESPONDENT 2: 'Put wind turbines all over the City.'
- 305 RESPONDENT 5: And then people say, 'Well, you're not putting the information used to
306 reach that decision.'
- 307 Well, then the next layer down is all the more complex stuff to explain that. But actually,
308 setting up those layers...
- 309 RESPONDENT 2: Yeah.

310 RESPONDENT 5: ...tracking them through, maybe moving as the way that the internet
311 does, that you have menus, sub menus, sub...

312 INTERVIEWER: Hm.

313 RESPONDENT 5: ...all the way through, could be an approach to take. But I don't think
314 that we've necessarily tried that because we just have the plan and all the supporting
315 documents...

316 RESPONDENT 2: Yeah. We haven't...

317 RESPONDENT 5: ...behind it.

318 RESPONDENT 2: ...got the time or the resources to then start doing summaries of
319 summaries and...

320 RESPONDENT 5: And that's what the inspector said. When we had the core strategy
321 going and basically, he was a bit rude, and said, 'I can't be bothered to read 1,000
322 documents.' In effect. 'I want the information in a ready...

323 RESPONDENT 2: Yeah.

324 RESPONDENT 5: ...presentable way.'

325 But, it's finding out what level of information you need to put in that ready, fileable way.

326 INTERVIEWER: Yeah.

327 RESPONDENT 4: Producing a document for public consumption, for a layman's
328 consumption, is quite a skill. Isn't it really? And in the council, I think, across the council, we
329 often get it wrong. And that was falling out in the review of the website.

330 And some of the reports that even go to council committees – I would suspect officers and
331 councillors struggle to understand some of them. Let alone [unclear – 0:23:59.5] galore.
332 [laughing]

333 That's a really important part of it. It's not just how much information you provide, but how
334 it's presented.

335 INTERVIEWER: We've had examples of when it's not gone so well, but have you got examples
336 of when it has gone well?

337 Maybe those are things that could be considered A) in how to approach neighbourhood
338 planning or local plans, but also B) by the HER, because that's got to consider how it
339 presents itself to a public [audience], and whether or not it's going to be information
340 overload or...

341 RESPONDENT 2: I think people find visual things far more helpful than long reports.
342 That's partly why you have a proposals map with the Local Plan. So that the information is
343 there and people can see it in the context of their own home. It also works at the
344 neighbourhood level.

345 The information that I provide to them, rather than being a list of sites, all the housing sites
346 are given and I provide a map with it, so they can put the sites in context to aid their
347 understanding.

348 I think that's something we do quite a lot. Spatial planning is what we're all about.

349 RESPONDENT 5: Hm.

350 RESPONDENT 4: Yeah.

351 RESPONDENT 1: For the Heritage Impact Assessments for the Local Plan, we presented
352 the written information in a table format, and there was a slimline version. The slimline
353 version (because we assess everything against the six principle characteristics of the heritage
354 of York), was literally the six characteristics, and then there was a green, orange or red
355 grading (depending on the severity of the impact), as an at-a-glance guide.

356 Then there was a beefier document, which was the table, and that went through each of the
357 characteristics. And each characteristic has several sub-characteristics. It told you what each
358 of those was and how each of those was impacted, and then what the mitigation might be as
359 well. But it was very simple terms. Not in loads of detail.

360 That seemed to work. I don't know how the public read it, but that seemed to work. And
361 similarly, with the characterisation project that I was involved with a couple of years ago,
362 those documents were essentially for public consumption and they were written quite
363 simply. And they were very, very visual. We did a whole suite of maps at the end.
364 Interpretations of maps and things like that. To try and spell things out for people.

365 RESPONDENT 3: So that goes back to the levels of information, but also being able to
366 visualise what it is that... (I've lost my point whilst I was listening to you!)

367 [START OF SECOND RECORDING]

368 RESPONDENT 3: ...accessible information at a level that people want to access. And you
369 also counteract the misinformation that does create the 600 people in a room that are
370 pointing that you can't calm back down.

371 Because we do have some characters in the city that do like to put out snippets of
372 information, out of context, that are then going to whip up— I'm trying to think of things like
373 the Tour de France, and some of the areas where the roads were going to be closed for, oh, a
374 whole day. And people were saying, 'People are going to die because ambulances aren't
375 going to get through.' And, you know, all of this stuff, 'What are you doing to your
376 residents?'

377 'Well, hang on a minute, there are plans here, there are ways, we can tell you all about it. '

378 But when people are— 20,000...

379 RESPONDENT 2: It's like that...

380 RESPONDENT 3: ...people and rising. They can't hear those messages anymore.

381 RESPONDENT 2: ...when it comes to housing and infrastructure, 'Well, our sewers are
382 full already! If you put 1,000 homes in...'

383 Do you not think we look at that? The information is there. We are looking at the
384 infrastructure. We're planning the roads. It's all part and parcel- We're not just going to
385 dump 1,000 new homes with no extra infrastructure.

386 It's putting it alongside all the things that are fed into it.

387 RESPONDENT 5: Yeah. They are people who just won't - even though you say, 'Yes, of
388 course we're going to look at that.'

389 You don't say it that way obviously, but, it would be something...

390 RESPONDENT 2: Oh, I do.

391 [laughter]

392 RESPONDENT 5: But there are people who still won't accept, even though you say,
393 'We'll put all the mitigation in, and the developers will have to do it if not the council.'

394 'We have floods already. It's going to be far worse.'

395 Things like that.

396 INTERVIEWER: Are there effective ways of bringing people down from that level? I've never
397 been in a situation like that myself, actually, no I have, but in a customer services role. And
398 that's the only way I can personally...

399 RESPONDENT 3: I think each situation is different. But I think there is a lot about the
400 confidence of people to talk to people.

401 I think as a Local Authority, because we've suddenly gone, 'Oh, engagement is important,
402 again. And we need to talk to people. And we want everybody doing it. So, can you come
403 out from behind your computers and go and talk to this group of people in a room that are
404 actually quite upset about something?'

405 Well where's the confidence and the skills building?

406 Which is what we've been trying to do with training for engagement. Because that's the
407 crucial point. You can have as much information, mitigation- 'I can counterbalance that,' but
408 you've got to have the confidence.

409 One of the things that we battle as an Authority is (as most authorities) a level of distrust
410 because you are the council. Isn't it?

411 RESPONDENT 5: Yeah.

412 RESPONDENT 3: 'I'm sure that you're telling me that 100% that you're spinning
413 something,' or whatever. 'You work in a political environment.'

- 414 So, you've got to be confident enough to answer those questions. And you've got to be
415 confident enough to say, 'I don't know.' If that's the case.
- 416 I think people get squeezed into a position that a) they're not comfortable with, they're
417 worried, intimidated or whatever. Or b) they're possibly in front of senior officers that they
418 then think, 'You should say that.'
- 419 RESPONDENT 2: And members.
- 420 RESPONDENT 3: And that was my next point. Or members.
- 421 So, that becomes quite tricky, doesn't it? And I have seen people that I thought were very
422 confident in situations where they've obviously been intimidated, they've been scared. Not
423 knowing what to do. And that's then fuelled what's going on in the room because then it
424 looks like you're hiding something.
- 425 RESPONDENT 1: Or you don't know what it is.
- 426 RESPONDENT 3: Or not telling the truth.
- 427 RESPONDENT 5: Yeah. And people...
- 428 RESPONDENT 2: This is what happened in our team. The majority I think of us I think,
429 hate public consultation. When you're divvying up who goes to which ward committees, or
430 whatever, we dread it. We hate it.
- 431 And it's not– As a team I think we're fairly confident, but we definitely haven't had any
432 training.
- 433 RESPONDENT 5: No. Apart from active training when you get there!
- 434 RESPONDENT 2: And I tend to get quite aggressive back at people, when they're
435 aggressive towards me. Which isn't going to [laughing] help matters. But that's my kind of
436 defence, I suppose.
- 437 RESPONDENT 3: Yeah, it is a tricky one, and it's...
- 438 RESPONDENT 5: But it's probably not going to get any easier, as resources go down as
439 well. Maybe, you think, 'Right, protect the frontline services.' But does public engagement
440 constitute a frontline service? Probably not. If you're comparing that to...
- 441 RESPONDENT 2: Bins.
- 442 RESPONDENT 5: ...providing the home of care. The bins – going from once a week to
443 once every two weeks, or the other way around. Is that more important than actually finding
444 out what your community needs?
- 445 RESPONDENT 3: I think that's more about the expectations as an authority. That we
446 expect everyone to be able to do that community engagement, as part of that role.
- 447 RESPONDENT 5: Their role.

448 RESPONDENT 3: Which is why we get to a point where people are uncomfortable, or
449 they are in situations that are new to them. Actually, when you break it down, talking to a
450 person, a group of people, is what we do all the time, isn't it? And it should be a fairly natural
451 thing. But it isn't, if that's not- If you're doing...

452 INTERVIEWER: It's because the dynamic is completely...

453 RESPONDENT 3: Absolutely.

454 INTERVIEWER: ...it's an orchestrated dynamic. If you set up a room, you've got desks inside (I
455 don't know how you do it)... It's akin to when you're doing a lecture in an academic
456 environment, and you have that question of whether you break it down into small semi-
457 groups. I don't know how you...

458 RESPONDENT 4: Scaling it up is a problem. And I found that one way to really have a
459 proper, thorough discussion with people and perhaps moderate everybody's opinions, and
460 come out with some kind of conclusion or compromise, is to have a smaller group.

461 Now, there's always an antagonism, between the resources to communicate a message to a
462 larger group of people.

463 RESPONDENT 3: At once...

464 RESPONDENT 4: And then there's the actual quality of the result.

465 Sometimes we need to ensure that the very high level of communication, such as the
466 paperwork that goes out to all residents, is of high quality. And then that there's an
467 opportunity to discuss it with small groups of those who are most interested. You only ever
468 get a small fraction of people realistically, face-to-face, at an organised public engagement.

469 Alternatively, you can go out to people, and talk to them, rather than only talk to the people
470 that come in to you.

471 But even just simple devices like rearranging the furniture, I think you alluded to, is useful
472 because a lecture environment or a sort of House of Commons style, where there are two
473 opposing sides, is not helpful.

474 When we did the community conversations last year, in each ward, with the leader and
475 various other people, we sat in a circle. And I was struck by the difference that that made to
476 the quality and the mood of the meetings. People were all equal.

477 The so-called speakers and chair people were in the circle. Everybody was looking at
478 everybody else. Nobody was sitting behind. The microphone was passed around.

479 INTERVIEWER: Yeah.

480 RESPONDENT 4: People felt like they were part of something more collective. Similarly,
481 in a focus group like this, maybe, it works quite well, because nobody is dominant.

482 INTERVIEWER: I've not taken the power seat.

483 [laughter]

484 RESPONDENT 4: Obviously, you need...

485 RESPONDENT 3: We wouldn't let you!

486 RESPONDENT 4: ...facilitation.

487 [laughter]

488 RESPONDENT 4: But that's not somebody standing at the front, talking to everybody
489 else.

490 INTERVIEWER: Yeah.

491 RESPONDENT 4: And so there are more sorts of devices in that way. We also found that
492 informal sessions at the start, tended to help. So, if the first half an hour is a relaxed
493 discussion, maybe over tea and coffee, when people can chew the ear of their local
494 councillor. By the time the meeting actually starts, and everybody assembles in these rows,
495 the atmosphere has...

496 INTERVIEWER: They've had an icebreaker moment...

497 RESPONDENT 4: Yes. Some people come in with something quite specific that they
498 want to say and they just wait for the opportunity to say it. And all that energy is then
499 released. It causes a big sort of debate or argument, and then it quietens down again.

500 If you let people come in first, have a chat and then sit down, they've had an opportunity to
501 mention some of those things to other people already.

502 RESPONDENT 2: What we tend to do is hold more of an informal– We call them drop-in
503 sessions, don't we?

504 RESPONDENT 5: Yeah.

505 RESPONDENT 2: We'll say we'll be there for four or five hours.

506 RESPONDENT 5: Four or five hours!

507 [laughter]

508 RESPONDENT 2: And it's just in a room, with maps and things up. And information set
509 out. And officers just standing around.

510 But that's when you can get all of the people focussed on one officer, and you're up against
511 the wall.

512 So, the next time we did it, we had a table that we stood behind, so that then people weren't
513 in our personal space, which is better from our perspective rather than better for community
514 engagement.

515 And having something that people can focus on, like a map, that is always very useful.

516 RESPONDENT 5: The other thing that I'm thinking of is about the timing of when you
517 do these conversations, because for the Local Plan, there are semi or statutory stages that we
518 go through.

519 For example, if we do a Preferred Options consultation, that's a stage that you host a
520 consultation on. Maybe we did one on issues and options as well before.

521 So, it's when you are trying to get people's views about what they might want, as opposed to
522 saying, 'Well we've taken your views and this is what we're suggesting. But we still want your
523 views on that.' And before you say, 'Look, this is what you're having.' More or less.

524 So that's the difference between consultation and engagement – it's when are you trying to
525 seek ideas and when are you trying to convince people that the ideas that you've got are the
526 right ones. And what stages in between could you do, and how could you manage them?
527 And how should you do each one?

528 RESPONDENT 3: There's something about how we utilise the information that comes
529 into the different service areas across the authority as well.

530 There's that old chestnut about consultation fatigue, when you seem to be asking the same
531 questions over and over again, in slightly different ways: why haven't we learned something
532 from there?

533 But also, why aren't we using some of the case studies from across the services to say,
534 'Actually, [Mrs Goggins], who lives in your area, in that area on our map here, we talked to
535 her last year and she told us this. And she's concerned about...what care services are going
536 to be available for her. And what her transport links are going to be.'

537 So, it's somebody in your community that's saying this. Or, 'We talked to the kids at the
538 school and they said this.'

539 We can build that stuff up, and it's almost like, 'Well, right back at you guys!' Because it's the
540 community that's saying this.

541 And that's the start of the conversation. I had an example of that last year, when I went out
542 to do some 'speaking to people where they are,' events. Acomb Library, in the café,
543 wherever. And we found some fantastic case studies of people supporting themselves that
544 had never accessed any service, or people that had accessed the service that thought it was
545 really good.

546 Whereas if I'd just said, 'Come to talk to me about adult social care.' I'd have got all of the
547 negative feedback. I did get plenty of negative comments, concerns and all the rest; but I got
548 some really good case studies that you could hold up. For example, Mrs P, who's 93 and
549 looks after her brother and goes out every day. And when I said, 'Can you access a
550 computer?' Because obviously, we're all on the internet. She got her iPad out of her bag...

551 [laughter]

552 RESPONDENT 3: ...and I felt really guilty because I thought, 'Nah.' And I had to say, 'I'm
553 really sorry to have to ask you this, do you use a computer?'

554 RESPONDENT 5: It sounds like it's coming back to the single server HER. That you've
555 got a GIS or special software as the front piece to access a lot of information behind it. It
556 would save us a lot of time, in a way, if we knew what information is already out there...

557 RESPONDENT 2: Yeah.

558 RESPONDENT 5: ...it would inform some of the policy decisions we might make, rather
559 than having to go out and...well we'd probably still have to deal with [unclear – 0:12:24.0]
560 consultation anyway, because it's a process. But at least you're well informed...

561 RESPONDENT 2: I think in the past, we had more resources. When we were doing the
562 LDF, we didn't just do a quick round of drop-in sessions. We would go and we'd speak [to
563 different groups]. I remember going to speak to the Blind and Partially Sighted Society, and
564 all of these hard to reach groups. We would do so many workshops and events.

565 And then what we'd do is we'd write up each of those and we would use those to feed in.
566 When we writing the new policies, we had to look at all these various types of engagement.
567 And they'd all be grouped in various topic areas, and that's where we'd get our information
568 from.

569 Whereas now, we pretty much rely on consultation responses. And fair enough, we have
570 around 10,000 of them.

571 RESPONDENT 5: Yeah, we do, yeah!

572 [laughter]

573 RESPONDENT 2: I know it's a lot! But then that's from a certain type of person. So, you
574 might perhaps miss other groups. But they're still on the database. All these groups will still
575 receive the letters and leaflets, and whatever.

576 But we obviously have come back from the face-to-face events that we used to do. But that's
577 just the nature of the Council now. We just haven't got the resources to do that. We used to
578 have £1000s to do consultation events. And now it's all just...

579 RESPONDENT 5: Yeah.

580 RESPONDENT 3: One of the things we need to look at is a consultation log that you can
581 go in to and you can see exactly what everybody else has been doing, and then go and
582 scribe the results. Because that's the other thing – short of going out of here and to the top
583 of the atrium and shouting, 'Who's done some consultation event?'

584 RESPONDENT 5: Yeah. We've got all that...

585 RESPONDENT 3: That's about the level...

586 RESPONDENT 5: ...allegedly it's all in files, isn't it? It's all stocked away in various things.
587 But actually, if those could be retrieved, and accessed by other people...

588 RESPONDENT 2: Yeah.

589 INTERVIEWER: I'm just going...

590 RESPONDENT 5: ...I'm sure others have done the same.

591 INTERVIEWER: ...I want to put something on the table that is something that Hannah and I
592 did for the Buildings at Risk project, which is basically getting people to actively do
593 something. For example, surveying a listed building, as part of an active, voluntary piece of
594 work. And that would feed into an Historic Environments Buildings at Risk register, if I'm
595 understanding correctly.

596 **[START OF THIRD RECORDING]**

597 RESPONDENT 1: Sort of.

598 INTERVIEWER: Hypothetically.

599 [laughter]

600 INTERVIEWER: And the thing that I'm guess I'm coming at here is, would it be possible (you
601 can shoot me down if this is a crazy idea) to get people to do some research to bring to a
602 consultation? To give them some kind of activity, to say, 'This is our aim today is to work on
603 this. We'd like you to bring in something.' Asking them to bring in something. Rather than
604 just expecting them to. If they're given a task ahead, it might help them feel more included...

605 RESPONDENT 5: Yeah.

606 INTERVIEWER: ...in the consultation process, if they had something to contribute. I'm just
607 using the Buildings at Risk as an example – because it was successful wasn't it, the way that
608 people engaged with it?

609 RESPONDENT 1: Yes and no, is the answer. But yes, in a way, it was successful. I think
610 the way we tried to deal with it and tried to split people in to groups – it's a bit complicated
611 that one, isn't it?

612 But...in theory, if it was another task– Because I was thinking about this the other day. For
613 example, getting volunteers to go out and make a photographic record of a conservation
614 area, say, to help, perhaps, the enforcement team, so they had an annual set of photographs
615 that at some point they could flick through and see if there was something that had been
616 done without consent, or if there was suddenly a massive decline in sash windows in a
617 particular street. That kind of thing.

618 And I was thinking that if we were to get people to do something like that, how we might go
619 about it. And I quite like this idea of splitting them up into teams.

620 INTERVIEWER: Yeah. I don't know how you would do it in a general consultative way.

621 RESPONDENT 1: Yeah. I don't know how.

622 RESPONDENT 5: Something you could do is, we have a process for engaging with
623 volunteers.

624 RESPONDENT 2: Yes.

625 RESPONDENT 5: You do?

626 RESPONDENT 2: Yeah. Well, on two levels – we have, probably until the end of this
627 month anyway, a volunteer officer who coordinates all of the volunteers that volunteer for
628 the council. And there are lots of them. And works with CVS and their volunteers.

629 So, in terms of getting information requests and putting out calls for volunteers for things,
630 then that's fairly coordinated.

631 And there are volunteer managers that are trained across the Authority as well, who will be
632 taking on that responsibility after a re-structure in Communities and Equalities.

633 So, there is some coordination in calls to volunteers.

634 RESPONDENT 3: We've done stuff before, when we've asked people to bring
635 photographs, news articles, snippets, bits of memory – that sort of thing...

636 INTERVIEWER: I've had that as well.

637 RESPONDENT 3: ...to get conversations going. I had one that went very wrong once,
638 that a colleague did very enthusiastically years ago. Going back to street lighting – gave
639 them all disposable cameras and said, 'Take pictures of where the street lighting is bad.'

640 She developed an awful lot of black pictures.

641 [laughter]

642 RESPONDENT 3: So just think those ones through.

643 [laughter]

644 RESPONDENT 3: That will always stick in my mind. A fantastic example. It was great. She
645 got lots of people motivated to go out and do it, but actually had nothing except, 'Where is
646 the...?'

647 [laughter]

648 RESPONDENT 5: The lack of evidence is the evidence.

649 RESPONDENT 3: Yeah.

650 [laughter]

651 INTERVIEWER: I've had an experience as well, where I've asked people to come and bring in
652 anything – photographs, newspapers, diaries – to help them have a conversation about the
653 best ways that they feel that they can remember places by.

654 And I ended up with a video called *50 Years of York*, which is a collage of different snippets
655 of films, put together in the 1980s, from videos taken in the 1950s of York. And it's a fantastic
656 find.

657 And you just don't know when something like that is going to pop up. Obviously, you can't
658 rely on it, but it then really impacted on the Red Tower project as it was going along. We
659 premiered it for the Heritage Open Day.

660 Telling people ahead of time to bring stuff in was quite successful in that respect. Although I
661 did have one lady, that thought it was a bit childish. But at the same time, people liked to...

662 RESPONDENT 5: I guess you can think of it in the context of what you're asking to be
663 done.

664 INTERVIEWER: Yeah.

665 RESPONDENT 5: And I don't know how we do it...

666 FEMALE: Yeah, you see...

667 RESPONDENT 5: ... [unclear – 0:05:04.0] ...

668 RESPONDENT 2: ...people feel that we're trying to shape their ideas. We generally have
669 a set of questions, don't we?

670 RESPONDENT 5: Hm.

671 RESPONDENT 2: So, that can help focus people's...

672 INTERVIEWER: That you send ahead of the...?

673 RESPONDENT 2: Yeah. So, it's usually a part of the leaflet, isn't it?

674 RESPONDENT 5: Mm.

675 RESPONDENT 2: Yeah. Or integrated into the document, I can't remember which.

676 But the thing is now we're getting into the latter stages. It was alright with the Issues
677 and Options because people could put in lots of views. But by the time we get to publication
678 stage...

679 RESPONDENT 5: That is the options.

680 RESPONDENT 2: ...we're kind of like, 'This is our final version now. Do you have any last
681 minute...?'

682 'I wonder why they... [unclear – 0:05:40.0]'

683 [laughter]

684 RESPONDENT 2: We can't really be like, 'Oh where in the city would you like to see
685 growth?'

686 Because we've got the sites, we've assessed the sites, and the people are very aware of that.
687 And this is why they are getting more and more riled up.

688 It's like when a planning application comes in, they feel like it's already been decided –
689 developers have already put in master plans, because that would help us look at density of
690 sites and lay out of open space.

691 RESPONDENT 5: And also, once you've got to application stage, you've already gone
692 through two rounds of consultation.

693 RESPONDENT 2: So, you're not asking the same...

694 RESPONDENT 5: And you've done something that they didn't want in the first place.
695 And then you get, 'Oh, we told you what we wanted but you still haven't done it.'

696 'Well, you may have told us what you didn't want or what you did want, but in the rounds,
697 once you've taken everything else into account – sorry, we've had to go that way.'

698 And then you get the reputation of, 'Well, you don't listen anyway. So, why bother?'

699 RESPONDENT 4: Also, the opportunity to undertake exercises such as the one you've
700 described, it's dependent on the extent to which it's a top-down or a bottom-up exercise in
701 the first place. And these exercises are not always entirely top-down, or entirely bottom-up.

702 But in the case of say, the plan for development in the city, it's constrained in a huge number
703 of ways from the outset, isn't it? So, it's not a blank canvas.

704 RESPONDENT 3: No.

705 RESPONDENT 4: Whereas, say for example, we're currently being asked to decide where
706 money should be spent on grounds maintenance in the future. And with some exceptions for
707 legal reasons, it is potentially a blank canvas. And an exercise that we're running in some of
708 the wards, is inviting all of the people who currently maintain green spaces to come along
709 and tell us what they're doing, and whether they could do any more, on the council's behalf.

710 And that will be a very open conversation, because there's no particular requirement to do
711 these things. We don't know which parts of the city's green spaces people value more than
712 others, really.

713 So, it's a very different type of discussion, and you could invite people to bring things along
714 to that. Or if it's about memories, then that's a very personal thing that's not constrained in
715 any way by...

716 INTERVIEWER: Yeah, and it's a different context...

717 RESPONDENT 4: ...government or...

718 INTERVIEWER: Yeah.

719 RESPONDENT 2: Something like neighbourhood planning, I think that people have the
720 view, and we say, 'Oh, it's led by the communities. It's about what you want as a community.
721 But it has to be in line with national guidance. It has to meet the statutory legislation. It has
722 to do this.' And before you know it...

723 You can't define the greenbelt; that's for the city council.

724 RESPONDENT 4: Yes.

725 RESPONDENT 5: Yes.

726 RESPONDENT 2: You've got to provide enough evidence to counteract the sites that
727 we're putting in our Local Plans. So, before you know it, they just see it as us completely
728 restricting them again.

729 The idea of Neighbourhood Plans seemed very good at the time. But I don't think it was
730 really thought through. Because in the end, it will be an adopted statutory planning
731 document. So, you can't have namby-pamby policies about, 'Oh, no one can put fences in
732 front of their house,' for example, because how can we enforce that?

733 RESPONDENT 5: Yeah.

734 RESPONDENT 2: So, it has to be enforceable as well.

735 RESPONDENT 5: Yeah.

736 INTERVIEWER: It's a real...

737 RESPONDENT 2: Deliverable.

738 INTERVIEWER: ...meeting of different worlds here, really.

739 RESPONDENT 2: Yes.

740 INTERVIEWER: That translation between...

741 RESPONDENT 2: I think it all sounds very nice...

742 RESPONDENT 5: Yeah.

743 RESPONDENT 2: ...but actually...

744 RESPONDENT 5: It's fake localism...

745 RESPONDENT 2: Well, it is...

746 RESPONDENT 5: ...you devolve everything down to your local area, *but*...

747 RESPONDENT 2: Yeah.

748 RESPONDENT 5: ...you've got to do this, you've got to do that. And by the time, as you
749 say, you've got that little bit, which you can...

- 750 RESPONDENT 2: Yes, exactly. You can choose what style bricks you use, unless it's an
751 odd fascia, then you...
- 752 RESPONDENT 5: Yeah.
- 753 RESPONDENT 2: ... [laughing] you know, it's...
- 754 RESPONDENT 5: Yeah. [laughing]
- 755 RESPONDENT 2: ...actually...
- 756 RESPONDENT 4: The government would say that that's how if you want to get involved
757 and share your ideas at a local level, that's how to do it. I think if you go on to the website, is
758 it My Community Rights? And there are about five or six of them, and which neighbourhood
759 plan is what. And that is, if you like, the answer to the question: How do I shape my
760 neighbourhood?
- 761 On the other hand, I suppose we have to be careful not to assume that a free-for-all would
762 necessarily be better than a structured planned process, because we know from the
763 disagreements that exist between the shortage of housing and the 'not in my backyard,' that
764 actually, if you just let every place do its own thing...
- 765 RESPONDENT 2: They'd become...
- 766 RESPONDENT 4: ...randomly, there would be complete chaos, wouldn't there really?
- 767 RESPONDENT 2: Yeah.
- 768 RESPONDENT 4: So, it's trying to strike that balance, maybe. But perhaps it's gone too
769 far the other way.
- 770 RESPONDENT 2: And with...
- 771 RESPONDENT 4: Perhaps it's too...you're in too much of a strait jacket.
- 772 RESPONDENT 2: And if you're going to get 90% of responses from village, not wanting
773 any development. The thing is, if every village did that...we need housing in York.
- 774 RESPONDENT 4: Yeah.
- 775 RESPONDENT 2: They have to go somewhere. So, whilst we'd like to do what people
776 want. It's just not possible.
- 777 RESPONDENT 5: It's not as if we don't do a lot of research, to say, 'Well, what are the
778 best areas for them to go?' Given all the primary constraints and things like access to services
779 and transport, and things like that.
- 780 RESPONDENT 2: Just the same with...
- 781 RESPONDENT 5: And probably heritage assets come under some...
- 782 RESPONDENT 2: SEA.

- 783 RESPONDENT 5: ...constraints as well. If we're bringing it back to, 'How do we protect
784 the heritage of the city?'
- 785 RESPONDENT 2: That's one of our primary constraints.
- 786 RESPONDENT 5: And the transport. It's one of the constraints that we have to consider.
- 787 INTERVIEWER: Going back to when you've passed the preferred options stage, and you've
788 made some decisions but there are still options, and you've cut out the chaff from the wheat
789 – do you find when you explain why you've made those decisions, that you're met then with
790 a reluctance to understand the reasoning behind those decisions? Even though you have
791 explained why. Is that the case?
- 792 RESPONDENT 5: Yes.
- 793 RESPONDENT 2: Completely. Yeah.
- 794 RESPONDENT 5: Yeah. The blinkers are on. 'Don't want it. Don't want it. Don't want it.
795 Don't want it. And I don't care how you tell me why you've put it there, I don't want it.'
- 796 RESPONDENT 2: 'You're wrong.'
- 797 RESPONDENT 5: Yeah.
- 798 RESPONDENT 2: Whatever your [unclear – 0:11:54:0].
- 799 RESPONDENT 5: 'What about that side of the city instead?'
- 800 'Well...'
- 801 No, I don't believe you! [laughing]
- 802 INTERVIEWER: Yeah. It seems like a real sticking point, really. Which I imagine is probably
803 nationwide.
- 804 RESPONDENT 2: Oh, completely.
- 805 RESPONDENT 3: One of the exercises that we ran at a conference last year, was
806 tiddlywinks. Tiddlywinks and council budgeting, we thought went quite well together. Where
807 people were given different areas and a certain number of tiddlywinks to put money into
808 different things.
- 809 INTERVIEWER: Can I just ask at this point, what a tiddlywink is?
- 810 RESPONDENT 3: Oh, sorry, a small plastic counter.
- 811 RESPONDENT 5: It's a game.
- 812 RESPONDENT 3: Small plastic counter, different colours. Each colour representing
813 amounts of money.
- 814 RESPONDENT 5: Yeah.

815 RESPONDENT 3: So, [unclear – 0:12:40.5] gave people an amount of money. They
816 allocated resources across the services. Then we said, 'Right, you've got a 15% cut. Now do
817 it.'

818 And actually, the conversations that that provoked, was huge. Then you started to get some
819 rationale. And when it was my responsibility to change the money from where it went, it's
820 quite a different kettle of fish. And really, it's that empathy and understanding of the
821 complexities that you need to get across, no matter what you're considering.

822 RESPONDENT 2: Was this with members of the public?

823 RESPONDENT 3: This was a conference that comprised members of the public,
824 community groups, Members, people from other local authorities – coming in and having a
825 go. It was an interesting exercise.

826 RESPONDENT 4: If there had been more time, it could have led on to all sorts of
827 interesting discussions.

828 RESPONDENT 3: I think there's something to be learnt from that, in the way of–
829 Similarly, when I've worked in areas of high student densities, when you start a conversation
830 about students and ask:

831 'Did your children go to university?'

832 'Oh yes!'

833 'Did they live in halls?'

834 'Oh no, they lived in a shared house.'

835 'Exactly the thing that you're...'

836 'Well...'

837 RESPONDENT 5: Yeah.

838 RESPONDENT 3: 'Actually they're there now and I go and see...'

839 RESPONDENT 5: With them, 'It's not my house...'

840 RESPONDENT 3: ...them on a Saturday and get their shopping.'

841 RESPONDENT 5: ...they're affecting.'

842 [laughter]

843 RESPONDENT 3: Then you start to be able to have that conversation, don't you?

844 RESPONDENT 2: Yeah.

845 RESPONDENT 1: Well, this is it, quite often when they're saying, 'We don't want any
846 affordable housing or any housing.' And you say...

- 847 RESPONDENT 5: Yeah.
- 848 RESPONDENT 1: ...'Well, when you're putting...'
- 849 RESPONDENT 3: Yeah.
- 850 RESPONDENT 2: I remember we said once, oh it was about affordable housing, 'Where
851 will your son or daughter live?' 'Well they've got really well-paid jobs; they don't need
852 affordable housing.'
- 853 And you've like, 'Oh!' How do you reason with these people?
- 854 RESPONDENT 5: And, 'Where's the nurse going to live when you're ill?'
- 855 [laughter]
- 856 RESPONDENT 5: 'How old are you? You can have someone that's rich but can't look
857 after you.'
- 858 INTERVIEWER: But there are then ways of engaging empathy for different people.
859 It is tricky, I have met certain characters at the Red Tower who do just not want the kids to
860 play around the area. And I say, 'Well, what about your kids? Would you like them to have
861 played around here when they were that age? How would you have like them to have
862 enjoyed their lives?'
- 863 It's empathy at the highest level, really.
- 864 RESPONDENT 3: Ages and stages – whether people can still empathise with others.
865 'Well, what I needed was somewhere for my kids to play then. What I need now is peace and
866 quiet.' And they scare me frankly, so can you do something about it?' You do get that.
- 867 RESPONDENT 5: But that's a difficult skill to acquire, or have in the first place. To be
868 able to say, 'Well, that's your view, but try and put yourself in that position.'
- 869 You've got to have a really good skill set to be able to guide people in that way.
- 870 And again, if it comes down to resources to do certain things, and it then becomes part of
871 your job set to do it – you've got to have the training, or the nous in the first place, to be
872 able to do that. And if you haven't, then it could be a disaster.
- 873 RESPONDENT 3: Yeah.
- 874 INTERVIEWER: I had an idea at the very beginning of my project, that I would be able to have
875 a workshop and I would invite Civic Trust members, council members, people from the
876 community. And they'd all have their labels, like conference labels, but then they would all
877 swap them around and you'd have to pretend that you're were another person.
- 878 RESPONDENT 3: Oh, we've had one of those as well!
- 879 INTERVIEWER: How did that go?

880 RESPONDENT 3: There is such a thing as a Ward Team – I don't know how many people
881 it impacted on – been to Ward Teams, where you have members and key players, and key
882 stakeholders in a ward, come together.

883 When we were pulling that together and trying to get people to understand that that's about
884 making local priorities, working together, pulling together to achieve whatever, we had an
885 exercise in which everyone is given an envelope with a role in. And we've had fantastic
886 meetings when councillors are suddenly the local police officers and they are sitting there
887 with their thumbs up in their imaginary stab-proof vests!

888 [laughter]

889 RESPONDENT 3: And then you've put somebody that has been quite opposing at one
890 committee meeting as the councillor chairing the meeting, so then they've got to negotiate
891 with the other people. It does work, in terms of promoting empathy. We put student reps in
892 there and made the person that's living next to a [unclear – 0:17:09.5] be the student rep.

893 [laughter]

894 RESPONDENT 3: It's raw, but it's just about trying to get the view from the other side.
895 People do like that, because they put their own baggage aside and be somebody else for a
896 minute. And sometimes the conversations are very revealing.

897 RESPONDENT 4: I remember a similar exercise, when it was one of these planning-
898 training scenarios. And all the people had to play a different character in the construction of
899 a warehouse on some Green Field land somewhere or other.

900 [START OF FOURTH RECORDING]

901 RESPONDENT 4: And people were deliberately given jobs that they were perhaps more
902 comfortable with. And I hate to play devil's advocate, but you can quickly start to think like
903 that character. Think how that character would reason. What's your primary motivation?
904 What is driving your thinking? So, its...

905 RESPONDENT 3: So, you thought your ideas were good?

906 RESPONDENT 4: So, yes, I think...

907 INTERVIEWER: Okay.

908 RESPONDENT 4: ...I think you should still do that.

909 INTERVIEWER: Okay.

910 RESPONDENT 4: I look forward to watching it.

911 INTERVIEWER: I thought that was a crazy...yeah. Maybe. Maybe.

912 We started off with the idea of bringing in information about how best to present that.

913 Would you say that's still an important aspect of this?

914 That you have to also, on top of that, think about the way things are set up? Think about
915 who, how, and when you're talking to people and how to gauge empathy for different areas?

916 So, it's about bringing in effective information, but also extra stuff on top.

917 From other conversations that I've had with people, not just here but outside Red Tower,
918 there appears to be multiple ways.

919 I love Mike's example of doing interviews on buses.

920 RESPONDENT 4: Well, Betty's the expert on that.

921 RESPONDENT 3: Don't do it all day, because you can feel a bit queasy.

922 [laughter]

923 INTERVIEWER: But having conversations with people in interesting ways...

924 RESPONDENT 3: Yeah.

925 INTERVIEWER: ...that basically, impact on how decisions get made. What do you do with the
926 information once you've collected it? Because that's really important too.

927 RESPONDENT 3: You've got to have a way to feed it in, haven't you?

928 A bit like the community conversations stuff. Where you've had multiple conversations with
929 people about all sorts of open issues, you need to bring that together and make sure that
930 they are relevant. Agencies know about that.

931 Whether that's our own internal department, or whether that's external – it's got to go. I
932 mean, usually we're doing that sort of work because it's building towards a recommendation
933 or a paper, or something that's going to Members. And we can justify what we're saying by
934 saying, 'Well, those are your options. We've been out to people and talked to them and this
935 is what they've said. So, therefore, there's your recommendation. There's your evidence.'

936 That's why we are going out, generally. I think more and more; we're doing it anyway. And
937 we're testing back. We're having a look to see what impact we are having, especially with
938 shrinking resources.

939 That's less clearly defined, I think.

940 RESPONDENT 5: Can I just ask a question about the bus interviews?

941 Were they general interviews? Did you chat to someone on a bus about a whole...?

942 RESPONDENT 3: Yeah.

943 RESPONDENT 5: ...range of things?

944 RESPONDENT 3: Yeah.

945 RESPONDENT 5: Is that right?

946 RESPONDENT 3: It's part of a city-wide consultation. 'What do you feel? What's
947 important to you? What sort of service do you get? What's the best bit; what's the worst bit?
948 What would you change?' Those sorts of open questions.

949 I would say, if you talk with people on a bus, the first thing they want to talk about is...

950 RESPONDENT 5: Is the buses.

951 RESPONDENT 3: ...buses.

952 RESPONDENT 5: Yeah.

953 RESPONDENT 3: And getting past that is quite tricky. But, we did get past it.

954 RESPONDENT 5: Did you take any notes from what they said about the buses?

955 RESPONDENT 3: Yes. And passed them on to the bus company.

956 RESPONDENT 5: Right. And...

957 RESPONDENT 3: And internal...

958 RESPONDENT 5: ...and internal...

959 RESPONDENT 3: ...colleagues.

960 RESPONDENT 5: ...oh that's alright...

961 RESPONDENT 3: In terms of transport. Yeah.

962 RESPONDENT 5: ...yeah.

963 RESPONDENT 2: [unclear – 0:03:38.0]

964 RESPONDENT 3: It was a little while ago. But yeah, everything got collated and passed
965 on. It was a lot of stuff.

966 Like I say, we went to other places – in reception, in libraries – places where people are that
967 you can have those sorts of conversations.

968 It's must easier to sit in a café, when someone has just finished their sandwich and you sidle
969 up to them and say, 'Do you mind having a conversation about...' whatever it is. And just
970 seeing what they think.

971 That's much easier I think than being in the front of a public meeting, or one of those drop-
972 ins, where you know that someone's going to come and say...

973 RESPONDENT 2: Yeah. But then, we have a statement of community involvement.

974 RESPONDENT 3: Yeah.

975 RESPONDENT 2: It's quite old now, but it sets out what we should be doing. In different
976 methods...

- 977 RESPONDENT 3: Yeah.
- 978 RESPONDENT 2: ...of confrontation; who should be involved.
- 979 And these sessions when we meet with people face-to-face – it's more for them to get their
980 questions answered. We don't take notes or anything. There isn't the opportunity to.
- 981 So, it's not about us taking anything away from that, other than the general aggression. We
982 rely on– It has to be from the written reps for them to actually have an influence.
- 983 In the past, when we used to do the more structured workshops, we'd have a scribe, and
984 we'd have summary reports of them all. But now, it tends to be more reliant on...
- 985 RESPONDENT 5: Yeah.
- 986 RESPONDENT 2: ...community types.
- 987 RESPONDENT 3: [unclear – 0:05:00.5] to somebody.
- 988 RESPONDENT 2: Yeah. If you're the [unclear – 0:05:02.0].
- 989 RESPONDENT 5: Yeah. If it's particularly important then we'll note it down.
- 990 RESPONDENT 2: Yeah.
- 991 RESPONDENT 5: Or, we have questionnaires...
- 992 RESPONDENT 2: Forms there, don't we?
- 993 RESPONDENT 5: ...there, that they can then take away and send in, and then it becomes
994 a written representation.
- 995 RESPONDENT 2: Yeah.
- 996 RESPONDENT 5: So, it is taken that way.
- 997 RESPONDENT 2: And as you were saying, how you use various information, and how we
998 use it as evidence to justify decisions – we have, as part of the statutory framework – we have
999 to do a consultation statement. That summarises all of the consultation that we've done, and
1000 then, more importantly, how that has fed in to the final policy for the document, for the final
1001 site. It's a very clear way of demonstrating how we've used them (not every single individual
1002 rep, we try and group them by theme or things like that).
- 1003 RESPONDENT 4: One of the things that I admire about applying consultations, in the
1004 tabular form, is how, when somebody does write in with a representation, there's then a
1005 comment, and it will say, 'Noted.' Or, 'Disagree with this because...' Or, 'Yes, we will
1006 incorporate this, because...'
- 1007 RESPONDENT 2: Yeah, we've...
- 1008 RESPONDENT 4: That sort...
- 1009 [laughter]

- 1010 RESPONDENT 2: ...really...
- 1011 RESPONDENT 4: Something actually happens with that information. And I think it's
1012 important that you say to somebody what you've done with it. Even if you've done *nothing*.
1013 Because it might be that they were wrong. Or it's irrelevant.
- 1014 RESPONDENT 2: But you say...
- 1015 RESPONDENT 4: But you've done it.
- 1016 RESPONDENT 2: ...why.
- 1017 RESPONDENT 4: You've said why.
- 1018 RESPONDENT 2: You haven't said why.
- 1019 RESPONDENT 4: And then you can get it back to them and say, 'Well this is what you
1020 said. And this is our considered response.'
- 1021 But so often things go in to the system, and they never come out again. And nobody really
1022 knows quite...
- 1023 RESPONDENT 2: Yeah.
- 1024 RESPONDENT 4: ...what happened to it. But that's harder trying to tell them, isn't it?
- 1025 RESPONDENT 2: Yeah.
- 1026 RESPONDENT 5: And even if you just say to people, 'Look, we did take your view but we
1027 disagreed with it.'
- 1028 RESPONDENT 4: Yeah.
- 1029 RESPONDENT 5: You've still got an opportunity to present it back again.
- 1030 RESPONDENT 4: Yeah.
- 1031 RESPONDENT 5: If you got the same comment about the same thing, it will go to an
1032 inspector for an inspector to make the decision about whether your representation is valid
1033 enough to say the policy needs to change.
- 1034 RESPONDENT 4: It's on the record...
- 1035 RESPONDENT 5: Yeah.
- 1036 RESPONDENT 4: ...and that's what really matters...
- 1037 RESPONDENT 2: Yeah.
- 1038 RESPONDENT 4: ...that it's in the public domain. Anybody can download that bit of
1039 [unclear – 0:07:04.0].
- 1040 RESPONDENT 2: And then we scan them all and redact them all. It's just...

1041 RESPONDENT 4: Yeah. And that's something that makes for a good planning
1042 application report. I know that you can't go in to copious detail about every single response
1043 received, especially on the big applications, but if the Officer can demonstrate how they've
1044 responded to the points raised, and then assess them in terms of the way they are going to
1045 give to them, etc.

1046 Then it's all there, contained in the report. And the report is published and it's available on
1047 file, more or less forever (I think). Which demonstrates the value of the person contributing
1048 their thoughts in the first place.

1049 INTERVIEWER: So, going back to the HER, because Harry has actually asked me to do a bit of
1050 work on writing a report – how it might be feasible to connect the parts of the infrastructure
1051 of the...

1052 RESPONDENT 1: HBSMR.

1053 INTERVIEWER: ...HBSMR, which is the framework that HER is nested within. And connect it to
1054 the local Facebook group – York Past and Present. Which is a community conversation
1055 happening elsewhere.

1056 And they are talking about areas, specific streets, specific photographs and archives. They do
1057 have some really interesting comments and nuggets of information sometimes as well about
1058 these specific areas.

1059 I'm looking at writing a report so that you can consider ways in which those two can be
1060 connected. How best to collate the information? Whether it's ethical to collate the
1061 information from a social network page? And what people might think if they thought that
1062 their views were going to go in to this, hopefully community-accessible page?

1063 And it's similar to a consultation then; it almost becomes part of the consultation circle. But
1064 it's just working through different platforms.

1065 I wondered if you had any experience with bringing two different, none face-to-face – or
1066 working with Facebook pages?

1067 RESPONDENT 2: Well we have to don't we, through the comms officer?

1068 RESPONDENT 5: Yeah.

1069 RESPONDENT 2: When we do a consultation, she puts it on the council's Twitter and
1070 Facebook.

1071 INTERVIEWER: Oh, right!

1072 RESPONDENT 2: Yeah. I don't really know anything more about it. I've never personally
1073 been...

1074 RESPONDENT 5: No.

1075 RESPONDENT 3: It's part of a comms plan, isn't it?

- 1076 RESPONDENT 2: Yeah.
- 1077 RESPONDENT 3: It's something then to vent.
- 1078 INTERVIEWER: Comms plan? Is that from communications plan?
- 1079 RESPONDENT 3: Yeah.
- 1080 RESPONDENT 2: Yeah. So, [a council officer] is kind of in charge of all that.
- 1081 RESPONDENT 3: So, each project, each initiative, whatever...
- 1082 RESPONDENT 2: It's all part of the press release and so on, package.
- 1083 RESPONDENT 1: I've done a little bit with social media in a previous life. But it was on a
1084 very, very small scale.
- 1085 It was basically promoting a project, a bit of research that we were doing as a company. We
1086 were an archaeological consultancy doing a social history type/archaeology/history report on
1087 a village in County Durham. We tried to use Facebook as a way of getting it to reach those
1088 people who wouldn't necessarily come to the meetings that were advertising in the usual
1089 way.
- 1090 It wasn't very successful. Probably because I've never done anything like that before apart
1091 from use Facebook personally. It was just floundering in the dark, really. And it was on a very,
1092 very small scale.
- 1093 This community in general was extremely difficult anyway, so I don't know how successful it
1094 would have been even if we had had a Comms team and what not.
- 1095 But I did look at some of these local pages on Facebook and took some information from
1096 them about some pubs, actually. It wasn't anywhere near as good as York Past and Present –
1097 it was literally tiny conversations that people were having.
- 1098 But I didn't really see any problem. You mentioned about comments off there, because it was
1099 on Facebook...
- 1100 RESPONDENT 5: Probably factually...
- 1101 RESPONDENT 3: It [unclear – 0:11:52.0] don't you? If it's on Facebook.
- 1102 INTERVIEWER: Compare the material you gather from consultation, when you've actually
1103 spoken to people face-to-face; or in some other formative way or strategy. Would you
1104 consider Facebook as a meaning resource that people can use as a way of bringing in data or
1105 information? On subjects like local planning.
- 1106 RESPONDENT 2: Probably not for the Local Plan. I don't know. If it was an area, say for
1107 youths, or something like that, that wouldn't necessarily come to public meetings, that might
1108 be useful for a certain type of consultation. I don't know. It's just one of the many avenues,
1109 isn't it, for the Local Plan.

- 1110 RESPONDENT 5: It will be something...
- 1111 RESPONDENT 2: I don't think we ever have done anything...
- 1112 RESPONDENT 5: ...that we have to deliberately monitor, I think, as well. Because you
1113 have to look at whether it's a group or whether there have been postings. You would have to
1114 regularly trawl the postings to glean the information from it. Unless there is a way of trawling
1115 what comes in through Facebook and...
- 1116 RESPONDENT 2: And the fears with Facebook – people can be almost anonymous, just
1117 have some random name, and they can post nasty things.
- 1118 Whereas at least with a formal consultation, they have to have a proper name and address,
1119 and fill in an email and things.
- 1120 INTERVIEWER: Yes.
- 1121 RESPONDENT 2: I think on Facebook and Twitter you can get trolls.
- 1122 RESPONDENT 3: People have used it more as a way of giving information, haven't they?
1123 Or letting people know when there are opportunities...
- 1124 RESPONDENT 4: Yes.
- 1125 RESPONDENT 2: Yeah.
- 1126 RESPONDENT 3: ...to do things, rather than...
- 1127 [unclear – 0:13:31.0]
- 1128 RESPONDENT 4: The difficulty has been when people have started to have
1129 conversations on there about us. The Council. Occasionally individual officers.
- 1130 We haven't got the resources to always respond. But you don't want to leave it hanging
1131 there because there is an answer to a lot of the questions. Or there is a correction. And it
1132 becomes a problem.
- 1133 INTERVIEWER: Yeah.
- 1134 RESPONDENT 4: If it's abused.
- 1135 RESPONDENT 3: It can become a real battle.
- 1136 RESPONDENT 4: Yes, a battle of wills.
- 1137 RESPONDENT 3: Back and forth.
- 1138 RESPONDENT 4: They get quite unpleasant, if you're not careful.
- 1139 RESPONDENT 3: And it's who you're connected to. Who's Friends with you.
- 1140 It's another thing on Facebook, people connect, and how could you turn somebody down
1141 from being a friend?

- 1142 But actually, the word 'friend', and all of the other connotations from that, which are really
1143 tricky to negotiate, how you link all of that together?
- 1144 As an officer, Mike, are you saying that you are friends with particular people that like to take
1145 pot-shots at the council, as long as they are linked to that? Are you?
- 1146 It's that sort of thing that comes up. That's why we always go through Comms now.
- 1147 RESPONDENT 4: Well, we're not supposed to use Facebook within our team.
- 1148 RESPONDENT 3: No.
- 1149 RESPONDENT 4: For other reasons. But we do use Twitter. We're not friends, we are
1150 following people. But as a...
- 1151 INTERVIEWER: There is a difference, isn't there...
- 1152 RESPONDENT 4: Yeah.
- 1153 RESPONDENT 3: It's difficult if they are following you.
- 1154 RESPONDENT 4: Yeah. If they are following me. And I wouldn't, particularly, never
1155 Follow anything that I thought was controversial. Or, retweet something that I didn't agree
1156 with.
- 1157 Some people, on a personal account, they will say for example, that they sometimes repeat
1158 things that they don't agree with, because they want other people to see what the person
1159 has said. As an officer on a corporate Twitter account, I would never do that. My activity on
1160 there is relatively limited.
- 1161 And as you say, it's mainly about conveying information. Inviting people to do things, or to
1162 come to things.
- 1163 RESPONDENT 3: In some areas– You were explaining about an area where it was maybe
1164 difficult to have those conversations, and you might get something from Facebook, or
1165 whatever – but I think, in some areas that I've worked in, we've found groups set up about
1166 that area, and it's quite insightful to be able to go in and read it. But what I haven't done is
1167 go and use that...
- 1168 INTERVIEWER: Yeah.
- 1169 RESPONDENT 3: ...somewhere.
- 1170 RESPONDENT 2: Oh, we do a lot of that, don't we? A lot of actual groups, things that
1171 are set up...
- 1172 INTERVIEWER: Yeah.
- 1173 RESPONDENT 2: ...against...
- 1174 RESPONDENT 3: And actually, some sites...

1175 RESPONDENT 2: ...some stuff, and they have their own social media pages, where they
1176 can all bitch together.

1177 RESPONDENT 4: Yes.

1178 RESPONDENT 2: But we don't use them though, do we?

1179 RESPONDENT 5: No, we don't. No.

1180 RESPONDENT 3: We have gone and found those individuals, sometimes. If something
1181 has been factually incorrect or I want them to get involved in something, I've tracked them
1182 down and said, 'Right, well come along to this then and tell me what it is you think.'

1183 There was an example of that recently, about [Playing Fields], which is actually a school
1184 playing field, but it's a triangle of land that's quite difficult – it's quite iconic because
1185 everybody knows it, you drive past it through [Guildhall Ward].

1186 But it's got metal and other things coming through the surface where it's not been kept
1187 properly; where it's obviously been a dump or something at some point. It's got a culvert
1188 underneath it.

1189 There's lots of misinformation about this area. And somebody set up a Facebook page – I'll
1190 try and think what they called it – it was something to 'Combat the Ruination of [Playing
1191 Fields]', or something like that.

1192 Well actually, it's not. You're talking about the playing field not the road; and actually, it's a
1193 school playing field who can't use it and it's been an issue for years. 'I want to talk to you
1194 about this.'

1195 RESPONDENT 5: It was drained fairly recently, wasn't it? That field?

1196 RESPONDENT 3: I don't know if it was drained fairly recently. There is a culvert that
1197 goes underneath it, but there are issues with using that land. The school can't use it. But it's
1198 just that misinformation about the ruination of the area in general.

1199 RESPONDENT 2: The Press is bad enough...

1200 [laughter]

1201 RESPONDENT 2: ...and that's official. But there is a lot of misinformation that goes
1202 around in relation to the Local Plan and things.

1203 INTERVIEWER: Do you think that social media especially, breeds, or helps misinformation?

1204 RESPONDENT 2: Yeah.

1205 RESPONDENT 5: Yeah.

1206 RESPONDENT 2: Because I think people will, if they have it on their mind, just let it out
1207 and press send. Whereas when it's a bit more of a formal...

1208 RESPONDENT 5: You've got more chance to...

- 1209 RESPONDENT 2: ...submission.
- 1210 RESPONDENT 5: ...make a reason and decision...
- 1211 RESPONDENT 2: Yeah.
- 1212 RESPONDENT 5: ...and response.
- 1213 RESPONDENT 2: I always thought that this thing called Streetlife, which was something
1214 that was set up for my area. And then somebody started slagging off the Local Plans, who
1215 wasn't anything to do with planning, about some development nearby. It was anonymous,
1216 my name wasn't on it, but I was just like, 'Ah! [unclear – 0:18:21.0]' And then they came back
1217 and had a go at me. And I'm like, 'Oh, I can't delete that, I don't want to be on that anymore.'
- 1218 RESPONDENT 5: Yeah.
- 1219 [laughter]
- 1220 RESPONDENT 2: But with some people you can just say what you like and there's no –
1221 providing it's not too abusive – there's no constraints over it.
- 1222 RESPONDENT 5: You see a similar thing in the comments on Press...
- 1223 RESPONDENT 4: Yeah.
- 1224 RESPONDENT 5: ...articles.
- 1225 RESPONDENT 2: Oh, yeah.
- 1226 RESPONDENT 3: Oh...
- 1227 RESPONDENT 2: [unclear – 0:18:39.0] the comments, don't they? When they are too
1228 much.
- 1229 But it gets personal! When it's at councillors' – what do they call it? Free Game? No.
- 1230 RESPONDENT 5: Fair Game.
- 1231 RESPONDENT 2: Fair Game! [laughing] And people think they can say what they like
1232 about them because they are a public figure and...
- 1233 RESPONDENT 4: Yeah.
- 1234 RESPONDENT 3: Quality's be damned, doesn't it, really? Some of the issues that you are
1235 saying you come across in terms of neighbourhood planning and the conversations that
1236 people will have about what they are trying to prevent, and then you see some of the stuff
1237 going through the comments in the press as well – you just think, 'This shouldn't even be
1238 given any air time. And I'm not...'
- 1239 Oh, I'm going to start getting in to freedom of speech. I'll maybe leave it there.
- 1240 RESPONDENT 5: Yeah.

- 1241 RESPONDENT 3: Yeah. Another conversation.
- 1242 RESPONDENT 4: Possibly the only thing more dangerous than allowing people to say
1243 whatever they want, is not allowing them to speak.
- 1244 RESPONDENT 3: Or not to challenge it.
- 1245 RESPONDENT 4: Because not only do you then select who is able to set the tone, and
1246 who isn't; but you effectively cut them out of the debate. And it builds up a sense of
1247 unhappiness that suddenly will explode in other ways. I do think that the question shouldn't
1248 be *whether* we consult and engage with people, it's *how*.
- 1249 RESPONDENT 2: Yeah.
- 1250 RESPONDENT 4: And those forums are not conducive to constructive debate.
- 1251 INTERVIEWER: That's really interesting.
- 1252 I know that the York Past and Present Group, actually have strict house rules about how you
1253 engage on the site and one of the rules is that you do not criticise the council in an
1254 unconstructive way. And you do not swear and you don't – and they...
- 1255 RESPONDENT 2: As long as there is someone there to monitor it.
- 1256 INTERVIEWER: Yeah. Actually, they have a team of administrators just for that.
- 1257 RESPONDENT 2: Yeah. Well that's good news...
- 1258 INTERVIEWER: And they actually...
- 1259 RESPONDENT 2: ...yeah.
- 1260 INTERVIEWER: ...will actively warn and then delete a person from the group if they are seen
1261 to be doing anything. And also, there are rules about what you can post. So, there is in that
1262 case, I don't know if it's a very specific case because of the people who run it, but it is really
1263 interesting about how these different ways of people talking and sharing information can
1264 involve essentially the same thing, be in heritage, the Local Plan. But they will be completely
1265 different, because again, there are the dynamics – the way you set up a conversation. And I
1266 think on that note...does anyone have anything extra to say that they want to get off their
1267 chest? That might be useful for them?
- 1268 F (RESPONDENT): I don't know if it's relevant for you, but I just wanted to ask you
1269 [laughing] about how when we are looking at cross-department working – yesterday, at the
1270 engagement lunch, I was saying how parish councils are very established and they can put in
1271 this Neighbourhood Plan application together; whereas there was that bloke from Heworth...
- 1272 INTERVIEWER: Yeah.
- 1273 RESPONDENT 2: ...and a lady from the Groves...
- 1274 INTERVIEWER: Yes.

1275 RESPONDENT 2: ...that aren't Parish areas, and they wanted to know how do they go
1276 about doing it – that's perhaps something that we could work together on, because you
1277 know these groups and you would know how to get people together.

1278 INTERVIEWER: Yeah.

1279 RESPONDENT 2: And things like that.

1280 So, should I get any interest from them, it might be a quick phone call and we could have a
1281 discussion about how we could take it forward.

1282 RESPONDENT 3: Yeah.

1283 Obviously, there were councillors in the room who were interested in how that could happen
1284 in their areas. I'm sure it will come back around, really.

1285 And we do know the characters, and sometimes the two that were speaking yesterday,
1286 introduced it with such a negative view, but actually, what they care about and their
1287 aspirations are really positive.

1288 You just think, sometimes...I've been working with people for years – what am I? do you
1289 always have to do that quick Council bash first and then...?

1290 [laughter]

1291 RESPONDENT 3: ...and then get in with the subject? Maybe it's just habit.

1292 RESPONDENT 4: Tradition.

1293 RESPONDENT 3: Yeah. Maybe it's just habit.

1294 And that's part of engagement on a range of topics, isn't it? That's why we've had those
1295 engagement sessions, those engagement lunchtimes. And opened them up.

1296 When I first suggested opening them up outside of CYC staff, there were gasps. 'Can't just
1297 have a conversation!'

1298 INTERVIEWER: Were these the engaging lunch time talks?

1299 RESPONDENT 3: Yeah.

1300 INTERVIEWER: I'll see if I can come along to one of those...

1301 RESPONDENT 3: Yeah, come along...

1302 INTERVIEWER: ...if that's...

1303 RESPONDENT 3: ...Yeah.

1304 INTERVIEWER: ...okay? That would be really good.

1305 Thank you.

1306 END OF TRANSCRIPT

1 Interview 9: 15-12-15 West Offices HER demo with 2 Hannah

3 RESPONDENT: ...from the list. Now, what I usually do because it's technically Harry's job, what
4 I usually do is I'll go through the list and then I write here in red if it's a watching brief, or if
5 it's nothing and then I send it to Harry and he just flicks through and says yeah or nay and
6 then I'll start the next process.

7 INTERVIEWER: Okay, you'll have to explain the format of this.

8 RESPONDENT: Okay, right, this is just literally cover – this is one page of an eight page list
9 that comes out. So, they usually have a title number at the top – it's just chopped of this one.

10 INTERVIEWER: Yeah.

11 RESPONDENT: So this is a proposal for 24 Main Street, alterations to create one single
12 dwelling – they're all different. So each one is a different application.

13 INTERVIEWER: Yeah and can you find these on the planning portal?

14 RESPONDENT: Yes, I can. So I would go on the planning applications website, I would type in
15 that number and it would come up with any documents that had been submitted with that.
16 So, if somebody had already done a desk-based assessment or something like that and
17 submitted it, I'd be able to look at it from there. Or I'd be able to see plans and things. So,
18 normally I can just look at the list and think, 'Oh, it's just a little extension and it's not in a
19 special area.'

20 When I looked at this one the other day, I didn't have access to the HER, I can't
21 remember why, which is why I've put a double-check on that one and to check HER on that
22 one.

23 INTERVIEWER: Oh right yes.

24 RESPONDENT: So that one's a watching brief. And then, basically, I would just go to that
25 location on the HER and look just to see if there was anything.

26 INTERVIEWER: Okay, so with the watching brief can you – just for the purposes of... Well,
27 actually I don't know what is a watching brief?

28 RESPONDENT: Oh right, okay. So you haven't got an archaeological, sort of, background?

29 INTERVIEWER: Yeah.

30 RESPONDENT: Right, okay, so in planning sorry – I just can't explain. I've never really had to
31 explain things before. It's... Okay, so if you're going to do any work that involves breaking
32 ground, potentially, then I need to know if it's going to impact on archaeology or not. Then
33 so normally the first stage of assessing this impact would be to do a desk-based assessment.
34 Have you seen one of those?

35 Usually they do some research on the history of the site, if you go, you troll the
36 archives, you look for every map, you do like a map progression. Basically just to see if the
37 site's been built on or not.

38 INTERVIEWER: Okay.

39 RESPONDENT: What kind of archaeology might you find there.

40 INTERVIEWER: Right.

41 RESPONDENT: We don't ask for a lot of them in York, around the city centre and things but
42 you know these big sites that are coming forward in the local plan, big green field sites. The
43 big green field site the first thing you'd have forward is a desk-based assessment just for
44 some background information and...

45 INTERVIEWER: So would you or Harry do that desk-based assessment...?

46 RESPONDENT: No, we would ask somebody else to do it. Now in my old job, I would do that
47 desk-based assessment you see. So you'd come somewhere – you'd ring up Harry as an
48 external consultant and I'd ask for the HER data, that's a definite. So the desk-based
49 assessment usually has all the HER information in it and also information from any local
50 archives, any other relevant sources and it has to be all put together and presented to say
51 you might find X or it might say there was a factory on this site in 1900 or so on, and it will
52 tell you just depending on what's happened on the site. You know, there might have been a
53 bit of mining on that site that is not on HER and they might say that end of the site you're
54 less likely to find stuff than that end.

55 They've got limited value because they don't tell you everything. That's the first stage.

56 INTERVIEWER: So, before you move on to the second stage, is the desk-based assessment
57 you mentioned there are maps, do you, so that maps are collected alongside documents as
58 well? Like...

59 RESPONDENT: Not...

60 INTERVIEWER: ...I'm just trying to identify that.

61 RESPONDENT: ...historical documents. Essentially you're trying to find – if you're doing an
62 assessment you don't need to know like the entire history of the area, you're trying to find
63 out what happened on that block of land.

64 INTERVIEWER: Yeah.

65 RESPONDENT: I can show you one later if you want...

66 INTERVIEWER: That would be...

67 RESPONDENT: ...I'll send you...

68 INTERVIEWER: ...really helpful, yeah.

69 RESPONDENT: I mean, I don't – I'm trying to think of a site that's got, you know, all of these
70 things. It's hard to think of one of the top of my head but I can certainly dig them out.

71 So your assessment might say, I mean there's probably been one for that site here. So
72 the assessment for this site would say – do you know this site, this is like ST14 or something?
73 For the local plan, this is a big settlement plan site here.

74 INTERVIEWER: So what's this [unclear – 0:04:41.6]

75

76 RESPONDENT: So the proposal for a big development on the site, it's one of the big strategic
77 sites so, presumably, there will have been a desk-based assessment asked for. I mean it
78 might be on one of these stars, I've got no idea. But this is the kind of site you would ask for
79 one on. In fact, can I just look, yeah?

80

81 Anyway, it would say that you need to do more investigation – helpful! And it will
82 basically say – it's a synthesis that pulls together all the information off the HER, it pulls
83 together all the information about previous digs and things like that.

84 INTERVIEWER: This is the source.

85 RESPONDENT: This is the sources, yeah. I don't really know what I'm looking for here but
86 Harry would probably notice straightaway.

87 [unclear – 0:05:37.2] I don't really know what it's called? Might be tough to know a
88 date. Anyway, it's a synthesis of information and it just lets us see more clearly, pulls stuff
89 together. But really – it's the valuations, 1994, it's not it. But really when Harry asked for that
90 you already know that it's going to be more than an assessment. That's just a first stage. So
91 it's just, yeah, documentary research, you do a desk-based assessment and usually you go
92 for a look round the site and then we take some photographs. Then you would, on a site like
93 this, you would ask to do a visit. So it's further investigation, you know how Geophys works?

94 INTERVIEWER: Yes.

95 RESPONDENT: Sort of?

96 INTERVIEWER: Yes they, yeah...

97 RESPONDENT: Sort of, yeah.

98 INTERVIEWER: They invests...

99 RESPONDENT: Visit activity...

100 INTERVIEWER: ...visit activity...

101 RESPONDENT: ...service...

102 INTERVIEWER: They're sort of...

103 RESPONDENT: Yeah?

104 INTERVIEWER: ...and LiDAR?

105 RESPONDENT: LiDAR surveys, yeah. That's not something you would ask for.

106 INTERVIEWER: No.

107 RESPONDENT: But you would ask for geophys on this site and that would give you a pattern
108 of anomalies. So it might give – it gives you more of a clue where should I put my trenches
109 and then you have to have archaeological evaluation – no, sorry, you might ask for a
110 watching brief.

111 INTERVIEWER: Yes.

112 RESPONDENT: Now...

113 INTERVIEWER: Is that after doing geophys?

114 RESPONDENT: Well, we're looking on this... If we're talking about this site as an example, it
115 would be geophys then it would be straight to evaluation, no question because you're going
116 to cover it in houses, it's never been built on, you've probably got anomalies in the geophys.
117 I don't know, I'm guessing.

118 INTERVIEWER: Do anomalies – they signify archaeological [unclear – 0:07:12.8]?

119 RESPONDENT: Possibly.

120 INTERVIEWER: Okay.

121 RESPONDENT: A lot of times you'll get a report and it'll say there's anomalies, could be
122 archaeological in origin. But equally it will – sometimes it'll say it could be archaeology then
123 you dig them and they're not, their field drains, they're old river channels, various material.

124 INTERVIEWER: Okay.

125 RESPONDENT: Any if – it's not conclusive.

126 INTERVIEWER: Okay.

127 RESPONDENT: So that's what I mean. It doesn't stop with the geophys. You couldn't rely on
128 geophys to show you this and just say, 'Alright avoid that.'

129 INTERVIEWER: Yeah.

130 RESPONDENT: Then you would do a trenching and you would put your trenches in relevant
131 places to try and investigate those anomalies on a dig.

132 I think in this case you'd probably have more trenches than anomalies, if you know
133 what I mean. You don't just put your trenches on your anomalies. You would target some but
134 York has a is it 5%...

135 INTERVIEWER: Oh yeah.

136 RESPONDENT:...survey samples. So on a site like this...

137 INTERVIEWER: From the arrow.

138 RESPONDENT: Yeah, Harry might say I want five – all authorities to different things and, but
139 yeah, so Harry might say on this site I want 5% therefore there's like a 100 trenches or
140 something like that. And then you would do your evaluation trenches which... It would be
141 good if we could get a report on this. But I don't know so where's the geophysical survey, I
142 don't know where, if there isn't a valuation report. But that would be littered in linear
143 trenches an anatomical survey...

144 INTERVIEWER: So now you're looking at the events that you've selected in this area and
145 geophysical survey?

146

147 RESPONDENT: Yeah, and then I would find the source. So if somebody's asked for 50%, all
148 this is phase one which is 50%.

149 INTERVIEWER: Going to library link for photos?

150 RESPONDENT: No, the report.

151 INTERVIEWER: Oh right.

152 RESPONDENT: Will be in here. I want to see an evaluation. Where is it?

153 INTERVIEWER: It's just gone, yeah, gone behind...

154 RESPONDENT: Is it coming up? Is library link not working?

155 Oh, well, anyway because my library link's not working at the minute. So this would
156 be just covered in trenches, usually just the width of a digger perhaps. Open them up and
157 then have a look. And if something spectacular came up we might ask for further excavation,
158 like excavate a whole area. I mean this is a Roman man or British settlement actually. Harry
159 will be better to explain what they had done on this site.

160 INTERVIEWER: Yeah.

161 RESPONDENT: Oh, so it is opening there.

162 INTERVIEWER: Oh here we go.

163 RESPONDENT: So there's some...

164 INTERVIEWER: And one of them is a lovely map.

165 RESPONDENT: So that's just showing you which areas had the geophys and there's this
166 height line drawn in. Now I'm assuming if this is the only plan we've got, I'm assuming that –
167 see all those other features aren't showing up on here.

168 INTERVIEWER: Hang on, just at the bottom right-hand corner there's GSB is that the name of
169 the...?

170 RESPONDENT: That is the company that did it. It'll be – I can't remember what they're called
171 actually, Prospection GSB, GSB Prospection... Oh, hang on.

172 INTERVIEWER: You can zoom right in, can't you.

173 RESPONDENT: Yeah, so there's something, some funny lines here.

174 INTERVIEWER: So do you do you spend a lot of time, sort of, going through, lots of just
175 double-checking on the thing...

176 RESPONDENT: No.

177 INTERVIEWER: ...or... Is this sort of something that...?

178 RESPONDENT: Well, I'm just explaining what the process is for the archaeological side of it.
179 The watching briefs, okay, the watching brief would be if I did, on a different site because this
180 is an example where you would go straight to the trenching. But if there was a site that had
181 some buildings on it, for example, I might ask for an assessment first and if they confirmed
182 that there was a building on it and it had a basement in that research stage, then I might say,
183 'Well, probably archaeology's going to be gone but let's have a watching brief,' i.e. let's have
184 an archaeologist stand there while they dig out whatever they're digging out. And the
185 archaeologist can just double-check that something doesn't come up. And that happens a
186 lot because it's a lot cheaper and on sites where you're probably not going to find anything
187 but just in case.

188 INTERVIEWER: So there's... Would you say that putting somebody there is – you say it
189 happens a lot because it's cheaper but is it...?

190 RESPONDENT: But it's not because it's cheaper, but it's because, say, from one of these, for
191 example, I've suggested a watching brief for this one.

192 INTERVIEWER: Yeah.

193 RESPONDENT: Harry hasn't not approved it or disapproved it yet but conversion not
194 immersions. Probably because it's in the middle of an historic village, as I say I need to
195 double-check this one. But if someone was going to build a big extension or one house say,
196 in their back garden or something like that and it was an area where it may or may not have
197 archaeology, it's a bit uncertain. We're not going to ask for a desk-based assessment just for
198 that one thing but we might say, 'Well because it's in the middle of a medieval village, or
199 because it's in an area where Roman burials pop up all the time,' say it was on the mount or
200 something, 'then we want someone just to stand there and record what is in the ground.'
201 And if it's negative, if there's nothing there that's still information for us because we can say,
202 'Well we've checked that part of the land and it was blank,' this is particularly relevant in
203 Newcastle when you're looking for Hadrian's Wall. So any works where there looking at
204 sewers or electricity cables and whatnot in a certain street in Newcastle, even where it's

205 totally urban, they're not going down very deep, all of that stuff, you think you wouldn't find
206 anything. If it's on the line of Hadrian's Wall we always have someone standing there
207 monitoring it because at certain parts of the city you know it doesn't follow the modern
208 road, it jinks around a little bit. And any evidence negative or otherwise, is important and it
209 gets reported.

210 INTERVIEWER: So, if you were in York, I mean you've said before now that put a spade in
211 York and you find something...

212 RESPONDENT: Well... not always.

213 INTERVIEWER: Not always sometimes do you find that it's unexpected?

214 RESPONDENT: Probably but you're best to ask Harry about that because I don't really follow-
215 up [unclear – 0:14:09.3], so my role getting back to... So that was the other side because it
216 was kind of explaining what was what.

217 INTERVIEWER: Thank you, yeah.

218 RESPONDENT: So I wouldn't... I would check these planning applications, decide which ones
219 may or may not need someone to have a little look. Mostly they're watching briefs or if it's a
220 big site there might be an evaluation. And then there's a sort of admin process where I'll
221 write a comment about why it needs a watching brief, so it's in the...

222 INTERVIEWER: While you're making that decision is that when you're consulting the...

223 RESPONDENT: So I'm using a bit of knowledge just from experience that I've got, that I've
224 checked this, I check the HER first just to see if there was anything there, you know, but if it's
225 in an area of archaeological importance, you know, there's probably going to be a watching
226 brief. That kind of thing, you sort of, you learn where and if it's along the Mount, you know,
227 there's Roman – you know? You get to know where there is arch... But I would check the
228 HER...well, I would literally just check it like that. I would go to the, I would go to the address.
229 Let's have a look. The thing is you've got to work out where they are. So I use, because I
230 don't know where every single street is in York, I use the York map thing that I've got save on
231 my computer but not on here. I don't know where it is though.

232 INTERVIEWER: Site map?

233 RESPONDENT: No, Dan? What page is the York Map on?

234 RESPONDENT 2: Intranet.

235 RESPONDENT: Intranet, okay. I'm in the wrong page then.

236 I'm looking on the internet. Here somewhere.

237 RESPONDENT 2: Scroll down.

238 RESPONDENT: Got it. Thanks.

239

240

241 So if you have a look at this, this is basically loads of different ways of stuff. So it's got like,
242 probably got bus routes on and libraries all sorts but if you go – I think it's in, hang on it just
243 takes a couple of seconds to warm up. I think it's in this one. Go away. I think it's still just
244 thinking. But I would look for the address on here usually because I don't know where
245 everywhere is. So we find out where it is, or we go on the planning thing and look at what...

246 INTERVIEWER: The planning website?

247 RESPONDENT: Yeah, because that gives you a map sometimes but this is quite probably
248 useful for you to know, so this has got archaeology – have you seen this?

249 INTERVIEWER: No.

250

251 RESPONDENT: Now, it's not that good because, this is what Harry wants to fill in because
252 events, for example, it's got events on, it's taken the GIS data but none of these polygons
253 have any information linked to them. Which is something I need to try and fix really but it
254 involves a lot of boring work behind the scenes. So it hasn't been done.

255 I think if you go to the planning...well first of all I'm just going to type the numbers here.
256 Seven, four, three, R. So where's that here? [unclear – 0:18:12.4]

257

258 So that's Fulford, Main Street and then it's in there. Right, there is a planning tab on here,
259 just to show you, and if you look on planning constraints as well and you can turn on areas
260 of archaeological importance right, it's not in one of them. It probably is in a conservation
261 area. Yes.

262 INTERVIEWER: That's going over with [unclear – 0:18:41.6] purple shading...

263 RESPONDENT: And it's got a list of buildings in [unclear – 0:18:44.1] like, so you can find that
264 information but without looking at the HER, so, colleagues who don't use the HER like Gill,
265 might look at this. The Conservation Officer would look at this because she doesn't use the
266 HER. She might look at this and check the list of buildings for example, the conservation
267 areas. So, we don't care if it's particularly if it's a listed building, a conservation, so I'm just
268 thinking about breaking ground. So, I find out where it is, so there it is. Find it on here
269 (HBSMR).

270

271 INTERVIEWER: It's a very crowded...

272 RESPONDENT: I know. It's because I've got everything turned on. It's so slow.

273 Just as an aside while it's going on, I'm saying that I'm not interested about the listed
274 building and what not because I'm looking at [unclear – 0:00:32.4] breaking ground, which is

275 true. I'm just thinking about it in archaeology but if they're doing works that will significantly
276 alter a building, if it's a listed building, I'll be asking for building recording. If it's a local listed
277 building, I'll be asking a building recording and if it's [unclear – 0:00:50.7] I'll be asking for
278 building recording and if it's anything, of any significance, I would asks for a recording to be
279 done. ...Fulford Park.

280

281 INTERVIEWER: So if, for the Red Tower, if we were going to make alterations to the building
282 and a recording would have to be issued, I guess. A building recording would have to be
283 done.

284 RESPONDENT: Probably. It's a scheduled monument isn't?

285 INTERVIEWER: It is a scheduled ancient monument, yeah.

286 RESPONDENT: So you'd need that more than anything else.

287

288 So, it's here somewhere isn't? Site number seven. Is it this one? This is where the planning
289 portal thing should come up because I need to know exactly – see, what the outline is. But I
290 think it's number seven. I think it was that one. I'm just going to flick back to this. Oh, it's that
291 one apparently. Right, it's that one.

292 So, this is just a very quick and rough guide. So it's this plot of land here. Two storey
293 and single storey rear extensions. So that's what they're proposing. So I'm just going to turn
294 the monuments on. There's not going to be any monuments. I think that's ridge and furrow.
295 So I've seen something is on there, so I want to know what that is. And it's not that. [unclear
296 – 0:02:18.4] ridge and furrow, as predicted.

297

298 So, okay, ridge and furrow well, ridge and furrow is not going to be there because it's
299 somebody's garden now, presumably. Events. No events. We know there are no scheduled
300 monuments or anything like that. So, okay there's still no clue. And then I might think, 'Well,
301 I'll turn on the first edition plan,' it's just weird using somebody else's computer.

302

303 INTERVIEWER: Is it a bit different on...?

304 RESPONDENT: I think I just added things in and moved things around. Or maybe I haven't
305 actually, I don't know. I don't know, you know, it must be the same mustn't it? I think I just
306 got things in... So I'm looking at the first edition plan and I'm just going to take off, that
307 monument thing, because it's in the way. So it's there. So it's some sort of garden, on the
308 edge of the village.

309

310 INTERVIEWER: I'm just going to say that to my eyes it looks quite fuzzy. But to your eyes that
311 looks... That's just...

312 RESPONDENT: Oh, the map?

313 INTERVIEWER: Yeah, just this section here that we're looking at...

314 RESPONDENT: Oh yeah, I think it's just the shading and I think it's just coloured in, isn't it? It
315 is, no, it is fuzzy. It's not super clear. But basically it's a sort of park isn't it or gardens to
316 Fulford House or something? Where would Fulford House be? That kind of thing on the
317 edge of this village. So, it's probably never been built on until that house arrived but what
318 would you find on that plot of land? You might find something little like a medieval village,
319 you could find ridge and furrow sub-surface, not very exciting. If you're lucky you might find
320 something to do with Romans or prehistoric but would you find them just looking at
321 foundations of a house? Probably not. So it's one of those borderline cases really, we try not
322 to... Because you might say, 'Oh well, let's just have a watching brief,' because you might, we
323 don't know, you might find something. But I'm trying to balance it out because if it's just a
324 homeowner trying to improve their home, you don't want to land them with another bill for
325 £600, £700, £800 in archaeology fees if they're not expecting it. So sometimes it's a bit of a
326 fine line and it just it's like 50/50 sometimes. Shall we, shall we not? So this is one of those
327 ones I might say, if I'm feeling generous, I might say, 'Don't bother,' but then he is doing a
328 two storey building which means he's going to have deeper foundations and a single storey,
329 so it's going to be quite a large area. So... What I would probably do is look a little bit more
330 closely at exactly where that where that house is – I'll just turn that off again. So it's there
331 isn't it? That one.

332 INTERVIEWER: It's the higher one.

333 RESPONDENT: The top one? I thought it was the middle one.

334 INTERVIEWER: No, not the top one.

335 RESPONDENT: It's the middle one there.

336 INTERVIEWER: Yeah.

337 RESPONDENT: So it's there and that's probably the back line of the village, the toft line or the
338 croft line, whatever it's called. So it's probably just outside the village but in the agricultural
339 line.

340 It's a bit of a tough call that one.

341 INTERVIEWER: It is yeah.

342 So you'd have to look – from what you've said it sounds like you'd have to make a
343 decision...

344 RESPONDENT: Yeah you would.

345 INTERVIEWER: ...on lots of different...

346 RESPONDENT: Yes. Yeah.

347 INTERVIEWER: And it can be bits of information including exactly what it was, where it was...

348 RESPONDENT: Exactly, yeah.

349 INTERVIEWER: And so you yeah...

350 RESPONDENT: So it's not a cut and dried one that one. It could just go – I think before I
351 started helping Harry that one would just definitely go unnoticed. There would be no action
352 taken because I think Harry's just concentrating on ones that were in areas of archaeological
353 importance or big excavations and things like that. So, that one would probably just go
354 unnoticed. Since I've been helping him, we've asked for more that are like that but now I'm
355 deciding maybe we should try and stop punishing people so...

356 INTERVIEWER: That's really interesting.

357 RESPONDENT: So we might let that one go. But yeah, you've got to weigh up everything,
358 how deep are they going, what are they doing, where is it, what might it impact upon?

359 INTERVIEWER: And you're using several different maps.

360 RESPONDENT: Yeah but generally it's just a bit of knowledge, common-sense, modern maps.
361 I do use the First Edition map and then the HER data. And then I'll write some comments to
362 the planner to say this is what we want. And these are conditions, so, these ones for example,
363 if I've said I wanted a watching brief on this one, it doesn't mean they're not going to get
364 planning permission. They'll be granted planning permission on the condition that they have
365 this watching brief while it's... And if they don't do it there's nothing we can do about it,
366 which is annoying.

367 INTERVIEWER: So, I'm just trying to think if you got like a really good example of when
368 you've done a listed – you've had a listed building application through and you didn't think
369 there was going to be anything there but then you sent a watching brief in.

370 RESPONDENT: Yeah. No, you'll have to ask Harry because... So, my role – I do this, send off
371 the comments, I might write a brief for people if they've asked for one but then everything is
372 still going through Harry because Harry's job is not my job. So, they would contact him and
373 he would find out really. When the report comes in, then I turn back and do a bit more the
374 HER role and we have a system there, Harry will dump the reports in a folder for me to get
375 [unclear – 0:08:26.6] Harry will put the reports in a folder and then I will process them on the
376 HER, by that I mean, I will add them on as a source, create a source record, create an event
377 record, do all that HER jazz and try and keep that up-to-date. But as an addition to what's
378 been going on before, because [unclear – 0:08:44.7] Virley who was helping Harry out
379 doing... I think [unclear – 0:08:47.7] Cheryll was looking at these lists but because she hasn't
380 got any archaeological background she was just checking if it was an AAI or something like
381 that. Or when she's putting things on the HER, she creating a source and an event but I look
382 through the report and if there's any extra information I can enhance, then I'm doing that. If

383 there's any extra information, if they've found something, I'm adding it on as a monument,
384 where I don't think that was happening before. I'm doing a bit more of the enhancement.

385 INTERVIEWER: Okay.

386 RESPONDENT: I'm just trying to think of what else... It's a bit complicated trying to think of all
387 the things...

388 That's it in a nutshell.

389 INTERVIEWER: Yeah.

390 I've grasped – it does...

391 RESPONDENT: I don't think Harry was asking for much building recording because the
392 Conservation Office and Dan, who deal with the building aspect, I think they ask for building
393 recording where they deem it necessary. But a building recording by an architect is not the
394 same as an archaeological reading recording which is I've asked him for, which is what
395 Historic England have different levels – have you seen those kinds of report? I mean I'll send
396 you examples of all the reports, if it's helpful. There are different levels ranging from, you
397 know a bit of research and a few snaps to a full-blown] photogramic survey and sketches,
398 phase plans all that sort of thing and...

399 INTERVIEWER: Sorry, but that's an archaeological report?

400 RESPONDENT: Archaeological building recording of historic buildings assessments, whatever
401 and it's essentially somebody photographically recording the building before it's altered but
402 it's also doing a bit more background research and looking at things in the building and
403 taking photographs with, you know, some sort scale in them and things like that, that often
404 the architects don't do, or they don't look for the same things. Or we might ask for an
405 archaeologist to be on site while the work's being done in a building. So they're not digging
406 any holes but there is an example, I think Dan was doing it, where they'd found... They were
407 going to do something and they were going to take out the chimney stack, something like
408 that on this building and I said well I think we need somebody to watch that because who
409 knows what's going to be under there. There could be a medieval fireplace in there, you
410 know? I mean, the buildings in York have so complicated a history, somewhere on
411 Micklegate, something like that. You know, you've got medieval buildings within Georgian
412 buildings and things.

413 I think it's important to – again, since I've started helping Harry we're asking for more
414 of that kind of work because I think Harry was just overwhelmed before and had too much
415 going on.

416 INTERVIEWER: That's really interesting. The differences between archaeological building
417 recording and architectural...

418 RESPONDENT: Yeah, well...

419 INTERVIEWER: That's, that's... Yeah.

420 RESPONDENT:...there is a difference, there is a difference. But I'll dig out some examples.

421 INTERVIEWER: That would be really helpful.

422 RESPONDENT: Maybe I can have a think about some sites where we've done, you know, like
423 Clifton and things where they've done a series of evaluations.

424 INTERVIEWER: Yeah, and desk-based analysis.

425 RESPONDENT: Desk-based assessment.

426 INTERVIEWER: Yeah, assessment, sorry is...

427 RESPONDENT: I miss doing them. They're quite nice to do ...

428 INTERVIEWER: Why do you say that?

429 RESPONDENT: Because I don't get to do them anymore and I used to like doing them.

430 INTERVIEWER: Oh right.

431 RESPONDENT: Yeah, because it's interesting because, you know, every site is different and
432 you get to do a bit of research and... I just like it.

433 INTERVIEWER: Do you collect in those... So you're going through the archives and do you
434 collect maps and photos?

435 RESPONDENT: Yeah.

436 INTERVIEWER: All sorts of...

437 RESPONDENT: I would look for photos and maps and if was an urban thing I would look
438 through Trade Directories and that sort of thing, just to put a bit more in there. But you're
439 not looking at, you know, historical documents from 1509 or anything like that. It's not
440 academic research like that. Mostly you just want to see what was it like in the past as best
441 you can and make your decision or to inform the archaeological- the County Council more
442 about what they might do with it, to inform the management essentially.

443 INTERVIEWER: So there's lots...

444 RESPONDENT: I was going to show you the on here... So, once I've decided what's going to
445 happen, there's a consultations - have you seen this?

446 INTERVIEWER: I have not seen that, no.

447 RESPONDENT: This is where all the archaeological works is logged, basically. So here's one
448 and, okay you've got that - so this is one I did last week. So, basically you would have put it
449 on list like this, same sort of thing, and I filled it in. So there's the planning reference and
450 what not, they want to put four houses on and reconfigure an existing house. There's four
451 tabs on this. So that's the front page, the headlines. If there's any monuments on that HER
452 that's touching it, or like important to it, I'll put it in here - but there isn't. Consultation stage,
453 well this is probably stage one.

454 Oh God, what it is doing here?

455 So this is stage one and I'm saying it's a planning recommendation, it's a condition –
456 because sometimes if it's a really important site, like, well you know there's going to be
457 something archaeological-wise you will ask for it to be predetermination. So, instead of them
458 getting the planning consent and then having to do this as an after-thought, you cannot
459 have planning consent unless you do the archaeology first because if it's in an area I'm trying
460 to think where would be... I think, actually, you know round the cinema on Blossom Street,
461 there's been a couple around there recently where people have asked...

462 INTERVIEWER: The Reels?

463 RESPONDENT: The Reel Cinema.

464 INTERVIEWER: Yeah.

465 RESPONDENT: People have come and asked, before an application's been submitted
466 sometimes people ask for advice, it is called pre-app and it's where, you know, they'll say
467 we're thinking about putting in an application in for this site, what will the constraints be?
468 What will I come up against? And so we've said straightaway there are Roman burials all over
469 the shop . So, we need you to do some of these trenches before you even put in an
470 application. So what we want them to do – it's a bit of a risk because they've got to cough up
471 and pay for the archaeology before they've even got any planning consent. So they do the
472 archaeology, hoping they're going to get the planning consent. They submit the
473 archaeological report with the planning application and then we can see, alright, yes, he's
474 found X – well this is how we're going to mitigate it by moving the building just away from
475 that or putting pile foundations in or, you know? So we're not going to say, more likely than
476 not, we'll not say you cannot have your building there. We've had a heads-up about it, we've
477 told we're doing an evaluation but it's just now we know what's there, we've got a much
478 better idea of what's there, so we need to do some mitigation.

479 Oh, here it is, so this is a watching brief, which we call condition two. And this is just
480 the kind of notes I would have sent to the planner. So it's along a Roman road, basically it
481 means there may have been burials or what not. And I'll just jump to the map... And this is...

482 INTERVIEWER: Oh right...

483 RESPONDENT: ...just the stage...

484 INTERVIEWER: ...I see you've just...

485 RESPONDENT: ...after.

486 INTERVIEWER: Yeah.

487 RESPONDENT: So once I've confirmed with Harry that that's the right approach, a watching
488 brief in this instance, I'd make the new – they're called CYO consultations. I'd make the
489 consultation and then I'd draw it on here.

490 Now it's got two numbers. 639 is the one I've just showed you, but 431 is just an old one. So
491 if I go in groups, basically, they've submitted this before. And it's got a different plan – it's
492 the same site, same proposal but they've submitted it some time ago and nothing ever
493 happened with it. It logged then and, so this is the old one. It had been logged in the past in
494 March it was logged but nothing ever happened and it's come forward again and because
495 it's got a different planning number I've put it in again as a different application. But that's all
496 that on it is see? But it's for the same site.

497 And so just to...so when I looked at this one off the list, the logic would have been – so
498 imagine we've just looked at this – this is probably the way round I should have done it
499 before. So, if we'd looked at this as a site boundary, and they'd said they want to build four
500 houses, so I'm looking at that. Okay, there's nothing there's no monuments touching it. I
501 don't think... There are no events. I think that event I think is an earlier photograph.

502 INTERVIEWER: You've got probably,] from my experience – is it when you've opened too
503 many...

504 RESPONDENT: Oh.

505 INTERVIEWER: Too many windows and then it just, sort of, goes a bit slow, more slowly?

506

507 RESPONDENT: Oh there's some – settlement occupational debris up there apparently.
508 Anyway, there's a bit of stuff going on and I would have checked on this to see what's on
509 there, probably nothing. Nothing. But because – sorry do you want to put that back on?

510 INTERVIEWER: Yeah, I'll try.

511 RESPONDENT: Let's us put it back on.

512 But because it's because they want to build four houses on a site that hasn't been
513 built on, next to a Roman road we've asked for a watching brief. So we haven't asked for a
514 dig because the chances are you're never going to come up against anything spectacular,
515 but we want somebody to watch while they dig out the foundations.

516 INTERVIEWER: I think I'm with you.

517 I think I'm getting a sort of an idea of how the process...

518 RESPONDENT: The planning side of it.

519 INTERVIEWER: And it can go in different directions.

520 RESPONDENT: Yes.

521 And that is how – so the reports have come from the planning side that is where a lot
522 of the information comes from that makes up the HER, because I mean the events, sources
523 and then monuments as well potentially.

524 INTERVIEWER: So, going back to my initial kind of crazy [unclear – 0:19:26.4] my initial....idea
525 about how HER could be used in a more community-based planning, sort of, workshop type
526 thing.

527 I mean, from my lack of experience of using the HER, it is a bit of a confusing process that
528 you do.

529 RESPONDENT: When you say community planning, I mean, because they wouldn't be doing
530 that...

531 INTERVIEWER: No.

532 RESPONDENT: ...they wouldn't decide do I need any archaeology? Do you mean like what do
533 you mean?

534 INTERVIEWER: Well I'm exploring the idea of maybe using a map that has information...

535 RESPONDENT: The HER information?

536 INTERVIEWER: Yeah. The HER information as a way of discussing with groups what they
537 would want to do in that area.

538 RESPONDENT: So like where they might want to put stuff?

539 INTERVIEWER: Yeah.

540 RESPONDENT: Well, you see, I can't see how a lot of that information is going to be relevant.

541 INTERVIEWER: Okay.

542 RESPONDENT: It depends where, doesn't it? But if you just look at that snapshot there for
543 example, there would be nothing on there that would help them, would it? Mm.

544 INTERVIEWER: I guess...

545 RESPONDENT: It's more like... Sorry, I'm just trying to follow something through in my head.
546 In archaeology terms, unless you're next to some sort of super-duper known site that would
547 be a sure-stop of building something new, I can't see how any other archaeological
548 information might be that useful to you.

549 INTERVIEWER: Okay.

550 RESPONDENT: If it's an upstanding monument, yes. Or if it's... Maybe if it's a track or a lane or
551 something that's historic in nature, you might not know it but if you did some research, or
552 looked at some old maps, it might be a medieval lane out of a village or something, I can see
553 how that might be useful. But I think something more like the character statements would be
554 more informative because they would highlight something like that lane I've just mentioned,
555 or I don't know, it might highlight the significance of some open fields at the bottom of a
556 village or something that kept the medieval form or something like that. I don't know, I'm
557 just talking, making it all up now.

- 558 INTERVIEWER: No, no, no, don't be silly – this is...
- 559 RESPONDENT: I'm just thinking off the top of my head, I don't know, but archaeology is a
560 bit... I mean, were you thinking archaeology or where you thinking something else? I mean
561 where...
- 562 INTERVIEWER: I guess I was... Because I haven't got the everyday knowledge of the use of the
563 HER, I guess for me it seemed it's a bit mysterious.
- 564 RESPONDENT: Right.
- 565 INTERVIEWER: But I wanted to understand it more about the process that you've just shown
566 me and...
- 567 RESPONDENT: I'm just trying to think... Have you got anywhere in mind that you were
568 thinking of?
- 569 INTERVIEWER: The Red Tower area is supposed to be....
- 570 RESPONDENT: Where's that?
- 571 INTERVIEWER: ...a case study. So that's Foss Island Road which is...
- 572 RESPONDENT: It's down here...
- 573 INTERVIEWER: ...close to the....
- 574 RESPONDENT: ...there, Foss Island.
- 575 INTERVIEWER: Yeah.
- 576 RESPONDENT: It's down somewhere.
- 577 INTERVIEWER: So, it's up here.
- 578 RESPONDENT: Oh.
- 579 INTERVIEWER: Hang on, no it's here.
- 580 RESPONDENT: Yeah.
- 581 INTERVIEWER: It's where...
- 582 RESPONDENT: [unclear – 0:04:05.2]
- 583 INTERVIEWER: ...that's where it is.
- 584
- 585 RESPONDENT: Let's find that Tower.
- 586 I still haven't been in, I need to come down. So I want to go and see Walmgate Bar as
587 well whatever they've been doing there.
- 588 So is that, where is it?

589 INTERVIEWER: It is is that it? That can't be it.

590 RESPONDENT: No. Is that it?

591 INTERVIEWER: It must be this...

592 RESPONDENT: Is that it?

593 INTERVIEWER: ...area. It should be...

594 RESPONDENT: Red Tower, yeah. It's small isn't it?

595 INTERVIEWER: Yeah.

596 I guess because... Yeah that is definitely it...

597 RESPONDENT: But when you're saying about in – not in a neighbourhood plan way but in a
598 planning way...

599 INTERVIEWER: Yeah.

600 RESPONDENT: I mean what can you do round there? You can't really...

601 INTERVIEWER: Because it's in a...

602 RESPONDENT: I'm just trying to think what you might be asking it.

603 INTERVIEWER: Because this is specifically for going in underground, basically, would you say?

604 RESPONDENT: Not necessarily but I'm just wondering what you're trying to ask it to do. Like
605 when you were saying about in planning terms before, I was thinking about an outlying
606 village that might think, 'Well, they won't,' you know, there's been a proposal for housing on
607 the east edge of the village, this is neighbourhood planning isn't it? We might think it's best
608 on the west end of the village, can we use this for some evidence. That's what I'm thinking.

609 INTERVIEWER: Right, yeah.

610 RESPONDENT: Somewhere like the Red Tower, you're not talking about any development like
611 that are you?

612 INTERVIEWER: No.

613 RESPONDENT: You're talking about one building and you wouldn't use – if you wanted to
614 change that building, forget about SMC and all that, like. If you just wanted to change that
615 building you wouldn't need to look at the HER to do that, you would just do that through
616 planning, wouldn't you?

617 INTERVIEWER: But if you were going to use it for neighbourhood planning, it might mean...

618 RESPONDENT: Yeah. I think so, you would use it for neighbourhood planning.

619 INTERVIEWER: Yeah.

620 RESPONDENT: Definitely and the character areas, that kind of thing. So that's what it looks
621 like if you turn on things on the HER.

622 INTERVIEWER: This is interesting, that playground is actually over here.

623

624 RESPONDENT: I think they're a bit out of date, some of them.

625 INTERVIEWER: They do have two benches at the end.

626 RESPONDENT: Because I was looking at one the other day from [unclear – 0:06:40.7] and the
627 school's moved sites. So that's what you would see if you were looking at the HER with its
628 listed buildings, city walls, scheduled monument... I mean it's so inaccurate, that red... I guess
629 that is supposed to be the Red Tower.

630 INTERVIEWER: That's their NYO.

631 RESPONDENT: Oh, no it's not, it is debris.

632 INTERVIEWER: No, it's the old one.

633 RESPONDENT: Oh.

634 INTERVIEWER: It's the City Walls.

635 RESPONDENT: Oh right, okay.

636 INTERVIEWER: It's the general. I did put an image on that library link. Okay. This is why it is
637 very useful to talk to you when I've got these ideas that I want to try and work through but
638 without actually knowing how...

639

640 RESPONDENT: I mean people – opening the HER up to people, to the public, is... Well it's
641 useful for people who are trying to write those desk-based assessments and things, although
642 Heritage Gateway for example, you would not use Heritage Gateway if you were doing a
643 desk-based assessment. If you do, you should be shot because you need to be accessing the
644 up-to-date full version and you should be coming through the Council and paying for it.

645 INTERVIEWER: Yeah.

646 RESPONDENT: So, you still probably would end up paying for it and speaking to Harry if you
647 were working for a developer. But, if you were just interested in the Red Tower, or if you lived
648 around this area, you might come on here and just go, 'I didn't know that about the Red
649 Tower, or that...'

650 INTERVIEWER: As an educational...

651 RESPONDENT: Yeah. Not as a planning thing, but just generally about the area, yes it's
652 educational.

653 INTERVIEWER: Would you say going back to your characterisation area and project, would
654 you say that is more for the educational or for the planning, or does it – can it do both? And
655 I might have asked this question before.

656 RESPONDENT: It was supposed to be able to do both. I never bought-in to that, from day
657 one, I said I didn't think it was possible. And it is possible to an extent in that if you just want
658 to look at a glance from a planning perspective, particularly neighbourhood planning and
659 things like that, it does probably work. If you just want to look and see generally what you
660 might need to look for, then it kind of does work and it does definitely work on the public
661 educational side. It's just the level of detail that you might need to make a proper, informed
662 decision. You couldn't rely on that. I think at first I was a bit thinking it had to be that
663 detailed, it had to be useful for a planner. Whereas, I have actually found it more and more
664 useful as a planning guide, more recently, I've just looked at – I'm doing the greenbelt
665 appraisal for example and some of the sites where it just comes into some of my character
666 areas, I've been looking at my character statements and going right key-views, that, that,
667 that... You know? General feel is that and it just is good for the general feel like that, rather
668 than all the nitty-gritty detail.

669 So, I suppose I've proved myself wrong. I thought it wouldn't work on both levels. It
670 kind of does, if you're just need a quick, 'What should I be looking out for?' Neighbourhood
671 planning, saying it would be, 'These are the things you should take into consideration, X, Y,
672 Z,' and then you need to go away and formulate something more solid around that.

673 INTERVIEWER: Yes, that's interesting.

674 So can I ask you to maybe send me an example of the desk-based assessment.

675 RESPONDENT: I will go and look, yes.

676 INTERVIEWER: And, maybe an example of a watching brief?

677 RESPONDENT: Yeah, I might try and think of – find the site because the session...

678 INTERVIEWER: Yeah. And I would be interested also about the building recordings.

679 RESPONDENT: Yeah. I'll just send you everything. Planning, all planning type and examples of
680 everything.

681 INTERVIEWER: And that will give me a lot to go on and I've got a meeting with Harry next
682 week, so...

683 RESPONDENT: It will. You don't get to sit down at the planning though do you, is that the
684 direction you were thinking of?

685 INTERVIEWER: Well, it is and isn't because the HER is between that education...

686 RESPONDENT: It's a planning tool.

687 INTERVIEWER: ...and it's a planning tool. You see it...

688 RESPONDENT: I see it as a planning tool.

689 INTERVIEWER: Right okay.

690 RESPONDENT: But that's because all the HERs I've had dealings with, that's how I've used
691 them.

692 INTERVIEWER: Yeah.

693 RESPONDENT: As a developer, as an archaeologist. Now the Newcastle HER, the York HER,
694 the Durham and Northumberland all have a public website side that's about six months out-
695 of-date and is a slimmed down educational tool version and they're all different. And there is
696 a benefit in using that as well, just is an out-reach thing but I never use that side of it
697 because I'm using the... I have to look at everything and make the decisions, so... I sometimes
698 don't see it in that way but trying to do something like Know your Place where you've got
699 everything in one, just with switching layers on and off and things, that would be good I can
700 see the benefit of that.

701 And this idea of people being able to write on their own stuff, I like that idea as well. I
702 think when we've talked about this Heroes thing at the conference last week, they were
703 saying there was three levels, you know, someone might put something on about, I don't
704 know... I think the example was of somebody put something on about dog poo on the grass
705 or something like that. Somebody might put something on about that they met their wife at
706 a certain place and somebody might put on like an historical fact about something. And they
707 were saying, like, there would be three levels and historical facts might go into the proper
708 HER – once it's been screened it would make it into the proper HER, maybe the bit about
709 meeting the wife would go that community level, so it wouldn't come up when a developer
710 was searching. And then the thing about the dog poo would, sort of, get chopped, you
711 know, like?

712 INTERVIEWER: You mean filtered?

713 RESPONDENT: Exactly.

714 INTERVIEWER: If that's the word.

715 RESPONDENT: Yeah.

716 INTERVIEWER: Brilliant, that's really interesting. I'm sorry that I couldn't find this [unclear –
717 0:13:29.6]

718 RESPONDENT: Oh, it's alright.

719 INTERVIEWER: [unclear – 0:13:31.1] I did have the resource for it and it is kind of well it's at
720 sort of the height of crazy to go I guess.

721 RESPONDENT: It sounds pretty cool.

722 INTERVIEWER: Yeah, and I mean, just looking at the result for the [unclear – 0:13:48.5] Boston
723 video that doesn't actually bring up the Boston video. They have got some useful maps
724 wherever they are.

725 RESPONDENT: Has Harry mentioned the deposit modelling thing?

726 INTERVIEWER: No.

727 RESPONDENT: That's another bid we're trying to put in money for but I think some work's
728 been done on it already but essentially the idea is that we want to have a map over the city
729 centre basically, which shows the depths of the different deposits because the archaeology in
730 York is so complex. So you can have like Roman deposits, you know, nine metres down.

731 INTERVIEWER: So it's... I have heard of it.

732 RESPONDENT: Yes.

733 INTERVIEWER: Yes, I have heard of it.

734 RESPONDENT: Then you'd have your medieval deposits are between three and two meters,
735 or whatever... They're like a map over the city so you could...

736 INTERVIEWER: How would you – what position would you be looking at it from because
737 obviously with the HER you'd be a bird's-eye-view.

738 RESPONDENT: I don't know. There is some data on the HER already but, so it will just be in
739 2D. I never – I'm not actually sure...

740 INTERVIEWER: [unclear – 0:14:51.2]

741 RESPONDENT: Can you see anything? Strat– yeah it's one of these. I don't usually use it but
742 sometimes it will come up on one of the informations or something. How would I use it?
743 [unclear – 0:15:11.3] it's quite complicated, I don't know how it works exactly. Well that's
744 worked well. Total two minutes.

745

746 Well there is some point data on there and you just click on the point and it'll say, like
747 it said there, rolling cuts and ditches at five meters or whatever.

748 INTERVIEWER: You want to be able to...

749 RESPONDENT: Well ideally it would be nice to have a map that you could just ... I don't know
750 how he's expecting it to look but, see you could maybe turn on a layer and show you Roman
751 deposit depths or something.

752 INTERVIEWER: And you'd find that useful in a in what context would you find that useful?

753 RESPONDENT: Well, if you were going to – so if you wanted to build a new, I don't know,
754 apartments or something, I mean this is all a bit fuzzy because we're talking about the city
755 centre and there's not going to be a massive scale development like that maybe, but on, I

756 don't know, like Coney Street or something like that, if you wanted to put something huge in
757 there you would like, it would just be useful. You could say, 'Well, you can't go past six
758 meters because then you're hitting the Roman stuff, or...' That kind of thing, I mean that's a
759 really bad example actually but it would just give you more information rather than having to
760 seek that information again. I mean there is some...the Arup study did do some deposit
761 modelling but it's literally like on paper in the [unclear – 0:17:00.8] Arup study review and it
762 was based on digs and things that were done in the 70s and 80s I guess. And just the data
763 that was gathered from that, like what depth would you find medieval there, what depth did
764 you find Roman there, and they're trying to build-up. Essentially, you can build up a
765 topography map of the city as it was in Roman times, as it was in medieval times. I think if
766 you look in the Arup Study, there is maps at the back that show you it's just very small tiny
767 bits of the city where they've done this topology thing.

768 INTERVIEWER: Yeah. Is that the Arup Studies online...

769 RESPONDENT: Topography, sorry. So you can basically you can do a topographic survey of
770 what the city was like in Roman times, medieval times, whatever, and that can inform you on
771 a lot of different things because you might say, 'Oh right, yeah well the river covered that
772 part of the land at that time, or it was much higher then, so you would have been able to see
773 this, or,' you know? A whole variety of things.

774 INTERVIEWER: Okay.

775 RESPONDENT: And if you say, 'Well the ground level was at X in medieval times but now it's
776 been chopped right down,' then you can surmise that perhaps the medieval archaeology has
777 been taken away and the land's been lowered, you know? That kind of thing. It is useful.

778 INTERVIEWER: It sounds like it's going to be a big putting all that information together will
779 be a right – I'd imagine it would be quite a big job.

780 RESPONDENT: It is a huge job which is why it needs money and things.

781 I'm just thinking about – there was a site that Harry was talking about the other day...
782 Why is this not working?

783 INTERVIEWER: I'm just going to stop this thing because it's been going on for about an hour.

784 RESPONDENT: Oh sorry, sorry.

785 RESPONDENT: Just, just out of interest...

786 INTERVIEWER: Yeah.

787 RESPONDENT: ...really.

788 So it's the site of the old fire station and I've got a report. So, they've just done some
789 evaluation on it and some bore holes, they've been putting bore holes in and doing some
790 trenches and bore holes and – that's not what I want... And so the bore holes data I've just

791 put them on, so where is it? Ah do you think... So I've been doing bore hole data stuff and
792 there's the sort of – if it's working. So the bore hole tells you the depth of different deposits.

793

794 INTERVIEWER: Cool, okay. So this is library link?

795 RESPONDENT: This is a library link. This is a case that I made earlier. And this is quite
796 interesting because, so Harry's asked them to do all of these bore holes and evaluations and
797 things. I'll just find the picture I'm looking for.

798 And I think they need to finish it off but they're talking now about moving the about moving
799 is it the garage is it or something? Or having the garages substrata rather than like on the
800 top and they've talked about having them half sunken in, which is slightly changed the goal
801 posts.

802 They're just pictures of the trenches. There was a nice graphic... So that's the positions
803 of the trenches and bore holes. And there are some sections and things. This is what you get
804 in like a standard report but it was this I was going to show you. So these are five bore holes
805 and you see there, it's got like meters below ground level. It doesn't tell you a lot on there
806 but this was quite cool. So, they've managed to, using that bore hole data – so there's you're
807 bore holes one, two, three, four, five. So using the depth they've managed to plot the
808 medieval layer, medieval builder, then the natural...

809 INTERVIEWER: And that's just really... And that's a useful...

810 RESPONDENT: Yeah, that is useful, so...

811 INTERVIEWER: It's not a – is it a diagram would you say? What would you describe it as?

812 RESPONDENT: A graph? A plot? I'm not sure.

813 INTERVIEWER: Because it is also yeah it's numerical... Yeah, it's an interesting one.

814 RESPONDENT: So, but it just shows you that you know that the depth of the medieval across
815 the site is roughly between eight and ten... Hang on a minute. Yeah, sorry it's a bit hard to
816 read this but it's like one to two meters to four meters down, there's a few spikes and things
817 and interesting little bumps.

818 But that's the kind of data you could get.

819 INTERVIEWER: I like that. It's an earth map.

820 RESPONDENT: They've put in this extra of – you might not get this extra information with an
821 evaluation. This is the kind of thing you might get with the – an assessment. So in the HER
822 terms, for this site, I've put on the event, I've put on the source and then I read through this
823 report and, you know, I've seen this picture. Now this is linked to – there's a monument
824 record already for the fire station and this old church which was on the site of the fire station.
825 You'd put in any information about Trinity Chapel into that monument as well.

826 INTERVIEWER: And this additional information just – I mean how would that work in the next
827 steps that you would be going forward with. How would they assist, or would you just...?

828 RESPONDENT: What, that bore hole picture?

829 INTERVIEWER: Yeah.

830 RESPONDENT: So, for that site – I'm just trying to think – because I just looked at this the
831 other week and I've just got a terrible memory. I'll just put it back on because I've got so
832 that... Right, demolition buildings so, that's for part one, two and three on this one, which
833 means, so it's in the centre of archaeological importance. That's why it's important, Friary,
834 near the castle, so we looked at the HER and there's all this other stuff that has gone on. So
835 you know there's going to be stuff there. Now Harry asked for an evaluation which took
836 place then. We've done five of the twelve we wanted. So we've asked for R1 which is that we
837 want this evaluation to go ahead. Basically, we want them to finish the bore holes and then
838 R2's the watching briefs, so even though they've done all that bore hole stuff, it's such an
839 important site we still want someone to be there while they do the rest. R3, we don't use this
840 one very often but this is where we would want them to make sure that 95% of the deposits
841 are protected. So they'd have to do that by piling or placing buildings in the right place. So
842 this is – we've asked for the full-wack on this site. It's still just a condition – so we're not
843 saying you can't do it. Remember the site's been built on by a chapel and fire station and
844 houses. So it's – the top layers are pretty roughed-up but we know that down underneath
845 there is protected medieval archaeology.

846 INTERVIEWER: Yeah.

847 RESPONDENT: So we're asking for quite a lot. So those results from that first load of work
848 and the results from the next lot when they finish it, will help inform this number three where
849 – how will we protect that?

850 INTERVIEWER: Okay.

851 RESPONDENT: Because if we didn't know, if we did have any information just if we thought,
852 'Oh well there's bound to be something under there,' how would we know how to protect it?
853 So that's why...

854 INTERVIEWER: Okay.

855 RESPONDENT: I hope that's clear-ish?

856 INTERVIEWER: Yeah, no it is.

857 RESPONDENT: I'm not very good at explaining things and I've never had to explain any of
858 this before, so...

859 INTERVIEWER: No, well and I've never actually had it explained to me before so it's a new
860 one for both of us. But I feel like that's...

861 I know – archaeology – I've had an archaeological lesson today.

862 RESPONDENT: Is that enough for today then?

863 INTERVIEWER: That is absolutely, yeah, I'm going to stop here...

864 RESPONDENT: I'll try and do some...

865 END OF TRANSCRIPT

866

1 Interview 10: 21-12-15 West Offices HER demo with Harry

2 INTERVIEWER: So...

3 RESPONDENT: Sorry I can't answer that question.

4 INTERVIEWER: Okay. Oh, that's not a good start. I have been interested to know what your
5 usage of the HER is on a day-to-day basis?

6 RESPONDENT: Right. I guess it probably replicates pretty much what Hannah's told you already. I
7 mean I use it less so now that Hannah is here and has taken over the weekly list. But as a
8 logging workflow, so the consultations module allows you to create a record for pretty much
9 anything that we do, if we so desire. In practice, it's used for recording what we do on the local
10 plan, strategic allocations, development, management, planning applications and search
11 requests for information from the HER. So they're the three principal work areas that I use this
12 for.

13 There are other areas that I engage with, which is what you could loosely call
14 enhancement. The actual data that's in here is fairly dirty. There's lots of duplication, there's lots
15 of gaps, there's lots of information for each individual record that is missing, fields that aren't
16 completed. So there are quite a lot of problems with the basic datasets in there. So when I get
17 HER search requests then I tend to use those as a means of tidying up the data that's around
18 those search requests, up to a point. I don't create lots and lots of new monuments, but I will
19 create monuments if they make more sense of the data that is being requested by whoever is
20 requesting the information. So consultation, the consultation module manages workflow, I
21 engage in enhancements which are essentially driven by whatever comes in in the workflow. So
22 it's not a planned process of enhancement, it's a reactive process.

23 They are the sort of main areas that I use it for. I suppose the lesser area, which is more
24 of a user, really, so this tends not to generate information within or additions to the Historic
25 Environment Record, but is where I'm actually interested in finding out about what's gone on in
26 a place, for whatever reason. So I will use this as a source of information for whatever bit of work
27 I'm doing and that bit of work may not generate a record within the Historic Environment
28 Record. I think they are the main areas. And I also use the GIS as way of looking at...well the
29 historic maps are particularly helpful and having the 1852 on here is rather special.

30 INTERVIEWER: Do you mind if I take photos?

31 RESPONDENT: No. No. So that's the first edition counter seals, but we also have the...

32 INTERVIEWER: What do the pink lines...?

33 RESPONDENT: That's the consultations.

34 INTERVIEWER: Right. That's what you've got up on the key?

35 RESPONDENT: That's right. So you can see as you turn things on it gets very...the blue is the
36 monument module. If I turn the events on as well, this is where archaeological pieces of work
37 have taken place in brown, it tends to get pretty busy. The listed building information on here
38 replicates the monument information, so if I switch the monuments off and I switch the events
39 off...

40 INTERVIEWER: I almost wish I could be filming this, the way that it's coming up on the screen.

41 RESPONDENT: If I turn the labels off...what I was particularly interested in was the first edition,
42 well it's not the first edition, it's a 60 inch to a mile...Ordnance Survey 60 inches to one mile plan
43 that was surveyed between 1850 and 1852. So this is the earliest, most accurate map of the city.

44 INTERVIEWER: There is a bit of a lag between when you bring it up and it actually loads, isn't
45 there?

46 RESPONDENT: Yes. But it's not...considering, if I switch the maps off, switch the listed buildings
47 off, it redraws it a bit more quickly. So this is of particular...for me this is particularly useful. This
48 used to just exist as paper records and then a few years ago I had it scanned in as high
49 resolution TIFFs and now it's available...and I've worked with an external consultant and with our
50 IT people, so this is now available both on our website, as a georeferenced dataset and on a
51 third party website as a georeferenced dataset as well.

52 INTERVIEWER: Can you give me an example of when you found this map to be particularly
53 useful in working through either a question that someone has asked you or an application, a
54 planning application?

55 RESPONDENT: Which one to choose? There are so many, really, that's the problem. Because it
56 really provides baseline information about the city. So the Hungate area, if we turn on the
57 events and see what we've got on here... So not all of the Hungate excavations appear on here
58 at the moment as polygons, so the whole of block H, which is sat in here, doesn't appear as a
59 polygon at the moment.

60 INTERVIEWER: So this area here is Hungate?

61 RESPONDENT: Yes.

62 INTERVIEWER: Where the green...

63 RESPONDENT: So this is the site before it was fully developed. This is the most recent aerial
64 photograph that we've got, so you've got the block...that was the first block to be developed,
65 phase one. Phase two was here, and I think we're going to start...I can't remember which one
66 we're starting on next, probably this one here. But what we can do is...the great thing about this
67 is you can play around with things like transparency...that's too transparent, that. If we turn the

68 maps off...so there we've got, if we turn the historical maps back on and change the
69 transparency of that...

70 INTERVIEWER: Mm.

71 RESPONDENT: So this is one of the things I like to do when looking at the site of a proposed
72 development, is to play around with the layers, so that you can see through one layer onto the
73 next one and although there's a slight issue over the actual alignment of the maps... So the 1852
74 map is about five metres misplaced from where it should be. That's due to the projection that
75 was used in the 1850s, to draw that map. It's possible to correct it, but it takes a while. So what
76 you can see here is, for instance, Haver Lane, which used to run from Hungate all the way
77 through to the Haymarket over here, Haver Lane disappeared when all of these buildings were
78 demolished in the 1930s and it became a cleared area, but that was picked up in the excavation
79 with all of the buildings on either side.

80 So doing this sort of exercise is a good way of seeing how a development proposal
81 might impact on the earlier street patterns underneath.

82 INTERVIEWER: So there is definitely, from what you said, the photograph and the map together
83 working side by side are helpful.

84 RESPONDENT: Very helpful. If we look at one where something hasn't happened. Well, you can
85 also use it to see that you've got areas where there's never been any development. So if we go
86 and have a look at the site of St Joseph's Convent, which is this site here. In 2007 it was just
87 open apart from some small scale buildings that were in there that the convent has constructed,
88 but otherwise it was basically a large, enclosed area. And if you go back to the historic maps, in
89 1852 it was just a series of fields. So that's particularly...from an assessing development point of
90 view, that's particularly useful. Because if there is archaeology there, then the only thing that it's
91 ever had to potentially disturb it is agricultural activity. So it's really very useful to be able to
92 superimpose one on top of the other.

93 INTERVIEWER: Do you use this sort of consultation, the maps, is that something that you do on
94 your own or do you bring those maps to planning meetings?

95 RESPONDENT: Well, these days I don't go to planning meetings. Very rarely am I asked to go to
96 a planning committee. I wouldn't necessarily use this as part of a response. I wouldn't
97 necessarily copy this and place it into a memo, but I might refer to the sequence of
98 development that you can see from 1852 onwards as part of the discussion. Any other good
99 ones that we could look at?

100 INTERVIEWER: Can we look at the Red Tower area?

101 RESPONDENT: Okay. So you can see you have a linen manufacturer operating on...you've got
102 Navigation Road coming down here, and then in the area that's occupied by the Navigation
103 Road flats, then Rosemary Place there, if you put the...

104 INTERVIEWER: At the time the Red Tower had been restored, but not to the restoration state
105 that it is in now, because it's '57 that it...?

106 RESPONDENT: Yes. So basically it's showing a much larger opening than is there at the moment
107 and that enclosure round it, that stone enclosure, isn't there. You've got that building that sits
108 right on top and across the city wall there.

109 INTERVIEWER: What was that?

110 RESPONDENT: I don't know. I've no idea. And then the city wall here is shown as quite wide, so
111 that walkway or something is in existence along here in 1852 that is more than just the thickness
112 of the wall, I think.

113 INTERVIEWER: Couldn't that just be the way that they've drawn it?

114 RESPONDENT: I don't think so, because it's a very accurate portrayal. So you can see there's the
115 wall walk coming along, and then you've got the parapet and then you can see the front of the
116 wall. And you stick this on and it's the same thickness running through. And that comes
117 through...

118 INTERVIEWER: It's sticking to the accurate...

119 RESPONDENT: And then it runs into the...and then you've got the steps up into Walmgate Bar
120 and then again that's running off along the rest of it there. Interesting.

121 INTERVIEWER: Say that we're on the walls and I've done a bit of walking on the walls recently,
122 and you showed me the, I forget what the name of the map was....

123 RESPONDENT: It shows all the chainage points and the measurement points.

124 INTERVIEWER: So is that not something that you could put in there, on the HER?

125 RESPONDENT: It is, absolutely, and I've had conversations with Nick at On-Site Archaeology to
126 get him to go out with his GPS and put his GPS on each of those chainage points to produce a
127 digital layer of that chainage system that we could then put on here. But as I've never paid him,
128 he's never done it! So if there's anybody at the department who wants to go out and create a
129 digital layer of chainage systems, then put the word around.

130 INTERVIEWER: The walls are one of your main assets that you have to manage, I think you've
131 said in the past.

132 RESPONDENT: It is, yeah. This year it's taking up an increasingly larger percentage of my time, so
133 basically the work that Hannah's doing is work that I would have been doing and having Hannah
134 has meant that I can spend more time dealing with the city walls this year.

135 INTERVIEWER: And because I've been involved in the Red Tower stuff, I guess...

136 [interruption]

137 INTERVIEWER: I've forgotten where I was...

138 RESPONDENT: City walls?

139 INTERVIEWER: Yes. So I've been involved in the Red Tower project and I feel from being here
140 and having spent more time working on it, is there a plan for the city walls?

141 RESPONDENT: There is a plan. There's the conservation management plan for the city walls and
142 there is the 1991 condition survey and evolving from both of those we have a programme of
143 repair and maintenance. So each year we look at putting together a programme for the next
144 financial year of the works that we'll do.

145 This year has been a bit different in that for eighteen months now I've had an engineer
146 who has been monitoring various sections of the city wall. So based on the '91 condition survey,
147 the monitoring work that he and his team have been doing, we've put together a three-year
148 programme, which is sort of part one of a five-year programme of repair and maintenance. So
149 rather than it being an annual suck it and see what we're doing to do next year sort of work
150 programme, we're trying to move towards a system where we have a five-year programme of
151 interventions on the city walls, so we know precisely what it is that we'll be dealing with over
152 that five-year period.

153 INTERVIEWER: I know that today you've been already to Walmgate, is Walmgate part...because
154 there's been a lot of work done on Walmgate lately...

155 RESPONDENT: No, Walmgate Bar is the last piece of work from the previous programmes that
156 we've had to complete. So Walmgate Bar, we've been planning to do the work at Walmgate Bar
157 for three years now, longer. But for a whole set of reasons it's taken us a while to get there.

158 INTERVIEWER: Okay.

159 RESPONDENT: One of the issues with the HER at the moment is that a lot of the functionality
160 here, so say we're looking at...let's look at...

161 INTERVIEWER: This is the building of the commercial supermarket.

162 RESPONDENT: It is. That's right. This is before Morrisons...well there's Morrisons under
163 construction.

164 INTERVIEWER: And the Foss Islands area, yeah.

165 RESPONDENT: So you've got Morrisons being constructed, car park in front, the access road that
166 goes through to the James Street link road, whatever that bunch of shops...

167 INTERVIEWER: I think it's like Homebase or something and...

168 RESPONDENT: ...and this is now Waitrose.

169 INTERVIEWER: When was this aerial photo taken?

170 RESPONDENT: 2007.

171 INTERVIEWER: So almost eight/nine years ago.

172 RESPONDENT: Nine years ago. 2007, well trench D...these three pieces of work here were
173 underway. It says 2007 on the index here. You can see block H is just beginning to be excavated.
174 So the first bit of excavation on block H, at Hungate, and then these deeper trenches are in the
175 process of excavation.

176 INTERVIEWER: I know that Hungate had a lot of attention in terms of the archaeological
177 progress and there was a community public archaeology project that was done on there. Why
178 there? Why not the Morrisons area?

179 RESPONDENT: Why dig that site? So the Morrisons area in 1852 is fields. You've got a couple of
180 industrial activities going on out there...it's all to do with brick and making bricks. So you've got
181 these drying sheds and kilns for making bricks and the reason they're making bricks here is that
182 there was lots of clay, so they're digging big holes.

183 So this is a slightly smaller scale plan, but essentially showing the same thing, and you
184 can see you've got these strange linear features here. And this is where they're extracting clay.
185 So by the time you get on to here, it's not really showing it, but you had great big areas which
186 had been dug out in this area and over here.

187 INTERVIEWER: There's a railway track.

188 RESPONDENT: Yeah. So you had great big areas dug out all around here, which were basically
189 used for a rubbish tip. So this whole area was one great big industrial dump and then these
190 sidings were built through it and across it.

191 [interruption]

192 So over here basically you've just got a big area that lots of stuff has been dug out and
193 has been replaced by nineteenth century rubbish dumping and railway construction. So in terms
194 of research targets, this area has not been and was not a priority. But the Hungate area has
195 offered interesting archaeological possibilities with its adjacency to the River Foss, the King's
196 Fish Pool running through here, the probable Viking origins of Hungate itself. The mediaeval
197 friary that was in this area, the Carmelite friary, all of the post-mediaeval occupation of this area,

198 Hungate offered significant potential for interesting archaeological research, which this place
199 didn't.

200 It was also, it was at the height of its post-1930s slum clearance development. So all the
201 eighteenth and nineteenth century housing in this area was cleared away between 1933 and
202 1937. The whole area was just left vacant. You can see in 1936 you've actually still got housing
203 on there. 1951 all the housing has gone. You can see the outline of the road pattern still here. By
204 1962 that then has been redeveloped to provide a sort of semi-industrial area. By 2002 that's
205 gone, but that's still there, but a lot of the users in here have gone. So the electricity board has
206 moved out. Lots of these sheds and small-scale industrial units are empty. So you have an area
207 here that has fallen into perhaps three different property ownerships. They have all come
208 together with a proposal for comprehensive redevelopment of the whole site.

209 So that, from an archaeological perspective, is incredibly tempting. Because it means that
210 you get the opportunity, instead of looking at one small part of the site, where you might be
211 getting a single development on it, you're looking at the whole area and the potential to
212 evaluate the whole of the site and look at what the research and archaeological potential might
213 be. And that's basically what happened between 2000 and 2003. There was a huge programme
214 of evaluation rolled out across the site. And out of that came the proposals for this quite
215 ambitious archaeological research project – the Hungate Archaeology Project – which had as
216 part of it a very significant community engagement programme.

217 INTERVIEWER: I've got two questions. Why is there such a massive gap between 1971 and 2002?

218 RESPONDENT: Well in 1971 this is still active as the, was it the North Eastern Electricity Board
219 back then? Whichever electricity company it was, they were still using the site. Their old cars are
220 still parked on there. The cooling tower still hasn't been demolished yet. The power
221 stations...Sean was talking about the power station explosion happening, whenever it was, 1957,
222 well that was over here. This is where the power station was. And that's the cooling tower that's
223 on Lowry's – the famous painting of Clifford's Tower. And there's another one from over there
224 which is looking in this direction.

225 INTERVIEWER: So it would have remained the same, pretty much, until...

226 RESPONDENT: Well the electricity board were using this really until the early 2000s. I'm not quite
227 sure precisely when they did move out. I mean there's no cars there in 2002, there's nothing
228 parked...there's one car parked there, so they may already have moved out by 2002.

229 INTERVIEWER: So what instigates the photo to be taken then? Is it a change in...?

230 RESPONDENT: What this? No, these are fairly random aerial photograph surveys of the city.
231 Quite why we haven't got one more recent than 2007...to get a more recent one you have to go
232 to Google. Let's have a look at Google and see what Google's got.

233 So 2007 wasn't it, that previous one? That's demolished in 2012, I think, or 2011.

234 INTERVIEWER: Bishop Road?

235 RESPONDENT: No, ignore that, that's wrong. Bishopthorpe Road car park is in the wrong place,
236 but this is the ambulance station on Dundas Street and that was demolished in 2011. So phase
237 one is still under construction. The viewing area for the Hungate excavation is still looking...is still
238 the first iteration of the viewing area. Because it was designed to look at this area and this area
239 and this area. And then when all of this was excavated, the viewing area was shifted, so it ran
240 along the stone wall edge of the site.

241 So the aerial photographs are driven by external companies taking photographs and
242 then by the council for these ones purchasing the coverage. And I guess now that we've got
243 access to Google, then I doubt we'll be buying any more of our own aerial photographs, which is
244 a bit of a shame, really.

245 INTERVIEWER: That's really interesting.

246 RESPONDENT: The origins of the Hungate project actually go back to the 1991 Arup report. And
247 the Arup report is saying that the main objective is to try and preserve as much archaeology in
248 the ground as possible, but to be mindful of the research potential of sites. And where you get a
249 site that can offer significant research benefits, then you should explore how that site could be
250 subject to large-scale excavation.

251 So when the very, very early conversations were taking place about comprehensive
252 redevelopment, I'd already had a conversation in the pub with Dominic Perring and Mark
253 Wyman about how we could take those Arup recommendations and implement them. And this
254 site was the one that ticked all of the boxes. So Mark went away, after that conversation, and
255 produced a little document...

256 RESPONDENT: It would be a good time to stop this now.

257 21-12-15 West offices HER JO (2)

258 RESPONDENT: Back in May, so it must have been 2001 when we had these conversations. Mark
259 went away and produced this proverbial one side of A4, except it is six sides of A4. Which set
260 out sort of a rationale for carrying out a fairly ambitious programme of archaeological work, and
261 this basically puts into coherent text what Mark and Dominic and myself have been talking
262 about. So on the basis of that, then produced a fairly, we put it to the developers that they
263 should carry out this programme of evaluation, which they did. On that basis they should
264 consider funding this ambitious programme of archaeological research.

265 INTERVIEWER: It sounds to me because of the specific layers of history that are going on in
266 Hungate and then other frameworks like the ARUP framework.

267 RESPONDENT: Yes.

268 INTERVIEWER: Which after a chat in the pub became a massive budget.

269 RESPONDENT: It did and then we put together, we went through various iterations, had various
270 meetings to discuss it. Roped in the great and the good to contribute to the conversations.

271 INTERVIEWER: What do you now think of the Hungate development and obviously the
272 archaeology has been completed?

273 RESPONDENT: Not yet, no there is still a lot of work to do out there. There is still a lot of work to
274 do at Hungate. So, it is still very much work in progress, so there is all the closed excavation
275 work being carried out and this is a slightly edited version of the earlier document that we sent
276 out as a discussion document. There is all sorts in here.

277 INTERVIEWER: Doesn't the Arup report have lots of maps and images of York throughout its
278 different stages of development?

279 RESPONDENT: Not really, it took a different approach. So we have got it on here as three pdfs. It
280 is not a fantastic scanned version, but it is usable. The Arup report only looked at this area here,
281 so it only looked at the historic quarters, and back in 1990 the city was a much smaller place
282 than it is today. So, that there is one of the administrative boundaries of the council. So, that
283 piece of land out there was in Hambleton, it might have been in Harrogate even, Hambleton or
284 Harrogate. I think it was in Hambleton because it is on the east side of the Ouse.

285 So York was a very much smaller place than it is today. Rather than use map regression to come
286 up with a way of characterising the city, it basically produced a deposit model for the city. So it
287 conceptually is a very different approach to the sites and monuments record approach which is
288 trying to characterise the city in terms of historic archaeological monuments.

289 The Arup document viewed the whole city as a site, it was composed of different period
290 stratigraphy's on that it tried to map these deposits and then by applying different criteria to it,
291 like depth, whether the deposits were wet or dry, whether they had anaerobic preservation,
292 whether they covered all of the periods or just some periods. It was able to suggest different
293 levels of approach and different questions that might be applied to these areas. So it defined
294 twenty zones. Now you could argue that these analogous to the character areas.

295 INTERVIEWER: I was going to say, how does that relate to the character areas?

296 RESPONDENT: Well, the character areas are actually defined by their above ground appearance.
297 Whereas these are very much definitions which relate to very much what is going on below the
298 ground. So these are maps.

299 INTERVIEWER: That's perfectly the right neck of the woods isn't it?

300 RESPONDENT: So you will find that some of these overlap with the Historic Conservation Area,
301 character areas and other zones. Then some areas of course just simply don't appear in the
302 centre of Historic Core Conservation Area. Five is Hungate, so that sits outside the Central
303 Historic Core Conservation Area, although it is covered by Hannah's subsequent work in the
304 more detailed characterisation we have carried out outside that Central Historic Core
305 Conservation Area. These were essentially defining research zones rather than character zones,
306 or you could say that they were related to each other, and it then sort of applied these contour
307 maps, these deposit model maps to the city to suggest where the deposits for each period are
308 going to be preserved, where most of them are going to be preserved. So, this is just a model of
309 the natural subsurface, but then you have got similar plans which relate to Roman. So that was a
310 plan of the Roman ground surface as modelled back in 1989/1990. So, suggested deeper areas
311 of deposits running through the Foss valley here. Deeper deposits along the Ouse valley.

312 INTERVIEWER: This is very much a non-archaeologist's question. How do they know that is
313 where those contours are?

314 RESPONDENT: What they did was. Sitting behind that deposit model there is a database of
315 about 2,000 records, and that database has been incorporated into the historic environment
316 record. So, in the event of site activities, if we go to an event record. That is the Coppergate
317 excavation, lots of event records on there, let's take one of those. There you have got three
318 records nested one on top of the other. So, 2129 and 2130 are deposit model records that were
319 created in the Arup database. 4901 is an event record that relates to that polygon which we
320 have created post HBSMR to define the area that was the subject of the Coppergate
321 archaeological project. All of these stars inside are essentially deposit model points.

322 So if we go to 2130 it brings this up and it just says that, here we have a tab called stratigraphy,
323 and this stratigraphy tab continues all of the fields which were created by the Arup report, were
324 in the database which informed the Arup report back in 1989/1990. So it has got the height, the
325 top of the deposit that was interpreted as being medieval at 11.5 metres above ordinance data.
326 It is saying that that medieval deposit it 1.5mtrs thick, so it extends down to 10mtrs above
327 ordinance data. It tells you what that deposit in that location consisted of, it tells you that it was
328 a stratified deposit, it was wet, that there was no anaerobic residual material and that it was
329 anaerobic and anoxic deposit. So it means you good organic preservation. That 89 database has
330 been migrated into the HMBSR, it now sits in here.

331 What we don't have at the moment is a very easy way of extracting that information and using it
332 in modern deposit modelling software. So Roger has been coming in. Have you met Roger? He
333 used to work for the Oak Archaeological Trust, but he now works on his own and he has been
334 carrying out his own research into the Roman deposits in the Bishop Hill area. The Bishop Hill
335 including West Offices and all of this. There has been a lot of excavations taking place in this
336 area over the past twenty/thirty years. Roger has been going through these excavation reports
337 and putting together deposit model data. Roger has created three events, one for natural, one

338 for Roman and then one for the borehole or the pile that produced those two. The HBSMR is
339 not designed to hold deposit model data. It holds information about events. An event can only
340 hold one deposit model record. Okay, so 14 Skeldergate York, trench 27, the natural deposit. So
341 you might have a site that is this big which is the development site, so the developer wants to
342 put a building on the whole of that site. You might excavate several trenches inside there. You
343 might put in several boreholes across the site to give you profiles of the deeper deposits that
344 you can't look at through the trenches. So, for the deposit model and for HBSMR, you need an
345 event which is the parent event which we call EYO1000 just for the sake of argument.

346 Now, EYO1000 has fifteen separate interventions in there. Each one of those might have
347 produced up to. So in this deposit model, we have modern, post-med, medieval, Anglo-
348 Scandinavian, Anglian, Roman, prehistoric, natural, eight periods. So, in theory that trench there
349 could produce eight period deposit model records and that borehole there could produce up to
350 eight and that one and that one and that one and that one. Each one of those needs to have its
351 own EYO. Then, in order to record the deposit model information, each one of these needs to
352 have its own event. So EYO15 could have, we will call it 1,016 modern in there, then it might
353 produce some post-med, so that would have to be seventeen, it might produce some med as
354 well so that would have to be 1,018. It might not have produced any for Viking or Anglian or
355 Roman or prehistoric. It might have produced a natural one, so that would be nineteen. So, in
356 theory in order to accommodate the deposit model information inside the HBSMR, we have had
357 to devise this rather inelegant system of parent and child records. So parent record in this
358 notional example could have up to fifteen child records, and each one of those child records
359 could have up to eight deposit model records as child event records.

360 INTERVIEWER: How are those ones labelled then, are they EYO's as well?

361 RESPONDENT: They all have to be EYO's, they all have to be events. But after some conversation
362 we decided that what we would call these deposit model events, we would call these
363 interpretations. So you can see you can have an intervention, or you can have an interpretation.
364 We have decided that this represents an interpretation of this sound as a natural deposit. As
365 part of this rather wonderful system that we have put in place, or that we now have in place,
366 these should all appear in here as interpretation events. Now, that is not how the system was
367 meant to be used, but it is how we have shoehorned this information into this system here.

368 INTERVIEWER: I feel like I have had a lesson in archaeology.

369 RESPONDENT: What it illustrates is one of the problems that you were looking at from a
370 different angle. Which is going back to library link and all of that, how do we put that
371 information into the system when it is not really designed to hold that sort of information? Do
372 we jump ship and get a whole new system that perhaps we can design to make it more
373 amenable to it or do we stick with what we have got here and try to get [unclear – 0:23:45:7] to
374 make this more flexible? Or design some more tabs here, so you could have a community tab

375 added, not necessarily to an event but perhaps to a monument. You will see when we bring up
376 monument records. An NYO record has got a different set of tabs attached to it. Could we
377 create some specific tabs here that would be a community tab? So, if you had community
378 information about this monument. Let's have a look at mansions. These are just the monument
379 types that are contained and defined. This gives you access to the monument type, a thesaurus,
380 there is a set of control terms in there that you can use to add a new monument type to that.

381 INTERVIEWER: You are talking about the HBSMR being inflexible and if you had the resources,
382 how would you like to see the data incorporated, if you could just be flexible with it?

383 RESPONDENT: I think I would want to be able to create data and information on the map. So at
384 the moment you have to create data and information in these record boxes. So you have to fill
385 out all of these boxes to create information. Then, you add it to the map, which to me seems a
386 bit counterintuitive.

387 What I would like to do is to have a system where you can create the data on the map and then
388 it populates all the necessary fields and the database. So, you would still have to have individual
389 records for lots of these things, but by creating the thing on the map, by drawing a polygon on
390 the map and telling it, 'that's the site,' or whatever terminology you would use. Then creating
391 points within that, this would then link those records together so that at the moment in order to
392 create those relationships you have to go into quite a complicated system where you have to
393 tell it which is the parent record, and then if it has a child record as well. So you have to create
394 those relationships in this system here.

395 Whereas systems GIS is intelligent enough to know that if you create that, you can tell the
396 system that that point belongs to that polygon. So you could create a whole series of them. You
397 could also create points that sit on top of each of other and you wouldn't then have to create,
398 certainly for boreholes anyway, an intermediate record for the borehole. It would know that they
399 all sat on top of each other, that's part of the same intervention. So you could structure the way
400 that you put the data in through the graphic interface to actually take away that. It is a relic of a
401 system that didn't have a graphic interface, so what you have here is something that goes back
402 to people sat typing information in boxes, into databases. Whereas what I really want to be able
403 to do is to go to a system where you draw on a map and then you type in the information
404 relating to that and then it populates the database, so it is the other way around.

405 INTERVIEWER: It makes sense.

406 RESPONDENT: It does, because this is how everything you put into computers has been going
407 for years and years and years.

408 INTERVIEWER: From the way you said it, it being prior to having graphic.

409 RESPONDENT: Yes, so HBSMR evolved over a long period of time, and it still has reflected in its
410 structure, its origins.

411 INTERVIEWER: You mentioned in passing, the research that I did for you on HER with regards to
412 their library link. The photographs, how does that fit into what you want to do?

413 RESPONDENT: It doesn't at the moment. Photographs at the moment are entirely peripheral to
414 how the system works. So, when you look at this, there is no representation of images on the
415 map. So, down here we don't have a layer that says, 'photographs,' apart from the aerial
416 photographs. So there is nothing that we can switch on here that will say, 'oh look we have got
417 photographs of the Queens Hotel, as it is the modern Queens Hotel on Kings Staith.' Or we
418 don't have photographs of the Kings Arms. But if you go to Google and look at Kings Arms, you
419 can bring up Kings Staith and you can bring up all of the maps, all of the photographs that
420 relate to that particular location.

421 INTERVIEWER: How do you use Google?

422 RESPONDENT: I use it as one of the sources of information I might look at to help build up a
423 bigger picture. Google is quite crude in terms of what it brings up, but basically these are
424 pictures taken by third parties who drop the little location point on Google and allow Google to
425 pull that data through onto the Google Maps. At the moment we don't have that ability to do
426 that with photographs in HBSMR, so although I can link photographs to an event through
427 library. I am sure there is a way of doing it in library, I am sure there is a way of bringing
428 photographs through and putting them on the map. But it is something that I have not cracked,
429 I have not managed to make happen.

430 So what I would really like to be able to do is to have some sort of Google style functionality
431 that allows people to come to the online version, of the HER that shows them in some way a
432 monument record, and clearly how this information is structured visually at the moment is
433 inappropriate to have on the website. But would allow you to click on a monument record, that
434 would then bring up a dialogue box, it would then enable you to upload your photograph and
435 link it with that monument.

436 For Sean and for the rest of them, going back to the point that you were making about how it
437 might work if all the plumbing were in place. If we go to the Mansion House, then I suppose one
438 of the things I would envisage this doing, is if you were to click on the Mansion House, then it
439 would bring up a dialogue box with all of the different resources that you could look at. You
440 might click on photographs and you might look at all of the photographs that are held in here.
441 Then it might also have something saying, 'do you want to look at photographs held by other
442 people?' You click on that, and it then brings up a box that allows you to then tick all of the
443 different data recorders. Click on that, click search, it goes away and then it pulls back York
444 Museums Trust pictures of the Mansion House, YPP pictures of the Mansion House, you can
445 then look at and search and look at that information.

446 INTERVIEWER: That is the next stage.

447 RESPONDENT: That is where I want to head. You might also have a little button that says, 'do
448 you want to print out your results?' You click, 'yes.' Then it would give you something that might
449 print out a little thumbnail of each one and tells you who holds the original information, and
450 then if you want to get a full resolution copy then contact the original data holder.

451 INTERVIEWER: Who do imagine to be doing these actions?

452 RESPONDENT: The people out there. Well, there are 9,000 people on York Past and Present
453 Facebook page. There are all the people who look at images on the Evening Press website.
454 There are students, there are people doing family histories. One of the ways I do see it working
455 is that there are all these people who are researching their family trees, and there are all these
456 people producing enormous personal archives that relate to their family, and in those personal
457 archives they have photographs of, gran, grandad, great grandad, whoever. They might be
458 stood in their backyard, they might be sat in their front room. Now where are those images,
459 where do they end up? They probably are going to be within one or two generations in the bin,
460 because there becomes a point at which people are no longer interested in holding onto them.
461 That or the linearity fails and so it all ends up in the junk shop or whatever and that story is
462 broken up and lost.

463 What I would like to see a system like this having the possibility of doing, is somebody is doing
464 research on, let's switch to 1852. Let's go back to when people actually lived on these streets.
465 Let's go back to when we had The Leopard public house, here in 1852. I don't know how long
466 that survived into the late 19th century or even if it survived into the early 20th century. But I
467 would not be surprised if there was somebody out there who is sat, who has researched their
468 family history and they have come across a photograph of The Leopard public house when their
469 great grandfather was landlord.

470 Now, that photograph which they hold is of great interest to them from a family point of view,
471 but potentially is of great interest to people researching and looking at the history of this
472 particular building. So you add that in there and it grows the value of that individual record, it
473 grows the value of the collective record. You can imagine all of the people who are doing
474 research who have family contacts with York who potentially have photographs that they hold
475 which they might be scanning in for their own personal use or whatever, but have no idea where
476 it is going to go beyond that.

477 The archives are not interested in collecting everyone throughout the world who has ever lived,
478 photographs of York. You could argue about what they should and shouldn't do, but potentially
479 you have a system here that all it is doing is, all you need to be able to do is to grow the digital
480 capacity of the system as people put more information into it. If you have the architecture
481 correct then people will do a search on it and you could moderate it to keep all of the dross out,
482 the pictures of china dogs or whatever might be more appropriate to another data holder on
483 something else. But potentially you put all of that information into the system. What starts out

484 as information that makes sense only to the family historians actually contributes to a much
485 wider potential understanding of the city in the late 19th and early 20th century.

486 INTERVIEWER: I like the example of The Leopard. Obviously no one I have ever come across in
487 York has mentioned any such establishment. You mentioned that the archives don't want to take
488 every single photograph. They have their reasons, are those reasons potentially applicable to
489 this as well?

490 RESPONDENT: I would say, 'no.' Because I think that the archives have actually got things wrong.
491 This is very much a personal point of view. Archives have got themselves boxed into a
492 professional archiver approach to life, and so you are an archivist, you define what you do. I am
493 an archaeologist, I define what I do. What I have done as an archaeologist is try to open up the
494 process to non-archaeologists who can carry out archaeological work. Archivists are only just
495 beginning to make that journey, so they have encouraged third parties to create their own
496 archives, but there is no commitment as to how they would engage with those archives. I think
497 that there needs to be some form for these archives somewhere. If you are talking about a
498 digital archive, and somebody else has put it together and you can link it to a physical location,
499 which is essentially what HER's are about. They are about place, and if you link that archive to a
500 place, then I don't see any reason why you should not be able to pull that in and just hold it as a
501 digital data site, as we hold all these other digital data sites. It might be an extra two gigabytes
502 of data. If you get 10,000 people submitting five gigabytes of data that is only 50,000 gigabytes,
503 which is only 50 terabytes. The cost of providing 50 terabyte storage facilities is probably about
504 a couple of thousand pounds. In physical storage capacity terms, it is negligible. In potential
505 research terms, and understanding place it has got enormous possibilities.

506 INTERVIEWER: That is really interesting. Okay, we have been talking for a fair while.

507 RESPONDENT: Sorry, I have been talking for a fair while.

508 INTERVIEWER: I am really sorry.

509 RESPONDENT: No, no it is interesting. I suppose archaeologists can be seen as being the last
510 creative parodist, we like to occupy territory and this is I suppose you are talking about
511 intellectual territory in a way, and in a way that is what you could construe this has been really, it
512 is occupying territory. But I believe in many ways it is occupying territory that nobody else is
513 occupying. Lots of people are making a conscious decision not to occupy and there is a huge
514 amount of work going on out there which potentially is going to be lost, and which could be of
515 great value in adding to our understanding of the development of place and the way in which
516 places have been used and how they might be used again in the future.

517 INTERVIEWER: My point of view, because you have put yours out. I think for me gradually
518 becoming more aware of my views in this exercise is that I have always enjoyed looking through
519 historical photographs and stuff and maps, they make me extremely excited and they have the

520 potential to do the same to other people as well. However, when it comes to the gathering of
521 information, storage and building all those frameworks and spaces, reaching intellectual territory
522 and filling them with photographs. I wonder if it is a means to an end or a means in itself. in my
523 mind, I am asking myself how does it enhance human relationship with a place?

524 RESPONDENT: I would say that perhaps at this point in time we don't know. Perhaps at the
525 moment we are asking questions that we might perceive this information as being marginal in
526 its ability to contribute to whatever those questions might be, whatever that debate might be,
527 whatever that line of enquiry, that search might be. Some people would say, 'fine, we won't need
528 it,' in that case we would only gather the data that is relevant to the research. But I suppose I
529 take a more serendipitous view of data, which is to say, it is an argument for keeping everything,
530 but in a sense it isn't, because what you are doing is you are saying we would provide a home
531 for those people who want to put their data in that home.

532 So you are not keeping everything, there is a process of self-selection going on in there which
533 puts that information into the database and I would say that we don't necessarily know the
534 value of that data at this point in time. But if somebody is ascribing a value to that data now
535 because, a, they have kept it and brought it all together, b, they have put it into some sort of
536 format that they feel is appropriate, and c, they are willing to share it through the system. I
537 would say you almost have embodied in it there a set of values which makes sense to an
538 individual now and may well make a lot of sense in ways that we don't at the moment fully
539 understand or can even think about to people in the future. So, I have a feeling that keeping
540 that data, creating a home for it will bring some sort of value in the future.

541 INTERVIEWER: I think that is a good place to stop. END OF TRANSCRIPT

542

1 Interview 11: 10-08-15 Waitrose Café Cathy

2 INTERVIEWER: Okay so that's you. Hopefully that will pick up you and not the traffic. Can you
3 start, Cathy, by telling me how you know me? I know that I know.

4 RESPONDENT: How I know you? I met you when there was a meeting in a café on Fossgate
5 about the Red Tower Project. That's where I met you.

6 INTERVIEWER: And we've met a couple of times since then.

7 RESPONDENT: We have, yes, at the Red Tower.

8 INTERVIEWER: Yeah.

9 RESPONDENT: And also in the vicinity.

10 INTERVIEWER: Yes, because I stopped to talk to you in May, I think it was.

11 RESPONDENT: That's right, that's right.

12 INTERVIEWER: With some students.

13 RESPONDENT: Yes, that's right.

14 INTERVIEWER: Okay. So can I ask what are you doing in York? You're a resident, aren't you?

15 RESPONDENT: I'm a resident. I've moved from Ireland to live here.

16 INTERVIEWER: When did you move from Ireland?

17 RESPONDENT: About four years ago.

18 INTERVIEWER: Four years ago.

19 RESPONDENT: Yes.

20 INTERVIEWER: And you've been living in...

21 RESPONDENT: I lived in Bootham with my family first and then I rented on Walmgate, George
22 Street, and then my son and his wife bought a flat in Rosemary Court as an investment. So I'm
23 living in it.

24 INTERVIEWER: Ah okay. And so you're, I'm assuming you're retired?

25 RESPONDENT: Retired district nurse.

26 INTERVIEWER: A retired district nurse, and you've been...another aspect of what you've been, or
27 how we've been talking about, is with regards to the residents' association?

28 RESPONDENT: Residents' association, yes.

29 INTERVIEWER: Can you tell me a bit about what your past activities have been with them, if
30 anything?

31 RESPONDENT: Well when I moved in and familiarised myself with the area, I saw on a
32 noticeboard that they had a residents' association and I felt I ought to go. And I did go, and I
33 went several times. And then there was a proposition that the residents' association would fold.
34 No, what, oh yes, what it was was if they have a working committee, there's a federation
35 meeting and if there's a working committee for the area, they're awarded an estate
36 improvement grant.

37 So because the residents' association was going to fold, they would be denied that
38 estate improvement grant. So I just volunteered to be on the committee to ensure that they got
39 the grant, but I did state initially that I would be on the committee but I wouldn't take an officer
40 post. And so that's where it started.

41 INTERVIEWER: And how long ago was this? This was quite recently, wasn't it?

42 RESPONDENT: Within the last two years.

43 INTERVIEWER: And what's...I mean you opted in to enable this estate improvement grant to be
44 applied. Can I ask you what your reasons were for doing that? For stepping up, so to speak.

45 RESPONDENT: Well I felt if there was money available that would enhance the area for
46 everybody, then I felt obliged really.

47 INTERVIEWER: And what are the sort of enhancements, that you can think of, that would be nice
48 to see?

49 RESPONDENT: Well there's a play area there and there's some children's play furniture and it's
50 neglected. So I felt that that could do with improvement and money could be used for that.

51 INTERVIEWER: I happen to know that some surveys have been out in the past around this thing,
52 and I wondered if you knew...

53 RESPONDENT: I've never been surveyed.

54 INTERVIEWER: You've never been surveyed?

55 RESPONDENT: No.

56 INTERVIEWER: No. Okay, and you don't know about the outcomes of that survey, do you?

57 RESPONDENT: No.

58 INTERVIEWER: No, okay. So I guess what I'm asking is what are your concerns about the place in
59 Walmgate, in Rosemary Court and Rosemary Place?

60 RESPONDENT: Well the guttering on the block that I'm on is growing a veritable meadow. So the
61 gutterings need attention, things like that.

62 INTERVIEWER: Like a place manager, place maintenance?

63 RESPONDENT: Maintenance, yeah.

64 INTERVIEWER: But the general area as well that would benefit from this enhancement grant
65 including the play area. Are there any other...

66 RESPONDENT: Well I can't think of anything else at the moment.

67 INTERVIEWER: Do you have any other ideas of what you'd like to see happen in the Walmgate
68 area? Maybe at a larger scale.

69 RESPONDENT: What I would like to see is a working committee who are in harmony with each
70 other.

71 INTERVIEWER: And this is, I guess as we have spoken about before, some of the issues with the
72 residents' association, is there hasn't been this harmony which you speak.

73 RESPONDENT: No, no.

74 INTERVIEWER: Would you be able to summarise without naming names?

75 RESPONDENT: I mean the first time I went, I introduced myself and the, I don't know that she
76 had any...she had formerly been the chair person but she used abbreviations throughout the
77 meeting. And I didn't know what she was talking about.

78 So I had to stop and ask, 'What does that mean? What does that mean?' And I felt that
79 was unnecessary. If someone is new at a meeting, then I felt they should be given proper
80 information.

81 INTERVIEWER: That's interesting, yes. I mean are there other things, like that example, where you
82 feel like you've not had access...not been invited in?

83 RESPONDENT: No.

84 INTERVIEWER: No.

85 RESPONDENT: No.

86 INTERVIEWER: Okay. Do you, thinking about working as a community in general, what do you
87 think about the community of Walmgate?

88 RESPONDENT: I've lived here now for, is it four years altogether and they don't mix, the
89 community don't mix. They very much keep to themselves and I'm quite a sociable person. And I
90 always speak to people and greet them, but I feel historically they've had problems with the

91 residents' association which have bumbled on. And I think people aren't participating, feel
92 unwilling or unable to participate.

93 INTERVIEWER: So what's participation mean?

94 RESPONDENT: That more people would attend the meetings.

95 INTERVIEWER: Yeah, okay, yeah, that's clear. And what kind of problems have there been in the
96 past?

97 RESPONDENT: That I don't know. I've never been able to establish that but I know this particular
98 person, she also deliberately kept talking about Rosemary Court being Sally's address. And Sally,
99 she lives in Rosemary Place, and this woman kept saying, 'You live in Rosemary Court.' So there
100 was constant battle going on which was unnecessary and was childish. Childish. So there was
101 conflict there all the time.

102 INTERVIEWER: And there are...I mean some of the other things that have popped out through
103 my being involved in Red Tower is, were you aware of the Space109?

104 RESPONDENT: No.

105 INTERVIEWER: No, you weren't. That was before your time?

106 RESPONDENT: That's right, yes. So I think there's some history there but I don't know who knows
107 about it. But it's all very guarded mention of it.

108 INTERVIEWER: Interesting.

109 RESPONDENT: Yes.

110 INTERVIEWER: And were you there when the project leader for the Red Tower came to visit?

111 RESPONDENT: Yes.

112 INTERVIEWER: What did you think of that meeting?

113 RESPONDENT: Well I volunteered there.

114 INTERVIEWER: Yes, at the Red Tower, yes, yes.

115 RESPONDENT: But I was the only one.

116 INTERVIEWER: When...

117 RESPONDENT: ...Lilac...

118 INTERVIEWER: ...yeah, when the project leader, Lilac, came to the residents' association, what
119 did...

120 RESPONDENT: She wasn't welcomed really. I think Sally had invited her and I don't know if Sally
121 had an officer's job then. But this woman was very negative about it. I think she's worked in
122 housing associations or local Government but when Lilac left, I felt uncomfortable. And I said,
123 'Well I'll volunteer but I don't know that I have any particular skills that will help. But I could be a
124 foot soldier.'

125 Well of course when she left, they all homed in on me. They'll never get off the ground,
126 they'll never be allowed to put plumbing in there. They'll never be allowed to put electricity in
127 there and I just came away, I thought, 'I don't know what this is all about.' And I just volunteered
128 because it's in the area of where I live and I'm interested in the area where I live.

129 I have a rubbish picker-upper and I go around picking up the rubbish. I'm sure they think
130 I'm an eccentric old lady. This weekend, people had opened a sand container and put all their
131 rubbish in there. And I thought about it afterwards, I went out with a bag and I collected all
132 these beer cans and food containers. But, in a way, I thought they were very good that they put
133 it in one place rather than scattering it all over.

134 INTERVIEWER: No, I see exactly what you mean. It's interesting this lack of welcome of the Red
135 Tower and lack of, I don't know what the word is – 'enthusiasm'.

136 RESPONDENT: Enthusiasm, yeah, yeah.

137 INTERVIEWER: Maybe.

138 RESPONDENT: Lack of interest. They talked negatively about the other tower that's been...

139 INTERVIEWER: The café there, The Walmgate Café.

140 RESPONDENT: They were saying that's a total failure. Well I don't know, I've never used it.

141 INTERVIEWER: Interesting.

142 RESPONDENT: I must go, I must go.

143 INTERVIEWER: I'm hoping to have a couple of interviews there so I know the bar itself is
144 undergoing some structural issues. Yes, so, okay, we've seen that through the history of the Red
145 Tower and the residents' association, things haven't been easy. Do you still...are you still
146 interested in the Red Tower?

147 RESPONDENT: Yes, yes.

148 INTERVIEWER: Even if it doesn't take off straight away?

149 RESPONDENT: Yes, yes.

150 INTERVIEWER: Okay, that's good to know. And what about the residents' association? Where do
151 you think that's going?

152 RESPONDENT: I don't know. There's an annual general meeting in September. Now there's only
153 one officer left and that's Sally. She's the secretary, the treasurer just threw the books at her and
154 walked away, because she went to a federation meeting and she didn't like what she heard.

155 So Sally is the only officer left and this other lady, who historically has been involved and
156 I think feels an ownership of the whole thing. But she's not on the executive now and Sally said,
157 'It's you and me against the world.' Well now I'm not against the world with anyone. She said,
158 'You'll be the treasurer,' and I said, 'No.' I volunteered but as a resident and not to be on the
159 executive.

160 So the chairperson has been intimidated and the vice-chair, and they were girls who
161 wouldn't articulate or assertive, and they were opted in to keep the show on the road. And I'm
162 very disappointed that even with this executive that they had, they actually delayed in spending
163 the grant for last year and it was lost. £6,000 was lost.

164 INTERVIEWER: Through lack of...

165 RESPONDENT: Yeah, yeah.

166 INTERVIEWER: Well that's gobsmacking.

167 RESPONDENT: It really is. So the annual general meeting is going to be very interesting, and I
168 wouldn't volunteer to be an officer. I volunteered to be a member and I can't say that my
169 membership has impacted in any way positively which is a shame.

170 INTERVIEWER: Except for litter picking.

171 RESPONDENT: Yes, yes, yes.

172 INTERVIEWER: Every action counts.

173 RESPONDENT: That's right, that's right.

174 INTERVIEWER: So in regards to the general idea about enhancing the place, do you think that
175 you have...my interests were always starting from this idea of sharing information between
176 councils and communities, and that potentially causing issues. And what I've been hearing that
177 there's other issues to do with, for want of a better phrase, personality issues. But do you
178 have...do you see of any other information sharing issues at all? Do you think you have a good,
179 open, transparent relationship with those at the council that could help with the...

180 RESPONDENT: No, I don't think so, no.

181 INTERVIEWER: No?

182 RESPONDENT: No. There's been a change of people who have come from the council. The one
183 person that I felt impacted was Mike but there have been changes. Whatever officer is attached
184 to this area, Walmgate and Navigation Road, they've been moved on. And people have been
185 doing it temporarily, there's been no continuity. I just sit there absolutely bewildered sometimes.

186 INTERVIEWER: So continuity, in terms of people, is important especially if you're trying to build a
187 relationship?

188 RESPONDENT: Yes.

189 INTERVIEWER: And I mean, as I said, idea of information sharing, do you feel that there is
190 enough of that or too much?

191 RESPONDENT: No, no. There isn't enough, no.

192 INTERVIEWER: What would you be interested in learning more about or having...

193 RESPONDENT: I can't think of anything at the moment.

194 INTERVIEWER: I think it's interesting because they've worked on a new website and they do
195 make all their minutes and all their meetings available online. I guess what I'm asking is what do
196 you feel like is needed to work with the council? Through people like Mike and...

197 RESPONDENT: No, I can't, no, drawn a blank on that.

198 INTERVIEWER: That's okay, that's okay. I'm probably asking the wrong questions. This is semi-
199 structured so I have to improvise as I go. Okay, so we've talked a bit about what you'd like the
200 area that you live in to maybe have a bit more of, maybe more participation in the residents'
201 association, continuity between council groups. I wondered if I could speak to you about more
202 about this idea of how you feel about the place itself, and whether or not you like living there.

203 RESPONDENT: Oh I like living there, I do.

204 INTERVIEWER: And what is it about that you like about it?

205 RESPONDENT: Well it's so close to everything in York and I love Waitrose. It's my local.

206 INTERVIEWER: Do you think that the Red Tower will change the place? What we see as being
207 more active Red Tower [unclear – 0:19:35].

208 RESPONDENT: I think it's brought something to Saturday mornings now. I mean I've retired and
209 so I'm involved in a lot of things, but I don't want to get tied down or bogged down with any
210 particular thing.

211 INTERVIEWER: I'm just talking about how you feel about the place in general and how you
212 interact everyday with it. It sounds like you...the shops nearby are important and...

213 RESPONDENT: Everything is walking distance.

214 INTERVIEWER: Everything is?

215 RESPONDENT: Within walking distance.

216 INTERVIEWER: Everything is within walking distance.

217 RESPONDENT: I took, I went to Clifton Green this morning. I left here at ten past eleven and I
218 was there twenty five to twelve. Just straight through to my dentist, so everything's very
219 convenient.

220 INTERVIEWER: The whole of York is very...

221 RESPONDENT: Yes, yes.

222 INTERVIEWER: And you were saying before we started, you said that it feels like a village. Can
223 you...how...because I've lived in a village before and...

224 RESPONDENT: Well people recognise me because I'm on the move over the last four years.

225 INTERVIEWER: I recognise you.

226 RESPONDENT: I always greet people. I was born in a small town and it reminds me of the small
227 town that I was born in.

228 INTERVIEWER: That's nice. I think you're making your small town here. I think that's the best way
229 to do it. Okay. Well I think that is pretty much it. Do you have anything else that you...

230 RESPONDENT: No, can't think of anything. I don't know if it's been useful.

231 INTERVIEWER: Yeah, it has, it has been useful. Second one, so I wanted to ask, what do you think
232 heritage is?

233 RESPONDENT: Heritage, it's the legacy from the past for us all.

234 INTERVIEWER: Do you think there is heritage in York then?

235 RESPONDENT: Oh yes, oh yes.

236 INTERVIEWER: And what about Walmgate?

237 RESPONDENT: Well the Red Tower is there.

238 INTERVIEWER: Well that's always nice to hear, yes. So you think the Red Tower is part of the

239 heritage?

240 RESPONDENT: Oh yes.

241 INTERVIEWER: Do you feel a sense of...you say legacy and that means that you...that it's stayed

242 RESPONDENT: It's been handed to us over time.

243 INTERVIEWER: So you feel that it's part of your place?

244 RESPONDENT: Yes, yes.

245 INTERVIEWER: Okay, alright. Anything else about heritage that...

246 RESPONDENT: No, no. I must tell you I'm slightly deaf and I have hearing aids and, in the flat

247 above me, one of the other residents, Tom that I got to go to a meeting, he's a care worker

248 with...

249 INTERVIEWER: Oh hello.

250 RESPONDENT: A care worker with some disabled, I've gone off my track now a bit.

251 INTERVIEWER: The hearing aids.

252 RESPONDENT: Oh yes. And he said to me the other day, 'Did I hear a noise from the flat above?'

253 The guy above is apparently a drug dealer and there's a lot of alcohol goes on. And actually a

254 friend of his died in the flat, he was from Tang Hall, and he died of an overdose and he was

255 taken away. Now I had these visitors at the weekend and they couldn't get to sleep because of

256 the noise upstairs. But, you see, I don't hear it so I wasn't sympathetic.

257 INTERVIEWER: I know. I'm exactly the same because I also wear hearing aids which I haven't got
258 in here today for some reason. But I mean it's interesting that you live so close to heritage and
259 then you feel...then you know that your...that there are some social issues.

260 RESPONDENT: Yes, yes. I have no problem living with people and people's problems because
261 they don't actually affect me. They don't affect me because of my deafness but [unclear –
262 0:02:48 second file].

263 INTERVIEWER: Yeah, right.

264 END OF TRANSCRIPT

265

1 Interview 12: 10-08-15 Waitrose Café Sally

2 INTERVIEWER: So just to begin with, Sally, can you explain how you know me and how you we
3 met.

4 RESPONDENT: [unclear – 0:00:09.1] I met you at a first enquiry meet up at the red house, when
5 there were several people there for the council and one or two local people and I believe it was
6 you.

7 INTERVIEWER: Yeah, I was there. I was there on the very first day and that's why I decided I
8 wanted to be involved.

9 RESPONDENT: Yes. And I was interested, but I couldn't really commit myself to doing any work
10 towards the restoration of the red building, but I'm interested to see what's going on.

11 INTERVIEWER: And we sort of met through something else, didn't we? Because we met through
12 Mike...

13 RESPONDENT: Mike? Yes.

14 INTERVIEWER: Giving me your email address and I hadn't put the two people together.

15 RESPONDENT: That's true, yes.

16 INTERVIEWER: I knew you from the Red Tower to recognise you, but I...

17 RESPONDENT: You can't put names and faces together.

18 INTERVIEWER: I didn't put names and faces together, so I thought it could have been two
19 different people, which is why...and then lately, I think it was last month, you visited the Red
20 Tower, didn't you?

21 RESPONDENT: It was about two or three weeks ago, I visited the Red Tower cake and coffee
22 session...

23 INTERVIEWER: With the dog?

24 RESPONDENT: With the dog, yeah. And I was very good, I only tasted one piece of cake, but that
25 was for research purposes only.

26 INTERVIEWER: Because of the flour...

27 RESPONDENT: Because of the wholewheat flour.

28 INTERVIEWER: Yes, which is from Holgate Windmill I believe.

29 RESPONDENT: Yes and now I have a history of working with stoneground, wholewheat flour.

30 INTERVIEWER: Okay that's brilliant. So can you tell me, Sally, what you're doing here in York?

31 RESPONDENT: I'm living here.

32 INTERVIEWER: You live opposite the Red Tower?

33 RESPONDENT: I live opposite the Red Tower. I've lived in York since about 1977, I think, and
34 lived in, I think, six different houses. Going from staying with friends up to a five bedroomed
35 house and back now down to a one bedroomed flat. I've always lived fairly near the town centre.

36 INTERVIEWER: So, you've been in York for a long time and you can't see yourself leaving?

37 RESPONDENT: Oh, I won't move away from York now, I don't think. Highly unlikely.

38 INTERVIEWER: Do you like the city of York?

39 RESPONDENT: I do like the city of York because it's cosmopolitan, but it's still small.

40 INTERVIEWER: Small and...

41 RESPONDENT: It's like a village, I sort of know everybody, or a small town. You just ignore all the
42 tourists and the people that's left over you tend to know most of them.

43 INTERVIEWER: And have you felt that the whole time you've been living here? Or...?

44 RESPONDENT: Yes. There wasn't many tourists when I first came, there wasn't any Vikings either,
45 it wasn't that long ago!

46 INTERVIEWER: You're living in Walmgate now, and as we said, the other reason that we met was
47 through the Residents' Association. Can you explain about your role?

48 RESPONDENT: I became involved in the Residents' Association, probably four or five years after I
49 moved here. Even though I was interested in it beforehand, I felt I didn't want to go barging in
50 to something that people were already doing, because I felt like I can be a bit overbearing
51 sometimes and I didn't want to come in and feel like I was taking over. At the time, there were
52 two Residents' Associations, one at Walmgate and one at Navigation Road, run quite separately,
53 and the Navigation Road one was held in a workingmen's club, the meetings were held in the
54 workingmen's club.

55 INTERVIEWER: On Lawrence Street?

56 RESPONDENT: Yes. First of all the I+L Club, which was demolished, which I never went to, I went
57 to the one in Lawrence Street, and it was fairly well-attended, but it was quite a lot of fairly old
58 people, who probably didn't have the energy to...a bit of commitment. I think they relied on the
59 neighbourhood management team, which was a forerunner of Mike's department, now, and we
60 didn't have a very, well it wasn't a very enthusiastic estate manager. So he wasn't keen on
61 coming to the meetings. We lost the chair, the vice-chair was very old and just said, 'Well, let's
62 call it a night, then.' The treasurer would do a raffle and interrupt when he got to what time he
63 thought the raffle should be, interrupt the business, and we thought, well something has to be
64 done about this.

65 So a friend and myself went to the National Tenants' Association in Chester and did a
66 couple of courses and we found out, it was like her and me were really doing most of the work.
67 And then when Lawrence Street was closing down, we found out that Walmgate only had about
68 two members, so we thought we'd merge, because Space 109, this local community arts shop,
69 was opening up and we decided to go there, where I took on the role of secretary, my friend
70 was the chair, and everything was going really, really well.

71 INTERVIEWER: So when was this? Was it about ten years ago that Space 109 [unclear – 0:07:10.3]

72 RESPONDENT: I don't think it would be ten years ago. Less than ten. I'm trying to think, it only
73 closed down a couple of years ago.

74 INTERVIEWER: Oh, right.

75 RESPONDENT: So...and it wasn't going for that long. I can't remember...I think it would have
76 been about [unclear – 0:07:28.8] 2009, maybe 2008, when we moved over to Space 109.

77 INTERVIEWER: Can you tell me a bit about Space 109, because I've heard about it, but not the
78 full story.

79 RESPONDENT: Well I don't think you'll ever find out the full story. There was an empty shop and
80 it had been standing there empty for a long time, it used to be a wool shop. Closed down, it was
81 empty for a long time, and because it was belonging to the council, a few different organisations
82 were wondering could we maybe rent it. Well it wouldn't have been worth renting for one night
83 a month for our Residents' Association, so it wasn't going to be worthwhile us going after it. But
84 then we found out that there was a woman living on the estate, an artist, who had an idea of like
85 getting kids off the streets and could have it as a community art space. So the idea was good,
86 she set up a Monday night club for kids from like six to sixteen and she had a regular group that
87 went right through. She did different types of arts with them, went out, did parades and
88 different things, did one or two exhibitions, where she was renting the space out to try and
89 bring in some money.

90 Then she applied for charitable status, because she was applying for grants before that,
91 applied for charitable status, and of course along with charitable status comes a lot of red tape
92 and I think it got to where it was a bit beyond everybody, really, all this red tape. She couldn't do
93 it on her own, there was a bit of a management [unclear – 0:09:30.8] which there had to be to
94 comply with the charitable status. They tended to be friends of each other and there was
95 rumours and different accusations about this was going on, that was going on. In the end, it had
96 to be closed down.

97 INTERVIEWER: So what happened to the artist?

98 RESPONDENT: She's still in York.

99 INTERVIEWER: Right.

100 RESPONDENT: I'm not mentioning her name though, because of these rumours and accusations.

101 INTERVIEWER: So after Space 109 shut down, and I've heard this from other people, was it kind
102 of a disappointment, or...?

103 RESPONDENT: It was a disappointment, because we didn't have anywhere to meet. I'd got a
104 mouthful of cheek of some local resident about the dustbins and that just, I walked away from
105 the Residents' Association, I thought, 'Well I'm not ready to be shouted at. You know, I don't get
106 paid for all this abuse.' So I resigned. And I think it was a combination of that and a combination
107 of 109 closing down, it just never picked up again. I'm not saying I was necessary to be there,
108 but somebody who took my place put people off.

109 INTERVIEWER: Right and is this potentially the same somebody who has been involved in the
110 Residents' Association [unclear – 0:11:10.3]

111 RESPONDENT: Yes.

112 INTERVIEWER: Yes, I've been speaking to other people about it and...

113 RESPONDENT: And she said she's going to resign now and won't be offering her services from
114 September.

115 INTERVIEWER: So where does that put you in terms of the Residents' Association?

116 RESPONDENT: It's me and Cathy. Cathy doesn't want to take on a role, because I said to her, did
117 she want to be treasurer, there was only £47 in the kitty. So she didn't have to worry too much
118 about anything like that. She said, 'Oh, no, no. No. No. No.'

119 INTERVIEWER: [laughing] We're laughing because that's a good characteristic of Cathy's. But
120 fondly.

121 RESPONDENT: She's lovely, Cathy, she is an absolute treasure. She should be a treasurer,
122 because she is a treasure.

123 INTERVIEWER: [laughing] I like that. What can you see as being the...your role now is sort of...

124 RESPONDENT: To go and try and...I need to sit down with somebody, ask people at the council, I
125 don't know what departments they are, because they're always changing the names. That's one
126 of my bugbears, I keep thinking to myself, if they didn't keep changing the names of the
127 departments and having to bear the cost of all the different headings and what have you, there
128 might be enough money to spend on other things.

129 INTERVIEWER: I don't think it costs much to change a name.

130 RESPONDENT: It's not that, it's like...

131 INTERVIEWER: Anyway...

132 RESPONDENT: Anyway...I get a bit exasperated with the council, but I can't get really angry with
133 them.

134 INTERVIEWER: We'll come to that in a minute. So your role at the moment...

135 RESPONDENT: My role at the moment is I feel a bit lost. I wanted to speak to...I think I spoke to
136 Julie, she's the council person who helps with the federation. And she said I need to speak to
137 Mike. Then I thought, Mike, you seem to be more interested in Red Tower [unclear – 0:13:42.6]
138 and I thought I'm going to get stroppy with them all and fight. So I've decided to get stroppy
139 and tell them what I think of them, and try and nudge, not only residents, but council
140 departments, into trying to get this going again. I don't know how to do it.

141 INTERVIEWER: What do you see as [unclear – 0:14:16.1] having spoken to other people, I can see
142 the situation in Walmgate as being very complex, historical and tricky, I guess, as a researcher.

143 RESPONDENT: I think they feel quite apathetic, the people who live in the area. They're plodding
144 along okay, I mean...

145 INTERVIEWER: Plodding along, okay, yeah.

146 RESPONDENT: People plod along okay. We're British, so we have a moan about things and we
147 put up with things, but there's nothing really bad enough to get residents fighting for a cause, if
148 you know what I mean. We haven't got anything really bad on the estate for people to get irate
149 about. They just moan about it. They moan about the traffic, which is not that bad. They moan
150 about the bins, which are not that bad.

151 INTERVIEWER: You mentioned Red Tower and I'd be interested to know your honest opinions on
152 what you think about the Red Tower and whether...I'm happy to discuss where the Red Tower is
153 with you, because it's important, but what do you think about the Red Tower, before I tell you
154 where we're at?

155 RESPONDENT: Well, I'm not one for nostalgia, but I do think heritage is important, without being
156 nostalgic. If there's a building there, rather than making a museum out of that, I'd rather see is
157 used. So, yes it's great. When I saw inside of it, I thought, 'My God, there's a lot more to do here
158 than I thought.' A community café would not only require all the utilities, it would need special
159 access, there's no way they're going to get upstairs, where are we going to have toilets? All
160 these different things. It's a job and a half, to say the least. It's something I couldn't devote my
161 energies to. If somebody got it up and running, I would support them. I would look to be able to
162 use it if it was up and running.

163 We used to have a regular knitting group in Space 109, we met every week. I don't want
164 to go to, I want it for local residents, I don't want to have to go out and teach knitting skills. I
165 wanted to get local residents in for a cuppa, chat to eat other about personal things or a way of
166 somebody coming along and maybe giving us a word about one or two neighbours that I could
167 maybe just go and report to the council for them if they were feeling uneasy about it. So
168 connected with the Residents' Association, but apart from it, if you know what I mean. Which
169 could be done, I suppose, in the Red Tower, but I've asked a few people about the Red Tower
170 and they've said, 'Oh, that's a good idea.' I'm saying then, or other people have just...and then
171 thought nothing else of it after that. Or they've thought, 'Well that's a waste of time, isn't it?
172 And, 'Well, I'm not bothered.' So they seem to be not bothered. Apathetic.

173 INTERVIEWER: Apathetic.

174 RESPONDENT: Nothing, nobody seems to be against it.

175 INTERVIEWER: So, okay...

176 RESPONDENT: They don't want anything to do with it, really, can't be bothered.

177 INTERVIEWER: Now I'm, I'm acting as a reactive researcher. I guess this is my professional
178 opinion, there would be scope for the Red Tower to become something a bit more like a tourist
179 attraction. My concern is that that's not right.

180 RESPONDENT: Would that be a bit sort of like, was it Monk gate, where's there a bit of a Richard
181 III...

182 INTERVIEWER: My concern is that if something wasn't done in the future it could end up being
183 something like, but not necessarily exactly the same, as Monk Bar, The Richard III Experience,
184 and if that were the case, I mean how would you feel about that?

185 RESPONDENT: Well I don't know whether it would maybe be as conveniently placed for tourists
186 as Monkgate or, what's the other one? Micklegate? Because it's not in the middle of...it hasn't
187 got that gatehouse, has it, like the others have?

188 INTERVIEWER: True.

189 RESPONDENT: A barbican.

190 INTERVIEWER: That is true. Yes.

191 RESPONDENT: And quite a lot of people give up the walls at the traffic lights, because they don't
192 know where they start again. You know, if they're coming round past the Minster...

193 INTERVIEWER: True.

194 RESPONDENT: ...yeah, they give up the walls then.

195 INTERVIEWER: Well I don't know if that is necessarily true, actually, because...

196 RESPONDENT: Because when I think of how many people walk along these walls, have you
197 counted them? Have you...is that part of the...?

198 INTERVIEWER: I'm going to do that, yeah.

199 RESPONDENT: Because I've looked at how many people walk on other bits of the walls, and I
200 think the fact that because it's near council houses and things like that, it puts people off,
201 because they just think, well the historic bit is behind the Minster.

202 INTERVIEWER: Maybe. That might be...

203 RESPONDENT: And there's a lot more people at those things. But also I mean like this is
204 something historic that...I mean I don't know exactly all of the [unclear – 0:22:07.1] I used to
205 work in a co-operative, a workers' co-operative, on Gillygate – Gillygate Wholefood Bakery – and
206 we got those premises at rates only, we didn't pay any rent, because the council had compulsory
207 purchased one side of Gillygate. They were going to knock those buildings down so they could
208 expose the city walls. And there was also going to be, there's documentation on this, an inner
209 city ring road, where they were going to knock down Melbourne Street and what have you,
210 because I bought a house in Melbourne Street after somebody had bought it for pennies
211 [unclear – 0:22:57.5] because it had been compulsory purchased, or was going to be compulsory
212 purchased.

213 INTERVIEWER: What's that word? That compuls–

214 RESPONDENT: Compulsory purchase?

215 INTERVIEWER: Compulsory purchase.

216 RESPONDENT: Yeah.

217 INTERVIEWER: I've never heard that term before.

218 RESPONDENT: Have you never compulsory purchased? Well if there's a compulsory purchase
219 order on something, the council has the right...

220 INTERVIEWER: Has to sell?

221 RESPONDENT: No, no, no, they have to buy it.

222 INTERVIEWER: Oh, they have to buy it.

223 RESPONDENT: They're buying it, so you have to sell it to the council, they buy it off these
224 people. And that's a compulsory purchase order.

225 INTERVIEWER: What's the intention there?

226 RESPONDENT: Well it's either planning or whether they should be demolished because they're
227 health hazards. You know like there was a lot of compulsory purchase going on in the '60s/'70s
228 where they were getting rid of slums.

229 INTERVIEWER: Okay. So what would happen is, is that you're told, send a letter from the council,
230 saying this property is being...

231 RESPONDENT: Compulsory purchased. Took.

232 INTERVIEWER: But I don't know like how...that that happened anymore.

233 RESPONDENT: Well this was a while ago, it would have been the '70s.

234 INTERVIEWER: Right, yeah. I doubt that would happen these days.

235 RESPONDENT: No, but what I'm saying is...well it would in certain areas if it was health or slum
236 clearance or something like that. If they wanted to demolish a tower block because it's unsafe,
237 that will be compulsory purchase. But that was the plan years ago, you see. So going back,
238 historically, when the council wanted the city walls to be more of a tourist thing by knocking
239 down Gillygate and exposing the city walls there. And then they changed their mind because
240 they thought it was important that they kept some parts of it a bit more secluded and away
241 from traffic and things like that.

242 INTERVIEWER: That part of the walls is lovely to look at.

243 RESPONDENT: Encouraging this bit to be more touristy wouldn't fit in with that, would it?

244 INTERVIEWER: Potentially not. But it's hard to know.

245 RESPONDENT: What if they want to rent? Is that what...I mean they want to be able to pay for
246 up-keep?

247 INTERVIEWER: I think there are some people that want some things and some people that
248 potentially want other things, but I'm not sure what. But my concern is that...

249 RESPONDENT: If nothing is done in the voluntary sector sort of thing, then the council would be
250 looking for an income.

251 Because if they did something touristy, then that could encourage people to walk the
252 walls, and there would be more of them.

253 INTERVIEWER: What do you think, if the Red Tower was, hypothetically, a tourist honeypot type
254 thing...?

255 RESPONDENT: I don't think I would like it.

256 INTERVIEWER: You wouldn't like it. That's what I want to...

257 RESPONDENT: I don't mind people walking on the city walls and coming in to our estate to have
258 a picnic lunch and things like that, that's fine, but I wouldn't like to think that people were
259 driving up and...well they couldn't park there, really.

260 INTERVIEWER: No.

261 RESPONDENT: No parking facilities.

262 INTERVIEWER: It would be something different, wouldn't it? How would you feel?

263 RESPONDENT: I wouldn't like it. But I wouldn't necessarily be out and out against it, without
264 finding out what the idea is going to be.

265 INTERVIEWER: Yeah, okay.

266 RESPONDENT: I don't believe in just hanging on to things just because they're old. There needs
267 to be a sort of reason. If heritage is one reason then fair enough. But that's not as historic as
268 people thing though, is it?

269 INTERVIEWER: No, it's not and they wouldn't change it...it would be like the other bars, you
270 know, they'd keep the fabric of the building the same. That would be part of the [unclear –
271 0:27:23.0] factor.

272 RESPONDENT: Yeah. Wasn't the idea, though, that the council can't afford the up-keep of these
273 places, so they would willingly support somebody who was able to apply for grants and support
274 it for them?

275 INTERVIEWER: That's the idea. That's our idea. That's what we...

276 RESPONDENT: And what about Postern...?

277 INTERVIEWER: Fishergate Postern Tower?

278 RESPONDENT: Fishergate Postern Tower. Because that's only open a couple of times a year.

279 INTERVIEWER: But they're doing...the Friends of York Walls are actually working on that one and
280 they have got quite far with it, because I think they've got the grant and they've got electricity
281 and [unclear – 0:28:03.2] I don't actually know how far they've got, but I have heard that...

282 RESPONDENT: You see that's been a lot more usable, hasn't it? More of a usable space than this
283 place.

284 INTERVIEWER: All I know is that they've got a bit further ahead of us.

285 RESPONDENT: Because there used to be art exhibitions and different workshops and things in
286 there before.

287 INTERVIEWER: Yeah and I think that's what they are going to try and make it into, an art
288 exhibition. Okay. I'm glad I've got your opinion on that, even if it is a hypothetical question. So
289 what are your concerns about the area? I've said mine.

290 RESPONDENT: About the red house? Is that what you mean?

291 INTERVIEWER: The Red Tower and the Walmgate area.

292 RESPONDENT: The Red Tower. What are my concerns about...? My concerns about the estate is,
293 the overall concerns, is about how local authorities have had their ability to look after council
294 properties limited very much by central government. And because of [pause] when it went from
295 a...local authorities used to be...they used to do things before, then they became like an
296 enabling thing, where they could point you in the right direction, but they couldn't actually do
297 things themselves, the council. So [pause] everything seems to have to go out to tender to
298 different companies, where the council used to do a fairly good job themselves without having
299 to go to private contractors.

300 INTERVIEWER: Can you think of an example?

301 RESPONDENT: Yes. The annual gas boiler service, which would have been serviced by the
302 council, because the council flats, they put the boilers in and they were serviced by the council.
303 So then the cheapest contractor gets the job, and it was Heating Spares & Services, so they
304 thought, oh yes, we're great, stick an office on the thing and they were absolutely appalling.
305 They lost the contract and it went to Help-Link. Help-Link have decided, 'Oh it's only the council
306 we're working for, we'll just tell them that this fire's faulty or the flue is not clear on this one.'
307 And they were just fiddling the council left, right and centre. Because they then got the job of
308 taking the gas fire and putting an electric fire in; 37 weeks I had no hot water in my flat and that
309 was Help-Link. How am I supposed to take a bath? No hot water, for 37 weeks. It's alright doing
310 your washing up with a kettle full of water, but you can't really get a bath from that.

311 And then when you're in the council, they're saying, 'Well it's Help-Link we have to deal
312 with these days.' So in the end the council thought, well, we're just taking this back in-house
313 again. So they've taken it back in-house and they've got a really got set of heating engineers
314 who come and do the work very well, no complaints. No personal agendas to get extra jobs to
315 replace fires and things like that and replace boilers. So, yes, that's one example.

316 So my concern is that because of political changes over the years, the council...and the
317 selling off of council houses, I don't mind people buying their house, I've got nothing against
318 that, but I think the council should get first refusal on buying it back again, I don't think they

319 should be sold on and on and on. My next concern is if that happens to housing associations,
320 then all these ground floor flats, which are suitable for people with disabilities and older people,
321 they'll all the getting sold off to holiday lets, because we all live near York. Quite a few holiday
322 lets on the estate and private lets. That's how you lose that sense of [pause] community of the
323 people. If you're a holiday let you just want the money, don't you? If you own the place for a
324 holiday, you just want the place to be reasonably tidy to get somebody in for a couple of weeks.
325 If it's a private let, you're obviously getting students in at the moment and they shouldn't be
326 taking over accommodation for people with disabilities or for older people. Because they
327 weren't built for that.

328 INTERVIEWER: I'm trying to think of a way [unclear – 0:33:49.8] that kind of idea of place,
329 because it is about place, isn't it?

330 RESPONDENT: Yes.

331 INTERVIEWER: It's about local places.

332 RESPONDENT: Yes. I think we're losing our [pause] we're losing our sense of community [pause]
333 because of the changing economic circumstances and changing industries, which is partly the
334 tourist industry.

335 INTERVIEWER: You said before that you were here before the tourists and before the Vikings,
336 which I think is great, do you think there has been more of it? Because obviously on the one
337 hand there's the heritage of York is seen as part of the bringing in of the...

338 RESPONDENT: I understand the changes, because I understand something like service industries
339 taking over manufacturing industries and the disappearance of middle-management and all this,
340 I understand all that...

341 INTERVIEWER: I don't understand what you mean by that – what does middle-management
342 mean?

343 RESPONDENT: Well if you look at some industries where there used to be the manufacturers,
344 then there would be someone, you'd go up to like supervisors, and then up to middle-

345 managers, well in the hotel business you would have a manager in a hotel and an assistant
346 manager, you might have had the housekeeper – they've all gone. And you even now in the
347 tourist industry, you're getting people, you don't even have receptionists half the time because
348 you've booked yourself in online, so the service industry is bringing about changes. And this is
349 why you get the wealthy and the poor. Because everybody at the bottom, the differential pay
350 scales between somebody at the bottom and then the next thing up might only be twenty
351 pence an hour, where before you sort of went up the ladder, you don't go up the ladder now,
352 you go twenty pence an hour more.

353 INTERVIEWER: That's interesting.

354 RESPONDENT: It's all connected. So now that you've got this tourist industry, you're relying a lot
355 more on lower paid workers all being run by chains and not the individual hotels it used to be
356 and there isn't the manufacturing industry there used to be, there isn't the railway work. I mean
357 look at the hotel now. That used to be railway offices,

358 INTERVIEWER: That's the new hotel, isn't it?

359 RESPONDENT: That's the hotel at the back of the West Offices, so West Offices used to be the
360 railway offices, that fancy hotel, is the cedar something...

361 INTERVIEWER: The Cedar House Hotel.

362 RESPONDENT: Something like that. That used to be railway offices, all these Victorian buildings.
363 Because no railway works here anymore, there's no railway...there's nobody checking tickets
364 anymore, because everybody books themselves in online.

365 INTERVIEWER: I mean this is a very wide thing.

366 RESPONDENT: It is a very wide thing. And saying that I think York, in a tourist area, is surviving
367 on that tourist industry, where if it's something like the North East, there's no tourism industry.
368 Like in somewhere where I come from. Once the manufacturing industry has gone, people are
369 on the dole. Once they've closed the mines down, there's nothing else there. In these horrible
370 sort of...horrible environments, the pits have just left scared landscapes. But York's got the

371 tourist industry, so in one respect it's good, because it's keeping the economics of the city
372 going, but in other respects it's not so good.

373 INTERVIEWER: I mean I think it's important to acknowledge that tourism changes [unclear –
374 0:38:13.2]

375 RESPONDENT: But also it's not just tourism changing the place. It's the world economy is
376 changing it.

377 INTERVIEWER: Okay. That's a big issue.

378 RESPONDENT: But I am a citizen of the world, not just a resident of York.

379 INTERVIEWER: That's true. That's very true and actually something that's come up is this idea of
380 there being issues that are different scales, like start off with local places and you get national
381 issues and then international issues.

382 RESPONDENT: I think it goes the other way.

383 INTERVIEWER: You think it goes the other way?

384 RESPONDENT: In a lot of respects, I think.

385 INTERVIEWER: Go on then, explain why?

386 RESPONDENT: I can't probably explain the difference between a multi-national company and an
387 international company, there's a big difference and I can't quite explain it. One is where the
388 research and development is in the West and the cheap labour is in the East or something. And
389 another one where, international...that's it, where it's more spread out over the world. But I think
390 when you look at the tourist industry now, [pause] and you're looking at a lot more chains, a lot
391 of these chains are all over the world.

392 INTERVIEWER: Okay. I still think that there are independent shops in...

393 RESPONDENT: Yes.

394 INTERVIEWER: And I'm kind of working on this Red Tower project in the hope that it will be...

395 RESPONDENT: It will be independent.

396 INTERVIEWER: It will be an independent something.

397 RESPONDENT: And I think if there can be good quality independent [unclear – 0:40:08.7]

398 because I think if you're looking at shops and independent shops and what have you in town,

399 then I think you're going to get good quality boutique type shops, good quality shops, shops

400 with good quality things and pound shops, that's where the High Street's going.

401 INTERVIEWER: There is a bit of that, but the other thing that I think the Red Tower could be is in

402 this macro structure of [unclear – 0:40:49.5] tourism economy it could potentially provide some

403 of something for the local people, even if it's something small like somebody came in one time

404 and said, 'Why don't you have a noticeboard that people can use to put down...a bit like the

405 local link.' That kind of thing. Like a place where information about the local...

406 RESPONDENT: What, on the outside?

407 INTERVIEWER: Outside, inside.

408 RESPONDENT: Well, yeah, but you'd have to [unclear – 0:41:21.5] put it on the inside.

409 INTERVIEWER: Well yes, yeah. This is all...

410 RESPONDENT: Are you finding that there's more, are there many local people coming in on a

411 Saturday? Or are they mostly people just coming in off the walls?

412 INTERVIEWER: It's mostly people coming in off the walls. The people on a Saturday...some

413 people have been coming past to talk about the plants. That's my impression. And the local kids,

414 which you saw, that day when you came. But I think that fact is that when you, as you said when

415 you came in that first time, and this is my interpretation of other people's behaviour, I don't

416 necessarily know this for sure, they see it and it's a brick shed, that we've tried to make look a bit

417 better, but you can't hide the fact that there's no running water and there's no lighting.

418 RESPONDENT: We used to sit in air raid shelters when we were kids which were left...I'm talking

419 about in the '50s, so the air raid shelters have been used for all different types of things, they've

420 been used for coal houses, they've been used for garden sheds and some of them were used as
421 public toilets, you know what I mean, unofficial public toilets. Or where the kids used to go in
422 and smoke or...

423 INTERVIEWER: We're definitely not doing that with the Red Tower. Not public toilets.

424 RESPONDENT: I think people used to...well it was, well I dread to think what some people used
425 to get up to in these old, disused air raid shelters.

426 INTERVIEWER: We've gone around the world here, coming back to the Red Tower and the issues
427 there, what do you think would be your...what would you like to see happen in Walmgate and
428 the Red Tower?

429 RESPONDENT: What would I like to see happen to the Red Tower, that would hopefully be of
430 use to the people of Walmgate? Is that what you're thinking?

431 INTERVIEWER: Well, no, I'm being broader than that. What would you like to see happen in
432 Walmgate in general? It doesn't necessarily have to be anything to do with the Red Tower.

433 RESPONDENT: Well [pause] it's very difficult, because I think the area is changing very much by
434 the building of student accommodation. So it's going from what was an ageing population to a
435 very young population for almost three quarters of the year. So what's going to happen to the
436 other quarter of the year, I haven't got a clue. I wouldn't say the students are a burden or a
437 nuisance to anybody, apart from the fact that there are going to be very large buildings locked
438 up, like gated communities, that just look dead. There's no access to them, you can't walk
439 through these buildings, you can't walk between the buildings, [pause] well you couldn't before
440 on that side, because you could actually see the river and things like that, you can't see it now,
441 so it's changing, I think, for the worst, in that respect, by the buildings, rather than the students. I
442 wouldn't like to say I'd like to see the back of the students, because I wouldn't, the students are
443 not the problem, it's the buildings.

444 INTERVIEWER: So that's quite important, that sense of...

445 RESPONDENT: But the students are an issue, in a way, because if it wasn't for the students, if it
446 wasn't for these colleges trying to increase the number of students, and I don't think that
447 building the student accommodation is freeing up the private accommodation that they
448 thought it was going to. Because the universities keep raising the number of students. So what I
449 would like to see in York can't happen. I'm not being nostalgic, it's like I say, I don't want to be
450 nostalgic, but you can't get a more community-based environment if the majority of the people
451 that are living on the estate are in a gated community and only there part of the year.

452 INTERVIEWER: Again, my response to that is that okay, yes, I am concerned about providing,
453 getting that sense of community, I guess I am cautiously optimistic...

454 RESPONDENT: Hi, Mike. We're just talking about housing and the local community. He's running
455 away.

456 INTERVIEWER: He's running away.

457 RESPONDENT: I'll tell you why – he used to work at the council, in housing and local
458 communities.

459 INTERVIEWER: Right. Um, so...

460 RESPONDENT: So I don't think the red house, the Red Tower, whatever it became, would make a
461 great difference to our local community. Does that sound negative? Well it is, because I said no.

462 INTERVIEWER: Technically it is a negative statement, but do you think we should try anyway?

463 RESPONDENT: I think you should try anyway, because one of my slogans is it keeps people in
464 jobs.

465 INTERVIEWER: We're all volunteers, but...

466 RESPONDENT: Yeah.

467 INTERVIEWER: ...it keeps people active.

468 RESPONDENT: It keeps people active and informed. I wish I had the time and the energy to go
469 out and drag people out and say to them, 'Look there's a project I wish you could get involved
470 in.'

471 INTERVIEWER: I asked Cathy this as well, and I wish I'd done this earlier, I really do. As a
472 researcher I'm a bit annoyed with myself that I haven't been able to get out there and knock on
473 doors and get involved. I think part of [unclear – 0:48:54.6] learning how to do this, and just
474 talking to people like you and Cathy and Mike and understanding the area a bit better before I
475 go in would probably have been a better way of doing things, but I would like to know what
476 your opinion would be if I were to take a survey as part of the... basically it's Mike's idea that as
477 part of the Residents' Association ballot paper that goes out before the AGM, I was thinking of
478 sending a survey out as well.

479 RESPONDENT: You could send a survey out with that...

480 INTERVIEWER: But whether it gets delivered or not...

481 RESPONDENT: ...because even when it gets delivered, my friend and I used to do it, we could do
482 the whole estate, well from Walmgate down the bottom, we could do it in 20 minutes, when
483 there's two of us going, because one person goes in one place and goes up the stairs and then
484 the next house the next person goes up the stairs... so you could do it like that. And you've got
485 to get there really early in the morning when you know all the doors are open. And you can post
486 all the things. But we've done that, me and Lesley, so we know it can be done and the response
487 you get back is about twelve, and this is from Navigation Road and the Walmgate side. And I
488 think we've got about twelve responses.

489 INTERVIEWER: And this is after you personally went and posted them out.

490 RESPONDENT: Yes. So me and my friend on this side and somebody else doing that side. And
491 we've got about twelve and I think the maximum this time was about twenty. I think the
492 maximum we've had, ever, has been about twenty.

493 INTERVIEWER: Still that's better than nothing.

494 RESPONDENT: Yeah. But that's to say look we've got £7,000 to spend, what do we spend it on?
495 And you get twenty...and giving them three options. It could be that people didn't, a lot of
496 people didn't...I'd say to people, 'Did you send that thing in?' 'No.' 'Why not?' 'Oh, waste of
497 time.' I'd say, 'Well it's not a waste of time.' 'Well the council do what they want to do anyway.' I
498 said, 'Well no they don't really. Not when it's £7,000.'

499 INTERVIEWER: Cathy said that it was delayed.

500 RESPONDENT: Well we lost a year. We lost some money because of the, the put it bluntly,
501 because of the farting about by the [unclear – 0:51:29.9] Residents' Association and the council.
502 But the thing is as well is like...

503 INTERVIEWER: Well you're trying to do a democracy aren't you?

504 RESPONDENT: No, we've got these railings, they put these railings up and they're put up by
505 twopenny-halfpenny bloody company from Selby. They're rubbish, absolute rubbish, but we as a
506 Residents' Association can't say we don't want that company to do it.

507 INTERVIEWER: You can't say that?

508 RESPONDENT: No. So last year we said, 'We don't want this...' I think Russell Stone, £1,400 for
509 this, this wide, 600 x 400 x 400 high, two of them, £1,400, plus £100 delivery from Travis Perkins,
510 you know where Travis Perkins is?

511 INTERVIEWER: Yes, just across the road.

512 RESPONDENT: Because it was supposed to be coming from Travis Perkins [unclear – 0:52:29.2]
513 done by some, so we told Russell Stone, you bring these things to our estate, we'll put them
514 where you don't want to feel them, believe me, and we just do not want £1,400 wasted on these
515 things. We'd rather buy plastic plant pots. 'Oh, we can't buy plastic plant pots.' I said, 'Well
516 there's been plastic plant pots there for the last five years. They're still standing there.' Got
517 weeds and that now. You cannot get people involved in anything, apathetic.

518 INTERVIEWER: I mean I still have the time.

519 RESPONDENT: I do, I try, this is why there's me and Cathy left. And I mean Cathy's not really a
520 tenant, because it's her son and daughter-in-law that's bought the house and she rents it off
521 them, so technically she's a private tenant, but because she hasn't got a tenancy agreement, I
522 suppose she's just a family member, so that's how...

523 INTERVIEWER: Yes. I'm going to stop here, because otherwise the file gets too big.

524 INTERVIEWER: This issue of trying to get people involved to try and get the message out there, I
525 have been talking to people about information sharing as being an issue and access being an
526 issue. But it sounds to me like there is something else, it is not about getting the word out there
527 that you have done.

528 RESPONDENT: I put notices up on the noticeboard, nobody comes to the meeting. We have
529 even invited them to parties, they don't come. I have been in to the new hotel on one day and
530 asked them could we use a room in there, and they said, 'yes.' So that might be the first step, to
531 have our AGM in there. I would say who knows though, New Year, new start or something in the
532 new hotel.

533 INTERVIEWER: Free tea and biscuits.

534 RESPONDENT: Well it would be an evening one, I don't think there would be tea and biscuits,
535 No, people didn't mind coming to the Orange Tree Club because they could buy a pint.

536 INTERVIEWER: There is a bar at the hotel isn't there?

537 RESPONDENT: Yes, so that's why I was thinking... Because we had umpteen tea and biscuits and
538 it didn't work, so I think the best thing. I have just been round to the building around there, had
539 a word with the Project Manager, invited them to the meeting and then she will just say, 'well,
540 what have you done that for, we are discussing [unclear – 0:01:53:4].

541 INTERVIEWER: The local bobby, you were speaking to him the other day weren't you, do you
542 think he would come?

543 RESPONDENT: He does come sometimes.

544 INTERVIEWER: Yes, I would actually be really interested to chat to him.

545 RESPONDENT: They are meant to come, but if they are on a morning shift obviously they don't
546 come. Julian is their PCSO, he is not the police.

547 INTERVIEWER: No, he is a support worker isn't he?

548 RESPONDENT: Yes, he is the PCSO. We used to have those come along, we always had the Estate
549 Manager come along, and I always used to make sure there was something else on the agenda
550 that was connected to the local area, and that was either York Rotters, we have had York Rotters
551 come along, we have had somebody from the NUS come along. All these things, then it just
552 dwindled away because they just got so sick of a certain person going on about, 'okay then, so
553 that is,' and then she would just take over the meeting and everybody would just turn off. So, if I
554 can start ahead again in September, by bribery and not so much corruption to get people to
555 come to the meeting. Even if we don't elect a full committee, then hopefully we can build up
556 some kind of residents' group.

557 INTERVIEWER: Because of my interest with the Red Tower, I think a combined effort of sorts.

558 RESPONDENT: Yes, so if we have our AGM, which will have to go through the formal disbanding,
559 so starting again. And then guest speaker, you maybe, who is talking about, we have mentioned
560 before, along those lines when people spoke to us, we even let her speak first before people
561 drifted off. I have put photographs in the Red Tower on the noticeboards, I have put
562 photographs of the changing face of the estate, photographs of the university buildings. I
563 thought even if I get someone to come along and say, 'that is a bloody awful building,' but
564 nobody came and even said that. We may officially have to disband, because if we can't get a
565 committee, we may have to disband legally. So, I don't know, I need to see Mike about this and I
566 also need to speak to I think it is that lady from the federation. It was the federation meeting
567 where my friend, the treasurer got so upset and walked out. She just thought there is no point in
568 trying to do anything anymore, it is like banging your head against a brick wall with the council
569 and Dringhouses has had to disband because they have got down to two people.

570 INTERVIEWER: What day is the...?

571 RESPONDENT: I am not sure, but it is in September.

572 INTERVIEWER: I just hope it is not the same time as my...

573 RESPONDENT: Probably the second Wednesday of September.

574 INTERVIEWER: That's the 9th isn't it?

575 RESPONDENT: If it is only me and Cathy, it has got to officially disband. There is no room
576 officially booked for it, I could have a word with Mike, have a word with Julie and just say, 'look I
577 need some help here, can we postpone this AGM and have an official new start?' I think we
578 should change its name just to Walmgate, rather than Walmgate Navigation Road, people think
579 it is important that you have two separate things. What we need is a new start, and try and get
580 some younger people.

581 INTERVIEWER: It would be really good if the Red Tower staff could be involved from the start
582 and then people can feel like they actually have something to say about it, even if they are
583 apathetic.

584 RESPONDENT: Nobody feels any interest at all in Walmgate Bar. There used to be a chapel there,
585 nobody bothered. Now it is a café, nobody is interested, nobody goes.

586 INTERVIEWER: It is about making things exciting.

587 RESPONDENT: I know.

588 INTERVIEWER: It is interesting. I think there are ways of sharing information that is exciting,
589 articulating things and then bringing in the energy somehow. I have kind of gone off at a
590 tangent.

591 RESPONDENT: What I was thinking, while these new kids are coming down to the Red Tower, I
592 know it is only the summer holidays is the reason they might be coming down, because I have
593 never met them before the summer holidays. To try and get them involved, make them a
594 noticeboard to say 'Rosemary Recreation Area,' because it has always been called The Kiddies
595 Play Area. But it is not a kiddies play area. So it has changed now, sort of near our clothes lines.

596 So somebody, [a resident] I think it was from the town hall said, 'can you not get a local school
597 involved,' I said, 'we don't have a local school, we don't have a local doctors.' That's what I would
598 like around here, but you can't force a business to come and open a shop. Look, we have lost
599 the Post Office, if we are going to lose the Post Office, we are not going to get a chemist. We
600 had a Post Office, we are not going to get one back because it is now in Monsbrook.

601 INTERVIEWER: We talked about information sharing and all the efforts that you have made to try
602 and get the message out there and you feel a bit disappointed by the sounds of it.

603 RESPONDENT: Yes, a bit exasperated by it.

604 INTERVIEWER: Going back to this idea of heritage, do you think that something like heritage can
605 actually be useful?

606 RESPONDENT: In bringing people together, partly. When you have lived in an area,
607 heritage, a heritage site so to speak, you don't see it anymore. You don't see this heritage, you
608 just see the bottom of your garden wall. So there is that. People go to other cities to see
609 something historic, and they are actually living in one themselves.

610 INTERVIEWER: I know how that feels, because I work in Kings Manor and sometimes I forget.

611 RESPONDENT: Yes, I used to work at Kings Manor for a different thing.

612 INTERVIEWER: Okay, have you got any questions for me? I think we will have a lot to speak
613 about, about this AGM, because I think the AGM and the fact that it is near the Heritage Open
614 Day that we have got here. Do you know what we have?

615 RESPONDENT: No, I don't know anything about it. Tell me all about it.

616 INTERVIEWER: I will tell you all about it. We are going to be part of this Heritage Open
617 Day, on Saturday 12th. We are inviting everybody, we are imagining that some people on the
618 city walls will come. We have got potentially a juggler, storytelling lady in a tent, a pop up
619 cinema is happening showing a film about fifty years in York. It is a movie that I managed to get
620 off a little old lady who came to one of my talks and it is a movie that has been in the archives of
621 The York Press, and obviously published a while ago. So it was in VHS form in the 1990's and it

622 is old movies made by the readers of the Yorkshire Evening Press. I haven't watched it yet, but I
623 have heard other people say that is really good.

624 RESPONDENT: Is it York itself, not just this area, all of York?

625 INTERVIEWER: All of York. So, I will get a projector and a screen.

626 RESPONDENT: So, you have not seen it yourself?

627 INTERVIEWER: I have not seen it myself, no because I don't have a cd drive.

628 RESPONDENT: I have just thrown mine out not so long ago.

629 INTERVIEWER: Oh, The Fifty Years of York?

630 RESPONDENT: No.

631 INTERVIEWER: Oh, your VHS player.

632 RESPONDENT: I chucked it out and then I opened this box and I thought, 'what am I going to do
633 with all of these tapes?'

634 INTERVIEWER: I know, I know, but we managed to save this one and it should be played on this
635 Heritage Open Day. So there are loads of different things happening. There is a local group of
636 guys that I have been playing music with and they said that they might come along. So there is a
637 load of stuff happening, and we would love people to be a part of it and enjoy it.

638 RESPONDENT: And it is all day?

639 INTERVIEWER: Ten until three.

640 RESPONDENT: I might have a day off knitting, because I have to have a couple of days off
641 knitting. But I want to go because if my other friend doesn't die between now and then, she is
642 part of the group so we would be meeting up there, and also Julie has just lost her husband as
643 well, so that would be another reason why I would be in knitting. I should be back by half past
644 one. I could leave at twelve and be back by half past twelve.

645 INTERVIEWER: Just pop by for a bit if you feel like. END OF TRANSCRIPTION

1 Interview 13: 29-08-15 Rosemary Place Martha

2 INTERVIEWER: So, Martha, to start off this interview, can you tell me how you know me?

3 RESPONDENT: By watching you at the Red Tower, which I'm very interested in, because I'm an
4 historian of York and a citizen, born and bred, and my family were all business people and we
5 had pubs all round York and I have people I've known from a child. I went to Fishergate School
6 and we were a class of 48 and gradually these students that I was with all were from families
7 from the army and my father was the clerk of works at the barracks, so I used to go and meet
8 him and he also was the man that looked after fourteen boilers as well as the food for the
9 soldiers. And they used to always wait for them to get the food and I used to have to go and see
10 my father on my bike and take him his sandwiches, his pack-up.

11 So living down Walmgate in later life I met a lot of people I went to school with, because
12 that was the catchment area for Fishergate School and some of my friends are still with me and I
13 am the secretary of the Class of '46. And I still have connections, but a lot of my friends,
14 unfortunately, with life, have died or left York. But I've always been a true person and I love York,
15 there's nowhere like it. And I've travelled the world and I do a lot for the Legion. I've been to the
16 Palace three times and I've represented England ten times in Australia, in Sydney, and I'm known
17 as a True Blue. Because when I'm there I do what you call community work. Like when I first went
18 I went and volunteered my six weeks that I had left, because I was driven mad.

19 I wanted to get with the public and I went and volunteered to go and take meals round Sydney.
20 And this guy who I was put in with, he says, 'Oh, you're a pommie bastard, are you?' I said, 'No, I
21 had a father and mother – what did you have?' And he said, 'You'll never get the money from
22 the places we go.' I said, 'Well just give me a chance.' And this prison I went in, I didn't know it
23 was a prison, it just looked like an ordinary block of flats like what we're living in, and when I got
24 to the top of the steps there was a prison officer and says, 'You want to be straight along here,
25 the third corridor on your right.'

26 So I went and the order's \$14 and I had his food in an esky, they call them there, so that they
27 could keep cool and I went in and I said, 'Hello, are you there?' 'Yeah, what do you want?' I said

28 well actually I've come to get your money that you owe us. It's \$14.' 'Oh, you're not getting that.'
29 I said, 'Right, I'm off and you're not getting your dinner.' He said, 'You can't do that.' I said, 'Try
30 me.' So I did and I said, 'Right, hope you enjoy your dinner next time, because you won't be
31 getting any more.' So he called me back and I actually got the \$14 and I went back to the driver
32 and he says, 'Huh, that's a one-off. It wouldn't have happened.' I said, 'Well, how come you've
33 never done it? Don't tell me what to do, I've done better than you've done.'

34 So I went back to the office and they said I'd done a remarkable job and they said, 'Is there any
35 more like you in England that would come out and help us to do the social work?' And the rest
36 of that time I met the Lord Mayor and it turned out that my daughter worked for the Lord
37 Mayor and I...

38 INTERVIEWER: The Lord Mayor of York?

39 RESPONDENT: Of Sydney.

40 INTERVIEWER: Oh, Sydney. Right.

41 RESPONDENT: And I used to look after his grandchildren, because I was a nursery nurse. And I
42 used to put some of my time in with my grandchildren in Sydney, Chatswood, and I used to go
43 there and do my volunteering there.

44 INTERVIEWER: Can we talk about York, this is what my research is about. It's all about York.

45 RESPONDENT: Oh, I see, but what I was saying was they said that the connections I had with
46 England and York was marvellous and I described York as a very good place to visit.

47 INTERVIEWER: Oh, good.

48 RESPONDENT: And my grandchildren come here every other year, from Australia.

49 INTERVIEWER: So you've got a real connection with Australia and a real connection with Sydney,
50 but you've still got a really, it sounds like, from what you've said...

51 RESPONDENT: From being a child...

52 INTERVIEWER: From being a child in York...

53 RESPONDENT: Yeah, in the school at Fishergate.

54 INTERVIEWER: Yeah.

55 RESPONDENT: From a child and me to become the secretary.

56 INTERVIEWER: Yeah. I'm with you. So you've been living in York all your life.

57 RESPONDENT: I have.

58 INTERVIEWER: But you've been living in Walmgate for how long?

59 RESPONDENT: Not that long. We came here in 1992, because Clive's my second husband.

60 INTERVIEWER: Okay. And so since you've been living here, what do you think about the
61 Walmgate area?

62 RESPONDENT: The Walmgate area is a mixed population, it's had a bad record, but you've got to
63 avoid that, like everywhere you go, there's always a bad penny. And Walmgate was related with
64 the Irish that used to come over from Ireland and bring the cattle. And I remember going to
65 work at Bleasdale's and I used to meet my friend at Walmgate Bar and we used to ride to work
66 together and if you didn't get in before eight o'clock, when you went further on the cows and
67 the animals used to come and they used to leave the urination and all the poo on the floor and
68 if you had to go through it you used to get it all over your shoes. So we changed our direction
69 after that, we used to cut up Piccadilly, which was nearer.

70 INTERVIEWER: So you changed the direction?

71 RESPONDENT: The direction, to get away from the cattle. But they used to be on— you know
72 where that supermarket, Waitrose, that was where the cattle used to be let off, because that was
73 where the Derwent Valley Railway came from, from Murton, and that's why...

74 INTERVIEWER: How long ago was this?

75 RESPONDENT: Oh, that's nearly 100 years ago. I'm not 100, but that's where the history comes
76 from.

77 INTERVIEWER: Right, yeah.

78 RESPONDENT: Irish drovers used to come and drive the animals onto the railway and then the
79 railway used to come near Walmgate Bar and then they used to go to the cattle pens, where the
80 barbican is now, and all that used to be a big place for selling all the cattle, sheep and cattle and
81 I've got pictures of railings, you know where that green lawn is? That used to be cattle pens and
82 they used to sell the animals through there and through the war the abattoir was right round
83 the corner, where I lived in Horsman Avenue and we used to see the cattle going in one door
84 and then they used to come through the other side with all their skin and everything. And you
85 used to see them all chopped up, you used to see them going round in a circle and they were
86 alive one end and then we used to see them coming out the other end.

87 INTERVIEWER: So you used to see them doing all this work with the cattle.

88 RESPONDENT: All blood on the floor, yeah. It was nothing, that. That's my childhood. And I've
89 got proper pictures of the Elvington Railway Line from where it was and Murton and I have
90 pictures that go back to 1893. And I allowed them to take it off and they've got it on their
91 railway.

92 INTERVIEWER: Wow. So thinking about more recent times, what do you think about the place
93 now?

94 RESPONDENT: I think it's been over-publicised. It isn't the city of York anymore. It's more like
95 London, because there are too many visitors, there's not enough room for what we have, normal
96 traffic, and it's the tourism. And we need the tourism to bring money in, but I'm afraid now if we
97 want to go into town we go out before nine and we get home before ten. Leave it 'till five at
98 night and come back home about six, because you can't get in anywhere in York in the city
99 centre. It's absolutely chocka, but we welcome visitors, but I'm afraid it's like social life, at times
100 it's too busy, there isn't enough time to be relaxed, because the motor traffic, the traffic that's

101 been increased and coming from London, they're all buying houses in York and coming up by
102 train.

103 INTERVIEWER: How do you get into town from here?

104 RESPONDENT: I always get taxis everywhere.

105 INTERVIEWER: Do you?

106 RESPONDENT: Yes. Clive and I, we'll be going by taxi, quarter to four, we come back at quarter
107 past six, got to Morrisons, get our fish and chips for £9 including two pots of tea and your lovely
108 fish with lemon on.

109 INTERVIEWER: Morrisons?

110 RESPONDENT: Yes, and then we get our shopping, come back, we order a taxi back, it's a
111 contract we have, we have done for the last two years, and then we come back at quarter past
112 six, home for half past six and then we unpack, sit down and watch the telly, and that's our
113 week's shopping. And that's our life.

114 INTERVIEWER: So you don't visit York...

115 RESPONDENT: Unless we want to go. We know where places are if we wish to go, but they're
116 over populated now.

117 INTERVIEWER: Would you say your life is here, in Walmgate?

118 RESPONDENT: Definitely. My heart's in York.

119 INTERVIEWER: So your life is here, but your heart is in York?

120 RESPONDENT: But it's in Australia as well.

121 INTERVIEWER: As you say, you've got family there as well.

122 RESPONDENT: That's right. But York is a very old city and it's been made with history and the
123 history of York, like somebody said, I forget who, that York's history is the lifeblood of England.
124 That was quoted by someone a long time ago and I can't remember who it is. One of the

125 bridges, Lendal Bridge, in 1571 there was a wooden bridge and it went to York Minster and it
126 was the Archbishop of York getting crowned to go to the Minster and with it being a wooden
127 bridge part of it used to open to let the traffic through, and at either end there used to be a
128 ferry, they used to put a chain across, because these boats had to pay penalties, a toll.

129 Anyway, in 1560 or whenever it was, this Archbishop went over the wooden bridge and it
130 collapsed and he just got the other side, so now when you go and see Lendal Bridge, it's got
131 two archangels like that blessing and they are there, lead buildings, iron, if you look up you'll see
132 two angels on each lamppost and fancy art on them and that's the reason why, because it was
133 blessed that the Archbishop [unclear – 0:10:09.0].

134 INTERVIEWER: But you've lived here so long.

135 RESPONDENT: And when I was only four my grandad used to take me round York and he used
136 to say, 'Where's The Cross Keys?' And I used to say, 'Which one– Near the river?' So he said, 'No,
137 where's the other one?' I said, 'It's in Goodramgate.' Look up at the signs, because a lot of
138 people didn't know how to read and write in his day, well he did, but I'm talking about medieval
139 days and that's why the boards are all round the pubs, because people used to travel by hansom
140 cab and all these carriages and horse and carriages on their way to London and up to
141 Edinburgh, York was a stopping point. York was a very important...also railway, because the
142 railway from York, it all started when Queen Victoria came to that hotel, it used to be called the
143 Victoria Hotel, but it isn't, it's the Royal York.

144 INTERVIEWER: So you know a lot about the history of York, because you've lived here so long
145 and you've lived in Walmgate since 1992 and you don't go into York as much, but from some of
146 the conversations we've had before we had this interview were about your concerns about the
147 local area. Can you talk to me about what your concerns for Walmgate are?

148 RESPONDENT: Well the children that are living round here now are not brought like we were
149 brought up. They're just vandals. They'd don't know how to behave. I don't know what you can
150 say. They have to be where their mothers can see them, but the mothers never come out of their
151 homes to be with them. So the children get up to mischief, which they wouldn't do if they took

152 them out and socialised, personally, like you do with your children. Or take them away from this
153 environment. There's nothing to stimulate them.

154 INTERVIEWER: Again, this is going back to something we've already touched on, what would you
155 suggest?

156 RESPONDENT: Well we had Space 109 and if that opened again it would be the key to keeping
157 the kids from being in trouble all the time, causing mischief and firing water at the tourists on
158 the walls and riding their push bikes, scooters that they have, because they go along there and
159 the people are crossing the wall and they haven't got room and the kids are stopping them from
160 going along the city walls. Well it's not a good impression. When they come to visit York, they've
161 come to see its history and its environment, but people think that these flats are like prison
162 blocks, because they don't look much different. Because we're in a conservation area here,
163 where we are.

164 INTERVIEWER: I knew that and this kind of relates back to the walls and the Red Tower, which is
165 how you know me, but before that you mentioned Space 109 and it would be really good to talk
166 about that a bit more.

167 RESPONDENT: Well it had everything. What we needed, we got. We were very fortunate at that
168 time, the government were very good.

169 INTERVIEWER: Where was it again? It was on...

170 RESPONDENT: Space 109 was in Walmgate. I think it was 119-120, but I can't tell you any more
171 than that, but that building that was there was CBA, the Council for British Archaeology, they
172 had Bowes Morrell House, and we were caretakers there for eight years, and that's when we got
173 the invitation to go to the Palace, from them. They'd all been and they said, 'We know who to
174 send – send Clive and Martha.' I said, 'I'm not going to the Palace to represent you.' They said,
175 'Well you've been invited, Royal Family, here, there's your invitation.' And it had our name on it.
176 And we were so honoured and they said, 'You've been a stalwart at our place.' Because they
177 were broken into twice...

178 INTERVIEWER: [unclear – 0:14:00.1] House.

179 RESPONDENT: At Bowes Morrell House.

180 INTERVIEWER: Bowes Morrell House.

181 RESPONDENT: CBA – Council for British Archaeology. They've moved, they're down Marygate
182 now.

183 INTERVIEWER: I know, I've got a friend who works there.

184 RESPONDENT: Well just mention Martha and Clive and they'll say, 'Oh, are they still going? I
185 don't know if they're still there, Jenny was there, wasn't she? She got married and I did her
186 wedding gown, I made a tablecloth and I did all the things. Because they emigrated to Australia,
187 or was it New Zealand or Tasmania. She's got a boy called Rufus.

188 INTERVIEWER: So Space109...

189 RESPONDENT: Was attached to the Council for British Archaeology.

190 INTERVIEWER: Okay.

191 RESPONDENT: To start with it was a wool shop. And next to it was somebody that did
192 photographs. But then two shops were taken over, because they were going free, and we were
193 complaining about now having anywhere for the kids to go, same as we've got here, it's the
194 same thing, it hasn't changed. But the only thing is we've got more now. As the fashion goes,
195 unmarried mothers and no fathers, so the kids haven't got that atmosphere of a close family,
196 but they did when we were at Space109. And they were like a little closed meeting club for
197 [unclear – 0:15:13.7] to come and that really helped us, because Space109, everybody
198 contributed what they could do and we did. But there's not that spirit now. There's nobody here
199 that will do it.

200 INTERVIEWER: And what did you used to do at Space109?

201 RESPONDENT: We used to show them how to cook. We used to have an art class. They used to
202 hire the rooms out, so they'd got money coming in and then they used to have a knitting club,
203 we used to call it the knitting and nattering club, because that was my name for it.

204 And then on the Saturday we used to open it out to the parents to come with their children and
205 join in drawing, like you've got over there, making cups of tea and we used to run it on a fund
206 and we used to donate so much for a kitty, to help us to run the thing. And Jo, up here, Joanne,
207 she was an artist type, because she painted a drawing of me and it's in the passage. And the
208 Lord Mayor of York, Brian Watson, you ought to see him, he knows all about it, he'll tell you.

209 INTERVIEWER: So your concerns about the place are about the kids...

210 RESPONDENT: There's no stimulus.

211 INTERVIEWER: There's nothing stimulating them. Space109...

212 RESPONDENT: Had the answer to it all.

213 INTERVIEWER: Yeah. And now it's gone for whatever reasons...

214 RESPONDENT: Well they couldn't afford to...we handed it over to somebody, because we
215 couldn't pay the rent. They put it up and the council said, 'We can't afford to run it anymore.' But
216 somebody else took it over and they couldn't run it, and they ended up letting the lease go
217 because they were in debt, and that's when it was changed over to that place for...

218 INTERVIEWER: It's a homeless— My understanding, because I went and had a look, it's for
219 homeless. Which is still a worthy cause.

220 RESPONDENT: It is and there's a big door there that we had put in between, we knocked the two
221 walls through, the shops, so we got a big one and we got one that you could cut off for smaller
222 occasions. And if you look in front of there, there's a tree and there's all blooms in what we put
223 in about ten years ago and they're all growing well now.

224 INTERVIEWER: So what would your wish be for this area, then?

225 RESPONDENT: To get Space109 back, with a bit of enthusiasm, with these parents to take their
226 children along and do what the children need. A meeting point, instead of being vandalising
227 everywhere. Red Tower is alright for now, but for a base when it's raining and pouring, they want
228 somewhere they can meet and there's no unit that can provide the stimulus that they need. I
229 mean there's supposed to be a community place opening as a place here, in Hungate, and it
230 says on this writing I've got down there that they're going for form a new community.

231 Jeffrey Newman, I know him, because he went to Australia and I used to go and meet him and
232 he was near my daughter, and he knew who was I was and he said, 'My God, Martha, you do go
233 travelling, don't you?' And I've been to see him and I've asked him if this community centre is
234 going to get built in Hungate here, if it's going to be a community centre that we can go to?
235 Because we've got nothing to do, all the children have to do is go over the bridge and let their
236 parents take them. And that's the future project, is that community.

237 INTERVIEWER: That's good to know, yeah.

238 RESPONDENT: Yeah, it's Jeffrey, down here somewhere, and he represents Lowther Street.

239 INTERVIEWER: Let me take a photo of this piece of paper that you've got.

240 RESPONDENT: And they've got so much money awarded.

241 INTERVIEWER: Where does it say that they've got the money?

242 RESPONDENT: It was on one of the press cuttings.

243 INTERVIEWER: Oh, okay.

244 RESPONDENT: And if you see [B], he should know. Ring the council, [unclear – 0:18:50.9]
245 collections and she got through did that one that represents us, I forgot what they call her now.
246 Green Party, Play Day, 84 Lowther Street, he's in charge of that, that's what it is. I know him from
247 old days and Red Tower is mentioned here, look.

248 INTERVIEWER: Yes. We're there.

249 RESPONDENT: But this woman here, she knows all this money that's been allowed.

250 INTERVIEWER: Which woman?

251 RESPONDENT: Who's won the award for this area.

252 INTERVIEWER: Yeah. Yeah.

253 RESPONDENT: It said in the paper somewhere that there was £20,000 awarded to Guildhall area
254 and that's us, nobody else. And that we would get an amount, because I've been arguing and
255 I've rung the Labour Councillor and she agrees with me. She said we were designated to have
256 some things put on the play area. Now four years ago I asked for these adult ones, that we can
257 play on, you know. You know, where you can get exercises, they've got them in Tang Hall,
258 because Sally has been to see them and she took a picture. Now I asked and she knows what
259 I'm like if I get the bit between my teeth, I'm off. And she knows that if I start [unclear –
260 0:20:10.2] she knows that I mean it, because I don't give up.

261 INTERVIEWER: So what do you think that that money could be used for?

262 RESPONDENT: Well to try and get Space109 back and maybe boost what you need there.

263 INTERVIEWER: It sounds like your need is that...

264 RESPONDENT: Well it's not my personal need, it's for the area we live in.

265 INTERVIEWER: For the area, yeah.

266 RESPONDENT: But nobody seems to want to bite the bullet, do they?

267 INTERVIEWER: It's very tricky, we're having difficulty with the Red Tower because we are
268 lacking...

269 RESPONDENT: This is the one you want to get to – her.

270 INTERVIEWER: The Green Councillor? Yes. We have...

271 RESPONDENT: And also the labour councillor and tell her I sent you and then she'll go, 'Oh, my
272 God.'

273 INTERVIEWER: We have had both of them come round to see us.

274 RESPONDENT: But what have they got to offer you? They haven't given you nothing, have they?

275 INTERVIEWER: Not yet, but we're having a meeting next week where we talking about the future
276 of the Red Tower.

277 RESPONDENT: It's about time, we pay our rates, why should we be pestered by kids that have
278 got no inspiration from home. They want them there, where they belong. So they don't have to
279 go looking for them. Those kids are out of here at quarter past eight in the morning, especially
280 Latham, and then he goes round and gets all his little ones round him and then they do nothing
281 but plague you 'till seven or eight, when it was summer time, it's earlier now, it's dark by about
282 seven, but nobody comes looking for them. You'd think they were waifs and strays.

283 INTERVIEWER: I'm going to stop this because the file gets too big.

284 [START OF SECOND RECORDING]

285 RESPONDENT: Because I think the parents should be with them more. I mean one child ran out
286 at the top of the slope of here and if I hadn't have grabbed her, she was three, she would have
287 got killed. And her mother went, 'What are you talking to my child for?' She was like this with
288 phone, I said, 'I've just caught her, alright?' 'Well don't you be talking to my child?' I said, 'You
289 should have been there with your child, never been on your phone.' So I said, 'Don't you tell me.'
290 And she went. 'Oh, what have I told you about leaving here?' She was only three, she was
291 running after a ball.

292 INTERVIEWER: It's frustrating, it's a concern that is relevant. I mean our experience at the Red
293 Tower has been that the kids are quite well-behaved and...

294 RESPONDENT: Within reason.

295 INTERVIEWER: They haven't been disruptive and have actually helped...

296 RESPONDENT: No, they won't be, because they're starved of proper- That's what you need.
297 That's why I'm glad you're here. Because you are teaching them how to behave, but they're
298 getting bad elements, which are not brought up to respect people. They want the stimulus, they
299 want the education and you've got it there. I'm very much admiring you, because I've told Clive,

300 that input you've got there is valuable and you're good at your job and so are your people who
301 help you, but I'm just so fed up of when that's closed it's like a door has shut and the rest of the
302 week they've nothing to do. They're bored to tears. And that's why they're getting...

303 INTERVIEWER: It would be lovely if we could do something, as you say, and it's good to speak to
304 you, to know what the needs are, of the community.

305 RESPONDENT: I wouldn't let my child out...a three-year old being allowed to be exposed to boys
306 when it wants a wee, its mother should have been with her. And she had a dog with her, this girl,
307 she was about eight or nine and they just look as though they're thrown out to, 'Go and get
308 yourself away from here. I want peace.' Speculation Street is just the same. And football. All the
309 big fellers, they don't work, none of them do. And they're all there sunning themselves and they
310 think they're off the telly and all you can hear is the football, bang, bang, bang all the time. And
311 kids screaming and dogs barking.

312 INTERVIEWER: Are you giving this to me?

313 RESPONDENT: Just say if you don't want it. I've no use for it.

314 INTERVIEWER: I might keep it. The Greenlight, just as a reminder.

315 RESPONDENT: But she knows I've been in touch with her and so does this Jeffrey.

316 INTERVIEWER: I know Jeffrey as well, actually, through some of the work we were doing.

317 RESPONDENT: You just tell him you've been talking to Martha. He'll say, 'Is she still going? Is she
318 still banging on?' That's all he will say.

319 INTERVIEWER: So my last two questions are it's obvious you've got a concern and wishes for this
320 place, but my interest is how do you get those wishes and those concerns across and how you
321 share information about them?

322 RESPONDENT: Well now we've nowhere to go, which was always on a Thursday...was it a
323 Thursday night or a Monday night? I can't remember. Space 109, it was our set appointment

324 that we went, and you see years ago Navigation wasn't connected with Walmgate's residents,
325 they were two separate issues.

326 INTERVIEWER: I'm aware of that, yeah.

327 RESPONDENT: Because the woman that used to rule this place with a rod of iron, she's gone,
328 Mrs Hardy, and there was somebody on Walmgate side, which I don't know, we didn't go to
329 their residents' meetings, but we amalgamated them both because we had to for financial gain
330 from the council. Well I came here with Clive in 1992 and they called him, what did they call that
331 man that used to be here then? He went to [unclear – 0:03:44.4] what did they call him? He used
332 to go to Mrs Hardy's and he used to have Christmas dinner with them, he was a Salvation Army
333 man. Oh, I can't remember, my memory don't go back as good as it used to.

334 But any rate, he was in the inspector for all round here and he used to work, rule this area with a
335 rod of, 'Oh, you will do this, or if not, you know, suffer the consequences.' Gary Garland, that's
336 what they called him. And he wouldn't stand no crap, I'm telling you now. He wouldn't have
337 allowed dogs to be barking and kids running round wild like they did and they were angels in
338 those days to what they are now. Because there's a lot of new social lives come in, single parents
339 and they can go and have a night away with somebody so they get a baby in nine months' time
340 when the other one's ready to go to nursery and they it all paid.

341 That's the social balance that's gone. You see it's all to do with money and they've come
342 because they've got a child and they all get children. If you go around, most if the girls that's in
343 their teens, they think they must have a baby to this man to prove that she loves him. Well it's a
344 load of rubbish. I know somebody who's got that. She was only sixteen when she got pregnant
345 and she told him she loved him and said, 'Well if you have my baby, I'll believe you.' No that is
346 like common knowledge now, that's what the youngsters feel like. So they next thing I'm going
347 to say, Gary Garland used to come round here, so he sent me to go to one of the meetings and
348 we used to meet in the INL Club when it was there, but it's not there anymore, it's those new
349 flats that that farmer's built, you know where the bar walls are?

350 INTERVIEWER: Yeah.

351 RESPONDENT: Well did you know the...you wouldn't know the INL, so I'm talking about twelve
352 or fourteen years ago. There used to be a big pub and it was a social club and it was run by the
353 Irish, INL, it was the Irish National League, so any rate we used to meet in there and Gary
354 Garland said, 'Go and see Mrs Hardy and she'll welcome it.' So I thought, right, I'm looking
355 forward to it. So I went in and we sat down, Clive and I, and already, half past seven it was, the
356 meeting, and she just said to this man sat next to her, he took all the notes, and she said, 'Excuse
357 me. I'm sorry, but you'll have to leave, you're not allowed in here.'

358 So I looked at Clive, I thought, 'Who's she talking to?' And they all turned round and looked at
359 us as if we were a bit of muck on your foot. So I knew it, I said, 'Don't move Clive, I don't like the
360 look of her.' I could tell my tension was growing, so she said, 'Excuse me, I've asked you twice to
361 leave.' I said, 'Do you mind me asking you, who the hell are you?' So she said, 'I'm the secretary.'
362 I said, 'Well I'm a tenant, do you pay my rent?' 'I'm sorry, I don't think you're in the right place.'

363 So I got my keys, I said, 'What's these then?' And they all looked round, 'You can't talk to Mrs
364 Hardy like that.' I said, 'Why can't I? I'm a tenant. I pay my rent. Are you going to tell me that I
365 can't stay?' 'Well where are you living?' I said, 'Well that's my secret, not yours. But I shall tell
366 Gary Garland in the morning that I don't like the impressions I've got. You're not very friendly,
367 are you? I see you thought I've stood on a piece of dirt.' And she goes, 'Oh, uh, I'm sorry, but,
368 where did you say you come from?' I said, 'I didn't say anything, that's my business, and that's
369 for you to find out. But if this is a tenants' meeting, God help the rest.' And I walked out.

370 Next day, she comes knocking on my door. 'I do apologise. I'm so sorry, I wasn't aware of who
371 you were.' I said, 'Well you know now. But don't you ever cross me, because you've met the
372 wrong person.' And after that she was the best friend I could have had. But she was two-faced.
373 And that was what we came here to in 1992.

374 INTERVIEWER: Going back to my original question, the idea that you've got concerns about this
375 place and the wishes, I'm really interested in how people share those concerns and those wishes.

376 RESPONDENT: Well they don't seem to bother, because they're at work and it don't bother
377 them, as long as the kids are out and not bothering them they don't care.

378 INTERVIEWER: But what about you? How do you share?

379 RESPONDENT: I look at the children, I've done my whack, I'm not there to be doing this
380 spokesmen, I'm too old now, I'm looking after Clive and I'm looking after myself. They haven't
381 got a husband that's got dementia and illnesses like we have. Five days a week we have nurses
382 coming in here, and he has to go to care, and I'm here on my own.

383 INTERVIEWER: What would you...?

384 RESPONDENT: All the people who used to be like me have died. I'm sorry, they've all gone.
385 There's three died this last week. Janet Grey, who I mentioned, there's Ben who used to live on
386 here, he was 94, found dead in his bath and who's the other one? Oh, Jill, she died a week last
387 Tuesday and we went to the funeral service yesterday at the Early Music Centre. See the Early
388 Music Centre weren't there in them days, it only opened in 1980 I think it was, because I was at
389 the original opening. Because all the men came with the trumpets and opened the walls and
390 trumpets opened the old church which was St Margaret's and it was made the Early Music
391 Centre, and that was another venue we used to meet at.

392 INTERVIEWER: Oh, right. So do you think that these venues, these are places where people can
393 get together...

394 RESPONDENT: And join things and visitors come. It's unique – have you been to the Early Music
395 Centre?

396 INTERVIEWER: I've been to the Early Music Centre, yes.

397 RESPONDENT: Well I know Delma, she knows me very well, I was part of the choir, going back to
398 when it opened.

399 INTERVIEWER: Okay. Well do you want to explain why you've got this newspaper cutting out?

400 RESPONDENT: Well there's a scheme they've got there at Southbank, which I think's brilliant.
401 They run it themselves.

402 INTERVIEWER: Okay. Go Bananas, Ben [unclear – 0:09:47.3] Peckett, a group of schoolchildren...

403 RESPONDENT: Yeah, ten years old they are. They're running a scheme to keep the kids occupied.

404 INTERVIEWER: Okay.

405 RESPONDENT: Because we lived on Philadelphia Terrace and it's marvellous and they've done it
406 all themselves, and that could be used in York and in this area it would go off like a bomb.

407 INTERVIEWER: Can I keep this piece of paper?

408 RESPONDENT: You can. I've cut these things out.

409 INTERVIEWER: I'm really happy that you've been looking out for these things.

410 RESPONDENT: I have, yes. I said to you...

411 INTERVIEWER: This is what I mean by sharing information.

412 RESPONDENT: That's right. You wouldn't have known about that [unclear – 0:10:21.9].

413 INTERVIEWER: Yeah, I don't buy The Press.

414 RESPONDENT: But that is marvellous, is that.

415 INTERVIEWER: Yeah, okay.

416 RESPONDENT: And that's what I said to Jeffrey, if they're opening this community centre idea, on
417 Hungate, why couldn't we all amalgamate and get the funds together and run that, alongside
418 Red Tower. It doesn't take much, does it? You've got the people against you are on the council.

419 INTERVIEWER: No, no, they're not against us.

420 RESPONDENT: No, but they've said there's no funding, like we had before.

421 INTERVIEWER: Oh.

422 RESPONDENT: Cutbacks.

423 INTERVIEWER: Well we know that that there's ward funding, we've always known that there
424 would be ward funding.

425 RESPONDENT: I think it said £20,000, somewhere. It was mentioned. I used to do this as well,
426 that's something else I've been involved in. I've always been busy, busy, busy. Because I get
427 bored if I've nothing to do. And believe me if you get me bored you might just as well— Look, I
428 was involved in that, I'm a Friend of the Fosse.

429 INTERVIEWER: Oh, do you know what, that's brilliant, because I walk past that every day and I
430 wonder what on earth is being, what's being done about it.

431 RESPONDENT: It goes up and down the river. But you see they've no money to run the...

432 INTERVIEWER: They've got no money to run it...

433 RESPONDENT: ...the council say that they do have to clear it when the Fosse Society gets in with
434 them, but you know that little bridge, we call it Blue Bridge, that's the one that goes onto the
435 island and do you know that island, where all those trees are, those big flats at the back, that
436 reserve there is where is where all the geese have been born and they go there to lay their eggs
437 and they get the chicks and then when they fly off they go back to the university. Because the
438 University or York is there they go to to get fed. And you can hear them honking.

439 INTERVIEWER: Yes, you can. I have a lot to say about the geese at the campus.

440 RESPONDENT: And if you go in Rowntree's Park...

441 INTERVIEWER: Are you giving this to me as well?

442 RESPONDENT: Yes.

443 INTERVIEWER: Oh, that's so kind.

444 RESPONDENT: I don't need them. You see this is where you get the historian from. That's me. I
445 don't need books, I've got a good memory.

446 INTERVIEWER: What's the date for this?

447 RESPONDENT: Oh, it's about '80s.

448 INTERVIEWER: 2002. October 2002. River rescue.

449 RESPONDENT: Oh, this is another one, this is what I'm on about, Central Methodist Church. St
450 Saviourgate.

451 INTERVIEWER: That's another scheme.

452 RESPONDENT: Well you see all the projects, the resources needed are all within half a mile of
453 each other, aren't they?

454 INTERVIEWER: Yeah, but it's good to have them in...

455 RESPONDENT: They want unity. Someone needs to get all these little bits pulled together and
456 make one good pot, so that it will affect all the areas and we're all involved in community, that's
457 what it's called. I don't know whether you agree or understand.

458 INTERVIEWER: I do. My opinion is that...

459 RESPONDENT: I'm only a small cog in a big wheel.

460 INTERVIEWER: I know the feeling. I think it would be lovely if, as you say, all the different
461 schemes...August 12th, is this recently then?

462 RESPONDENT: Yes.

463 INTERVIEWER: 'Communities in York are to share £90,000 of the council cash in an initiative to
464 give people more money say how their money is spent.'

465 RESPONDENT: But we are in the Guildhall.

466 INTERVIEWER: 'Guildhall, the city centre ward that stretches residential areas like the Groves
467 receives the biggest annual budget of £29,000 and the smallest amount goes to Bishopthorpe,
468 which is £8,000.'

469 RESPONDENT: Yeah, but in that Guildhall, we were in with it, because we're the tail end of
470 Guildhall ward, which is this end of the city.

471 INTERVIEWER: Okay.

472 RESPONDENT: And that's where Jeffrey gets his money from. Because he's getting some for
473 [unclear – 0:14:16.6] that place.

474 INTERVIEWER: Well I live in the Groves.

475 RESPONDENT: Yeah, well that's where your money is going, most of it, to him. Because we're on
476 the end of the Guildhall.

477 INTERVIEWER: Well he's got Hungate is...

478 RESPONDENT: That's right and we're in with it, because we're in Guildhall ward, we vote from
479 here. We go to Early Music to vote. Brian is the man to talk to. And there's still time to get them.

480 INTERVIEWER: What party is he with?

481 RESPONDENT: He's with Labour.

482 INTERVIEWER: Labour.

483 RESPONDENT: There we are, he was Lord Mayor of York, any rate.

484 INTERVIEWER: That's fantastic, you're coming out with all these...

485 RESPONDENT: He gets something from there, because they give you money.

486 INTERVIEWER: There's still time to apply for the grants, 14th August 2015. [pause] Okay.

487 RESPONDENT: That was one of my best...

488 INTERVIEWER: Do you know we need someone, this is what we've been needing...

489 RESPONDENT: And they're no longer alive, they've been worn out.

490 INTERVIEWER: We've just not had...where's this from?

491 RESPONDENT: Me.

492 INTERVIEWER: But when?

493 RESPONDENT: It was in the paper, last year.

494 INTERVIEWER: Last year – ‘Today I read The Press August 15.....’ Oh it’s you [pause] ah, okay.

495 RESPONDENT: So you can have that.

496 INTERVIEWER: That’s really handy, yeah, that is, that is really handy.

497 RESPONDENT: And then there is another one.

498 INTERVIEWER: And then a little one.

499 RESPONDENT: This is, when I say, I was well-educated.

500 INTERVIEWER: So this is you, this is you using The Press as a way of sharing your...

501 RESPONDENT: Exactly. And getting the news around. Because what I’ve been told at Christmas,
502 they said, ‘Has she died? Because we love her letters, because she’s direct and she writes a good
503 letter.’ And the editorials phoned me and they said, ‘Are you okay Martha? Because we haven’t
504 had any letters from you lately.’ Well I had to turn round and I was crying and I said, ‘I can’t write
505 anymore.’ And now I’ve started to write very slowly and as I go along I do it...

506 INTERVIEWER: You know that these days you can get technology that writes it for you. I’m trying
507 to sort it out myself.

508 RESPONDENT: I know. Now that one, aircraft plotting, I was in Royal Observer Corps, I got my
509 medal, I’m a veteran. And that’s the very latest, that’s been in this week and that’s me finished.

510 INTERVIEWER: And that’s you finished for now. Oh, right, yes, so you’ve made your point about
511 the carousel.

512 RESPONDENT: Definitely.

513 INTERVIEWER: Which is what you mentioned to me.

514 RESPONDENT: Why should we go up the Eye of York just to help the visitors to come to York?
515 Why can’t we stay where we are? It’s tradition. They’ve got everything else off us. We need our
516 roots.

517 INTERVIEWER: Well this gets me to the last question. My last theme, that's so organised of you.
518 My information sheet, that I gave you, which is here, talks about local heritage places. Now,
519 we've talked about how much you love the city of York and you know that it's historic and you
520 feel that your heart is in York. Do you think that that's part of your heritage then?

521 RESPONDENT: Yes and proud to have it.

522 INTERVIEWER: Okay. And how about Walmgate?

523 RESPONDENT: Well Walmgate is now coming forward, because we've now got a hotel, we've got
524 a lot of new shops and since the builders have been here, all the cafes and restaurants are all
525 doing marvellous buildings. And Walmgate is now alive, like it should have been. But before we
526 didn't have these facilities. We didn't have universities, we didn't have flats being built. And now
527 it's a place to live and be handy – handy for town. We've got a good bus service, we can go to
528 Walmgate Bar, go to Scarborough, Bridlington, Hull, you name it. And we come back at night
529 and we're still back home.

530 INTERVIEWER: So what would you say your definition of heritage is?

531 RESPONDENT: Well it's the history of England.

532 INTERVIEWER: The history of England.

533 RESPONDENT: Yeah, you can't do without York, because our Archbishop has to go to the Palace
534 and he can't do anything without our Archbishop.

535 INTERVIEWER: So the heritage in York, what is the heritage in York? For you?

536 RESPONDENT: For me I'm proud to have been born here. I'm proud to have gone to school here
537 and York, the proper York, is a wonderful place and everybody who comes to York, even tourists
538 now, finds that it's different. We've still got a lot of old ways, but the new ways are strangling us,
539 because there is too much tourism, but we need the money to run the place.

540 INTERVIEWER: So it's not really a straightforward...

541 RESPONDENT: You can't do both. It's the modern day is killing York, the modern way that
542 things...we've got four universities, we didn't have any when I was a child, they only came later.
543 But St Clive's is my favourite, because my photograph from my family in Australia are in their
544 museum and if you go to the, I think I told you, the archives, my family from Australia went from
545 York to Australia and I've got the picture postcards that they gave to me when I was there, and
546 that was my family history and I brought them back to York.

547 RESPONDENT: So you shared some of your...

548 INTERVIEWER: They're in the archives, and they're all hand-painted and they've all gone back
549 with my daughter, so her children will have them. Because my fore uncles, my father's uncles, all
550 went out as boy soldiers, volunteered, and they were in the army as boy volunteers for the First
551 World War and when I went they sent and paid for me to go and see them and I went 3,000
552 miles, I went from Sydney to Rockhampton, Rockhampton to Brisbane, Brisbane, all that area,
553 met that side of the family and they were latter day saints and I didn't know that they were that
554 way. But when I went I went with Easter eggs and she had 28 grandchildren, and now she has
555 36, because they are the sort of people, that's the life they lead. And I was made welcome. And
556 then when I come to the other side, I've written a book, I've got a book already written about my
557 experiences. But it's all in the archives. And Mr John Moore, he was the person that did this book
558 and he wrote it and it took him three years and he orientated it all and it's all in the library at the
559 archives at St John's university.

560 INTERVIEWER: So that's a way of you sharing information about your life.

561 RESPONDENT: So my grandchildren now...

562 INTERVIEWER: And because of that you really like that museum.

563 RESPONDENT: That's right. And it's York because my father played rugby for York St John's when
564 it was a rugby, not a university, he went to that school and he was born down that way, Laycock
565 way. So it all goes back and it all- It took me three years to write that book and it took him five
566 to put it together. And I've sent all the original postcards, they've just taken them back home. So
567 my grandchildren will see where their roots are from.

568 INTERVIEWER: I like postcards. Okay, I think...

569 RESPONDENT: I don't think you'll meet anybody else like me, will you?

570 INTERVIEWER: [laughing] I meet a lot, I mean I've met a lot of people in York and...

571 RESPONDENT: But we like tourism, don't get me wrong, but our roots are here, because York is
572 an important thing. In London they can't do nothing without us in York. Our Archbishop is equal
573 to the Queen...every time the Queen comes here, she has to open Micklegate Bar and she has to
574 be given permission to come through the archway. And yet she's the Queen of England, did you
575 know that?

576 INTERVIEWER: I didn't know that.

577 RESPONDENT: Oh, yes.

578 INTERVIEWER: Well, there you go. Right, I'm going to stop the...

579 END OF TRANSCRIPT

580

1 Interview 14: 26-04-16 Walmgate Cafe Jess

2 INTERVIEWER: Okay. So, to start off, can I ask you to give your account of how we know
3 each other?

4 RESPONDENT: Okay. From me living on the estate and I don't know how I missed it, but
5 last year I know that you told me there had been lots of leaflets dropped out in the past, but I
6 didn't see anything until probably just before Christmas I think it was. And at the bottom of my
7 stairs there was a leaflet about the Red Tower. And I thought, 'Okay, it's an open day this
8 weekend.' So I came and had a look. And that's how I met you.

9 INTERVIEWER: So did you come on the December...

10 RESPONDENT: I did.

11 INTERVIEWER: ...Christmas event?

12 RESPONDENT: It was...well I'm saying it was on the December Christmas event. I think it
13 must have been, but there was you and there somebody else, but it was really cold and quite
14 wet.

15 INTERVIEWER: It was Jonathan there.

16 RESPONDENT: I think he was, yes.

17 INTERVIEWER: It's going back quite a bit, isn't it?

18 RESPONDENT: Yeah.

19 INTERVIEWER: And then we sort of, as far as my memory of course...

20 RESPONDENT: And I think you introduced me to the Red Tower and the information and
21 you gave your contact details on the form you'd just given me. And then we stayed in contact
22 from then. And then, just, I think it was after the floods, I think you might have seen me once in
23 town, because I was like, 'I recognise you, but where do I recognise you from?' And then I saw

24 you just after the floods. And you were with a colleague and then you were heading towards the
25 Red Tower.

26 INTERVIEWER: Was that was when I stood outside the city walls?

27 RESPONDENT: You were actually... I was stood outside my flat talking to somebody and
28 you were heading towards and I said, 'I'd really, really like to meet.'

29 INTERVIEWER: Jonathan. And that's...yeah.

30 RESPONDENT: Yeah. So these are the names that I'd seen on Facebook, through all the
31 flood help, but I've actually never met them. And I think Matt was another one, but I can't
32 remember whether Matt was there that day. But again, that's how I've been introduced to Matt
33 too.

34 INTERVIEWER: And I think it really turned up that day as well.

35 RESPONDENT: Yes, yeah.

36 INTERVIEWER: And I've remembered who it was I was with. It was somebody from St. John's. So,
37 it's come up through the conversation that you are definitely a resident of York and a resident of
38 the estate, which is obviously at Red Tower.

39 RESPONDENT: Yeah.

40 INTERVIEWER: You agree with that. So, at the current time– I mean you're spending– My
41 next question is, is there a place in York in which you want to be in or spend a lot time in? And
42 my next question is, at the current time, is there a place you spend a lot of time in?

43 RESPONDENT: At the Red Tower.

44 INTERVIEWER: Wait, your home?

45 RESPONDENT: I spend a lot of time at home. Are you asking me where about else I
46 spend– I meet friends in places like here.

47 INTERVIEWER: Which is the...

48 RESPONDENT: The big– The [unclear – 0:02:50.3]. I'm not sure...

49 INTERVIEWER: Dumas Café.

50 RESPONDENT: ...which I'm not sure. And then the Fossegate socials are another place
51 that we meet up. And I haven't done recently, but just prior to the end of the last year, I spent a
52 lot of time at Kyra Women's Project in York, which has been really great and really supportive.
53 Ever since I've gotten involved with the Red Tower, everything seems to fall on the days that
54 would have been the Kyra thing and this has taken hold of my heart.

55 INTERVIEWER: That's fair enough. Okay, so Red Tower is coming through as the place
56 that is really important to you.

57 RESPONDENT: Yes. Yeah, totally.

58 INTERVIEWER: And has taken a part of you.

59 RESPONDENT: Yes.

60 INTERVIEWER: I'd like to know what your intentions are for the Red Tower.

61 RESPONDENT: For the Red Tower, I've actually put my name if I were to become a
62 trustee. I would love to work in there, but I don't know what jobs would be available. So that
63 would be a case of if a job came up and then I wouldn't be able to be a trustee, which would be
64 nice, because I'd like to work and be a part of my community and that to me is part of my
65 community. Well if that's the difference between not being as involved and being really
66 involved, then I'd rather just stay as a trustee. And it feels like there's a lot that's coming
67 together all at once, and it probably isn't for yourself, because you've spent a lot of time on the
68 Red Tower.

69 But for me, being all year round, for like a quarter of a year really, there's now Edible York that
70 have come onto the estate. They've started planting. They're involved with the residents. There's
71 the wall that's going to be opened up on the Red Tower, which I think we will be inviting to the
72 residents. And I'd like to be involved with the Red Tower and the residents. So for me, it's an
73 integral part of the community.

74 INTERVIEWER: When you say that it might not seem that a lot is happening in my eyes and I
75 think that I would probably agree that there is a lot happening. So yeah, I definitely agree that
76 there are all of those things; Edible York, the move for the wall to be taken out. Actually, shall we
77 talk about the wall a little bit more?

78 RESPONDENT: Yeah, yeah.

79 INTERVIEWER: Why is that important to you as a part of the project?

80 RESPONDENT: There are probably a couple of reasons for me. The fact that the wall goes
81 all the way around the Red Tower where the estate part is. So the wall finishes and then it goes
82 all the way round. And then there's a— If I say a snicket-way, or a gunnel or a cut-through. I'm
83 not quite sure what language people use. For me, because of my limited mobility, I have to walk
84 all the way around and then back round. So it's not far, but it's all extra movement for me, which
85 can be a strain. Also, I don't think it's as inviting, whereas if...when the wall has actually got up
86 halfway through and it's got a gateway, I think people are more likely to come in from the
87 estate, because it's almost like the only entrance is from [unclear – 0:05:46.3]. And it's not that
88 people on the estate know that that's an entrance. So I'm not sure that people are really aware
89 of how easy it is to get to. So there's a lot of people who climb out over the wall. And since I've
90 out that obviously— It's a beautiful, old...brickwork and everything. It's stone masonry. It's not
91 part of the original wall. So it's like, come on then, let's open it up.

92 INTERVIEWER: Yeah, so are you saying that potentially when you didn't know that it wasn't
93 original, that there was maybe a concern there?

94 RESPONDENT: Yeah, I think I would have been wearier rather than I wouldn't want it to
95 happen, but I would have liked to know more details, because for me, it's a lot of pieces of stone
96 masonry from around and about, and it's been added. And obviously if I knew more about the
97 history, these are the sorts of things that I've found out. For me, it's important that it stays within
98 York or becomes part of York. And open up and become part of a huge community, because for
99 me, I've lived there for nearly four years and I've known some of my neighbours to smile at and
100 a couple of my local neighbours in the block that I live in and I know them all to talk to. And the

101 people further afield, just a smile and a hello, how are you. Since the floods, I've got people I've
102 been talking to, people stop me in the street. I've had the council...estate manager ringing me,
103 saying, 'Do you want to come and pick the blankets up Jess, because we're closing the hub
104 down on Friday?' So I feel like I've become a part of that. And I'd like other people to stay in
105 that. That we don't lose people going back into their little square blocks and hide away again. I'd
106 really like that community spirit to stay. And I've noticed since people have come back, it's
107 almost gotten quieter with more people, because not as many people are talking.

108 INTERVIEWER: That's really interesting. Okay.

109 RESPONDENT: So for me, that hole opening it up and keeping the momentum going
110 while there's still that real community spirit, would not be just opening up a brick wall, it would
111 be opening up the Red Tower.

112 INTERVIEWER: When you say people going back into their boxes. The blocks, sorry.

113 RESPONDENT: As in homes. Yeah, it is their boxes, their little square boxes.

114 INTERVIEWER: Why do you think...could you elaborate more on that?

115 RESPONDENT: I'm not sure. I've been trying to think about it, because as you know,
116 because you've seen the devastation, a lot of people have moved out. A lot of people that even
117 stayed in the flats were living in horrendous situations. So there was a lot of people who were
118 out of their flats quite a lot of the time. So there was just a car of people that were left. So there
119 was lot of people that were really chatty and would spend time talking on the street. And
120 somehow it seems to be that now that people are moving back in that...maybe those people
121 that haven't been there, haven't seen that side of the community, because they've not been
122 there, that they've come in and although there's more people as I said, the doors are shut. So
123 they're not out chatting to people or whether they just- Because I know there's a lot of people
124 that have had enough, and they're just sick to death of everything that has gone on. They feel
125 let down by the council and other things that have gone on around it. So whether people have
126 just had enough and they've shut themselves away. I'm not sure. But I just know that I have seen
127 a lot more people, but they're not outside as often.

128 INTERVIEWER: Can we go back to how you said that before the floods, can you remember what
129 it was like being in the estate then?

130 RESPONDENT: Well, as I said, my corner, I know everybody in my corner and we've all got
131 on well. I was introduced to them the first week I was there, which was really nice. Barring one
132 person, there's been a lot of the same people have stayed there. So we'd always get chatting
133 and I'm in a real community corner, which is really nice. And we used to go out and hang clothes
134 and things like that. But if I said, 'Hello,' to people, they'd smile and walk away. And it wasn't that
135 it was impolite. They're doing their life, I'm doing my life working full-time, get out of my flat,
136 into my car, go to work, come home twelve and a half hours, thirteen, fourteen hours later, back
137 into my flat, go to sleep, get up the next day.

138 And it's that constant momentum of life that was happening, and it wasn't awful, but it's just so
139 noticeably different. And I've watched this family opposite me. And in these foyers, I've been
140 there, I've seen them carrying their baby and he's now a little toddler, and he's now going to
141 school. And I've only ever said, 'Hello,' but since the floods, we've chatted, 'How is your car?'
142 They'd got theirs in a garage. So theirs is alright. I lost my car. But we've chatted about it. And
143 it's just opened it up. So I think if it's probably— I mean, I know I talk to people anyway, but I
144 think it's probably happened for a lot of people. And Facebook. That was the other thing that's
145 opened it up. I think because I didn't know people's names, but since the Facebook Flood
146 Victims page, I've seen people's names and faces. So I now know, not necessarily which flat
147 people live in, but I know that they are part of my estate. And like this one guy who's got dogs
148 who has a stick who's used to struggle with them, and now I can stop and go, 'Now then, how
149 are you?' And actually call him by his name. And I've seen other people dog-walking. And I know
150 the faces again and say, 'Hi,' but I can actually say, 'Hi,' and then say people's names and it's
151 opened up conversations. And I've even got my neighbours on my Facebook page now.

152 INTERVIEWER: You've actually— My next sort of question: I sometimes sort of pick
153 questions as they fall into the natural order as we talk. Communication and media. You've
154 identified two things. The leaflets and Facebook as...the leaflets first being brought your

155 attention to the Red Tower and Facebook as being what's bringing your attention to the
156 different people in your estate.

157 RESPONDENT: Yeah.

158 INTERVIEWER: So my question is– So you regularly use– How regularly did you use the
159 Facebook page?

160 RESPONDENT: Before the floods hit, I'd taken Facebook, emails, everything off my phone,
161 but that was because I wasn't really well and I was really struggling and I couldn't cope with the
162 devastating news that kept popping up like France and bombings and all that sort. And it was
163 just distressing me. So I took it all off. But when the floods hit, I just thought, I don't have a telly,
164 so I thought I'll go and have a look and see if there's anything on the page. So I looked from my
165 computer and then I was hooked to it for days. So I literally now...I don't look as often and I
166 know that there are other people that don't look as often, but it's been an integral part of me
167 knowing where to go next, being able to pass information on to people that are not on
168 Facebook on the estate, my neighbours that don't even know what the internet is. So now I'm
169 on there every day and I have put it back on my phone, but I don't necessarily look at it every
170 day. But other than from the 27th, 26th...so it was 27th of December probably through to even
171 January, February I was looking at it very, very regularly to see what was going on.

172 INTERVIEWER: And you mentioned that just seeing people's pictures with their names–
173 Can you talk a bit more about that? It's quite...

174 RESPONDENT: Well, because I've lived there for four years, I've known a lot of the faces,
175 that I've said a little hello to, but I've never actually gone and spoken to the person. But now it's
176 like, even through– I don't know, it feels like it's an integral part of the Red Tower and Facebook.
177 But I've met a lot more people and then I can go and feel confident in going up and going, 'Hi,
178 I'm Jess. I live on the same estate as you.' And that's opened the lines of communication to the
179 point of when– I think I was introduced to him– That was it, I was on Facebook whilst I was
180 flooded in and this lady private messaged me and said, 'From looking from the photos that

181 you've taken of your house, I think you live in the flat opposite me, could you please tell me if
182 my flat is flooded?'

183 INTERVIEWER: Wow, okay.

184 RESPONDENT: So I contacted her and I said, 'I'm really sorry, but it looks like the whole of
185 the estate on the ground floor has been flooded. Are you safe? Are you okay?' So we do
186 communicate now. Then Emma came to...the weekend that she came to the Red Tower and
187 dropped everything off and we were with the LDS Church I think they were going the bags and
188 everything out, Emma pointed it out that actually, 'People don't know who you are Jess, because
189 you've not got a picture of you on your Facebook page.' I had a picture of candles.

190 INTERVIEWER: Oh right, okay.

191 RESPONDENT: And she said, 'It would be really nice if people could see you.' And then I
192 didn't actually realize consciously at that point I'd been looking at people's pictures to see if I
193 knew them. So since then, I've put my picture on my page, so that when people see me, they
194 can see who I am. So it works both ways.

195 INTERVIEWER: Wow, that's interesting. Thinking about Red Tower, because the Red Tower has a
196 Facebook page, how...do you use that often? The page. I know that- Yeah, sorry.

197 RESPONDENT: For me, it's a case of yourself and Jonathan pointing me in the right
198 direction of them and introducing me to one of the pages that I think was a closed page.

199 INTERVIEWER: Yeah.

200 RESPONDENT: And because I now have the connections and I'm regularly in contact with
201 people on the Red Tower, the feed comes up. So I might look at it more often than I would have
202 done before, but I'm not one of these people that think, 'I must look at that page.' It's more of
203 the feed that comes up.

204 INTERVIEWER: Okay. I see. For me, I personally never, ever use feeds anymore.

205 RESPONDENT: Right, okay.

- 206 INTERVIEWER: I completely avoid it. Yes.
- 207 RESPONDENT: I'm such a terror at forgetting that I know of pages...that I have pages on
208 my...
- 209 INTERVIEWER: Yeah.
- 210 RESPONDENT: Because I've had that many friends over the years that have been self-
211 employed. And you like people's pages and they like your pages and then you end up with all
212 these pages that actually I'm never going to look at again. And I don't know enough about
213 Facebook to filter them, which is another story.
- 214 INTERVIEWER: I think you can just exit. Like if you see a post from a page on your feed,
215 you can actually hover over it and get an X and then turn off notifications from this feed or
216 something.
- 217 RESPONDENT: That's helpful. But now there's a new bit that comes up with my top- I've
218 put my favourite groups in my favourite bin. So Red Tower is in there.
- 219 INTERVIEWER: Great. So the other thing was the leaflets. So that was pretty integral to getting
220 you notified about Red Tower. Is there anything else in terms of the Red- I'm very keen to have
221 feedback on how the Red Tower's communications, other than Facebook, have been doing. I
222 don't know if you have any more impressions on that.
- 223 RESPONDENT: I don't know how you would have done it differently. I don't know how I
224 would have spotted it any differently to be honest with you, because even though it's on my
225 estate, I don't use that exit. I always use the other exit. So I would never have probably spotted-
226 As much as I love history, I've obviously spent nearly a year not seeing you. But I know that
227 again another part of introducing myself to other people on the estate was when we went
228 around and I just...I was just with you when you were doing the questions.
- 229 INTERVIEWER: The door-knocking.
- 230 RESPONDENT: The questionnaire. So I met some faces that I've never met actually
231 before, because they'll obviously go out the other side of the estate through their front-

232 Because all of our front doors face outwards. So if they don't come out the back door, I
233 wouldn't– Some of those faces I'd never seen before. So I'm not sure that– What were you
234 saying about how to communicate differently?

235 INTERVIEWER: Well I guess I'm just reflecting on our use of leaflets and leafletting. We've put a
236 couple of posters up as well around. Stuck them on lampposts. I'm just wondering if they've
237 been seen.

238 RESPONDENT: I don't remember seeing any of them.

239 INTERVIEWER: Yeah. What do you think therefore of the notice board outside Red
240 Tower?

241 RESPONDENT: I think I'm a bit biased because I know it's there now.

242 INTERVIEWER: Potentially. Yeah, I see what you're saying.

243 RESPONDENT: So I know it's there. So I know that I can go and look at it. But I think
244 where it's positioned from the estate side of things, it's noticeable because it's right next to the
245 path.

246 INTERVIEWER: If people are using that path.

247 RESPONDENT: Yes. Whereas our notice board for our part of the estate is outside– You
248 know where I live, just that corner, there's a notice board there that's behind the compost bin,
249 but it's behind a wall.

250 INTERVIEWER: I've put a couple of posters in there.

251 RESPONDENT: But as you're walking you can't see it.

252 INTERVIEWER: How many people walk past that way do you think?

253 RESPONDENT: I think there's probably a lot more tourists walk around that way and
254 students walk around that way, but how many people would notice it, I don't know, because it's
255 not even allowed to be noticed, if that makes sense as a notice board.

256 INTERVIEWER: Why do you say that?

257 RESPONDENT: Because of where it's positioned. I know it's there, but I often forget to
258 look at it.

259 INTERVIEWER: Just as you're walking past that...

260 RESPONDENT: Yeah.

261 INTERVIEWER: Yeah, that's interesting.

262 RESPONDENT: And a lot of people do cars. So a lot of people go out of the flat, into the
263 car, go do their thing.

264 INTERVIEWER: So you wouldn't notice it in the car, would you?

265 RESPONDENT: No, not at all.

266 INTERVIEWER: And there's another notice board up near Margaret's terrace.

267 RESPONDENT: Yeah.

268 INTERVIEWER: It's one of the staff, isn't it?

269 RESPONDENT: Yeah.

270 INTERVIEWER: Yeah.

271 RESPONDENT: Yes it is, but again unless you walk that way, because they're all on
272 corners, which I would imagine is probably the better place to put them, but they've put them
273 on corners that are almost hidden.

274 INTERVIEWER: Cool.

275 RESPONDENT: Because the other thing I can now start doing is I can put things on
276 the...lease up for residents Facebook page, which is great, but there's only so many residents
277 and I can't invite people, because I don't know who the people are. So we've got the people that

278 I know of. There's a lady on the estate who's introduced a few people, but if they're like me,
279 reliant on feeds, then it doesn't happen very often.

280 INTERVIEWER: How many are there on that Facebook page?

281 RESPONDENT: I think there's only something like...I'm not sure, but I think it was
282 something like fifteen, twenty.

283 INTERVIEWER: And there's about 100 flats, isn't there?

284 RESPONDENT: Yeah. There's a few more than that, but then you think that there's
285 potentially a few people that are older that don't necessarily...I'm not saying that that's the case
286 just because they're older that they don't use internet, but I know a couple of people that don't
287 use the internet, that don't use Facebook.

288 INTERVIEWER: No, I've come across that a number of times actually, with a number of people.
289 Not necessarily all the same age range as well.

290 RESPONDENT: No, I was going to say, I've known other people in different age groups
291 for other reasons who've wanted their security maintained that don't have Facebook pages.

292 INTERVIEWER: Okay, we've actually whizzed through...so we've whizzed through my
293 questions, which is really great and without even been necessarily prompted. Do you...what are
294 your overall concerns for the Rosemary Place Navigation Road Estate and the Red Tower?

295 RESPONDENT: My concerns...

296 INTERVIEWER: Yeah.

297 RESPONDENT: ...are that if the momentum is not kept up, it will just become a nothing
298 and it will go back to the little rectangular boxes that people live in. And that worries me
299 because I think it's sad that people then become isolated again. And I think there's a lot of
300 isolation in cities. And it's not always easy for people to get assistance. Well half the time,
301 people don't know who to ask, but if there's a...like the Red Tower there, then even if...say for
302 instance, I was involved and I don't know, then I might know somebody that does know. So that

303 people don't get lost. Because there are people that are house-bound on the estate or they only
304 come out at certain times, sort of things. So I don't want people to get lost again.

305 INTERVIEWER: Do you think the Red Tower– Do you have concerns for the Red Tower as
306 a building? That's not a trick question, I'm just...

307 RESPONDENT: No, no, I'm actually thinking, because I'm thinking if the momentum stays
308 as it's been with the group coming together and becoming the trustees and Tim's involvement,
309 then I think it will continue, but it's like everything, if the momentum doesn't stay, then people
310 will end up, not necessarily falling out, but falling off, if that makes sense. So I would like to feel
311 that that 30 year lease will be used for 30 years plus. And I want to be able to say to my
312 grandkids if ever eventually, I was involved in part of the setting that up and there was all these
313 different people who did it before me.

314 INTERVIEWER: That's a lovely thought, memory of sorts.

315 RESPONDENT: Yeah, it's history and I think it could potentially become a part of our
316 history, not just part of York's history. And that's for me. So I don't want it to fall...like be any
317 concerns and it falling apart or anything like that. Because from what I've seen at the meetings
318 as well, there's potential for a lot of funding especially in the early waves. And from– John
319 updated you on the meeting with the tin-lid.

320 INTERVIEWER: Can you explain that for the purposes of this interview? Just very briefly.

321 RESPONDENT: The tin has a lid. The lid becomes the steering group. The tin is actually
322 the £36,000 that the conservation of volunteers that the guy has. And he's only allowed to
323 release £2,000 at any one time on his own. But if the tin-lid group sets up, which is a steering
324 group of people in that area, that live in the area...now the area is a fairly big area...he said that
325 there are...his counterparts in different parts of the country that have only got three streets, but
326 his is east Town Hall, Guildhall, that area.

327 So there are two parts. There's Town Hall and then there's Navigation Road Guildhall. But
328 anybody who lives in that area or works in the area can be involved in the steering group, they

329 can release the funds. So as long as they meet and they agree to these forms that obviously
330 need to be filled in for applications. He's already released £6,000, but there's still £30,000 which
331 needs to be spent before December. Not necessarily spent, but allocated. So the steering group
332 has to be the one that allows that much money to be released. So at the moment, there's
333 myself, there's Emma who works in the area, I've conned Ashley Ray into joining, bless her. I did
334 explain what it was about and I did say it might only be one meeting, because it might be that
335 the Red Tower gets the full whack, if need be. Do you know what I mean? So it won't be meeting
336 very often, but that steering group has to be there and all the background work that you did
337 with your questions and answer sessions and that's all part of the basis of how this group can
338 actually become set up because that's part of what the locals are interested in. And that's
339 basically what the tin-lid is.

340 INTERVIEWER: Yeah, that's my understanding from John's account [unclear – 0:27:03.7].

341 RESPONDENT: The fact that we are also Red Tower people, apparently he's checked it
342 out and that doesn't matter, because we are residents. It's not about the Red Tower, because
343 somebody might come in from some other group and say, 'Well actually we want six grand
344 for...please can we have it?' And we might go, 'Yeah, nothing to do with the Red Tower, but it's
345 to do with our group.'

346 INTERVIEWER: Yeah. And Ashley Ray for the purposes of this interview, is your daughter?

347 RESPONDENT: Yes. But also John's got– Because John's catchment area where he lives
348 isn't– John Cosham, John compost. He's not within the catchment area. Hall Road isn't in that
349 area.

350 INTERVIEWER: No.

351 RESPONDENT: But he's spoken to a few people that are going to become involved from
352 that area as well.

353 INTERVIEWER: It's about areas, isn't it?

354 RESPONDENT: Yes and Ed did show us the actual map. He has the map to...

355 INTERVIEWER: He showed me that map as well. I'm quite interested by that. Okay. And obviously
356 the money is significant for the Red Tower. Can you explain your understanding– I know this is
357 kind of going at stuff that I know...we both know it, but can you explain why that money needs
358 to go to the Red Tower?

359 RESPONDENT: At the moment, the Red Tower is a historical monument. I don't know...

360 INTERVIEWER: A scheduled ancient monument is the word, the technical term.

361 RESPONDENT: Thank you. I knew you knew the title. I'm a completely layperson on this,
362 but to me it's a beautiful old building, that needs a lot of work doing to it. And we haven't even
363 got the utilities. We've not got water going in, we've not got gas and electricity. So that needs to
364 be got, but in the interim of all that there's a lady, Shahida, that we would like– because she's
365 amazing and again I don't know what her title is. I can't remember it off the top of my head, but
366 she's an integral part of keeping us focused and, not pointing us in the right direction, but
367 informing us with information that's appropriate to us being able to choose. And that all costs.
368 So £30,000 sounds like a lot of money, but in actual fact, it's not going to go very far at all.

369 INTERVIEWER: That's my understanding as well.

370 RESPONDENT: That's my understanding.

371 INTERVIEWER: Yeah. And Lilac's explained a few things to me where I've gone...I think
372 the way I understand is that the process of doing applications and putting utilities in...and by the
373 way I understand that the council would be...

374 RESPONDENT: The council are up for putting the money forward, although it's £2,000
375 more than expected. So that's going to some committee in the council on the, is it the 28th?

376 INTERVIEWER: Is that when it's...

377 RESPONDENT: That's the executive. It's going to be executive. Again not really sure, but I
378 know it needs to be gone through and that's where they're going to say yay or nay, but from
379 what Lilac's told us within the group structure is that they're very, very excited to be part
380 involved to pay the way.

381 INTERVIEWER: Okay.

382 RESPONDENT: That's without putting in any actual thing in. So then we've got all the
383 architect's beautiful designs to go in and that's all to be paid for.

384 INTERVIEWER: And in terms of the Red Tower's history, I've been working on sort of a plan on
385 how its history can be presented.

386 RESPONDENT: Well that's good.

387 INTERVIEWER: I don't know if you knew that actually. I mean Tash and I have been
388 working on some ideas.

389 RESPONDENT: Fantastic. No. Is that to be put up at the workshop for the children, as well
390 as?

391 INTERVIEWER: Is there a workshop for children?

392 RESPONDENT: It was a potential for children from local schools coming to find out the
393 history.

394 INTERVIEWER: Well, yeah, I mean, all potential. That idea, is that coming from the
395 meeting in March?

396 RESPONDENT: That one that we had back at friends meeting house.

397 INTERVIEWER: Yeah, the big one.

398 RESPONDENT: The school teacher.

399 INTERVIEWER: With the teacher coming in. Potentially. And there are potentially some
400 other things that I will explain to you after the interview.

401 RESPONDENT: Right, okay, got you.

402 INTERVIEWER: But basically there's loads of different opportunities for the Red Tower's
403 presentation to be helped by local groups like students and children. And that might become
404 more— I don't have anything solid yet, but the students— I've got three students from York St

405 Johns who said that they want to be social media management for the Red Tower and they're
406 hopefully going to help us get the message out...

407 RESPONDENT: Brilliant.

408 INTERVIEWER: ...about the Red Tower a bit more.

409 RESPONDENT: I know there's mention of a logo as well, isn't there?

410 INTERVIEWER: There is also mention of a logo as well, at the last three meetings I think we've
411 had. And that's I believe forthcoming, they've got some preliminary designs they've put forward
412 to Amelda and Carol and now they're working on them.

413 RESPONDENT: Great. Good.

414 INTERVIEWER: And early sort of cat out of the bag, a little bit, a little cat tail out of the
415 bag is that one of the logos is a brick or has a brick logo engraved in it. So that will be quite
416 interesting.

417 RESPONDENT: Great.

418 INTERVIEWER: So I'm going to wrap up actually.

419 RESPONDENT: Great.

420 INTERVIEWER: So my last question is, what is your definition of heritage?

421 RESPONDENT: Now that's...

422 INTERVIEWER: I ask everyone this...it's like...

423 RESPONDENT: Honestly, I don't know what the true meaning of heritage is. But for me,
424 it's about the history being shared and made— I don't even know whether that it's made
425 accessible to people, but I would like to feel that that's a part of it, that it's made accessible to
426 people to see rather than locked away and forgotten about.

427 INTERVIEWER: Okay.

428 RESPONDENT: I've never really thought about it to be honest with you, but I'll bet I'll
429 have thought of a different answer tonight.

430 INTERVIEWER: If you do, do send it over, I'll happily work that in.

431 RESPONDENT: Brilliant, thank you.

432 INTERVIEWER: Yeah. I just love the fact that the modern is coming into the old. So maybe
433 that's a part of it, I'm not sure. What is the definition in terms of your...

434 RESPONDENT: There's a lot of— There's people who write whole chapters on it and I'm
435 going to have to answer it as well. And there's also— When you say the modern coming into the
436 old, what are you thinking about? What's in there?

437 INTERVIEWER: Well for me, 2016 community space that was actually...that's coming into a
438 building that is set up as a protection. So it wasn't all about community— I mean in the essence I
439 suppose it was community space because somebody had to stay somewhere, but I can't imagine
440 that that's what it was thought of back in the day, when they built it that all these years and
441 years later that the local community, which was a swamp then would have buildings on it and
442 people would be maybe using it as a place to share information.

443 RESPONDENT: You are talking about Red Tower, right?

444 INTERVIEWER: Yeah.

445 RESPONDENT: Yeah. Otherwise, heritage-wise, I've always loved history, but again I don't
446 know...

447 INTERVIEWER: Okay. That's great. Thank you Helen.

448 RESPONDENT: You're very welcome.

449 INTERVIEWER: I'm going to stop it there.

450 RESPONDENT: Okay.

451 INTERVIEWER: That's great. 35 minutes. Cool. Thank you very much. END OF TRANSCRIPT

1 Interview 15: 29-04-16 Navigation Rd Isabel & Craig

2 INTERVIEWER: Can you start by telling me who you are and how we have met?

3 RESPONDENT 1: I'm Isabel, we met when you were setting up at the Red Tower and we
4 offered you a big plastic table and some wooden chairs, because we had an allotment garden
5 and we were giving it up. That was how we first met wasn't it?

6 INTERVIEWER: Yes, that was about right and I think that plastic chairs and table did actually
7 make it through the floods.

8 RESPONDENT 1: Did it?

9 INTERVIEWER: Yes.

10 RESPONDENT 1: I think now we have upgraded them, one of the guys said, 'Oh we don't
11 need these anymore.'

12 INTERVIEWER: So you agree that you are a resident of the estate opposite Red Tower.

13 RESPONDENT 1: Yes.

14 INTERVIEWER: You spend a lot of time on this estate, because you live here.

15 RESPONDENT 1: Yes.

16 INTERVIEWER: Given that you have seen the Red Tower developing and you have seen what has
17 happened with the floods, I would like to ask whether you have any concerns for this particular
18 area, the estate and the Red Tower?

19 RESPONDENT 1: We were quite surprised because we have lived here 25 years and all the
20 time we have been here, water has come halfway up the street but never flooded or even closed
21 us all completely, but that was because they had opened the flood gates. Because we hadn't
22 really been told all of the severity, the impact it was going to have. We didn't realise what a big
23 impact it was going to have.

24 INTERVIEWER: In 25 years you have never seen anything like that?

25 RESPONDENT 1: No, because my husband long before we ever got married and everything
26 and lived here, you used to work over at the council didn't you?

27 RESPONDENT 2: When council yard was over on Foss Islands, I did yes. That was the only
28 time I have ever seen it flooded and that was 1981.

29 RESPONDENT 1: It used to flood Foss Islands.

30 RESPONDENT 2: It used to flood Foss Islands Road there, but that is the last time up to the
31 previous one I have ever seen it flood that much before.

32 RESPONDENT 1: It has never come and surrounded all this has it?

33 RESPONDENT 2: No.

34 INTERVIEWER: Since the floods, have you noticed anything different about the area in general?

35 RESPONDENT 1: Just trying to get their lives back together and just all workmen and things
36 like that. It has had such a big impact and it has taken so so long for people. Our neighbour
37 down at the bottom, he has only just come back last Saturday.

38 RESPONDENT 2: Since Boxing Day.

39 RESPONDENT 1: He got taken out Boxing Day night when it all happened, and he has not
40 come back into his premises until last Saturday.

41 INTERVIEWER: So that is four months.

42 RESPONDENT 1: Yes.

43 RESPONDENT 2: Just nearly four months it is, yes.

44 RESPONDENT 1: Because of his age, in that time not seeing him it was like a bereavement
45 really because you are thinking, it is like he has passed on and you have not seen him because
46 he had to stay up at his sisters. It has been a big impact on him, being away and he says, 'I am
47 so pleased to be back in my own little space,' which you wouldn't you? After such a long time.

48 INTERVIEWER: In terms of before the floods, we were talking before the recorder went on about
49 changes you have seen to the area and how you have seen living here. Can we go back to that
50 again?

51 RESPONDENT 1: Yes, when we first moved here, just straight over the road where the pylon
52 towers are for electricity. That was just a little newsagent, it was called, Grey's Newsagents and
53 on a Sunday all the people that used to come for all their Sunday papers and magazines to
54 distribute all over York and everything else. There was Pullmans Coach further up wasn't there?

55 RESPONDENT 2: Yes.

56 RESPONDENT 1: All the coaches, and you see all of that has all gone and now it is being
57 built into student accommodation. Then this was going to be an office block over here, but then
58 they decided to sell it on to St Johns, so it never became an office block and now it is just their
59 electricity main little hub.

60 INTERVIEWER: I am going to have a quick look and see where you are talking about.

61 RESPONDENT 1: Yes, that little building there it is like a little electricity hut.

62 INTERVIEWER: I can see two little huts.

63 RESPONDENT 1: Yes, that one was there but then they built this one, I think it was all for
64 student accommodation and then that big building the Student Castle over there used to be the
65 Evening Press.

66 RESPONDENT 2: That building there, whilst we have been here we have seen the Evening
67 Press get built and get brought down in the same time we have been here. Now they have got
68 Student Castle there now in place.

69 INTERVIEWER: Can I take photos of you?

70 RESPONDENT 1: Yes, of course you can.

71 INTERVIEWER: It will help with going back through the interview and knowing.

72 RESPONDENT 1: This is the car park belonging to Rowntrees Wharf, because that used to
73 be for Rowntrees for the factory where they kept all the beans that came down the river and
74 then they turned it all into flats and offices. Now just over there they are building new housing,
75 Hungate Housing. They were going to turn that into a chocolate museum when we first came
76 and they had put a new little street map for people to get, and everybody who said, 'we are
77 looking for the chocolate museum,' and we said, 'there isn't one.' They put a walkway along for
78 people to walk on and then it never materialised.

79 INTERVIEWER: Interesting, now they have the chocolate museum attraction in the middle of
80 York.

81 RESPONDENT 1: Yes, but they were going to actually do it there, and put it on a map. We
82 never actually got one did we, but it would have been nice to have got that little map saying,
83 'The Chocolate Museum,' which never became a chocolate museum.

84 INTERVIEWER: So where did they get that map from?

85 RESPONDENT 1: I don't know if we had information kiosks and things or those little street
86 map things, I don't know if we had them.

87 INTERVIEWER: What sort of year was this? I am interested to try and track this map down.

88 RESPONDENT 1: It was about 25 years ago, so what is that?

89 RESPONDENT 2: 1990 wasn't it?

90 RESPONDENT 1: Yes, about 1990.

91 INTERVIEWER: I will have to check that out. How interesting. Before the recorder was on you also
92 said that you could see the Minster and Clifford's Tower.

93 RESPONDENT 1: Yes, you could sit here and you could...

- 94 RESPONDENT 2: ...I have taken many photos of the Minster when it was lit up.
- 95 RESPONDENT 1: If you look from there straight that way, York Minter used to be over
96 there, but now because of all this being built you can't see it. Before Student Castle was built
97 you could see Clifford's Tower.
- 98 INTERVIEWER: You said that you used to wave to your friends.
- 99 RESPONDENT 1: Yes, we used to get the binoculars out and they would have their little
100 binoculars and we would say, 'give us a wave.'
- 101 RESPONDENT 2: What it used to be when I worked, it used to be the tax place and now it is
102 flats the big building. Can't you see any of it?
- 103 RESPONDENT 1: You can't see it now. Craig used to work at Hilary House, which was a tax
104 office, he used to stand and we used to be able to see his lights go off and then I knew he
105 would be on his way home.
- 106 INTERVIEWER: Wow!
- 107 RESPONDENT 1: It was quite unusual.
- 108 RESPONDENT 2: Can't you see it?
- 109 RESPONDENT 1: No, I can't see it.
- 110 RESPONDENT 2: Oh no you can't, I used to wave and say, 'I will be home in ten minutes.'
- 111 RESPONDENT 1: It was before this bridge got built, so you used to have to come round on
112 the main road, now we have got the bridge over here and they have got the new building...
- 113 INTERVIEWER: ...Hiscox.
- 114 RESPONDENT 1: Now we have got all that, I said, 'Now you would have been home in less
115 than five minutes.'
- 116 RESPONDENT 2: Now the bridge is there, yes. That was the biggest of all of what we have
117 seen. The press office was there, we saw it get built, the press office and we used to watch the
118 barge come, because they used to get the barge with rolls of paper, the pulleys used to pulley it
119 up off the barge and roll it into the factory.
- 120 RESPONDENT 1: Well your dad worked there, didn't he?
- 121 RESPONDENT 2: My dad worked there yes. We have seen it get knocked down, built and
122 get knocked down, and that get built in place of it.
- 123 INTERVIEWER: So when did the press office get knocked down?
- 124 RESPONDENT 2: It was only about two years ago wasn't it?

125 RESPONDENT 1: Two or three years ago, not that long ago.

126 RESPONDENT 2: It was all new bricks, that's why we couldn't understand why it got
127 knocked down, because we saw it getting built because it wasn't that old.

128 RESPONDENT 1: Where that building is there, the front of the students, this one, that was
129 Pullmans Coaches where all the coaches where and everything, and then here straight across
130 from us was just a little prefab thing and it was Grey's Newsagents. We used to hear it probably
131 on a Sunday, because we were at home on a Sunday morning in bed and like seven o'clock you
132 would hear all the van doors banging and everything, but during the week we were at work, we
133 don't know if they came during the week do we? But it was only Sunday morning, you thought,
134 'Oh, great lie in,' and you used to hear them all come, and now student accommodation got
135 built.

136 INTERVIEWER: So what is your opinion about the student accommodation?

137 RESPONDENT 1: It is nice, but because it is just a small resident's area, and then you have
138 got all these big buildings, it is like all these now and you are thinking what a big impact it is on
139 such a tiny area.

140 RESPONDENT 2: What gets us more than anything else, plus a load more I have heard
141 them say is the road, the wagons come up and down this road, so while they were building this
142 lot, big trucks with scaffolding on them, with a crane on. Because this is the only road through.

143 INTERVIEWER: Are you saying that that would have had an impact?

144 RESPONDENT 2: Yes, definitely because it was the only road through.

145 RESPONDENT 1: Since they have had all these building works, they have resurfaced the
146 road twice and then they keep coming and filling all the holes in. But it is because of the heavy
147 loads of traffic and now because they have closed Walmgate Bar and it takes so long to get
148 through, lots of cars now cut down here and use it as a rat run sort of thing.

149 INTERVIEWER: So you do see quite a lot of traffic?

150 RESPONDENT 1: Yes, of a night if they know they can cut through to go on to Foss Islands
151 they won't go through the traffic lights at the top of the road. There is the little lane down the
152 new hotel that they have built; they come down there so they don't have to come down the
153 other street.

154 RESPONDENT 2: The other big wagons couldn't come that way; they had to come this way.

155 RESPONDENT 1: All the wagons, when they were building all of this were all coming up
156 and on to there, because it was the only access way in bringing all the things they needed.

157 RESPONDENT 1: But, no the cars will cut through, so when it comes to half 4 you can see
158 cars queuing up. It is quite amusing now, because of all the geese wandering around the
159 gardens, they will sit and peep at them and you think, 'The geese don't understand the horns.'

160 INTERVIEWER: I have seen that a number of times in other places as well actually.

161 RESPONDENT 1: Yes, it is quite amusing.

162 INTERVIEWER: It was very interesting to get an idea of what you have seen from this window.
163 But you have also been out of the other side as well and you have seen what has been
164 happening with Red Tower. I would be interested to know your opinions about Red Tower.

165 RESPONDENT 1: We are impressed aren't we?

166 RESPONDENT 2: I think it is a good idea that, I said years ago do you remember when we
167 used to get our ice-creams there?

168 RESPONDENT 1: We used to get our ice-creams there.

169 RESPONDENT 2: There was an ice-cream stall with all the visitors up and down them walls I
170 said it would be a little gold mine didn't I? A bit after that, that is when you moved in and
171 started doing what you are doing.

172 INTERVIEWER: Read your mind.

173 RESPONDENT 1: Tourists, when you go places you like to see everything and just even if
174 you have cold fridges jut to get a cold can of pop, a bottle of water. You always think, 'Oh,
175 where is the shop?' or you get too involved in what you are looking at that you don't think and
176 then you think, 'Oh, I will just pick something up.'

177 INTERVIEWER: From my experience being at the Red Tower is as soon as you open the Red
178 Tower door people are walking in off the walls. Do you think that there is any interest for the
179 resident side of things?

180 RESPONDENT 1: Now because there are more younger people moving in to the area, they
181 might start using it for meetings or things like that, a little social hub. But because people's
182 lifestyles and things like that you would think they would use it and then sometimes they don't. I
183 am thinking when we were both working we wouldn't have had time, but now more parents are
184 at home with their little children and more young ones are moving in. So if it was revamped the
185 probably people would use it.

186 INTERVIEWER: So young people might use it.

187 RESPONDENT 1: Yes, if they are at home with their children and if they put a few more
188 things on at the park thing that they had. When we were down here there was only Alex and he
189 was eight and nine and then we had Sophie in 1993 and then there was Sharon with Paul and

190 Laura, Laura is the same age as my daughter. We were the only ones with kiddies because
191 everybody else was old and they would say, 'Oh, kids,' and it was like when I would pick her up
192 from school and then she would ride her bike and all of the oldies got to know us and knew that
193 we weren't the first humans with children thinking, 'Oh, big impact.' Then you got to know them
194 all and now over the years, because they have all passed away or moved into homes, and you
195 think how it has changed.

196 INTERVIEWER: That is really interesting.

197 RESPONDENT 1: We were young then and now we are probably old ones, that is what we
198 are seeing.

199 RESPONDENT 2: The years we have been here, and the only people we never saw going in
200 and out of the Red Tower were council, and I have often wondered myself, 'What is in there?'
201 We just thought it was a warehouse for the council. I have seen tourists walk by there and they
202 have that little plaque to read and then they are away, they have got nothing else to do. We
203 have seen in their minds, they are wondering what all of this was about this red building. So by
204 it being open, I think it is a good thing.

205 RESPONDENT 1: Yes, it is giving them more of an insight, like you said the council used to
206 just keep some machinery in there, didn't they?

207 INTERVIEWER: It was basically like you say a warehouse, a shed and now it has got tables with
208 tablecloths in.

209 RESPONDENT 2: When you were walking over this bridge, the tourists that have got lost
210 because they have come down the river and walked in a straight line, the first thing they say,
211 'Could you tell us where the Red Tower is?' That is the first thing, so we just say, 'Go up here,
212 turn left, straight down.' We have told loads.

213 RESPONDENT 1: Because on their maps it will say, 'follow the river,' then they would just
214 carry on walking, and then they would get to here, come and look and there aren't any signs or
215 anything. So they stand on that corner and sometimes you feel like going, 'it's that way!'

216 INTERVIEWER: I am going to take a photo, so that sign there by the carpark doesn't have...

217 RESPONDENT 1: ...It doesn't say, 'Red Tower.'

218 INTERVIEWER: It doesn't say, 'Red Tower.'

219 RESPONDENT 1: Everybody always stands at the bottom of this bit here and thinks, 'Well
220 where do we go from here?' There aren't any signposts, no nothing.

221 INTERVIEWER: There you go.

222 RESPONDENT 2: You would think there would be wouldn't you?

223 RESPONDENT 1: Yes, then if they decide to walk along this bit at the end of this road here
224 there is a little tiny plaque and it says, 'City Walls.' You just see them and you feel like saying, 'It
225 is that way.'

226 RESPONDENT 2: A couple of months back, where you there when they showed us that
227 film? They had a film on in there of all of York in black and white.

228 INTERVIEWER: Was that the 50 Years of York one? I wasn't there that day.

229 RESPONDENT 2: I sat and watched that because that was of interest to me, like I said to
230 you earlier on, I was useless but I loved history, I still do. I said to you, 'I would love to see that.'
231 She and I went straightaway to watch it, it was brilliant.

232 RESPONDENT 1: It was a good night. So doing things like that, if they had say once a
233 month or once every couple of months and then lots of people would probably come.

234 RESPONDENT 2: I think all these would come; they would if they knew at the time.

235 RESPONDENT 1: A social evening to sit and reminisce, say a fifteen/twenty-minute slot
236 showing say one part of York and then having a little talk and everybody could reminisce, I think
237 it would be really nice for us oldies.

238 RESPONDENT 2: It was interesting that, it was to me and you enjoyed it.

239 RESPONDENT 1: Yes, even tourists would probably even really enjoy that and sort of like
240 thinking, 'can you imagine living there and doing this and that.'

241 INTERVIEWER: I don't know if you know Jonathan, he is our sort of handyman at Red Tower, he
242 built the stairs and he really wants to put more films on. We have had one night where we put
243 some Charlie Chaplin films on, so we would be interested to do that again. Getting the word out
244 I think.

245 RESPONDENT 2: Advertising it.

246 INTERVIEWER: Yes, my next subject area is about communication and me coming from Red
247 Tower I would be really keen to know what you think the best way for us to advertise is.

248 RESPONDENT 2: You can put a thing in the shop window.

249 RESPONDENT 1: Jo would put one up in the shop.

250 RESPONDENT 2: You can advertise inside shops or you can put a poster up there. My
251 brother has got a shop up Fourth Avenue Tang Hall, he will put one in his shop window for you.

252 INTERVIEWER: So posters. Do you think any social media stuff would be useful?

253 RESPONDENT 1: Yes, because quite a few people are on that and since all the floods, more
254 and more have been onto it. It must have cost quite a fair bit to put all of the leaflets through, or
255 if you got one and just put it on each block so that everybody could know.

256 INTERVIEWER: Next to the door?

257 RESPONDENT 1: Yes, rather than doing individual ones and it would be more time
258 consuming for you putting them through or you can't gain entry half of the time. So if you pin
259 them on to the doors.

260 RESPONDENT 2: You could put one on to the red buildings door itself. All of the people
261 pass by, even us when we are going to shops, you would go up and read what it says wouldn't
262 you?

263 RESPONDENT 1: I don't know if they have restrictions on what you can do, if you could
264 have a little notice board on this side of the grass for the Red Tower.

265 RESPONDENT 2: Isn't there one there anymore on that corner?

266 RESPONDENT 1: But I am saying like you have just said for people going along the
267 walkway, if you had a notice board somewhere around there that there was no way you could
268 say, 'Oh, I didn't see it,' because it is there.

269 INTERVIEWER: We have got a temporary noticeboard.

270 RESPONDENT 1: Yes, the one with the thing.

271 INTERVIEWER: It is plyboard and it is a bit wonky.

272 RESPONDENT 1: I don't know if they would let you build a permanent fixture because of
273 the walls and everything, sometimes they are a bit funny, aren't they, about it?

274 INTERVIEWER: It would be interesting to ask, my impression from the city archaeologist is that
275 he is quite happy for things to change a bit. So, for example he has suggested that the
276 horseshoe wall around the Red Tower, a hole to go through. Do you think that is a good idea?

277 RESPONDENT 1: Yes, because lots of tourists as well walk up and then realise they have
278 come up the wrong walk bit and then the younger ones climb over or they have to walk back
279 down and you can hear them moaning to go back down to come back round.

280 RESPONDENT 2: That is where all the little kiddies sit on on a school trip; they all sit on that
281 wall.

282 RESPONDENT 1: Yes, sitting with their picnics.

283 INTERVIEWER: So you have seen kids there.

284 RESPONDENT 1: Yes, we would be having our lunch and you would hear the noise and you
285 would think, 'Oh look at all the kiddies,' and there they are sat on there eating their packups on
286 the grass.

287 RESPONDENT 2: Even the little kiddies would love to look at that.

288 RESPONDENT 1: They couldn't go in and see, no.

289 RESPONDENT 2: They would love to know what was inside there I bet.

290 RESPONDENT 1: If there is a little keyhole you always want to spy in don't you when you
291 are a kiddie.

292 RESPONDENT 2: I notice that a load of school trips are on the walls, past the red building
293 and back onto the walls again, loads of kids come by. All they have got to do is just to look at it,
294 haven't they?

295 RESPONDENT 1: Yes, especially now because you get to know it was a water tower and
296 everything else, and now if it was open then all of the schoolchildren could go in. I don't know if
297 it is the same man, he was saying when you go upstairs there is a window up there and how it
298 shows all the light through it.

299 INTERVIEWER: If you ever get the chance to go in and have a look.

300 RESPONDENT 1: I keep wanting to go in, but he says he doesn't know if he dared to get up
301 the stairs, because we don't know how wide they are. But I thought that would be really nice as
302 it is something that I haven't done.

303 INTERVIEWER: When it is a sunny day, we are going to try to do some events over the summer,
304 just pop by and have a peek up.

305 RESPONDENT 1: I don't know how it is for you with the stairs.

306 INTERVIEWER: It is a sight, in my opinion it is a sight.

307 RESPONDENT 1: Well, as I say we are born and bred York both of us, we have lived here for
308 26 years and never ever been in there until you all came and started opening it up, and we have
309 been in a couple of times.

310 RESPONDENT 2: I bet there was a lot of pigeons in there weren't there?

311 INTERVIEWER: There is none.

312 RESPONDENT 2: Not now, I mean before.

313 INTERVIEWER: To be honest I don't know, but they did find a leopard gecko in the Red
314 Tower and it had been hibernating. But the roof is completely watertight.

315 RESPONDENT 2: We saw the council doing the roof.

316 RESPONDENT 1: Yes.

317 RESPONDENT 2: I saw loads of pigeons going through that little door, I thought there must
318 be pigeons in there, because once they start they never stop.

319 INTERVIEWER: There are sparrows.

320 RESPONDENT 1: In the rafters.

321 INTERVIEWER: Yes, but they are not inside the building they are just underneath the eaves just
322 on the outside bit. So that doesn't cause any issues, I think it would be a shame to...

323 RESPONDENT 1: ...to disturb them yes, he is a bird lover.

324 INTERVIEWER: Yes, pointing to the bird feeder outside.

325 RESPONDENT 1: It is quite nice because we have a robin that comes and he has got more
326 and more friendly.

327 RESPONDENT 2: When I was in Spalding Avenue, I had pigeons there, I used to have
328 pigeons you see.

329 INTERVIEWER: Fantastic! I have seen a guy in the museum gardens with the pigeons.

330 RESPONDENT 1: He lets them sit on him.

331 RESPONDENT 2: They do, yes.

332 INTERVIEWER: My last question, to wrap it all up is, I would like to ask you both for your
333 definition of what heritage is? It is not a test and there is no wrong or right answer, it would just
334 be interesting to know what your opinion is.

335 RESPONDENT 1: Heritage is talking as far as I know about what has happened in the past
336 and how things were made or the reasons why they were used. What do you think it is?

337 RESPONDENT 2: Is it about how you lived in the past?

338 INTERVIEWER: There is no right or wrong answer.

339 RESPONDENT 2: I am going back to Hungate, my dad was born there and there were sons
340 and those sons were my dad's age too now and when he was born there and he said they
341 couldn't wait to get out of the place because they were just slums, and how that has changed
342 now to what it was, obviously. It looks wonderful now, doesn't it?

343 RESPONDENT 1: You can't believe what they are building now, we can't actually remember
344 now. Our dentist was down on that far end bit, but as for here, we have got pictures, I will have
345 to find you some pictures.

346 INTERVIEWER: That would be really nice actually.

347 RESPONDENT 2: I have got a book in there if you want to see it with the pictures of all old
348 York.

349 INTERVIEWER: I would actually and if you have got any photographs of your view from here with
350 the Minster.

351 RESPONDENT 1: I should have looked for some for you, but as you say you will be in touch
352 again and I will pop over there and see you.

353 INTERVIEWER: What I was going to do is, can I take your email because what I would like to do,
354 and I will get Craig to sign this as well. I can send the interview.

355 RESPONDENT 1: You might have seen it have you that one?

356 INTERVIEWER: You said Grey's Newsagents at the back and I was looking at the back and seeing
357 piano and organs.

358 RESPONDENT 1: There is one picture when they built the snowman out on the wall here
359 and that would have Grey's Newsagents in, we will have to look for them.

360 RESPONDENT 2: We will have to go through them because I know we have got
361 photographs. I have taken photographs of The Minster when it was lit up.

362 INTERVIEWER: So this was published in 1997.

363 RESPONDENT 1: I can make a photocopy if it's easier for you.

364 INTERVIEWER: What would be really great, we would like to have a library in the Red Tower, one
365 of the ideas is to have a library and it would be really great to try and make a collection. I am not
366 suggesting that we take this book but it would be good to find another copy of it and be able to
367 have it in the Red Tower for people to read.

368 RESPONDENT 1: Have you been over the bridge that takes you down into.

369 INTERVIEWER: The Foss bridge?

370 RESPONDENT 1: The little metal one and it takes you down to next Stone Bar near BTs.

371 INTERVIEWER: No, I don't think I have. If you don't mean the Foss Bridge which is the white one.

372 RESPONDENT 1: No, then you can go down some little snickets and when you go down,
373 right on the corner used to be the old bookshop and we used to get books from there, Barbican
374 bookshop I think it was, well that sadly now has closed down and everything.

375 INTERVIEWER: Look at that one, it is ghostly. I am just looking through this pamphlet.

376 RESPONDENT 1: Because we have lived here, sometimes you take everything for granted
377 and it is funny. I was just reading this. The Local Link, I said to Craig, 'do you remember,' where is
378 it?

379 INTERVIEWER: Oh wow!

380 RESPONDENT 2: We had postcards of them, that is Parliament Street there where Brown's
381 is, it is still there now, actually.

382 INTERVIEWER: Where did you get these from then?

383 RESPONDENT 2: My dad gave me them, I have had them for years.

384 INTERVIEWER: I love postcards.

385 RESPONDENT 1: This is it, I was saying to Craig, 'Do you remember the Davygate Arcade?'
386 Do you know where Browns is right on the corner? Well straight across from there they have got
387 Gap now, but that used to be called the Davygate Arcade Centre, that used to be the only place
388 where you could walk and use different shops, that was the only arcade thing we ever had and
389 there was a record shop that used to go into the back of British Home Stores and allsorts. Then
390 he said about Stonegate and I said, 'I forgot about that one,' then Craig says, 'Can't you
391 remember this statue and that.' You know, you forget because York is just changing all the time
392 from how it used to be and that is New Look across on Blake Street and you forget about these
393 things. I like just looking because sometimes they will put little different things in like that.

394 INTERVIEWER: I won't take this today because I can't quite think how I might use it, but if it
395 occurs to me how I would use it, I will come back. There are a couple of other people who have
396 shown me some really interesting books on Walmgate as well and...

397 RESPONDENT 1: Ben had quite a few didn't he, his family would have got them, but he had
398 a load of little books, because he was born and bred Walmgate.

399 RESPONDENT 2: I am sure there are some pictures in there of Walmgate.

400 INTERVIEWER: I'm sure there is, yes.

401 RESPONDENT 1: But he had books on it because he showed you them didn't he, Ben?
402 There were lots of butchers, because up at the top of the road I know there was a club, because
403 there were a lot of Irish people around here, long before we came along, but the club was there,
404 wasn't it?

405 RESPONDENT 2: Yes.

406 INTERVIEWER: The bit on Walmgate in this book says, 'In 1070 it was known as Walbergate, but
407 in 1145 was changed to its present form. In the 1840s Irish immigrants settled into the area

408 which was then a maze of little streets and yards of damp overcrowded hovels with little or no
409 sanitation and in an extremely bad state of repair.' A very much different scene today.

410 RESPONDENT 1: Yes.

411 RESPONDENT 2: When you said about that club, that was for the Irish.

412 RESPONDENT 1: Ben, because he was 93 and he had always lived in this area, he could tell
413 you 1,001 things, couldn't he?

414 INTERVIEWER: Who is this sorry?

415 RESPONDENT 1: Our Ben who lived right at the bottom, but sadly we lost him in July last
416 year. He could have told you 1,001 things, couldn't he, Ben?

417 RESPONDENT 2: We can only go back 25 or 30 years, he could have gone back 90-odd, he
418 was born and bred here.

419 INTERVIEWER: There are a fair few people that are still here though that are of that age group or
420 a bit less, but they have been here all of their lives and have seen many changes over the years.

421 RESPONDENT 1: I think that tall man, I don't know if you have seen him, he walks along
422 with a little friend; he lives right at the end one.

423 INTERVIEWER: Yes, is that Colin?

424 RESPONDENT 1: Yes, that is him. He was in the navy with Ben. I actually believe he always
425 lived in this area, like I say Ben had, but he must have done because Ben knew him or if it was
426 just when they were in the navy together. To look at how different they were you wouldn't have
427 thought they were roughly the same age.

428 INTERVIEWER: It is funny that. Well, thank you.

429 RESPONDENT 1: You are welcome.

430 INTERVIEWER: This has been really interesting. Do you have anything else you would like to add
431 on the subject of heritage in general?

432 RESPONDENT 1: No, I don't think so, we start reminiscing and start talking about
433 everything else, don't we?

434 INTERVIEWER: It is good, great.

435 END OF TRANSCRIPT

436

1 Interview 16: 16-09-16 St Denys Tim

2 INTERVIEWER: My first question is can you explain how you know me, how we met?

3 RESPONDENT: Okay, yeah. Well I met you at the barbecue at the Red Tower a couple of months
4 ago now, I think. So yeah, that's how we met.

5 INTERVIEWER: And you were there for a specific reason, so you told me that day.

6 RESPONDENT: Yeah. Well I saw the barbecue was on. I saw one of your posters tied to the round
7 chair, the tree next to Redgate, the round bench.

8 INTERVIEWER: Oh right, yeah.

9 RESPONDENT: And there was a poster attached to that. So I knew the barbecue was on then.
10 And somebody else has mentioned the Red Tower and said, 'Are you involved with the Red
11 Tower project?' So I thought, 'Ah, I'll go round and see the Red Tower.' And also, I'd already
12 started to be involved in the residents' association which I'm hoping to set up. So I was hoping
13 to go along and see if I could promote the residents' association. So I asked Lilac if she minded
14 me doing that and she said, 'We want residents' associations. We'd ideally have liked residents'
15 associations to work with from the very beginning, basically. But we are very keen to help set
16 them up.' So that was good.

17 INTERVIEWER: So how long have you been a resident in the area?

18 RESPONDENT: In the area, 31 years.

19 INTERVIEWER: Wow! Okay. And have you always been in the same property?

20 RESPONDENT: Yeah, yeah, I've always lived there.

21 INTERVIEWER: So can I ask with you being involved or just starting to be involved, you're just
22 starting to be involved with the residents' association?

23 RESPONDENT: Well I've been with the Labour Party all the time I've been living in the area. And
24 there's been a divide between on the one side of Walmgate the navigation roadside residents'
25 association and they've had another one which has been a lot more successful on the Home
26 Street side, and I've never been involved with any of that before.

27 But I've got a bit more time now to devote to community things, so I thought that'd be a
28 good thing to start getting involved with really, the residents' association. So I heard that it was
29 being set up and I came to a meeting here and then just kind of networking around locally just
30 trying to get people involved, really.

31 INTERVIEWER: And when you came to the meeting here at the place of interview, which is St
32 Deny's Hall, we discussed how the residents' association was going to be...

33 RESPONDENT: Yeah, that's right. We've had two meetings here, yeah. So we've been thinking
34 about how it's all going to work, really. So basically the previous ones were mainly for residents,
35 either council tenants or people living in former council properties that had been bought. But
36 we've decided that we're going to have a broader remit. Basically the idea is that it's not going
37 to be purely residents; it's going to be a community association, so businesses will be able to
38 join as well.

39 And also we'll try and involve students as well. I met Millie Beech. I don't know if you've heard
40 but she's the Sabbatical President of York Students' Union. I met her at a meeting in the West
41 Offices and she said, yeah, they've got students who lack community engagement. That's one of
42 her things she's hoping to do in her year as student university union president is get a bit more
43 involved in the community, really, and put the positive case for students. Quite often it's a bit
44 like people where I was growing up, we used to blame gypsies for everything bad that
45 happened. If something disappeared, then it was the gypsies who stole it. So it's a bit like that in
46 York with students, really. I don't think there are any gypsies living near here, so we blame
47 everything on students instead, basically.

48 INTERVIEWER: It's interesting that you say that. If by 'gypsy' you mean travellers...

49 RESPONDENT: Well I think that's what people meant in the old days when I was growing up. This
50 is my childhood from 50 years ago, so I don't ever remember the word 'traveller' being used in
51 those days. Maybe it was, but travellers and gypsies were synonymous. People we now think of
52 as travellers were described as gypsies in those days.

53 INTERVIEWER: You say that, but actually there is an official traveller site that's behind Morrison's.

54 RESPONDENT: Yeah.

55 INTERVIEWER: It's near but it's not sort of...

56 RESPONDENT: Yeah, I think it was one of the places that got flooded, wasn't it? It's quite a
57 [unclear – 0:05:09.0] isn't it? The Fosse comes up and then it backs up and flooded the travellers'
58 site near here, yeah.

59 INTERVIEWER: Let me just come back to this. You mentioned 'community association'.

60 RESPONDENT: That's right, yeah.

61 INTERVIEWER: So what exactly is a community association?

62 RESPONDENT: Well basically I think if we broaden out the membership to include businesses as
63 well as residents, then it would be described as a community association.

64 INTERVIEWER: Mm.

65 RESPONDENT: So I think Walmgate, at the moment it's called Navigation and the Walmgate
66 Residents' Association and we're kind of doing stuff but I think Walmgate Community
67 Association's probably what it's going to end up being called.

68 INTERVIEWER: Okay.

69 RESPONDENT: Yeah.

70 INTERVIEWER: So at the current time, do you have an intention for this wide scope of
71 Walmgate? What are your intentions?

72 RESPONDENT: Yeah. I think we were here and somebody said the parish boundaries are the
73 Fosse and the walls. So we thought, 'Well that sounds like a good area to define as the area that
74 the residents or the community association will cover.' So it's basically everybody who lives or
75 works in the area, where we can get people together.

76 There's quite a lot of stuff. People are...antisocial behaviour is going to be a big issue, so I
77 think we want to talk about that. And we'd hopefully get the... I'm not sure whether we still have
78 a police and community support officer. I don't know whether we have one specifically for
79 Walmgate or not but...

80 INTERVIEWER: I was under the impression that there was one.

81 RESPONDENT: Oh right, yeah.

82 INTERVIEWER: And that it was... I don't think it's necessarily that there's one... Let me reiterate
83 that. I think that they do like an area but it doesn't necessarily have to be one person.

84 RESPONDENT: I do a bit of volunteering at Refugee Action York. We meet at the children's
85 centre in Clifton on a Sunday afternoon. And there is one PCSO. I think the way it tends to work
86 is they get allocated to particular community groups to kind of liaise with. So she comes along
87 on a Sunday afternoon sometimes. So if something kicked off – not necessarily in her area but
88 elsewhere in York – that they needed to go and sort out...I think they tend to do community
89 stuff as a sort of background task, really. So if there's an urgent problem that they've got to deal
90 with, then they'll go off and do that. And if they've got time where they don't have to deal with
91 an incident, then they could come along to community event meetings. As I understand it. Or
92 community meetings. But I haven't really got involved with that. Certainly that's one of the
93 things that we need to sort out really, is that.

94 And then trying to get people to take a pride in the area. So I was speaking to Sally, for
95 example, about the Incredible Edible beds. She looks after one of those and she's wanted to
96 extend that and it's going to be tarmac-ed over where the skips were when they had the floods.
97 So everybody's stuff got thrown in those skips that are on that bit of concrete there. And it's
98 going to be tarmac-ed over to sort of level it out 'cause it got broken up a bit with the skips.

99 And when that's done she wants to put some more...she's got one bed and she wants to put
100 three more beds in to kind of have more growing space for the Incredible Edible project.

101 INTERVIEWER: Yeah, I'm aware of that project.

102 RESPONDENT: It's a great project. So that's the kind of thing. Children's play area. I think we've
103 got the two dogs at the moment, which are a bit rubbish, really. I think they had chickens on
104 springs. I can't remember where they are. But if you go to St Nick's, they've got quite a nice
105 children's play area there. So I'm wondering, 'Could we have something similar to that?'

106 And people talk about Section 106 money, which is I think when Hungate got their
107 planning permission and they agreed that they'd pay some money towards community
108 programmes. I think that's what Section 106 money means. So hopefully there's some money
109 around. One of the things that that could go to could be a children's play area, for example.

110 INTERVIEWER: So you've sort of talked about your intentions for the area but what would you
111 say your aspirations for the area are?

112 RESPONDENT: Aspirations? Well just for everybody to be engaged and happy with the
113 community, really. So that's my aspiration, I think, yeah. Well the community association is one
114 thing. I volunteer for right of engagement, I guess, in a word is what my volunteering and
115 community stuff is about, really. So the Red Tower is part of that process really, engaging with
116 groups to come along and talk about how they see the area developing.

117 Rarely I do the community association, there was a grant thing that I was working on
118 for...if it comes off it'll be £2.5million and there's an area sort of...more deprived parts of the city
119 is where the money has to be spent and it's trying to get people who are a long way off the
120 labour market to engage and go and get jobs, basically. So those are the four things I'm doing.

121 INTERVIEWER: So for this area, Walmgate, you've already answered the question in some ways.
122 But do you have any concerns about the area?

123 RESPONDENT: Well not really. When I came here, traditionally it's been a bit of a stigmatised
124 part of the city. I think it all goes back to the 17th Century when I think it was more affected by
125 plague than other parts of the city, I think. So in the high medieval period it was actually one of
126 the more select parts of the city, but the plague wiped out a lot of the population in the 17th
127 Century, so then it became a bit of a stigmatised area, really. So basically, if you came to York
128 with nothing then you started off with Walmgate and then you would have aspirations to
129 moving out and going somewhere else, basically, which was higher status. So that has been kind
130 of Walmgate's fate for a few centuries, really, the last couple of hundred years.

131 INTERVIEWER: You said 'stigmatised'. Do you think the past of Walmgate is...

132 RESPONDENT: Yeah. Certainly when I bought my house people would say, 'Oh, you don't live
133 there, do you?' But it's water off a duck's back, as far as I'm concerned. But there was definitely a

134 feeling that Walmgate was not the place to live, really. But that has changed over time. So all the
135 restaurants have opened in my time in the area. So it's now kind of like the dining centre of the
136 city, really. It was cheap property, was the thing. A lot of people tried various businesses out in
137 Walmgate. There used to be a place called York Reptiles, which I think might have been where
138 the gecko came from, basically, so there was this shop that used to sell reptiles as pets – various
139 lizards and snakes and things. They don't kind of relate to people really, so why you would even
140 have a lizard or any kind of reptile as a pet has never struck me as being a particularly good...
141 You know, cats and dogs, even gerbils can understand you, but reptiles don't really do that. But
142 anyway, each to their own.

143 So yeah, that didn't succeed. That's not there anymore. But people tried out various... It
144 was a relatively low cost of entry to having a business on Walmgate. So it tended to be a sort of
145 selection process. Restaurants were the thing that kind of worked, so now it's become lots and
146 lots of restaurants in Walmgate.

147 INTERVIEWER: That's really interesting. I'll have to talk to you about some research that I'm
148 doing.

149 RESPONDENT: Ah okay, right.

150 INTERVIEWER: It's not relevant to our interview but it's on Walmgate and I'll share that with you
151 after this.

152 RESPONDENT: That'd be great, yeah.

153 INTERVIEWER: But I wanted to talk about what your thoughts were on the best way to
154 communicate and engage with different people.

155 RESPONDENT: Okay.

156 INTERVIEWER: And sort of information-sharing. I wondered if... Let's go back to the poster. What
157 did you think of the poster?

158 RESPONDENT: Yeah, well I'm quite keen on posters 'cause in my job, one of the things we do is
159 audience research for poster campaigns, and they are quite a powerful medium, basically. About
160 10% of advertising money goes on posters. So I think they are quite a powerful medium.

161 I'm a bit nervous about fly-posting, really, because...

162 INTERVIEWER: Apparently that's what I have committed.

163 RESPONDENT: Right, okay.

164 INTERVIEWER: I didn't know but that's what I've...

165 RESPONDENT: I did circulate to my fellow directors of the Red Tower that basically there is stuff
166 on the council website saying basically if you just kind of attach posters to bits of street
167 furniture, then that probably counts as fly-posting.

168 So I think the poster idea is brilliant and that's a good way to communicate. I think there
169 are four noticeboards at the council and Sally kind of seems to have control over. There's a
170 councillors' meeting on the 23rd, I think, so just as my first test really has been to get some of
171 those... So I went into the shops. I read my handover document. So I went to the Copper Kettle
172 and I used the launderette anyway myself, so I went there. And the bike shop next door as well if
173 there'll put posters. I went to Picalillies. She's quite keen 'cause she's going to go to the meeting
174 I think. There are quite a lot...A-boards, basically. The council try to say you can't have A-boards
175 outside your shop on the pavement. So that kind of helps to generate business for her so she
176 wants to go and talk to them about that.

177 INTERVIEWER: Mm.

178 RESPONDENT: The one-stop I paid a quid, I think, to have two weeks of poster displaying in the
179 one-stop.

180 INTERVIEWER: I've been in there a couple of times and when I've said it's the Red Tower she's
181 said, 'Oh, it's for charity,' so I haven't...

182 RESPONDENT: Oh, you haven't paid. Okay.

183 INTERVIEWER: But that was when it was going to be a CIO, so I didn't refute that at the time.

184 RESPONDENT: Well it's a something company, isn't it? Community interest company.

185 INTERVIEWER: Community interest company.

186 RESPONDENT: Yeah. So it's not actually a registered charity but it is a community-run thing, so I
187 guess that would count as a... Not that you're getting paid but involvement with it as directors.
188 And the Brown Cow. I dropped one off in there as well. So yeah, I put a few posters up and then
189 I think after I'd got those up, Sally came and put her ones up on the noticeboard, so the four
190 noticeboards. So we could do something similar to that for the Red Tower.

191 I put the Heritage Open Day one – I don't know if you've seen that, but Tash did it, but I
192 thought it was a work of art. I'd be willing to put that on my wall, I think, at home.

193 INTERVIEWER: I did see it but the background image is from a...I want to say a Ridsdale
194 watercolour.

195 RESPONDENT: Ah, okay.

196 INTERVIEWER: That someone's done.

197 RESPONDENT: Right.

198 INTERVIEWER: And she superimposed the information onto it, so...

199 RESPONDENT: Yeah.

200 INTERVIEWER: It looked very nice.

201 RESPONDENT: Yeah. So if we could have one fairly standard design and then when we run an
202 event we just change the wording. So we could just have a Red Tower poster with the Red
203 Tower logo on, the graphics would...it would just be a standard Red Tower graphical design and
204 then we could just change the wording or have an agreed font and agreed size and so on. And
205 possibly a bit more about how we lay things out and so on. And then any idiot like me could just
206 come along and just type some new text in and just obey those guidelines. I think that would be
207 the way to go, really.

208 Certainly if we could advertise things a couple of weeks in advance of events, I think
209 would be good.

210 Oh, the Co-op, the new Co-op, I've got one in there. And she was quite disappointed
211 actually, when we doing the Heritage Open Day, that I didn't come in with anything. Lorraine
212 Carter, who's... All the Co-ops have a community liaison person and Lorraine Carter is our one at
213 our new Co-op on Peregrine Street.

214 INTERVIEWER: The Morrison's and Waitrose ladies are also quite keen to...

215 RESPONDENT: Oh yeah. I haven't been in there yet but yeah.

216 INTERVIEWER: Yeah. There's a nice lady at Morrison's. She's the Community Champion and she's
217 very keen to help out.

218 RESPONDENT: Okay. Yeah, I think in the new Co-op, 'cause it's next door to the hotel, and she's
219 saying, 'I've got lots of Americans and Canadians staying here and they don't know anything
220 anywhere near as old as...' Not created by white people anyway, or of European descent. Native
221 American archaeology. But my cousin, he lives in Rochester, which was sort of early 19th Century
222 when the Americans went west, so the European settlers went west and it was kind of settled by
223 European people at the start of the 19th Century. And so he was completely bowled over when
224 he came here and saw all this old stuff. So yeah.

225 INTERVIEWER: Just coming to... Do you make use of other forms of media in your work and what
226 do you think could be important for the Red Tower?

227 RESPONDENT: I think having a website is probably key and then building the social media
228 around the website. So doing Twitter and Facebook. Certainly search engine optimisation. I think
229 Mr Compost's setting that up at the moment and he's working with Castlegate IT. They're called
230 Castlegate IT but they're actually at Walmgate now. And I know one of the directors there. He's
231 very good.

232 So yeah, and I know somebody who runs Tang Hall Local. I know who runs Tang Hall
233 Local. And she's working with Jim as well, so I think he's quite a good person to work with.

234 But Jim charges by the hour so you need to kind of know what you want before you go
235 and talk to him really, 'cause he just kind of does what you tell him. I think he's got some
236 marketing people working there now as well, rather than just technical. He's always done
237 technology, basically. So you say, 'I want the website to have this, this and this,' and they work
238 out technically how to make it all happen. But I think he's got some marketing people working
239 there now as well, so if we wanted help with marketing strategy, potentially we might be able to
240 get some help there.

241 But it depends. I'm kind of involved with the business planning side of things. So one of
242 the things I've been asked to work on is business use of the Red Tower going forwards. So we
243 had a meeting yesterday.

244 INTERVIEWER: Let's just clarify at this point, I don't think we've covered this but do you confirm
245 that you've opted into being part of the CIC director group?

246 RESPONDENT: Yes, that's right. I'm one of the directors of the CIC, yeah. So does that screw
247 everything up?

248 INTERVIEWER: How did that come about?

249 RESPONDENT: Well I went to the barbecue and I met Lilac. And she said, 'Would you like to be a
250 director of the Red Tower?' So I said, 'Yeah. I'd pretty much like to do that, really.' 'Cause I think
251 having that group of volunteers, doing other things in the area, having met that core of Red
252 Tower volunteers, they could also do other things. Like, for example, the community association.
253 That would definitely help. So I know Jonathan and Jess are quite keen on getting involved with
254 the community association. Jonathan doesn't live locally so I think if we allow businesses... Well, I
255 think the community association should be... One of our councillors – Denise – is quite keen on
256 getting on residents' associations and community associations. I think it should be local people
257 kind of talking, almost like a focus group-type role really, of local people telling people in
258 authority what it is that they want to happen, rather than people in authority using it as yet
259 another lever to kind of order people around. That might be putting it a bit strongly but...

260 INTERVIEWER: Do you think that that's part of the reason why it's difficult for residents'
261 associations to...some of the difficulties? And I say that because of the disbanding of the...

262 RESPONDENT: Disbanding of the other one, yeah, the previous one in Navigation Road. Yeah. I
263 mean, I think there's been a clash of personalities.

264 INTERVIEWER: Yeah, there were other reasons, weren't there?

265 RESPONDENT: Yeah, there were other reasons. And I think not having a venue. I don't know if
266 you've met Jo, who used to run Space109?

267 INTERVIEWER: I haven't met Jo. I wanted to but we've both been too busy.

268 RESPONDENT: Okay, yeah. She did a fantastic job with Space109. But it was dependent on grant
269 funding, basically. So when austerity happened, she didn't really have a business plan that could
270 work without grant funding, so it ended up having to be closed down because the grant ended
271 and she hadn't worked out how to generate revenue to make it work herself, really.

272 So I think the Red Tower, I think the heritage building, I think that gives... I think without
273 it being a heritage building there's talk of other things, other possible community centres I've
274 heard mentioned, or sites that could be used. If you had a new-build building, it wouldn't have
275 that heritage aspect to it and I think it would make it more difficult to make it be a self-funding
276 community centre than the Red Tower.

277 So I think that's its USP, if you like, in marketing-speak. It's unique selling proposition is
278 that it is a heritage building and I think people would be more willing to get engaged with it,
279 come along to a sort of heritage building than they would be if it was an ordinary, new-build
280 community centre.

281 INTERVIEWER: That's really interesting. So if I get that right, you're suggesting that because of
282 the heritage aspect of the Red Tower...

283 RESPONDENT: Yeah, yeah.

284 INTERVIEWER: ...that will actually help it where perhaps with the Space109 project it didn't.

285 RESPONDENT: That's my theory, is that I think people would be more willing to come along to
286 events at a heritage building. I mean, certainly within my business we used to run what we used
287 to call a 'user group', when I worked for an IT company, and we used to run a user group. And
288 we used to do that on the outskirts of Rugby, a hotel called Brownsover Hall, which was
289 designed by, I think it was Charles...the elder Gilbert Scott who did St Pancras Station, so...

290 INTERVIEWER: Yeah.

291 RESPONDENT: So you imagine St Pancras Station turned into a country house, then that's what it
292 was, basically. So I think having a heritage...you have a nice venue for an event, it encourages
293 people to come along, really. And certainly reading books on marketing, people say, 'Try and
294 find a nice venue for your event because that will make it easier to get people to come along.'
295 So that is a known thing to do in marketing circles, is to have people think, 'Oh, I wonder what
296 it's like there.' So if you can do that... Or, 'I'd really like to go there and see that place.'

297 INTERVIEWER: I'm going to ask you one question with regards to the size of...'cause obviously
298 size matters with...

299 RESPONDENT: That's right, yeah.

300 INTERVIEWER: I've had discussions with other people about it and we have...we don't necessarily
301 see it as a problem but I wondered if you saw it as a problem or a...

302 RESPONDENT: Potentially, yes. I think people have said that to me. 'It can't work 'cause it's too
303 small,' really, is what people have said to me, really. I think Lilac's talked to me about Jacob's
304 Well. I don't know if she's mentioned that to you? No? That's like a heritage building off
305 Micklegate. So it's a medieval house, sort of medieval, timber-framed house. So a bit like Morel
306 House. I don't know if you know on Moorgate, yeah?

307 INTERVIEWER: Yeah, I do.

308 RESPONDENT: So similar kind of construction to that but it's part of a terrace. And that belongs
309 to the church. It's like parish ruins for the...what's it called? All Saints?

310 INTERVIEWER: [unclear – 0:27:02.9] Convent?

311 RESPONDENT: No. It's the church that's on Micklegate.

312 INTERVIEWER: Oh yes, I do know the one you mean but I can't remember the name. I can see it
313 in my mind's eye.

314 RESPONDENT: Yeah, yeah, yeah. So around the back of there is their equivalent to this basically,
315 is Jacob's Well. And Lilac tried to book it for a networking event that she wanted to run for her
316 business and she wasn't able to book it because it's all fully booked up. So I think that's kind of
317 given me encouragement that a relatively small... It is slightly bigger than the Red Tower but it's
318 on two floors like the Red Tower is. So that kind of gives me encouragement that a small, quirky,
319 heritage building can function as a community centre and also get business bookings there as
320 well.

321 So they have community events as well. I think the National Childbirth Trust's got a
322 branch in Bishop Hill and they meet there. And also, as I say, Lilac wanted to run a business
323 networking event there. So I think it does kind of give me hope that it could work.

324 And also I think the Red Tower were going to have gardens front and back so it's like
325 two additional rooms really. So obviously we don't have perfect weather in this country, but that
326 kind of gives you an additional space really, that you can overflow into the two gardens.

327 INTERVIEWER: I was going to say that I've spoken to Clement's Hall, which is a huge...

328 RESPONDENT: Yeah, I know Clement's Hall, yeah.

329 INTERVIEWER: And the two ladies – I think Jane and Alison-- are both really supportive and say
330 that essentially that they do struggle to accommodate all of their enquiries and they often do
331 find that small, intimate counselling meetings between NHS staff and stuff happens and they
332 often want smaller space to...

333 RESPONDENT: Yeah, well it's the church, isn't it? I think St Clement's Church, there's the hall,
334 which is pretty big. I think that would seat about 150, something like that.

335 INTERVIEWER: Well they can make it into a cinema. That's what they do, I think.

336 RESPONDENT: Ah, okay. There is around the back of the church, which is sort of 19th Century,
337 which is also St Clement's Church, there's a smaller meeting space at the back of that, that I've
338 been to before. That's about the same as here, about twenty-odd people that could
339 accommodate.

340 INTERVIEWER: So you mentioned that it's going to be a community venue, that that's the
341 intention.

342 RESPONDENT: Yeah.

343 INTERVIEWER: But also the business. How in your mind do you see those two things coexisting?

344 RESPONDENT: Yeah, well I think basically the business idea is the idea that there's going to be
345 two-tier pricing. So some of the community events will be relatively modest. So here I think
346 there's a fixed price of £10 an hour or £20 per session. So there's a fixed price and whatever you
347 do here you pay the same, everybody pays the same price. But the idea would be that business
348 usage, people would be charged more for business usage than for community events.

349 My guess – I haven't really researched this at all – is that businesses probably wouldn't
350 mind their money... You know, they could use it in their publicity: 'Come along to our event' and
351 while people are drinking their wine they can get a good feeling that they're helping the
352 community to keep the venue going. I think businesses would probably be okay about that. I
353 haven't actually tested that.

354 INTERVIEWER: What about the other way around?

355 RESPONDENT: The community people, I think the community people wouldn't mind if they knew
356 that the businesses were there and that's what made the community usage possible, was the
357 funding from business. Because I can't see grant funding coming along for five, ten years, before
358 the local government finances are in a position where they'd have money to spend on things
359 like providing grants to community venues.

360 So I think people understand. That's my feeling. I haven't kind of talked to people. So I
361 think both sides will understand and the sort of symbiosis and why it's required, and that they're
362 both kind of needed, really.

363 My big fear really, is quality. The business people will expect a higher quality of venue. So
364 they expect it very clean and they'll expect to have nice china and stuff as well. Whereas for a
365 community venue you wouldn't really expect...you know, we don't think that's terrible. Whereas

366 if you were running a business event and you were paying a higher price, you would expect a
367 higher level of service. So I think that's something we're going to have to think about.

368 INTERVIEWER: Okay, my last question. What is your definition of 'heritage'? There is no right
369 answer.

370 RESPONDENT: Right, okay. I think age, the age of the artefact is kind of significant. And
371 understanding...something that helps us understand how people lived in the past, I guess would
372 be my definition of 'heritage'.

373 INTERVIEWER: You mentioned artefacts.

374 RESPONDENT: Yeah.

375 INTERVIEWER: Do you have anything specific in your head when you think of that?

376 RESPONDENT: Yeah, I was thinking of the city walls really, obviously. So that's something that's
377 been there, most of it, since the time of Edward I, really, in its current incarnation, I think. So
378 yeah, that's my thinking. But there are a number of... If you look at the VisitYork4Meetings
379 website, there are a couple of pages of heritage buildings that you can hire. Some of them are
380 fairly big, like the Hospitium. I don't know if you've heard of that? And the Museum Gardens,
381 and the various guilds that have survived. You know, there's the Merchant Adventurers' and
382 then the Merchant Tailors'.

383 INTERVIEWER: Yeah.

384 RESPONDENT: So they're all kind of heritage venues that are kind of older venues that you can
385 hire. So sometimes people would want to go to a hotel. So some kinds of events for businesses,
386 they just want to go with the new hotel that's been built. In Walmgate that would be ideal for
387 them, so they want a meeting room in there. And then for other kinds of events then you might
388 want to go with the more heritage location. Like we went for Brownsover Hall because we felt
389 that that would attract people who would want to come there, whereas if we went for a new-
390 build, hotel-type place, for example, then that would be less attractive to the people that we
391 were trying to get to come. So we wanted as many people to come as possible, so we felt that
392 would boost our audience if we went with a heritage building, basically, which was a hotel.

393 INTERVIEWER: Okay. Can you think of anything else you would like to add to this interview?

394 RESPONDENT: No, I don't think so. I've answered all your questions.

395 INTERVIEWER: Yes, you've got through them, yes.

396 RESPONDENT: Okay.

397 INTERVIEWER: Yep. End!

398 RESPONDENT: End! Right, okay, thank you.

399 INTERVIEWER: Thanks very much.

400 END OF TRANSCRIPT

401

1 Interview 17: 06-08-15 West Offices Claire

2 INTERVIEWER: So can you tell me, Claire, how you know me?

3 PARTICIPANT: I know you, Kat, through the Red Tower project. I think we first met at the first
4 meeting, which was at the Fossgate social. Was it December last year?

5 INTERVIEWER: Yeah, December 4th or something.

6 PARTICIPANT: Yeah. In early December 2014. I went along to that meeting because I'd heard
7 about it through the job I was doing at the time, which was the Community Hubs project at the
8 City of York Council. And the Red Tower had always been something I'd noticed and wondered
9 about. It's not too far away from where I live and it just sounded like a really exciting project that
10 I thought I wanted to get involved with.

11 And I'd heard about Tim before, especially when I cycle along the cycle track – There's a
12 big Tim mural on the mural under the bridge and I've been very conscious of it every time I've
13 seen it and always thought it would be an organisation I'd really fit into. And I think I have!

14 So yeah, that's how I got to know you and the Red Tower.

15 INTERVIEWER: And we've been doing it for, I guess, eight months then. It's August now, so on
16 and off.

17 So okay, that's great. I agree with that! The first question then, I guess I'll talk to you
18 about your initial role with the council has been with the Community Hubs. 'Cause I've not
19 actually spoken to you about this at all, have I?

20 PARTICIPANT: No, you haven't.

21 INTERVIEWER: No. Okay.

22 PARTICIPANT: Oh, April 2013, I think, I left my job in the City Centre and Markets team to take
23 on a project that had just been given to the [Strategic Services Manager], who is the manager
24 that looks after all the community centres, leisure centres, and at the time parking. He'd been
25 given a project to look at creating a network of community hubs across the city as a way of
26 connecting up community venues and creating a more supportive network.

27 I think that was possibly shortly after or even just before the announcement that there
28 was going to be no funding for community centres in York. So they wanted to, I guess, sort of
29 strengthen what we have and enable the creation of a self-help network.

30 So in that role I would say I nurtured the community hubs network, which is a network of
31 community venues and centres and community buildings and places – 'cause it's not necessarily
32 community centres – in York with a monthly meeting, where people would come together, talk

33 about the issues they've got, discuss a certain topic (say it's how to recruit volunteers or how to
34 market or advertise) and enable those meetings to take place.

35 So I would book the venues but then let the community centres kind of lead the way as
36 they wanted, really.

37 INTERVIEWER: So when you say 'nurturing', it's face-to-face sort of group discussions, monthly
38 meetings with people?

39 PARTICIPANT: Yeah. The idea was the council was trying to take a step back and they're trying
40 to change the relationship. Rather than being parent-child, they're trying to make it adult-adult
41 sort of style relationships. So rather than the council supporting everything that goes on, trying
42 to create that independence in the community centres out there.

43 So that was part of it, and as well I did a mapping exercise which you can see online at
44 www.york.gov.uk/communityvenues. I got a list from Property Services and other sources and
45 merged them all together to create this one, massive list of all the community buildings we had
46 in York, and then boiled that down through speaking to the Equalities team they're called now (I
47 just call them Mary's team), which Mike's part of, to work out which of these buildings would be
48 suitable to be that centre of the community, but a building that they thought would really, really
49 work well as being a community hub.

50 Narrowed this list down, and you can now see the map on the website that shows you all
51 the venues that are targeted now as community hubs.

52 And it's nice to actually see the visual landscape of it all because it's something that
53 crosses ward boundaries and all the other boundaries we have in the city.

54 We were hoping as the next stage of the project before I left to create cluster groups. So
55 there would be one hub and a network of individual community venues around that, but
56 supported wholeheartedly by the one hub. We didn't quite get as far as that in the project, but
57 that was kind of the idea; a sort of spokes model but lots of them across the city, like blocks of
58 community, as it were.

59 Another layer would have been – if we'd had time – to put "the friends of... "
60 Communities that don't necessarily focus up on a building but come together, Friends of
61 Rowntree Park or [unclear – 0:06:04.5] or... The lesbian and gay community, you know?

62 INTERVIEWER: The boundaries or the ways of grouping them together.

63 PARTICIPANT: Yeah, absolutely. Rather than physically but in other ways.

64 INTERVIEWER: Yeah.

65 PARTICIPANT: It was a really, really interesting project and it was really good to do. But then I
66 got offered a job in IT so that's why I'm not doing it anymore. But if you did want to find out
67 more, the [Strategic Services Manager] is the person to speak to.

68 INTERVIEWER: Yeah, I'll star him as a contact.

69 PARTICIPANT: Really lovely, always happy to talk.

70 INTERVIEWER: So is he still on the project, then?

71 PARTICIPANT: Yeah, he's doing it still.

72 INTERVIEWER: Cool. I'm really interested by this map, actually. Did you get feedback about it
73 or...?

74 PARTICIPANT: I've heard some people find it useful because you can actually see what's near
75 you. So you can just find your place or where you live on the map and you can see where the
76 spots are around you.

77 It indicates on there where the public Wifi access points are, which was kind of how I
78 knew about this job when it came up, 'cause there was money from BDUK to put public Wifi
79 spots into community centres that are owned by the council. So on that map you can actually
80 see the community centres across the city that have benefitted from that free Wifi, public Wifi
81 on there.

82 INTERVIEWER: So it's dual-purpose?

83 PARTICIPANT: Yeah, and the idea is it can be layered up in whatever ways you want. The data
84 comes from the York Open Services Directory, which is an open data directory of every building
85 and everything that's going on in York, with the current information services. So that's where all
86 the information comes from that is displayed on the map. So it was quite difficult to coordinate
87 the two – the map and the database person – but we did get it to work. But that means we can
88 just add in more places as they come alive.

89 INTERVIEWER: And did this ever come up at your monthly meetings, this map as a tool?

90 PARTICIPANT: We mentioned it but it's difficult. You can take a horse to water but you can't
91 make it drink sometimes. The idea is it would be most used by the public to find out, 'What's
92 near me? or, 'Is there a community centre near my dad?' or use it whatever way they needed to.
93 You could search and find things on there and it would pull through the data and then link you
94 through onto if you had a website, some have a website and things. But I think it just got lost in
95 the mass that is the City of York Council website, really.

96 INTERVIEWER: So now you're in IT, that doesn't have anything to do with working with the
97 public? It's just internal...?

98 PARTICIPANT: Well I do work with the public through the voucher scheme thing but no, I've cut
99 my ties really with the community centres thing. Which is where the Red Tower's been nice
100 'cause that's kept my hand in. 'Cause I enjoy doing things with people out there and I've enjoyed
101 being a part of that.

102 INTERVIEWER: So with the Red Tower then, this is going to be interesting. Our journey with the
103 Red Tower. What would you say your role is? I know this is a really basic question. I know that I
104 know. You know that I know.

105 PARTICIPANT: Yeah. I feel I'm part of the core group but I think at the minute we're a bit not
106 sure of the direction of the project now because we're all keen to do things but not to dedicate
107 all our spare time to writing business plans and things like that.

108 The project is quite ambitious and I think it needs somebody like a social entrepreneur
109 who would happily give six months of their time for free in the hope that in a year's time it'll be
110 a building that'll be creating an income to be able to pay for what they do.

111 INTERVIEWER: Yeah.

112 PARTICIPANT: But those sort of people must be very few and far between.

113 INTERVIEWER: Yes. And I think we've spoken about this before and I've written this in my field
114 notes as well, about how we all want to put in what we can and then...

115 PARTICIPANT: You want to enjoy it.

116 INTERVIEWER: Yeah.

117 PARTICIPANT: It's a fun project and we love doing fun things in the building, but we need the
118 building to be more usable.

119 INTERVIEWER: Yeah.

120 PARTICIPANT: Running water, electricity. Patricia's talked about game nights. I'd love game
121 nights. I'm really into board games and things and it'd be a brilliant place to do it, but we've got
122 this little gap that we've got to get to...

123 INTERVIEWER: Yes.

124 PARTICIPANT: ...between there and there that's the hard bit.

125 INTERVIEWER: What do you think because I'm very... For me, my concern for the building or my
126 wish for the building, is that the local community next to it could potentially use it as a hub. But
127 as I think we've seen, there's a bit of a barrier there as well. I wondered what your thoughts on
128 that were.

129 PARTICIPANT: I think, as we planned to do, I think when they see things that are happening,
130 they will get involved. I don't think that the community would be – unless there are any
131 particularly strong characters there – would be interested in running things themselves. But I
132 think if there was something going on, for example like the heritage open day, we would get
133 people wandering across and bringing their kids.

134 But in this day and age – I saw it with the community centres – people just don't have
135 time to give to volunteer for things. But sadly everything seems to be going down the route of
136 doing everything via volunteers.

137 And I had an interesting conversation with somebody at Foxwood Community Centre,
138 who was saying that people who've got kids, there's a big pressure on them to volunteer at their
139 local school. And so that sucks any volunteering time up. They'll be helping their school to do
140 reading classes or extra-curricular stuff.

141 INTERVIEWER: That's interesting.

142 PARTICIPANT: And that just zaps all their free time that anyone with kids would have, really.

143 INTERVIEWER: Yeah, it's come up in a couple of conferences in Heritage. 'Cause Heritage is a big
144 sector that's being powered by volunteers – people working at the National Trust and English
145 Heritage and their own groups. But for the most part they're retired people and they're not
146 young people, and there's the fear of them all dying!

147 But I don't know. It's interesting, this idea of community volunteering. It's quite
148 important and yet...

149 PARTICIPANT: I don't think we've got generations where volunteering was encouraged. And it'd
150 be in the middle classes, people did Duke of Edinburgh and things like that, which have
151 volunteering as part of the course. But people that are just scraping an income together – which
152 a lot of people in Walmgate are (there's a lot of social housing around there) – really why should
153 they do stuff for other people when they're trying to keep themselves going, really?

154 INTERVIEWER: In which case, what do you see the task of Red Tower doing for the local
155 community in that area?

156 PARTICIPANT: I think if there was someone to run it or some people to run it, I think the
157 community would use it. But I don't think the community are strong enough or have the time to
158 be able to be the people that run it, if that makes sense.

159 It would be a really valued service if it was a building that they could come and use and
160 have a coffee or let the kids run around in the garden or something like that. But I can't see any
161 people from the area becoming part of the core group, really.

- 162 INTERVIEWER: Yeah. I'm of the same mind now as well. I hoped, but I think experience tells us
163 otherwise.
- 164 PARTICIPANT: I'd be very experienced to find a handful of people that do actually live right next
165 to it and talk to them, interview them, say, 'So we're doing this over here. We notice you've not
166 be down. Why?'
- 167 INTERVIEWER: Yeah. No, I think my next steps once I've done as many interviews with people as
168 I can talk to, have got access to, is to try and send out a survey, 'cause I think that's the only way
169 to reach out to people. I'm not sure about going around knocking on doors. I think I'd get a
170 different...
- 171 PARTICIPANT: Well it's funny 'cause when Ed and I went to collect that cabinet from the lady in
172 Rosemary Place, and she literally just looked onto the road...
- 173 INTERVIEWER: Was her name Martha?
- 174 PARTICIPANT: Yes, something like that. I've still got it on my phone. She was really, really
175 friendly. Really nice lady. And we went in and we got the cabinet and Ed was like, 'Oh, do you
176 mind if I have a look inside your house?' And he was, 'Is that a really bad thing to say?' And she
177 was absolutely fine.
- 178 INTERVIEWER: Oh right.
- 179 PARTICIPANT: So she took us into her house and just shows us the layout. I felt it was a bit
180 cheeky but...
- 181 INTERVIEWER: Why did he want to go in her house?
- 182 PARTICIPANT: I think he wanted to see how the flats were laid out, 'cause you can't really tell
183 from the outside. They are really nice with substantial...nicely built flats. Much better than you'd
184 probably get in a modern thing. But I was like, 'Oh God, I'd never want somebody strange
185 coming into my house,' but she said, 'No, no, come in,' and she showed us the rooms and
186 explained how long she'd been there and things like that.
- 187 I think you possibly need to try and get a mole. Get really friendly with somebody in and
188 try and...
- 189 INTERVIEWER: I'm speaking to Sally and Cathy on Monday, so yeah. We'll see. We'll see.
- 190 PARTICIPANT: And there'll be the impact of the new students coming back, and the new
191 'student castle', they call it, that's just been built.
- 192 INTERVIEWER: Yeah. And it'll be really interesting to know what the residents think of that
193 impact.
- 194 PARTICIPANT: Yeah.

195 INTERVIEWER: Is another thing.

196 PARTICIPANT: There's a pub there called The Spread Eagle, which used to be always a great
197 pub, but then Walmgate went through a bit of a downhill bit, went a bit bleak. But now it's got
198 student residences all over it and I think The Spread Eagle must be doing brilliant!

199 INTERVIEWER: Where's The Spread Eagle then?

200 PARTICIPANT: It's on Walmgate and I think it's got the new student building right next to it. But
201 it's literally just a couple of doors up from the York Press. But they would have seen a massive
202 difference with the two student buildings being built.

203 But apparently Walmgate, every second building used to be a pub. 'Cause it was the Irish
204 end of town and it's gone through a lot of changes. I'd be very interested to see a sort of
205 timeline history of Walmgate.

206 INTERVIEWER: 'Cause you live nearby, don't you?

207 PARTICIPANT: Well I used to literally live on Walmgate. When I first came to York I lived in
208 George Street and then I lived at 114b Walmgate and I lived at 136 Walmgate, where the tree is
209 in the corner. So it's almost felt like the home end of town for me. 'Cause even then when I left
210 Walmgate I only lived on Fishergate, which was just close to there. So I spent quite a few years
211 on Walmgate.

212 But now I live on Dodsworth Avenue, which is further out but it's still my side of town,
213 you know? Nothing really goes on on my side of town. The Red Tower's about the nearest thing
214 that's happening, the only place to go, really.

215 INTERVIEWER: You've lived in York for...

216 PARTICIPANT: Eighteen years, I think. Yeah.

217 INTERVIEWER: Does that make you a Yorkie?

218 PARTICIPANT: I say I'm Scorkish. 'Cause I'm originally from Edinburgh – I'm Scottish. So I have to
219 be some sort of combination of Scottish and Yorkshire, so...

220 INTERVIEWER: Scorkie? I love it! That's great! Amazing. But do you think that...going back to
221 some of the stuff that we talked about with the mapping and how to engage community
222 people, do you think that kind of information-sharing is important, to involving community
223 groups in...or helping nurture those community hubs?

224 PARTICIPANT: Well absolutely, and I don't think it's an uncommon problem not getting people
225 to engage in what you're doing. Looking at other community centres – places like Foxwood – it's
226 entirely run by volunteers and they've got a core team of people who do just about everything.
227 And they're trying to do things to get the community more engaged in what they do. They're

228 doing a little café for which their inspiration was Lidgett Grove. They're doing car boot sales and
229 things like that. So I don't think it's a unique problem that people at the Red Tower are facing.

230 And I think the community centres coming together and talking about that and realising
231 that sort of empowers them a bit more, realising it's not just their problem, it's something that
232 they all have to work towards. And getting more volunteers involved in the committees and
233 things like that. It can be like drawing teeth sometimes. It's a common problem and I think you
234 get that sort of safety in numbers thing when you realise you're not on your own, it's not just
235 your community centre that nobody wants to go to!

236 INTERVIEWER: I went to this locality thing last week and that was really interesting, about
237 essentially that. I was partners and community organisation members who'd come together to
238 discuss all the difficulties essentially, and the ways forwards. And some of the things that were
239 coming out, there was this idea of how to engage the community. It seems to be the million-
240 dollar question.

241 PARTICIPANT: Yeah, I think it's a deep social psychology thing. When I attempted to do a top-
242 up degree, I was going to do what motivated people to volunteer for beer festivals, 'cause I used
243 to be heavily involved in York CAMRA and the beer festival. And I always remember a phrase
244 which was, 'Forget altruism. I just want a T-shirt,' sort of thing. And I looked at all the different
245 things people have volunteered for, like the Winter Olympics and various other things. People
246 want something from the experience of volunteering and giving their time. And I think that has
247 to be looked very carefully at.

248 I used to be the volunteer coordinator at the York CAMRA beer festival and we always
249 needed more volunteers but you always did get...we got up to about 200 volunteers coming.
250 And it's mainly because they got free beer, free food and had a fun time. You know?

251 INTERVIEWER: Yeah.

252 PARTICIPANT: And people come running if they can do things like that. But incentivising
253 something like what we're doing is quite difficult really. Other than just having a bit of fun really.
254 But that's difficult to get across to people.

255 INTERVIEWER: Yeah. I was writing about it today. I was thinking about what it is that we're doing,
256 and in my head I was like, 'You're just a bunch of friendly females in a brick shed, having cups of
257 tea and listening to jazz!' And it is fun because we get the nice feeling of we open the doors
258 and...or at least I get a nice feeling when we open the door, someone comes in and they seem
259 really intrigued by it. And you can see it in their face. They're just like, 'Wow!'

260 PARTICIPANT: Yeah. 'Thank you for letting me in, I've always wanted to see inside,' sort of thing
261 is nice. And you can have some nice conversations. And finding out where people have come
262 from and, 'How did you happen to be here right now at this time?' sort of thing I always find
263 fascinating.

264 INTERVIEWER: Yeah. And people do seem to be genuinely pleased to be there.

265 PARTICIPANT: Mm.

266 INTERVIEWER: And excited as well, actually. I think some of them – especially the younger ones.

267 But going back to this idea, you mentioned the incentives of volunteering. I'm actually
268 really interested in that. Do you think with the community hubs that you see in the centres
269 across York that you've worked on, what are the incentives there? I know that Red Tower might
270 not be of that ilk just yet, but the ones that are successful?

271 PARTICIPANT: I think that some people enjoy working in that particular team, which is I think
272 something that we do have at the Red Tower. We've got a particularly nice team and part of the
273 experience is being with those people, some sort of social connection.

274 And for some, I think volunteering to run their local community centre is their way of
275 giving back to the community or offering a service to their local community, the older people,
276 the people that need that to be done.

277 I think it maybe takes a certain type of person to see those sort of benefits, really. Other
278 than benefits for yourself. But you'll see in lots of volunteering things you can put this on your
279 CV, there's some sort of comeback to giving up your spare time to do something.

280 INTERVIEWER: That's really interesting. I hadn't thought about that dynamic as much, 'cause I've
281 been going in with a specific line of enquiry. Incentive is one that...but it's a social incentive, isn't
282 it?

283 PARTICIPANT: Yeah.

284 INTERVIEWER: Yeah.

285 PARTICIPANT: Well it's like when we thought about crowdfunding and stuff like that. Quite often
286 with crowdfunding you get something back, whether it's a share in the business or they get a
287 free cup of tea once a month or something like that. And I know we could easily fundraise
288 without offering those sort of things, but quite often people do want something for something.
289 You don't get owt for nowt, as they say.

290 INTERVIEWER: That is very true. Yeah. Okay. So your time in York then, would you want to move
291 anywhere else or what do you think about York?

292 PARTICIPANT: We've been through the sort of conversation that we'd maybe like to go
293 somewhere different. We've got so many years on this planet and we don't necessarily want to
294 spend it all in the same place. I would like to be somewhere where there are more trees around
295 me! I love being around trees and forests and things like that. At one point we were thinking
296 about possibly moving to Knaresborough or even as far away as Durham and places like that,
297 but we do really love York. We like it here. It's just to be in the area that we'd want to be – say,

298 like Fishergate – we just couldn't afford that sort of house price. You're looking at £250,000
299 minimum if we were to move to Fishergate or one of the desirable areas.

300 But I think if I moved away from York I think I'd miss more than I'd gain, I think. I love the
301 riverside. Yeah, I don't live right next to it but it's there and there are things going on. And my
302 home city of Edinburgh, lovely place, lots going on, great stuff, but it's huge and it's just a big
303 smelly city like lots of other big smelly cities, with lots of problems and mess and issues.

304 INTERVIEWER: Is York a smelly city?

305 PARTICIPANT: No, it's not. I think it's the perfect size, actually. I think if it was to get any bigger
306 it could be at risk of being a big smelly city but it's not. I think it's just the right size now.

307 INTERVIEWER: 'Cause it technically is going to get bigger, isn't it?

308 PARTICIPANT: It will. It will. As time goes on.

309 INTERVIEWER: Yeah.

310 PARTICIPANT: York is a very middle-class, white city. You don't see many Asian people. You see
311 lots of Chinese students but you don't see many Asian people or African people or anything like
312 that, which is always something very striking when you've come away, when you've gone to visit
313 Leeds or Edinburgh or London or something. You suddenly start noticing that everybody seems
314 very British here.

315 And there's historical reasons for that. But it's one of the downsides, I think. It'd be nice
316 to see a lot more ethnic cultures.

317 INTERVIEWER: Yeah, it's not a metropolitan city, is it? From looking at it. I think I have seen some
318 demographics from the census and funnily enough, apparently there are 750 Jedi knights in
319 York!

320 PARTICIPANT: [laughing]

321 INTERVIEWER: I don't know what that says! But yeah. Well okay, let's talk about politics then,
322 about York's political status. It's Labour, isn't it, now?

323 PARTICIPANT: No, it's Conservative. It's a mix, a rainbow. It's Green, 'cause you've got...

324 INTERVIEWER: Okay.

325 PARTICIPANT: It's a Conservative stronghold but I think with either Lib Dems or Labour. To be
326 honest, I don't really get involved in it so much 'cause in my job I have to remain politically
327 neutral so I tend not to get too involved in that.

328 But if you look at the way the council's made up you've got Andrew Waller, for instance.
329 He looks after community centres. He's Liberal Democrats. The head of the council is

330 Conservative. I think we've got one or two Green people – Andy D'Agorne – on there. So in
331 some ways you hope it will give a more balanced outcome for things when you have got a mix
332 of different parties.

333 INTERVIEWER: Okay. This is jumping a bit back but kind of connected. Do you think that what
334 we're doing at the Red Tower is anything to do with politics?

335 PARTICIPANT: Absolutely not. Politics is not in there at all.

336 INTERVIEWER: That's interesting.

337 PARTICIPANT: No. Not at all. I don't see any connection at all with politics.

338 INTERVIEWER: Well what about, for example, I've been talking to some of the councillors and
339 does that connection there, does that mean...what's that about?

340 PARTICIPANT: Well every part of the city has to have a council of some sort and the councillor is
341 essentially there as the voice of the people. They have their surgeries. And I'd be very warmed
342 by seeing – is it Rachel Maskell?

343 INTERVIEWER: Yeah.

344 PARTICIPANT: I've seen her out and about doing stuff more than I have any other councillor.
345 And I've been very warmed by seeing that.

346 INTERVIEWER: She came to the Red Tower as well, yeah.

347 PARTICIPANT: Yeah, she's been to the Red Tower. And I just see her at stuff. If there's stuff going
348 on, I see her there.

349 But although they have a political party behind them, I feel councillors are more
350 community-focused. I don't really feel they have an agenda, other than speaking on behalf of
351 people in their area. Maybe I'm just blind to it.

352 INTERVIEWER: I have no opinion on it. I just wondered. When we were talking about
353 demographics of people I started thinking about the politics in York as well and I wondered.

354 PARTICIPANT: I mean, York is an industrial city. It's Labour in the inside and it's Conservative in
355 the country, but that's kind of how it works across the whole of the UK. I come from a place
356 where there isn't a Conservative in Scotland.

357 INTERVIEWER: I'm intrigued that you think Edinburgh is a smelly city!

358 PARTICIPANT: Well everybody sees the pretty bit in the middle. But take a bus out to Oxfords, you'll see poverty, you'll see people really struggling with life. This used to be a really, really bad
359 part, it was the docks and that's where all the AIDS stuff – that's where the Trainspotting film is
360 set, in Edinburgh. People often ignore that bit of cities.
361

362 And you do that in York as well. I know there's not horrendous poverty here. There are
363 some really, really poor people living here in certain areas of the city. And the main contact they
364 have is with places like the libraries and things that are out there where they are.

365 A great person to speak to is Fiona Williams, the Head of Explore, about how the libraries
366 do connect with the communities and the people that really need stuff, really can't afford to
367 feed themselves, only their kids sort of thing. She's very clued on, on that one.

368 INTERVIEWER: So what would you say your concerns are for the Red Tower and then York?

369 PARTICIPANT: My concerns for the Red Tower are that the local community don't engage.
370 Because I kind of hoped that the community would get engaged and then we could step back
371 and then just be a part of it, rather than leading it, if that makes sense.

372 And I worry about the Red Tower being a very middle-class thing for art exhibitions and
373 all this nice, twee, lovely little things that with money you can get involved with and people that
374 don't, can't. And that's why the thing that I was most excited about with the Red Tower was the
375 potential of having a pay-as-you-feel junk food café where people could come in, you give them
376 soup and nourish them and give them somewhere warm to sit if they didn't have that place to
377 be. And I'll be sad if we can't offer that, really.

378 So those are my concerns for the Red Tower, that it just becomes a playpen for well-off
379 people.

380 For York, I don't know. York's a funny place. Everybody seems to be obsessed by tiny,
381 little things and sort of ignore the big, important stuff. I don't know. I really enjoyed Lendal
382 Bridge being closed! That was just so nice for me to get into work in the morning and not have
383 to thing through stuff. It was nice to see that open.

384 I'd like to see in York, especially hospitality businesses. My background is hospitality so it's
385 always in me. I'd like to see more businesses – especially restaurants and cafés – being allowed
386 to put tables and chairs out the front and bringing a more continental sort of relaxed feel to the
387 city centre. Yeah. I'd like to see that more, really. But I worked in a city centre office so I know
388 how constrained it can be.

389 Yeah, it seems like a lot of people are fighting against the council to do things, and it'd be nice
390 to see if there was some other system that would work, that enabled people to do more stuff
391 without having to get licences or something, you know? It all seems so very bureaucratic.

392 INTERVIEWER: Yeah, but we're owed a licence, I think.

393 PARTICIPANT: Are we?

394 INTERVIEWER: Yeah, probably. So my last question, we haven't really talked about this idea of
395 heritage. Can I ask you what you think heritage is?

396 PARTICIPANT: I think heritage is more than just old buildings, I think. I think heritage is very
397 much now. We're creating heritage in the things we do and how we shape the city and how we
398 shape what we do as human beings at this particular moment in time.

399 Yeah, you always think of heritage as stuff that's happened in the past, but I think it's
400 stuff that's happening now. Yeah, it's quite a big question to ask, actually. I think I might need to
401 think about that one.

402 INTERVIEWER: Mike threw it back at me. At the end of the interview I hadn't brought it up and it
403 kind of came up because I was asking him about how a lot of the hubs and centres in York are
404 often old buildings. And then at the end he asked me that question and it was like, 'Oh!' So I'm
405 going to ask everybody else!

406 PARTICIPANT: No, it's a good idea.

407 INTERVIEWER: It's a good question. Cool. Okay, I think we've pretty much covered everything I
408 was going to ask.

409 END OF TRANSCRIPT

410

1 Interview 18: 07-08-15 Your Bike Shed Lilac

2 INTERVIEWER: Okay, we're good. So, thank you for joining me today

3 RESPONDENT: You're welcome.

4 INTERVIEWER: I will make everybody anonymous in the transcripts [unclear – 0:00:10.1].

5 RESPONDENT: Okay.

6 INTERVIEWER: Can we first start by telling me how we know each other?

7 RESPONDENT: We know each other though having met in here actually, Your Bike Shed, about a
8 year ago. Then before the Red Tower ideas developed, I was involved in TIM in York - The
9 Incredible Movement in York and you contacted me, I think- Or us- through the website and
10 asked what TIM was about and if there was any way you could get involved and then we had a
11 cup of tea in here and it went from there. So, that's my recollection.

12 INTERVIEWER: And then we- carrying on from December I think when we had the first Red
13 Tower meeting.

14 RESPONDENT: We did, we had that just before Christmas and you were at that and you were
15 showing an interest in the Red Tower as a case study for the work that you're doing.

16 INTERVIEWER: And we've been continuing.

17 RESPONDENT: And it's been on-going ever since.

18 INTERVIEWER: Yes, so okay. I'm going to ask you about what it is that you're doing in York and
19 what your job is.

20 RESPONDENT: My job role with Red Tower, or generally, what I do?

21 INTERVIEWER: Generally first and then with the Red Tower.

22 RESPONDENT: Okay, I live in York and I run two urban regeneration companies. I am an urban
23 regeneration consultant. One is Blue Fish Regeneration which is my own company which works
24 with communities to develop and deliver regeneration projects across the UK but primarily
25 working in the north of England. My other company is called Restoration People and that's very
26 similar but with three co-directors and we focus particularly on heritage historic buildings. So
27 listed buildings, listed sites and scheduled ancient monuments

28 INTERVIEWER: And so...

29 RESPONDENT: Oh, sorry, my answer to the rest of the question.

30 INTERVIEWER: Yes, the Red Tower bit, yes, sorry.

31 RESPONDENT: The Red Tower bit, really it's taking whatever skills I have in my day job into
32 something that I have a passion for outside my work. So, with TIM we had an idea that we
33 wanted to have a focus in the form of a building that would really epitomise the ethos of TIM,
34 which is basically fast, fun, cheap, local, get on and do it, don't wait for permission to do it, and
35 something that will help resolve any issues involved, you know, in the area. You know,
36 protecting the environment, encouraging food-growing and encouraging grass-roots activism in
37 a very positive way. So when I accidentally discovered the Red Tower back in September last year
38 at a Heritage Open Day and I found out what the council, who own it, were looking for potential
39 new uses for it – I thought that would be an opportunity. So my role with the Red Tower has
40 been to, I suppose, catalyse the project, gather the people together who share that passion and
41 really, sort of, keep the energy going I suppose – holding the ring I think is probably the best
42 way I describe it.

43 INTERVIEWER: And how have you been– What was your sort of activities been as regards the
44 Red Tower, I know I through working with working with you, but if you could just put it into your
45 own words.

46 RESPONDENT: Yes, absolutely. Primarily my role is to talk to the council. So I went and spoke to
47 Harry at City of York Council who is responsible for all the buildings and the walls and– I mean,
48 he's been brilliant – spoke to the Asset Management Team, the Community Management Team
49 at the council and also people like English Heritage, the local community, resident's association
50 and anyone relevant with the local councillors to really, sort of, garner support and to get views
51 on– really sort of test the water to see the reaction to something like a community kitchen, café,
52 growing space and a meeting space. So it was to really sort of throw the idea out there and to
53 see if anyone looked terrified or shocked, or anything like that. So it was taken as original
54 sound-groups. After that it's been really a matter of just keeping the momentum behind the
55 project. So working with people like you and Claire, Patricia and Linda and others who have
56 come and gone over time, to try and just keep it on track really.

57 INTERVIEWER: We're still going, so you carry on.

58 RESPONDENT: Yes, so I think that's kind of answered that question.

59 INTERVIEWER: Okay, well one of the other things that I have noticed that you've done as part of
60 this getting the message out there, the idea out there rather, is you've been doing a lot of press
61 releases...

62 RESPONDENT: Yes.

63 INTERVIEWER: ...on the radio [unclear – 0:05:39.2] Do we know how many press releases the Red
64 Tower has done?

65 RESPONDENT: We haven't actually done– I don't think we've done any press releases.

66 INTERVIEWER: What's happened?

67 RESPONDENT: The beauty of the Red Tower is it seems to attract its own press attention I think.
68 So in the early days I had several approaches from the York press, they put a couple of really
69 good articles in there round about Christmas time and they promoted the resident's only
70 weekend in January, which was a great success. We have had many journalists from the
71 Yorkshire Post picked up on the project and I did a long interview with her so that was a fairly
72 major article in the Yorkshire post, probably about six months ago. And we've had, I think it was
73 a Radio York has contacted us. So we haven't really been doing a lot of running around trying to
74 flag it up, people have kind of come to us which is just as well because we're so stretched that
75 we haven't got time to get the press releases out. So we're just hoping really– A bit like this
76 recent piece in the press that was for conservation volunteers that approached us and said
77 would you be happy to have an article? So it's that kind of project, it doesn't need the hard sell
78 really. It kind of sells itself.

79 INTERVIEWER: I mean, I don't actually have very much experience of promoting, getting the idea
80 out there [unclear – 0:07:00.7] how– What is the main purpose of doing that? What is the
81 intention?

82 RESPONDENT: Right the intention behind that is basically to build its profile as a project. So, for
83 instance, you Tweet about something, so used in a communication strategy we use a
84 combination of various media platforms. So, you can have Twitter and Facebook – they're the
85 two starting points really on the social media. We Tweet about things when they happen. What
86 then happens is the media outlets pick it up. So you'll get the BBC has suddenly seen– You know
87 they want to do an interview on radio or something like that. You'll do, you know, the local press
88 will pick it up, the regional press will pick it up. You then Tweet those stories and Facebook
89 those stories back out on social media, so people then realise that it's something that it's
90 building as a subject. So it's kind of a symbiotic relationship between pushing stuff out there,
91 pulling stuff in and then regurgitating it. So you've got this virtual circle of publicity if you like,
92 which builds the credibility and then from that the momentum for the project.

93 INTERVIEWER: I mean, as a social media practitioner, per se, you know I manage the
94 department's archaeology site, one of the things that I find is really interesting is this idea of
95 encouraging people to participate on social media platforms.

96 RESPONDENT: Yeah.

97 INTERVIEWER: And I don't know if– What is your experience of or is your impression of how
98 these platforms have been doing in terms of, you know, participation and...

99 RESPONDENT: I think they've been doing really well. I mean the– We've got something like 180
100 likes of the Facebook page, we've got about 50 members of the Facebook board and we've got–
101 I mean, we're Tweeting via TIM but TIM's got something like 600 followers. So it's very effective

102 at getting out to a lot of people. What's primarily interesting is where that then goes. So for
103 instance, I'll see on the Facebook page– I'll put something out there and some, it might fall as a
104 dud, like a football with no air in it, it just lands and nothing happens and you think, 'Well what's
105 all that about?' And then the next thing you'll put out, which you don't necessarily think is any
106 more interesting, but there's clearly an angle to it and you'll suddenly see that it's reached an
107 audience of 350 people because what's happened is the people on that page have shared it and
108 then other people will have read it from those networks. So it's kind of, you've got that sort of
109 viral effect if you like on social media. So it can be a little bit unpredictable as to which ones will
110 be picked up and run with and which ones won't. But it is getting out there and it is getting
111 recognition, which is incredibly helpful when talking to anyone about the project because you
112 never have to start from scratch because a lot of people now, I speak to, they just know about
113 this.

114 INTERVIEWER: So, my– When we were talking earlier just before the recording about, sort of, the
115 discussions you've had on Twitter and Facebook, certain people and you were telling me your
116 account of that. Can you just give a brief summary of what we were talking about, not naming
117 names.

118 RESPONDENT: Yes, absolutely, yeah. I mean we've had very– We've had no opposition really.
119 We've had two cases, one on Facebook, one on Twitter– Each an individual who, I think are, their
120 perception of what you do with monuments like the walls, the city walls, and the Red Tower is
121 probably radically different from the TIM perception. In that they want to– There seems to be a
122 view, and it's not widely held and by getting, you know, as I say there are only two individuals
123 that seem to want to preserve things in their strict... So their responses have been rather, a little
124 bit as though we're kind of irresponsible children that needed to be brought back into line and,
125 you know, when you grow up you'll learn the real way of things. It's that kind of attitude which
126 is, kind of, neither here nor there really because it's not going to have any affect. But that's the
127 only – we haven't had anyone come back and say, 'Oh, this is terrible.' I think they would just
128 rather the [unclear – 0:11:39.2] approach which clearly when [unclear – 0:11:41.2] – and it hasn't
129 gone anywhere, I mean, that hasn't whipped up a storm of other people thinking the same
130 thing. It's just they fall in line; they've just not gone anywhere. So, it's kind of, not amounted to
131 anything really.

132 INTERVIEWER: And the other really important aspect for getting the message out there, as I am
133 very aware of thing – You know, my concern is about the Red Tower is opening up to local
134 communities and I think I know your views on this, but could you give a sort of – what your
135 impressions are, first of our intentions for the local community next to the Red Tower and how
136 well that's gone?

137 RESPONDENT: Right, I mean, I've been– That's the one aspect that I'm quite disappointed in but
138 not entirely surprising. I mean in the generation you've got to find the communities can become
139 very apathetic. They can want to stay within a comfort zone and even though you might come in

140 from another part of the city and say, 'Well, look there's clearly demand in this area, look around
141 you, there's not much going, this could be a real facility,' it's not– You don't necessarily make
142 that quantum leap from realisation of the potential to actually other people realising that
143 potential, if you like. So whilst setting the potential to realising the potential, you don't make
144 that leap over night.

145 So that is why the community side, which I think I agree with you, is absolutely crucial to this.
146 The immediate community needs to get involved, on-board and feel like they're benefitting
147 from it, otherwise it just becomes another tourist attraction in York and I don't think that's what
148 they're after. Personally, that's not what I'm after because York has lots of tourist attractions. So I
149 don't see, you know, my passion is to create another tourist attraction in York. My passion is
150 about working with communities that want something better, to hopefully use whatever
151 expertise and experience I've got, to help that challenge.

152 But what's been happening more recently which is one of the reasons for opening the Tower on
153 Saturday every couple of hours, is just that sort of drip, drip, drip approach. Gently, kind of, just
154 having it there and that– It's a loss, it's probably, you know, you're putting time in and all the
155 rest of it, it's not about making money it's about actually just having in there so gently
156 promoting the benefits of it to people. And it's actually working, you know, what we've– I think
157 it's turned 180 degrees, or at least, you know, 150 degrees in the last few weeks because we've
158 now got people from local residents' associations coming in on Saturday and enjoying the cakes
159 and donating and chatting. And the kids from the local area rushing in and they absolutely love
160 it, they're having a great time.

161 And they're, kind of, talking to each other and I get the impression that they hadn't talked to
162 each other before. You know, a lot of these people didn't know each other even though they'd
163 lived on our doorstep, because of the slightly silo-esque nature of the local neighbourhood, how
164 it's physically built and how it's physically interacts was quite siloed. So, I get the impression that
165 people actually don't know each other within that area and the Red Tower is already forming a–
166 serving a purpose in bringing those people together. And it's organically happening, when all
167 we're doing is having the opportunity there, just opening it and saying, 'Hey, how do you want
168 to use this?' You know, we're not being prescriptive about it and we have no expectations.

169 INTERVIEWER: I am sharing the same sort of aspirations if you like, passions and for the Red
170 Tower and I think that, although I have had days where I feel it's [unclear – 0:15:58.7] I think it's
171 just one day when I was like, 'This isn't going to happen.'

172 RESPONDENT: Yeah.

173 INTERVIEWER: But then...

174 RESPONDENT: I think we've all...

175 INTERVIEWER: ...as you...

176 RESPONDENT: ...had days like that...

177 INTERVIEWER: ...say, yeah.

178 RESPONDENT: ...to be fair, yeah.

179 INTERVIEWER: When the people, when the goods started coming in and that week...

180 RESPONDENT: It brings in energies, it brings an energy in which is...

181 INTERVIEWER: It really...

182 RESPONDENT: ...irreplaceable, you know, that's just wonderful.

183 INTERVIEWER: So, what would you say your concerns are for– lets start first with the concerns
184 for the Red Tower and then concerns for the wider [unclear – 0:16:31.3] of York.

185 RESPONDENT: What do you mean – I'm not too sure what you mean by concerns. Do you mean
186 things that might prevent it from happening or...? I mean I can talk about aspirations and ideas.

187 INTERVIEWER: Okay, well talk aspirations and...

188 RESPONDENT: I don't really have any concerns other that it might not happen.

189 INTERVIEWER: Fair enough.

190 RESPONDENT: Which is clearly a concern.

191 INTERVIEWER: Yeah.

192 RESPONDENT: But, I mean that I think that what's really, really exciting about Red Tower, if it
193 goes as I would personally like it to, it's actually a demonstration of being able to do things
194 really differently. It's not about opening a café, it's not about growing veggies in a bed outside,
195 it's about actually demonstrating to people that you can do this. You know, we don't need to
196 live the way we live. We don't need to be clad down by true market capitalism and top-down
197 hierarchies and the council telling us whether we can wear a blue blouse on a Wednesday. We
198 don't need to live like that. There is another way of living.

199 So actually to me the Red Tower is almost incidental, to me Red Tower is a tool to demonstrate
200 the possibilities of how we can do things differently. And that's the bit that really excites me. It
201 could, I mean it happens to be a wonderful building with its own fantastic energy which is great
202 but equally it could be, you know, some kind of port-a-cabin, you know. It doesn't really matter
203 to me. I'm not precious about the historic aspect– the historic and that is great but that's not
204 what's driving me. What's driving me is to really show that we can do things differently and
205 what's very, very interesting is the energy in and around the Red Tower is a very different
206 energy.

207 This is starting to sound a bit Mystic Meg but I really believe this. If you step over that wall into
208 the council area where they have the flats and they have a really nice garden lea, a nice space for
209 us, it's dead. Absolutely dead. I get no energy from that place. I could walk backwards and
210 forwards all day and I get no energy. I walk into the Red Tower and my spirits lift and I think
211 okay maybe, you know buildings have their own energy but I think what actually happens in that
212 building is driving the energy and now you're seeing on either side of the walls two different
213 things happening, profoundly different things happening. On the other side of the wall they're
214 still worried about whether the council will let them plant this, or do that, or sit there, or move
215 that somewhere, you know? They're very hung-up on what they can and can't do on that side of
216 the wall. On our side of the wall, we just do it anyway.

217 So my real ambition is for, you know, our energy to spill over the wall and for people to start
218 coming out into the council bits to start to say, 'Actually, I don't really like prickly bushes, I'm
219 going to plant some, I don't know, spinach or something.' Fine, do it. That would be my ultimate
220 dream, I think if that happens and if you speak to people like, you know, Pam Warnhurst and
221 Mary Clear from Incredible Edible, they have that type of- They have desire and it's that shared
222 desire that I have. It's not about the building, I tell you.

223 INTERVIEWER: That's really interesting because my next question was going to be- Obviously
224 I'm coming from the Department of Archaeology and there are lot of people named in the
225 department that do have desires to build it- That are very, very much about the buildings
226 themselves...

227 RESPONDENT: Yeah, yeah.

228 INTERVIEWER: ...and not necessarily- I think there are a lot of people in Heritage as a discipline.
229 There's a big movement about how heritage, not just in its physical form as a building or as
230 archaeology but heritage at large can be a part of this, sort of, social...

231 RESPONDENT: Absolutely, yeah.

232 INTERVIEWER: ...you know...

233 RESPONDENT: Well it's...

234 INTERVIEWER: That's, that's...

235 RESPONDENT: ...heritage is only a continuum; it's part of a continuum. It's not something
236 [unclear - 0:20:26.8] I think whether your an archaeologist or not, if you start seeing heritage as
237 some fixed point in time then it makes, it makes a nonsense out of heritage because no
238 heritage- Look at the Red Tower, it's been rebuilt and rebuilt. So very little is actually fifteenth
239 century, a lot of it is nineteenth century. So, how hung-up do you get on heritage? So, yeah, I
240 mean I think from an archaeologist's point of view they will have different perspective but I think
241 they'll probably at heart the same thing. To me, as I say, Red Tower is a tool but it's actually a

242 really interesting one and it's a great opportunity to make sure it continues to have a purpose to
243 come for future generations. So that's an exciting– I suppose to an archaeologist, the difference
244 between me and an archaeologist probably is to say well that's the driver. The building itself is
245 not driving me, to me the building's not the driver, to me the driver is the ethos behind the
246 incredible– That TIM thing which is about saying let's just do it.

247 INTERVIEWER: It's interesting because it– I mean, you talk about the energy in the building and I
248 think that's where there's a similar [long pause] coming together [long pause] ethos and – Well
249 this is my point, is...

250 RESPONDENT: I think we're right, yeah.

251 INTERVIEWER: Do... I mean...

252 RESPONDENT: I do, I agree, yes I think there is. I think what it's doing... If there's an energy
253 somewhere it will pull people in and it will hold it. Energy doesn't discriminate so it will pull in
254 kids, you know, into this joint. It will pull in local residents' association. It will pull in people like
255 us. It will pull in, you know, visitors walking past. You know, you will have seen this and I've seen
256 this so many times. You open that door and from the minute you open that door people go
257 straight in and, I mean, I was actually trying to have a meeting in there with my colleagues last
258 week and we had about ten kids running around, you know, it was like having a meeting in a
259 kindergarten, it's hilarious. But that was great and my colleagues did look a bit, sort of, taken
260 aback at first but it was really good fun. And what that did was we all got that energy and so it
261 will attract people, and it snowballs.

262 INTERVIEWER: Do you, I mean, we've talk a bit about the sort of the place, that area, and I'm
263 going to use the place because it is important to my theory, I wondered what you thought
264 about this idea of place and do you feel that considering everything you've said that some
265 places have energy, some places don't.

266 RESPONDENT: Mm.

267 INTERVIEWER: Is do you have other places in York that you feel that energy or is that...?

268 RESPONDENT: Ah, I could talk all day about the energy in York. That's a really weird thing. I think
269 there's a very odd energy in York because some of it can be quite negative and I think, I wonder,
270 I've talked to so many friends about that who feel the same way. I think the Red Tower's quite
271 strange because it the walls I think create a mindset of keeping people out but what's really
272 interesting about the Red Tower– And I've been into lots of other of the Towers around the
273 walls and I don't feel anything one way or the other, you know? You know the Micklegate one
274 here to museums, the one that's a café in Walmgate perfectly pleasant places but I don't feel
275 particularly drawn to them.

276 So, I think the Red Tower's quite unusual in that it's very open and I think it could be because
277 the layout— I think it's unique because, well not only because it's the only red brick tile on the
278 walks but it's also very accessible at ground level and it's got that garden space around it that's
279 got the wall. And it set within—

280 And it's massively historic. Most of the historic buildings that I go to in York are either church
281 halls or, you know, the guildhall or wherever. They're very closed, they're very dark, they have a
282 kind of slight, even the Minster, you know, slightly you've got to kind of work your way into
283 them. The Red Tower is just there. It's just incredibly... That's what it says on the tin, very
284 straightforward and for a building that's essentially 500 years old that's pretty unusual. So I'd say
285 it's unique.

286 INTERVIEWER: So, I mean, it's a really cool theory and I do follow you to an extent— I just wonder
287 whether there are other places that you've experienced that— Maybe not exactly like the Red
288 Tower, which is, you know, is materially different to anything I've come across— My appreciation
289 of it is that I have always liked the idea of making a space look like [unclear – 0:25:46.6] I used to
290 get really attracted to, you know, like spaces under bridges I'd think 'I'd like to camp there'.

291 RESPONDENT: Yes, some of them are actually really good spaces.

292 INTERVIEWER: Yeah.

293 RESPONDENT: Yeah.

294 INTERVIEWER: ...Or something but I'm wondering if you've had that experience in any other
295 places, like, in your life?

296 RESPONDENT: Well, yeah, I mean I think... Gosh. I'm sure I have. I don't tend to think of York as
297 being somewhere that has those silly places, I think. You know, there are places in York like
298 Clements Hall which has been done up in old wall, you know, the one in South Bank, it's all done
299 up. That's, you know, that's kind of an old building that's being done up and it's quite
300 welcoming and, you know, that's okay to go in. I quite like that place. But, you know, I don't
301 have that in York. I'd have to think about that. Nothing springs to mind. I mean I do I do have a
302 thing about spaces but it's very rare that you pick up that positive energy so strongly, so it's
303 actually quite unusual. I don't normally walk into a place, something like this café now is
304 perfectly pleasant but I don't have a particularly strong view about it either way. It's a
305 commercial proposition I'm walking into a commercial space and it's a nicely done commercial
306 space but it's not really— I don't have strong views one way or the other but maybe I'm just a bit
307 thick-skinned about picking up energies, I don't know. I don't have a particular view on that...

308 INTERVIEWER: [unclear – 0:27:16.8]

309 RESPONDENT: Yeah, exactly, yeah.

310 INTERVIEWER: That's interesting. I'm trying to think of...

311 RESPONDENT: I'll probably think of one the minute I walk out of here actually and I'll think, 'Oh
312 yes...'

313 INTERVIEWER: I mean, this is like the thing that I always, always done, I'm happy to put my own
314 experiences here. Whenever I've moved into somewhere, like a student flat, I always put my little
315 crystal...

316 RESPONDENT: Oh right, yeah.

317 INTERVIEWER: ...to catch the sunlight and make rainbows.

318 RESPONDENT: Oh right.

319 INTERVIEWER: And that for me always makes a space more...

320 RESPONDENT: Oh, that's what it is, yeah.

321 INTERVIEWER: ...it does and I've spoken to yoga teachers about this...

322 RESPONDENT: Yeah.

323 INTERVIEWER: ...who agree that that is part of bringing in energy...

324 RESPONDENT: Right, yeah.

325 INTERVIEWER: ...I mean, I'm not proposing that's what you do.

326 RESPONDENT: No, I would be against it, absolutely no, I'm all for – I mean I'm not particularly, I
327 don't practice that but I completely respect it, yeah, absolutely.

328 INTERVIEWER: Yeah.

329 RESPONDENT: I do, why not...? But it might scare off the residents' association though it might.

330 INTERVIEWER: Yeah and I realise that it is, you know, has the, sort of, potential to align with
331 certain people.

332 RESPONDENT: Yeah.

333 INTERVIEWER: ...it's not their cup of tea.

334 RESPONDENT: No, no.

335 INTERVIEWER: But it is, it's something – I mean, we can agree that we have some kind of, that
336 you've talked about your sister seeing a...

337 RESPONDENT: Yeah, yeah, we all have our...

338 INTERVIEWER: ...a Reiki healer...

339 RESPONDENT: Absolutely, yeah.

340 INTERVIEWER: And that's really interesting for me.

341 RESPONDENT: Yeah.

342 INTERVIEWER: But it is interesting that I [long pause] yeah, I think some people have different
343 appreciations of space and places.

344 RESPONDENT: Yes, yeah.

345 I mean going back to...

346 INTERVIEWER: And that's what I'm exploring.

347 RESPONDENT: Yeah, I mean, obviously placed at two levels there is that kind of slightly
348 subliminal or whatever you like to call it, that kind of subconscious level that you engage with
349 places at but I think there's also the physical stuff. And the two are obviously interconnected but
350 that's why I think the Red Tower works really well because you have that outside space. And
351 we've made, I mean the progress on that— What we've done on that space in two, three months
352 is absolutely phenomenal. We've build a bed, joint effort, cost about two and six, you know, and
353 we've put a load of soil in, put a load of vegetables in and it's just gone ballistic and it looks
354 beautiful.

355 INTERVIEWER: And we've had residents actually help us.

356 RESPONDENT: And they help— Yeah, they help and they've got themselves some veggies, which
357 is equally good. So, but that leads people into the Red Tower and then they come in and then
358 get another piece of cake or some coffee, or whatever, or just kind of chill out. And the kids can
359 run around upstairs and, sort of, make dens with whatever it is, you know, to me that's a place
360 that works, you know, you don't have, for instance, people standing at the door charging for
361 entry to the Red Tower. So you can have a great day bed and then you go into the Red Tower
362 and you've got to pay through the nose to get in, you know, stuff like that. The whole thing
363 flows and that's the idea. The idea is that it's open, it's free, it's sharing, it's everybody's, it's ours.
364 So, and people get that which is why they go in there.

365 INTERVIEWER: Yeah, I'm really looking forward to doing some interviews with some people that
366 do come in and use it.

367 RESPONDENT: Yeah. Are you going to speak to visitors as well?

368 INTERVIEWER: Yeah.

369 RESPONDENT: Yeah, that's great.

370 INTERVIEWER: Yeah...

371 RESPONDENT: Yeah, um, oh, you're speaking to Sally and Cathy aren't you?

372 INTERVIEWER: Yes.

373 RESPONDENT: Good.

374 INTERVIEWER: Yes I am.

375 RESPONDENT: That'll be really interesting.

376 INTERVIEWER: And hopefully [unclear – 0:30:37.6] Right, I think that's me covered, I don't know...

377 RESPONDENT: Okay.

378 INTERVIEWER: ...if there's anything else you wanted to add or...?

379 RESPONDENT: No I don't think so.

380 INTERVIEWER: The other thing, I mean, you talked about, yeah, actually we will go back to this
381 because effective media, if we could.

382 RESPONDENT: Right.

383 INTERVIEWER: It's about it being an effective thing, and effective is actually whether [unclear –
384 0:30:55.3].

385 RESPONDENT: Right.

386 INTERVIEWER: And I wonder what your idea of effective media is, I mean, I know that there are
387 multiple platforms that we're talking about. How do you judge their effectiveness?

388 RESPONDENT: Well, I suppose you can measure it by how many people, you know, when they've
389 picked upon on a particular Tweet, or a particular email, or a particular Facebook message, or
390 whatever. To me though it's much more about getting the message out and so to me it's not
391 just about reaching lots and lots of people. It's about getting the idea out that, you know, in
392 several different ways that this is something for all of us. And that it won't happen unless we all
393 get behind it. So it's not for us to then, sort of, issue instructions from the sidelines. It's about us
394 getting on board. So to me the real measure is whether enough people come onboard through
395 that to make it happen.

396 INTERVIEWER: We have had a couple of people come through.

397 RESPONDENT: Yeah.

398 INTERVIEWER: Did Ed – did Ed the TCV guy, did he...?

399 RESPONDENT: He contacted us through social media, yeah.

400 INTERVIEWER: And that led to a grant?

401 RESPONDENT: Yes, exactly. Yeah, that was absolute— That was perfect, that was a really good
402 example. I mean other things are Ingrid who didn't come to the last meeting, not the same
403 Ingrid that we're talking about. But she's been great and she's very keen to get involved. She
404 just turned up at the Red Tower a couple of weeks ago and I was there and was chatting to her.
405 So, she's happy to help with funding applications and stuff like that. So, but she doesn't do
406 social media. So, which is a bit awkward really so we're having to email her and stuff, so...

407 INTERVIEWER: Is she still in contact?

408 RESPONDENT: Yeah, yeah.

409 INTERVIEWER: Yeah, I think...

410 RESPONDENT: She's just waiting for— She's going to try and come this Saturday, actually.

411 INTERVIEWER: Everyone's coming this Saturday.

412 RESPONDENT: And there's also somebody called Mary who does storytelling who really wants to
413 get involved in the Heritage Open Day.

414 INTERVIEWER: Awesome.

415 RESPONDENT: So she's going to try and come on Saturday as well.

416 INTERVIEWER: [unclear – 0:32:57.8].

417 RESPONDENT: You're not... This Saturday?

418 INTERVIEWER: Oh, no this Saturday?

419 RESPONDENT: This coming Saturday.

420 INTERVIEWER: This Saturday, yeah...

421 RESPONDENT: Oh, no, it's not the Heritage Open Day.

422 INTERVIEWER: Yeah, the Heritage Open Day I suppose bad timing on my part. Anyway, never
423 mind. I think that that has pretty much had it. So I'm going to stop now.

424 END OF TRANSCRIPT

425

1 Interview 19: 08-08-15 Red Tower Patricia

2 INTERVIEWER: So can you first tell me, if I could give you that to hold, can you first tell me about
3 how we know each other and how we met?

4 RESPONDENT: Well we met, I believe it was when we had the Yorkshire Open Residents weekend
5 and I heard through Food Not Bombs that Lilac was looking for volunteers to help out Red
6 Tower on that day. I believe we met then, on that day.

7 INTERVIEWER: So that was back in January.

8 RESPONDENT: Yeah, January/February time, the York Residents Weekend.

9 INTERVIEWER: And we've been working together on and off ever since?

10 RESPONDENT: Yeah. About seven months.

11 INTERVIEWER: And can you tell me what are you doing in York?

12 RESPONDENT: I'm living in York and I'm working in York. I've only been in York for a couple of
13 years, but I love it and it's become more my home town and I don't particularly want to move,
14 so I'm just trying to make a living for myself at the moment in York.

15 INTERVIEWER: So what do you do for a living?

16 RESPONDENT: I work for Macmillan Cancer Charity as an administrator and I work for the South
17 East of England, doing finances, looking after the nurses and helping with their queries and
18 anything Macmillan related and supporting Macmillan development managers, who go out to
19 the hospitals and to organisations to set up cancer services to help people who are affected by
20 cancer.

21 INTERVIEWER: And what do you do day-to-day?

22 RESPONDENT: Day-to-day I sit at a computer, mainly, and look at emails and reply to emails. I
23 write legal documents to send out to hospitals to set up the services to welcome new
24 professionals into their Macmillan role, to set up the payment schedules for the professionals
25 and do additional grants. So for things like if a nurse wants to set up a private counselling room
26 and they didn't have any funding from the NHS, they would come to us and apply for a small
27 grant to be able to do that. And I deal with a lot of queries, answer a lot of emails.

28 INTERVIEWER: So you've got a range of activities there. Where are your offices?

29 RESPONDENT: Oh, gosh, what's the road called? You know where Luke is?

30 INTERVIEWER: Luke?

31 RESPONDENT: You know where the Phoenix is?

32 INTERVIEWER: I know where the Phoenix is.

33 RESPONDENT: It is just, if you go through the gates, and then you've got on the big main road
34 going out towards Fulford, Fulford Road, yes, Fawcett Street.

35 INTERVIEWER: Okay. I think I do know that one. So you got involved in the Red Tower in
36 January, through Food Not Bombs, which is another charity. Can you tell us about the link there?

37 RESPONDENT: Well I've got a lot of friends in Food Not Bombs and I've been helping out with
38 them, so on their Sundays I've been going over and cooking every now and again. I've made
39 good friends with them, I meet up with the guys who do it, just in the pub generally. And DW,
40 who is the main guy in Food Not Bombs, he put a post on the Food Not Bombs Facebook group
41 and said this project is needing volunteers – is anyone free? And I said, 'I'm free, I'll go along
42 and help out.' So Food Not Bombs and Red Tower projects have really helped each other. So on
43 a Saturday, when we've got cakes, we will give the cakes to Food Not Bombs for their Sunday
44 stall and when we haven't had any hot water, we've borrowed their urns and hot water and
45 we've had Food Not Bombs food cooked and brought here as well.

46 INTERVIEWER: So you kind of went from Food Not Bombs– I mean you still do stuff with them, I
47 imagine? Or...

48 RESPONDENT: Not very often. Because I'm too busy with Red Tower. [laughing]

49 INTERVIEWER: So you've kind of moved from Food Not Bombs to Red Tower.

50 RESPONDENT: Yeah.

51 INTERVIEWER: Can you tell me about your role in Red Tower? I know it seems obvious because
52 I've been working with you...

53 RESPONDENT But for the sake... yeah. I don't really have a huge role, I wouldn't say. I come
54 along and do the Saturdays and help out on Saturdays. I love cleaning, so you'll often find me in
55 the Tower at the top with a sweeping brush, sweeping, scaring Hugh and I like doing the mucky
56 bits, so I helped out doing the big clean out and got absolutely filthy. I help look at items that
57 we want to purchase and did a bit of budgeting and figured out how much it would cost.
58 Because I'm the only one, I think, with a car, I picked up a lot of the furniture, like the chairs, the
59 tables, brought a lot of books down. So I've done a few odd bits and bobs, but I haven't been
60 involved really with the bid stages and any of the money, just more of the practical side and the
61 doing side.

62 INTERVIEWER: That's great. So what do you think about the money side of things? What is your
63 opinion on it? Do you have one?

64 RESPONDENT: Well, we need money.

65 INTERVIEWER: We need money, yeah. Why do we need money?

66 RESPONDENT: Well we need to buy things, we need to get the kitchen fitted out, we need to pay
67 people, because it's so hard getting volunteers who are dedicated to carry on coming each week
68 or every other week to help volunteer and to make the project work. There's a core group of five
69 of us giving up our Saturdays to do this, and it's quite hard and we need somebody who can
70 take on the project full-time to actually make the café happen. Somebody with experience who
71 knows what they're doing and maybe have got the time.

72 INTERVIEWER: So what are your sort of desires for this project? And what are your concerns?
73 Desires first.

74 RESPONDENT: Desires, I want the upstairs to look gorgeous. I'm in love with the upstairs of the
75 Tower. I went up there, the first time I saw it I had little goose bumps and it's just got the lovely
76 beams and all the ledges and all the little cubby holes. I go up there and I can just see how good
77 it can be. So my desires are to get the kitchen fitted out downstairs, so we can start focusing on
78 the upstairs, getting that decorated and looking very vintage and lovely and warm and happy.
79 And to have that used for the café side on Saturdays or for businesses or organisations to use
80 that space for their activities. So games clubs, book clubs, knitting clubs, theatre clubs, open
81 cinema clubs, businesses who want to do team meetings or team building days. Just to bring
82 people in to use that space. Then we've got the downstairs for the catering to do the
83 sandwiches, soups for lunches. So you can have it as a day venue as well.

84 INTERVIEWER: So what about your concerns for the building? Do you have any concerns?

85 RESPONDENT: Well, and this is something we can't help, but the lighting is a serious issue and I
86 know once we get electricity we will have light, but it's maybe the lack of natural light and
87 maybe having artificial light will ruin it a little bit, especially upstairs, because you've got the
88 light from the sun that comes through the tiny holes in the rooms and you get those little
89 snapshots of light and it might ruin the charm, having it too kitted out and having too much in
90 there. That's one of my concerns. Another concern is the volunteers – being able to actually
91 keep it open. And also heat in winter – having it open in winter is going to be hard. So if we've
92 going to have the lease on the building, we have to pay rent on the building, but we can't open
93 properly in winter, we don't get a lot of business, that's a big concern.

94 INTERVIEWER: So obviously it sounds like there's lots of physical things, practical things that
95 are both part of your concerns and your desires, how do you think... I'm trying to think of good
96 questions here, it's tricky, how do you think that we can go forward from here?

97 RESPONDENT: Realistically I think we need to carry on doing what we're doing for a while. Raise
98 the profile of the project, get people who live in York actually knowing that this is happening
99 every Saturday and I don't think that's going to happen this year. It might not even happen next
100 year. I think we just need to carry on doing what we're doing, having fun, keep looking after the
101 raised bed, slowly and surely make it look nicer on the inside. So with the big table, maybe get
102 the flip, pop-up table to create more space, because it is quite small in there, and when you get

103 a couple of people who walk past the walls and we say, 'Feel free to take a look inside.' They
104 stand in the doorway, they're not quite sure whether to go inside, so I think we need to focus on
105 the inside to make it inviting, to make people know about it, keep coming back. And for people
106 to see that it is a part of York, it is just a café like every other café, but with an obvious twist,
107 because it's the Red Tower, it's a totally different concept to a normal café.

108 INTERVIEWER: So there's a couple of things there then. Raising the profile – what does that
109 mean for you?

110 RESPONDENT: Having it seen as a part of York instead of just an old building that's on the walls
111 that is just on the wall trail. It's actually something that people can do, like when you're walking
112 along the walls, people know it's here, so they think, 'Oh, let's walk the walls and let's stop and
113 have a coffee in the Red Tower.' And people start thinking of it as an activity, rather than just
114 walking past with a, 'Oh, what's this?' So that's going to take a while for people in York to realise
115 it is happening, because there is a lot happening in York. And also if you're into this sort of stuff,
116 if you into that pay as you feel concept, if you're into heritage in York, you'll know about it, but if
117 you're not, if you're just an average person who does your job, you go home, you've got your
118 kids to look after or your family or you're off at the weekends, you might not necessarily hear
119 about the Red Tower, because you're involved in those circles, you're not reading things like
120 that. Do you see what I mean?

121 INTERVIEWER: Yes, I do. So this is where my interest in sort of sharing information is what I'm
122 really interested in, although it can be seen as neither here nor there for others, but I would be
123 interested, because in the past we did talk about having a media chat, didn't we? And I
124 wondered if the Facebook page was part of that? What do you think?

125 RESPONDENT: I think in this day and age you need to have your Facebook, your Twitter, your
126 website and all your social media platforms up and running and looking professional. That's very
127 hard for a group of volunteers who all work full-time. That's a big challenge, I know I found it a
128 massive challenge doing the social media. I switch my laptop on once a week and I don't go on
129 Facebook that often, so to find the time to sit down and get my head around social media, don't
130 laugh because I'm quite young, but I'm not very good at it. To sit down and do it and think right
131 I need to do a post, because it takes up a lot of time, because you can't just post about yourself,
132 you've got to look at other Facebook accounts and other projects and post about them and get
133 involved with what they're doing, keep up to date with what they're doing to post on your page.

134 And that takes a lot of time to look and to find other projects and to find other social
135 media sites to look at and to follow and to get engaged with, so they engage with you. So it's
136 very time-consuming, I think that's a huge challenge and that takes somebody who is dedicated
137 and has the time to do that and has the time to do that on a daily basis.

138 INTERVIEWER: Yeah, I hear you. I manage a social media site for the Department of Archaeology
139 and I think that's... something's just occurred to me. So information sharing on social media sites

140 and you've got to have different platforms as well, Facebook, Twitter but it sounds like it's a bit
141 time-consuming and potentially, from what you've said, maybe even a bit confusing? Would you
142 say that, would you agree with that?

143 RESPONDENT: I wouldn't say it's confusing, it is the time and also some of the challenges are
144 thinking about what you're posting. Is it actually appropriate? Because it is quite easy to post
145 things on your own agenda and if you really support, say, the Green Party, you want to post
146 things about them, but then also you've got to think of your audience – who is my audience?
147 And our audience is a huge, wide-range of people. You've got families, you've got young
148 people, you've got students and you've got to make sure that you're not posting about one
149 particular thing. You've got to make sure that it is appropriate for what your project is and for
150 who is reading it, as well. So I wouldn't say confusing, I think it's...

151 INTERVIEWER: I know what you mean. I hear you on these levels, because as I've had with my
152 own experience doing the archaeology posts, I do find that thinking about audiences is a puzzle.
153 Okay, so we've talked about what you're doing in York and your job. We've talked about your
154 role with Red Tower and your concerns and desires for the building, and the information sharing
155 aspect. What I would now like to ask about is what your idea of heritage is?

156 RESPONDENT: Heritage?

157 INTERVIEWER: Yeah.

158 RESPONDENT: I'm not an expert on heritage, but for me when I think of heritage, I think of nice,
159 preserved buildings and nice places to go and look and feel inspired by. So to feel like you're
160 walking in the past, that's how I see heritage. I might be completely wrong.

161 INTERVIEWER: Everyone is entitled to their opinion.

162 RESPONDENT: But if I think of, oh, I want to go and see some heritage, I'll get in the car, have a
163 nice day out to a big manor house or a big day out and I'll see it as an activity to go to, to try
164 and live the past, try and figure out how they lived. On a more day-to-day basis, I'm not so
165 concerned about big, historical events, I like the day-to-day, I like to know how did people in
166 mediaeval times bake their bread, the little, practical home things. Because I love my home and I
167 love making my home homely, so I want to know about other people's homes, if that makes
168 sense.

169 INTERVIEWER: That makes sense.

170 RESPONDENT: So that's what I think when I think of heritage. I also think of voluntary groups
171 trying to keep these buildings going and trying to keep the interest going, but also having to
172 make a bit of an income to do any restoration on it, to keep it maintained. Because a building
173 will eventually fall down if you don't look after it.

174 INTERVIEWER: So do you think that Red Tower is part of what your idea of heritage is? Where
175 does Red Tower fit in your idea of what you've just said about heritage?

176 RESPONDENT: I think it's 50/50. I think it's very 50/50. It is very heritage-y, it has all its
177 information facts on the walls, people who are walking past can see... so the information boards,
178 they can read our boards that we put out each Saturday. They can read up on the internet as
179 well. But then you've got the modern day, which is what we're doing. I think what we're doing is
180 very modern, very up-to-date and very current. This is why I think it's 50/50, because you can
181 see it's old, you can see it's... is it Victorian?

182 INTERVIEWER: Well the current renovations are Victorian.

183 RESPONDENT: Yeah, current Victorian renovation, but then if you look in detail at the building,
184 you can see that the level of the building has been raised over the years and you can see the
185 partial fireplace, you can see all the brickwork and you can see the different types of brickwork
186 and you can see its little slits in the walls, so we can see how it was a watch tower and was also
187 used in maybe some defence. So you can definitely see the history of it, but then it is very
188 current, with what we're doing with it, having a pay as you feel café with having it very... we've
189 quite conscious of people who may be a little bit poorer or people who have got more money
190 who want to see projects like this carry on and it's attracting lots of different types of people
191 and it's raising questions about how we should live our lives and how the country should live its
192 life as well. Should be really be corporate or should be have more nice projects like this, which
193 make people feel good? So that's why I think it's 50/50.

194 INTERVIEWER: That's a really interesting way of looking at it. And we haven't actually talked
195 about, very much, the interpretation panels that are outside the Red Tower. What's your opinion
196 on them?

197 RESPONDENT: To be honest I've been so busy doing what I've been doing, I haven't actually
198 read them. [laughing]

199 INTERVIEWER: Well, okay, having not read them, though, do you think... You mentioned that
200 people look at them, do you think that... The word that came up with Lilac's interview was
201 effective. Do you think they're effective?

202 RESPONDENT: I like them, I like that it stops people. As they're walking past the wall, they stop,
203 they have a read and then it gives... there we go, there's a many just there reading them now.
204 And that will give one of us, who is volunteering, an opportunity to go up and say, 'Feel free to
205 take a look inside, this is what we're trying to do. Look upstairs.' And then also give a more
206 verbal account of the history, if you know it, or to say, 'This is what happened, this is what we're
207 doing now, this is how this building is being used now.' So, yes, I agree with Lilac, they are
208 effective. I think aesthetically maybe a lick of paint or make them look a little bit sturdier, but
209 that's just me with my creative head on. But I do like them, I think it is useful for people to stop

210 and look at them and to read them and read into the history of the project and then see what
211 we're doing now.

212 INTERVIEWER: Wow, okay. I'm trying to think if there's anything left to say. Okay, let's see how
213 long we've been going for. It's twenty minutes, that's a record.

214 RESPONDENT: It's probably because I haven't got useful answers.

215 INTERVIEWER: No, no they are. They're very useful answers. I talk about heritage places in my
216 information leaflet – we've talked about heritage places and information-sharing. Do you think
217 that the two are linked?

218 RESPONDENT: Heritage and information sharing?

219 INTERVIEWER: Yeah.

220 RESPONDENT: Yeah. Because I mean you go there for information. If you're going to visit a
221 heritage site, you're going there for information on something, whether it is just on that site or if
222 you're looking for people to contact about something else, you're always going to find contacts.
223 You're always going to find people with a similar interest if you're going to find people to help
224 you or to talk or to get inspiration for something, or... is that chair broken?

225 INTERVIEWER: I think it's holding up.

226 RESPONDENT: And then if you go in just to see the building, you're going for information about
227 that building because you're interested. So, yeah, of course it's information sharing in both ways.
228 I think that it's useful. I would say that.

229 INTERVIEWER: And we've talked about your desires and your concerns for the Red Tower. I
230 wonder if you have a similar kind of opinion about York as a city? Do you have concerns for York
231 or desires for York?

232 RESPONDENT: No real concerns for York. I feel very, very lucky to live here, because it is in touch
233 with its history still, yet it's still very modern and you can live here and you've got everything
234 that you need on your doorstep, so it is very much best of both worlds. I think my concerns
235 would just be not to change it too much, not to bring it into the future too much and to keep
236 the nice buildings, to keep the nice relaxed feel about it and don't over-commercialise
237 everywhere, don't make every café a Costa and don't make every shop a Top Shop, just to keep
238 the nice, little off-the-wall shops in York and to not ruin it. Not to put too much modern stuff
239 down by the river, and just to keep it as it is. Because people don't like to be spoon-fed and I
240 think if you try and put too much around and say, 'Oh, this used to be like this' and try and
241 make it too touristy, you're going to feel like you're being spoon-fed, when actually people like
242 to use their imaginations and the like to ponder things themselves and then ask questions
243 afterwards.

244 INTERVIEWER: The concerns and the desires for York, they're kind of quite linked, aren't they?
245 The desire is to keep it the same, but the concern is that it might change. So I guess, do you see
246 the Red Tower as being connected to that? Because you said earlier it's 50/50, we're doing
247 something modern.

248 RESPONDENT: I think we don't go overboard. I think there could be a fine line of just going too
249 overboard with it. I like what we're doing now, I think it feels nice, it feels, it doesn't feel like
250 we're a big corporate company, but if we go too overboard and we start doing too much and
251 putting too much money into it... I'm probably not explaining this really well at all, but I think if
252 we start buying brand new, plush furniture and really jazzy high-tech lights, we're going to go
253 overboard, it's going to lose a lot of its charm and what we're doing now, it does feel very
254 community-based, because we're serving tea and coffee out of an urn, we don't have a huge,
255 big coffee-making machine and in some ways I quite like that, because people, when they see
256 the project, they look around, I don't think people want another Costa, I think people like it for
257 what we're doing.

258 Last weekend we had a group of ladies come who were all at university together and
259 they've gone their own ways in life, and they meet up every year and last week's meeting place
260 was the Red Tower. Let's meet at that Red Tower building along the walls. So they came, they all
261 met up and I went and said, 'Hi, feel free to take a look inside, we've got tea, coffee and
262 chocolate cake.' And they all sat round in the sun drinking tea and coffee and they were here for
263 ages, they must have been here for about half an hour/three quarters of an hour and one said to
264 me afterwards, 'I'm so glad we came here and had a coffee here, rather than in a Costa Coffee.'
265 And I think what we're doing now is really nice. It would be nice to have the electricity so we can
266 get a bit of music going on, we can power up an amp so we can get some jazz bands down to
267 play a bit of music for a special event. It would be nice to have a little bit more high-tech, but
268 not too much. I don't think we should change it too much.

269 INTERVIEWER: Fine lines are important then?

270 RESPONDENT: Yeah.

271 INTERVIEWER: That's interesting. I'm trying to think of other things that you've mentioned earlier
272 that could be explored a bit further, but maybe for now we'll let you finish, because I know
273 you've got a wedding to get to.

274 RESPONDENT: I've got to do my nails, soak my feet and find somebody to straighten out my
275 hair!

276 END OF TRANSCRIPT

277

1 Interview 20: 12-08-15 York Tap Linda

2 INTERVIEWER: I find that my retention, memory is really bad just for things like, 'What have I got
3 to do next?' That kind of thing. And so, I decided that it's possibly because of social media.
4 Because of the huge amount of information we're given. And so I've started learning poetry.

5 RESPONDENT: Try and do the learning thing. Yeah.

6 INTERVIEWER: I know people who are in their 80's now who have just amazing memories
7 because they do that whole exercise at school, where they used to just recite and recite and
8 recite, until they remembered word for word.

9 RESPONDENT: And some of those are beautiful as well.

10 INTERVIEWER: Yeah.

11 RESPONDENT: Some of those poems you described. My dad did that for language. He was a
12 musician, so he used to teach us songs when we were little – German songs, and French songs.
13 And quite a lot of the time, I was asking, 'What's the word for such-and-such?' And I'd hum
14 through the song, 'Ah! There it is!'

15 INTERVIEWER: Yeah, yeah.

16 RESPONDENT: And I'd grab it from the song. So, the song is still there on a reel. And I don't lose
17 any of the words on the reel because they're all tied together.

18 INTERVIEWER: Exactly, yeah.

19 RESPONDENT: Anyway, focus, focussing! [laughing]

20 INTERVIEWER: Hello. Welcome to your research interview.

21 RESPONDENT: Hello Katrina. [laughing]

22 INTERVIEWER: Can we start by explaining how you know me and how we met?

23 RESPONDENT: Yeah, so we probably met at the Red Tower, if it wasn't at one of the Red Tower
24 meetings. It might have been in the Thomas Pub, originally. Or it might have been at one of the
25 Fossgate events at the Red Tower.

26 INTERVIEWER: I think we did actually meet...

27 RESPONDENT: Yeah, probably at...

28 INTERVIEWER: ...what was saying to me, I was sat in the same vicinity as Hannah.

29 RESPONDENT: I'm not sure I was.

30 INTERVIEWER: Okay.

31 RESPONDENT: No.

32 INTERVIEWER: Well we can check with Hannah.

33 RESPONDENT: Yeah. [laughing]

34 INTERVIEWER: We've been volunteering with [unclear – 0:02:27.0] volunteering at Red Tower...

35 RESPONDENT: Yeah.

36 INTERVIEWER: ...for eight months.

37 RESPONDENT: Yeah. Probably. So certainly, from around March we were starting to think about
38 putting the raised beds...

39 INTERVIEWER: Yeah.

40 RESPONDENT: ...at Red Tower...

41 INTERVIEWER: Yeah.

42 RESPONDENT: ...so...

43 INTERVIEWER: So could you tell me what you're doing in York?

44 RESPONDENT: Volunteering-wise? Or Red Tower-wise? Or why I moved to York?

45 INTERVIEWER: Why are you living in York?

46 RESPONDENT: I'm living in York. I moved to York eight years ago, nearly nine years ago. Eight
47 years and eleven months ago. From Oxford. Because I grew up in Yorkshire and I felt that I'd
48 lived down south for too long and I wanted to come back to Yorkshire.

49 Why York, rather than anywhere else in Yorkshire? It's connected to everywhere on the train line
50 and it's a lovely, green, beautiful city. And a bunch of friends had moved here. [laughing]

51 INTERVIEWER: Some good reasons there.

52 RESPONDENT: It's a quality of life move.

53 INTERVIEWER: Quality of life move! Okay!

54 RESPONDENT: And I could afford to buy a house here. [laughing]

55 INTERVIEWER: That's another very good reason.

56 RESPONDENT: Oxford to York was much about, yeah, coming home and being able to buy a
57 house. Settle.

58 INTERVIEWER: Okay. So, I come from Oxford. We're actually the other way around! I don't come
59 from Oxford, I come from Oxfordshire. The Chilterns.

60 RESPONDENT: Abingdon, I lived in Abingdon. And I worked in Harwell.

61 INTERVIEWER: Okay!

62 RESPONDENT: There were go! [laughing] A new connection.

63 INTERVIEWER: I used to do the Farmers' Markets. And...

64 RESPONDENT: Oh, right.

65 INTERVIEWER: Headington?

66 RESPONDENT: Headington, yeah.

67 INTERVIEWER: Headington. Headington, that was it. I did a few there.

68 RESPONDENT: Brilliant! Okay.

69 INTERVIEWER: And now I'm living in Yorkshire. So, you mentioned 'greenness' as a reason why
70 you came to York, even though – is Oxford quite green?

71 RESPONDENT: Oxford's quite green as well. There are a lot of similarities. They both have quite a
72 lot of history. A fair amount of green space. And a river running through the town. [laughing]
73 And they are also both university towns.

74 INTERVIEWER: Yeah, that's true.

75 RESPONDENT: But I ended up in Oxford, whereas I chose to be in York.

76 INTERVIEWER: That's important – choosing. Having a choice.

77 RESPONDENT: Yeah. I just happened, didn't really make a conscious decision.

78 INTERVIEWER: So, you're not working in York?

79 RESPONDENT: No, this is my base.

80 INTERVIEWER: Your base? Okay, so what is your role? What do you do for a living?

81 RESPONDENT: For a living, I am working in IT as both a trainer and a consultant. So, originally, a
82 trainer; and now doing a mixture of training and consultancy.

83 INTERVIEWER: But that's not the only activity you're doing in the office there?

84 RESPONDENT: That's what I travel and get paid for.

85 INTERVIEWER: Yeah.

86 RESPONDENT: During the week.

87 INTERVIEWER: What's the other stuff that you do? What do we know each other through?

88 RESPONDENT: It's the Red Tower. Yeah.

89 INTERVIEWER: So, can you explain your role with the Red Tower and how you're connected to it?

90 RESPONDENT: How I came to be involved in the Red Tower project was because I've been
91 involved in Edible York, probably for about three-and-a-bit/four years. I'm a trustee of Edible
92 York. And Lilac was keen to get an Edible-side involvement with the Growing-side of the Red
93 Tower site. So, I was the person nominated to go along to one of the meetings. And I never
94 escaped! [laughing]

95 INTERVIEWER: My understanding is that Lilac is connected to the Edible group in York through
96 the Incredible Edible group in York.

97 RESPONDENT: Yeah.

98 INTERVIEWER: Which TIM in York actually set up. So, you're one of many Edible?

99 RESPONDENT: So, there are two – Edible York has been going since 2009. And is primarily about
100 the Growing Spaces side and the Incredible Edible movement also seems to have kind of three
101 prongs, which is about the eating and cooking food side.

102 So, I think that the TIM in York group came about because people were very keen to do an
103 Incredible Edible movement and not just be part of Edible York.

104 INTERVIEWER: And that sort of movement, that sort of keenness to be in food growing, the
105 growing especially, that's what mainly you've been mainly doing.

106 RESPONDENT: Yeah.

107 INTERVIEWER: Can you say what you've actually done at the Red Tower?

108 RESPONDENT: Okay, yeah.

109 At the Red Tower, we looked at the space there and as well as the renovation of the building,
110 there were also the questions of, 'How do we embed this within the community? How do we
111 make it look loved? How do we get people involved?'

112 And the idea was that if we had an Incredible Edible Bed there, then it would be a focus and
113 people could see that something was happening and that there was growing things happening.
114 And we could, over time, put more Edibles on the site. Maybe fruit trees and things like that.

115 At the moment, we've put effectively two Edible Beds side-by-side in there; built those, filled
116 them with soil and put plants in them around May time. And we've been looking after them
117 since then.

118 INTERVIEWER: And they've done pretty well.

119 RESPONDENT: They've done amazingly well! Mr Compost's compost has been powering the
120 plants, powering some big growth spurts for the Edible plants and food there. It's looking really
121 amazing.

122 INTERVIEWER: And you say that part of the intention there was to get the community to make
123 the site look loved.

124 RESPONDENT: Yeah.

125 INTERVIEWER: How effective do you think that's been?

126 RESPONDENT: I think because whenever I'm there, I'm always fiddling the beds, people do come
127 past all the time, saying, 'Wow! Look how it's grown!' And, 'Isn't it impressive how much it's
128 come along in this time?'

129 So, people really do notice. And say, 'It's looking really lovely.' And, 'It's making the place look
130 loved.'

131 People actually say that. Even though that's what we were saying we were hoping they would
132 do, that's actually the feedback people are giving as they walk past. So, that's amazing, really.

133 INTERVIEWER: So, people are saying that they've seen it grow?

134 RESPONDENT: Yes.

135 INTERVIEWER: So, they've noticed it...

136 RESPONDENT: They've noticed it...

137 INTERVIEWER: ...from the beginning...

138 RESPONDENT: ...from when it was just earth! And suddenly it's a mass of...

139 INTERVIEWER: Yeah!

140 RESPONDENT: ... 'What are they?'

141 'Tomato plants.'

142 'Cool!' [laughing]

143 INTERVIEWER: So, we can assume that the people who are coming up to you there, are people
144 living nearby?

145 RESPONDENT: Yeah. A lot of them either live very close by, or this is their walking route through.

146 INTERVIEWER: Right.

147 RESPONDENT: It's the way through to places like Homebase and Waitrose, and Morrison's. And
148 this is the route back into a lot of the social housing, which is in that corner inside the Walls
149 there.

150 INTERVIEWER: Yeah.

151 RESPONDENT: It might not be the housing immediately surrounding it, but there is also a lot of
152 council housing to the left, around that corner.

153 INTERVIEWER: Yeah.

154 RESPONDENT: Through towards Fossgate. But that's one of the obvious cut-throughs if you've
155 been to Morrison's. For instance.

156 INTERVIEWER: I imagine some people have been to Morrison's.

157 RESPONDENT: Yeah.

158 INTERVIEWER: Can we go back to your initial job? I've spoken to you about this before. I find it
159 really interesting, if a bit bizarre, that you're an IT Consultant...

160 RESPONDENT: Yeah.

161 INTERVIEWER: ...but have this really Green, Growing...

162 RESPONDENT: Yeah.

163 INTERVIEWER: ...I mean, to me it's a bit contrary...

164 RESPONDENT: Jekyll and Hyde?

165 INTERVIEWER: Yeah!

166 [laughter]

167 RESPONDENT: Yeah!

168 [laughter]

169 INTERVIEWER: Pretty much.

170 RESPONDENT: Yeah, absolutely. And I did a Biology degree at university but it wasn't botany or
171 animals. It was Cell and Molecular Biology. But that is involved in the growing and splitting of
172 cells; and the development of organisms and embryos and all of that sort of stuff. So, from the
173 cell and molecular side, I've always been fascinated by how things, and life, works.

174 So, I have a very strong science thread running through my life. I keep reading New Scientist
175 and I did that degree because it was fascinating rather than because I could see a job in it.

176 And at the end of the degree I had the option to do a PhD, which looked like it was primarily
177 involved in changing test tubes and not interacting with people. So, I decided that I would go
178 out into the real world and get a real job.

179 INTERVIEWER: But outside...

180 RESPONDENT: And ended up in an oil company, in the IT department, completely by accident.

181 INTERVIEWER: And so...

182 RESPONDENT: Weird. There we go.

183 INTERVIEWER: When you say that the science stuff with the Green growing and how life works,
184 but also you said something along the lines of, 'Wanting to go out there and speak to people.'

185 RESPONDENT: True.

186 INTERVIEWER: Do you find...

187 RESPONDENT: Those two things.

188 INTERVIEWER: ...those two things are really...

189 RESPONDENT: So...

190 INTERVIEWER: ...key?

191 RESPONDENT: ...I was— If you could look back and saw me aged thirteen, I was shy, I wouldn't
192 say boo to a goose; I wouldn't go out and talk to people. I didn't like who I was and I wanted to
193 be more extrovert. And that's something you can learn to do, and people don't necessarily
194 realise that.

195 But I wanted to be more of a sociable person who could talk about what I really believed in and
196 all of that sort of thing. And you can get over your nerves and your shyness and things like that.

197 And the bit about my degree that I enjoyed as much as anything else, is the explaining how
198 science works to other people who didn't necessarily have the science background.

199 INTERVIEWER: Yeah.

200 RESPONDENT: Reporting, writing, the journalistic type; explaining what had gone on in the
201 experiment in lay terms. Doing the summaries at the beginning of the experiments, all of that
202 sort of thing. Being able to write a paper in an accessible way was a challenge that I relished.
203 And I do the same in IT.

204 INTERVIEWER: [unclear – 0:15:30.5]

205 RESPONDENT: I like communicating the IT to people so they get it.

206 INTERVIEWER: So...

207 RESPONDENT: So passing on the message is one theme that happens throughout all the
208 different strands of my life. The communicating the message in an engaging way.

209 INTERVIEWER: Brilliant!

210 [laughter]

211 INTERVIEWER: [unclear – 0:15:51.0] the English degree.

212 RESPONDENT: Oh, right.

213 INTERVIEWER: But I think for me... I was also quite a shy one, when I first started, and also I
214 didn't learn very fast.

215 Apparently, a teacher of mine told me at primary school that I wasn't going to become much.

216 RESPONDENT: [laughing] How lovely! [laughing]

217 INTERVIEWER: And that I wasn't going to learn to read or write very much...also I had hearing
218 difficulties, so I think that put me back as part of it. My sister is now a teacher and she reckons
219 that that's what prompted me to read.

220 RESPONDENT: Yeah.

221 INTERVIEWER: Because reading is where I learn things.

222 RESPONDENT: Yeah.

223 INTERVIEWER: But, understanding that there's a lot more to reading. And life has become sort of
224 like a challenge, again that I relish challenge. So that's me.

225 [unclear – 0:17:04.5] is something that – my progress is quite important to me. Do you think that
226 that's what we're doing well at Red Tower? Be honest because I know I can't comment as I'm
227 part of this.

228 RESPONDENT: Yeah. I'm not sure I'm the right person to ask that. I get a slightly skewed view. I
229 don't manage to get to all the meetings. And I'm fairly– I take on too much so I don't necessarily
230 pay attention to all aspects of the Red Tower project. I want to make sure that it kind of all the
231 beds worked.

232 INTERVIEWER: Yes.

233 RESPONDENT: I'm interested that it keeps going but I'm not going to take on loads of stuff
234 inside the Red Tower because I've got a lot of other roles in Edible York as well that I'm trying to
235 juggle and keep up in the air.

236 INTERVIEWER: Yeah. Could you say that perhaps communicating to the rest of Red Tower,
237 regardless of not including Edible Beds, is within your remit?

238 RESPONDENT: No, it's...

239 INTERVIEWER: No. I mean, I'd agree with that from...

240 RESPONDENT: Yeah.

241 INTERVIEWER: ...what we've been doing.

242 RESPONDENT: Yeah. But the Edible Bed is a way of engaging people and communicating like
243 that. So, you can occasionally communicate that things are happening at the Red Tower through
244 making it look nice, keeping posters up, help yourself, get involved...

245 INTERVIEWER: Oh, yeah.

246 RESPONDENT: ...pull people in. So, there's that sort of communication as well as verbal, as well
247 as articles written and Facebook pages maintained, and all of that.

248 INTERVIEWER: You've been putting posters in the Edible Beds.

249 RESPONDENT: Saying, 'Help yourself.' And, 'What's one of these?' And labelling things.

250 INTERVIEWER: Yeah.

251 RESPONDENT: It's a way of getting people to notice, but also to get involved. 'Water me.' 'Take
252 some herbs.'

253 [START OF SECOND RECORDING]

254 RESPONDENT: That sort of thing. You can pull people in with stuff like that.

255 INTERVIEWER: I'm remembering someone who must not be named, but they made a suggestion
256 that there could be stones that you can write on. So basically suggesting that you get stones
257 with the names of the herbs written on them.

258 RESPONDENT: Yeah. Lovely.

259 INTERVIEWER: Yeah. I thought it was nice too.

260 RESPONDENT: Yeah. I've just been doing a signage bit as part of one of the Edible York projects.
261 And there were stones in there. There were also wooden spoons with the names of the herbs so
262 you could just jab them in next to wherever you planted them. And it stands up above...

263 INTERVIEWER: Yeah, a bit more...

264 RESPONDENT: Yeah. What was the other one? Oh, people use bits of slate and also just sticks
265 from split wood, with a flat edge you can just burn writing onto the wood. You can with do it

266 with acid or use a heating coil to write, instead of writing with a Sharpie pen that is light
267 sensitive and will degrade in UV so eventually the writing fades. But burnt on wood has more
268 longevity and you can sand it down when you want something else! [laughing]

269 INTERVIEWER: So, it's stable as well.

270 RESPONDENT: [laughing]

271 INTERVIEWER: I guess that...

272 RESPONDENT: No, I like that. Yeah.

273 INTERVIEWER: A green way of doing it.

274 RESPONDENT: I like that.

275 INTERVIEWER: Yeah.

276 RESPONDENT: But the stones are good as well.

277 INTERVIEWER: Yeah.

278 Well, okay, I know that you're not in charge of what happens in terms of communicating
279 messages at Red Tower, but aside from the Edible stuff?

280 RESPONDENT: Well I take part in the Facebook page and on the website.

281 INTERVIEWER: You do!

282 RESPONDENT: I've got an account with admin rights on that so I can post pictures...

283 INTERVIEWER: Yes.

284 RESPONDENT: ...so...

285 INTERVIEWER: Yes, you did.

286 RESPONDENT: ...I...

287 INTERVIEWER: You have.

288 RESPONDENT: ...and yes I'm involved in that side.

289 INTERVIEWER: Of the beds.

290 RESPONDENT: Primarily of what's growing currently. Yeah. [laughing]

291 INTERVIEWER: But again, it's...

292 RESPONDENT: It's engaging. I tend to think that, 'Yeah, a picture of the Red Tower, look this is
293 growing from here to here to here.' It makes a timeline an interesting story.

294 INTERVIEWER: You mentioned the timeline to me before. Taking photos of different seasons.
295 That's a nice idea. Have you been doing that?

296 RESPONDENT: What you find is, you can go along...

297 INTERVIEWER: Yeah, you don't need to do it...

298 RESPONDENT: ...yeah, and then you can go back and just grab those four pictures and go,
299 'Winter, spring, summer, autumn.'

300 INTERVIEWER: Yeah.

301 RESPONDENT: So, you can retrospectively put a, 'what happened this year' story together quite
302 easily. If you've got photos there to start with.

303 INTERVIEWER: [unclear – 0:03:11.0] What do you think is the other [unclear – 0:03:24.0] also at
304 the Red Tower is the interpretation of the beds. Have you read through them all?

305 RESPONDENT: Some of them. Yes. Definitely. I'm a big one for – when I'm a tourist – going
306 around and reading stuff like that. And visiting museums and getting my history fix of wherever
307 I am that week. I end up travelling with work and sometimes, summer in the evenings, I can get
308 out somewhere and do a little bit of the tourist thing, even though it's a working holiday.

309 So, I'm all for having lots of information that people can read, but they don't feel they have to.

310 INTERVIEWER: Yeah.

311 RESPONDENT: And being where we are on the end of the wall section is great because people
312 walk past, and then they can stop and read the history of where the compost comes from. I
313 think it's really, really important that we have interpretation there. But it's not...

314 INTERVIEWER: It's doing it for a different audience, by the sounds of it?

315 Tourists you mentioned, having interpretation panels.

316 RESPONDENT: Yeah.

317 INTERVIEWER: Do you think tourists are as interested in the [unclear – 0:04:48.0]?

318 RESPONDENT: I think it's going to be more interesting for the locals, because they see things
319 happen over time.

320 INTERVIEWER: Yeah.

321 RESPONDENT: But it's always good from a PR perspective to see vegetables growing anywhere.
322 I've been amazed in France to see flowerbeds with a mix of vegetables and flowers in. You do
323 see the potager garden thing even in the council-run, municipal-run beds in France.

324 INTERVIEWER: Oh, wow!

325 RESPONDENT: Yeah. They do big artichoke plants and kale; substantially-sized plants at the
326 back, so that you ask, 'What's that thing at the back?' 'It's a bloody cabbage!'

327 [laughter]

328 RESPONDENT: It's a municipal planting but there is this concept of a potager display, a mix of
329 cottage garden and the vegetables. And people always used to do this.

330 INTERVIEWER: Flowers that are...

331 RESPONDENT: Flowers that are...

332 INTERVIEWER: ...pretty?

333 RESPONDENT: ...pretty, but also edible or there is a vegetable section and, 'Here is some
334 prettiness around it.' There's a real mix of stuff.

335 INTERVIEWER: Just the idea of vegetables and plants being PR.

336 RESPONDENT: Yeah. [laughing]

337 INTERVIEWER: I think that's really cool.

338 So, here we are talking in terms of the media, so planting as a weird kind of media. A growing
339 media?

340 RESPONDENT: It's still communicating a message. It's an edible message.

341 INTERVIEWER: Edible message!

342 RESPONDENT: [laughing]

343 INTERVIEWER: That's really funky.

344 RESPONDENT: But I kind of feel that if you can plant things that people can also eat, then it's a
345 double-whip. Why wouldn't you do the double-whip? Instead of the single-whip? You can still
346 make it look loved and somebody can eat if they're hungry.

347 INTERVIEWER: I mean my sort of green views are becoming... Are coming on in bounds.

348 RESPONDENT: [laughing]

349 INTERVIEWER: Leaps and bounds. Now everywhere I go, I'm looking at different places. It is kind
350 of a...

351 RESPONDENT: And you can tap into it...

352 INTERVIEWER: ...that's it.

353 RESPONDENT: ...it's one of those you keep seeing.

354 INTERVIEWER: Yeah.

355 RESPONDENT: Yeah.

356 INTERVIEWER: Yeah, it's really [unclear – 0:07:46.0]. Okay.

357 We skipped a bit that I was going to go on to next. Somehow. But this bit came up first. That's
358 fine.

359 So, the question I'd like to ask is, in your role with Red Tower, what are your aspirations, your
360 intentions? I know we've kind of touched on it a bit, but if we could just hear it?

361 RESPONDENT: So, I'm– Yeah, where do you start?

362 So, I'm really keen that the project does make really good use of the space. If we can do it for
363 cooking-type, community-type stuff as well, that's brilliant. If there's enough of a drive to
364 expand the Edible Beds around the back there, or around the front, with picnic areas or fruit
365 trees, or whatever, then brilliant!

366 But there's no point putting this stuff in and then nobody looks after it and so it dies. It's
367 growing the team and have the team look after the stuff – then that's the right time to start
368 filling it.

369 INTERVIEWER: So, what would your concern be in all of this?

370 RESPONDENT: With all of the projects that Edible York does, it's always a combination of
371 growing the community groups and let them drive the growing stuff that's happening in their
372 community areas.

373 So, if they mainly do herbs, that's fine. If they want to do apple trees, that's fine.

374 But from an Edible York perspective, there are only so many of us on the core trustee team and
375 what we want to try and do is repeatable, sustainable stuff. So, we are growing groups as much
376 as planting.

377 INTERVIEWER: Yeah.

378 RESPONDENT: There's no point us going out and planting Edibles if there aren't people to water
379 them, feed them, look after them...

380 INTERVIEWER: Yeah.

381 RESPONDENT: ...eat them. [laughing] I could plant loads more stuff than I can eat! But if it's not
382 being eaten then it's pointless.

383 INTERVIEWER: We've had another person take a courgette this afternoon.

384 RESPONDENT: Yeah. Well one of the ladies who was there the other day, was actually telling the
385 kids, 'Oh, what's down here? And there's another three or four courgettes there, so when they're
386 ready, come back, and tell your mum you can have that for tea.'

387 She was doing a great job with them. Actually, a brilliant job!

388 INTERVIEWER: Yeah.

389 RESPONDENT: She was doing a wonderful job!

390 INTERVIEWER: Was this not one of the team?

391 RESPONDENT: I don't think so. No, she was talking to the people inside, earlier. She's slightly
392 blondish hair, about 5'5'; round, rather than skinny. Lilac knows her I think. Although I'm not sure
393 if she's part of...

394 INTERVIEWER: Yeah, maybe...

395 RESPONDENT: ...the regulars.

396 INTERVIEWER: ...she's to do with her. I'll ask her if I get a chance. Is this concern about growing
397 people as well as plants, is this not only a Red Tower thing, but it's a York thing? So, you've got
398 spots where you can grow – how many have you got?

399 RESPONDENT: So, Edible York has probably got about twenty different areas around York where
400 there is a group of people doing something.

401 INTERVIEWER: Yeah.

402 RESPONDENT: So, some of them might be into growing. Some of them have a couple of beds
403 within the community, in front of the shops or whatever. Some of them like having green fields;
404 like the Haxby Road area. There, it's almost three quarters of an acre field in the middle of a
405 square set of housing that was a school playing field, and is now all being Edible Bedded. There
406 are thirty fruit trees, the grass is cut by scythes, twenty or so beds, dozens of...

407 INTERVIEWER: How exciting!

408 RESPONDENT: ...when you get there, you just go, 'How big is this!'

409 INTERVIEWER: Yeah!

410 RESPONDENT: There is a school group, and a Scout group and a whole load of people involved.
411 And that's started as three beds, then we put something in the middle, and then there's a
412 container for the tools and then people started planting fruit trees around the outside.

413 And that only happened because the community grew enough to support the extra growing
414 area. If the community of people that is doing it isn't growing, then you can't put extra beds in.

415 INTERVIEWER: This is my priority about whether sharing the message, creating the message,
416 helps that community growth to happen, to encourage the site. What's your opinion on that?
417 Especially with regards to Red Tower.

418 RESPONDENT: Red Tower is definitely a challenge in terms of engaging the local area of people.
419 When you are in flats like there, around a common area, then if people don't have a front
420 garden then you won't catch them out the front of their house. Getting to actually talk to people
421 is actually quite hard then.

422 Also, there is a certain amount of, 'Them and Us.' And, 'Who are those people at the Red Tower?
423 They aren't really like us.'

424 Those kinds of things to get over. It's all incrementally trying to break that down. Have a couple
425 of people involved, let the local kids bring in water. Those kinds of things help, but it can be
426 quite a long-term kind of thing.

427 INTERVIEWER: I mean, for example, those [unclear – 0:15:34.0] and I don't think they particularly
428 work. I don't know, but I don't feel that they are particularly successful.

429 RESPONDENT: Sometimes you just have to keep trying something until suddenly you find
430 something that clicked for a reason. You're not quite sure ever why it clicked, but it just clicked.
431 And if you're in a community that has a pianist then it helps.

432 [START OF THIRD RECORDING]

433 INTERVIEWER: There we go, sorry. Carry on.

434 RESPONDENT: One of the easy ways in to a community, is if there are kids and parents, because
435 you can meet them at a particular place, like the school gate, and leaflet them there. And you
436 know the ins, the you know what will work. Pictures of kids holding vegetables and smiling;
437 eating strawberries out of their hands, things like that are very quick, easy ways in that you know
438 will work for a certain percentage of those parents.

439 Whereas retired people, or people on the verge of retirement, or those who have been retired
440 for quite a long time; the group of housing like we've got around the Red Tower – there aren't
441 obvious ways in to these groups. There is no, 'We know that if we say this sort of thing, we'll get
442 a few people.' We don't necessarily know how best to connect with them.

443 INTERVIEWER: I am relieved that you say this.

444 RESPONDENT: No, it is really hard.

445 INTERVIEWER: Partly my drive is about trying to achieve actually what you've been saying. And
446 the only having a certain amount of time and energy is trying to create [unclear – 0:01:27.0]
447 students trying to [unclear – 0:01:32.0]. We discovered that we [unclear – 0:01:34.0] and that's
448 when I was...

449 RESPONDENT: Yeah. The front door and...a bunch of buttons and...

450 INTERVIEWER: Yeah.

451 RESPONDENT: ...everybody hates door-steppers, so...

452 INTERVIEWER: Yeah.

453 RESPONDENT: ...you're not going to get anywhere, are you?

454 INTERVIEWER: No.

455 RESPONDENT: And the same problem happens if you get involved in politics and if you're trying
456 to campaign for a council, or whatever. And when you go to flats, you get nowhere.

457 Evan Harris, he was my local MP and nobody would talk to him. Nobody would go down to talk
458 to him. I talked to him over the intercom! But I was busy cooking the tea. [laughing] Talking to
459 him on the intercom whilst I was finishing cooking tea! Nobody would go and talk to him – but
460 that was my MP turning up on my doorstep and I didn't have time to go and talk to him. And
461 I'm politically engaged. [laughing] It's mad. I wasn't as politically engaged at the time, but I was
462 thinking, 'Oh, why now?' [unclear – 0:02:39.0]

463 INTERVIEWER: Yeah.

464 RESPONDENT: But it's really hard if you've got an intercom system.

465 INTERVIEWER: Yeah.

466 RESPONDENT: And they might be really old – it might take them ten minutes to walk down the
467 stairs and then they've got to walk back up. It feels a big deal doing that. That's not going to
468 work, is it? It needs other ways to engage. What are those ways? I don't know. Somebody will.

469 From the pros are that they are not out at work all the time so you will probably catch them in.
470 Catching people who are really busy professionals is sometimes really hard as well. Whereas the
471 mums with kids are easier.

472 At least with retired people, you're more likely to be able to catch them. And they will have
473 grown up with the sense of, 'Yeah, my dad had an allotment. My grandfather had an allotment.
474 We used to love growing...'

475 So, there's that, but you have to get there; you have to have got over the initial hurdle of being
476 able to talk to them and starting the conversations.

477 INTERVIEWER: I think for me, it's starting the conversation with older people has never been a
478 problem. I love older people. I did a [unclear – 0:04:08.0] project... But even before that... The
479 friend that I was telling you about – the woman that recites poetry, she's 88 and...

480 RESPONDENT: But it's easier once you're eyeball to eyeball.

481 INTERVIEWER: Exactly.

482 RESPONDENT: [laughing]

483 INTERVIEWER: It is true. It is true.

484 RESPONDENT: It's very hard before you're eyeball to eyeball. If I can get in front of somebody, in
485 an interview or whatever, then I can get the job.

486 INTERVIEWER: Yeah.

487 RESPONDENT: It's getting in front of somebody that's the hard part.

488 INTERVIEWER: And it's about, again, communicating the message, in a way that somehow gets
489 that message across in the best way that you can. I guess people have different ways of wanting
490 to do that. So, I know that you want to go through and do a scene.

491 Going back to this idea of York being an historic city, and the Red Tower is part of the City Walls.
492 And I'm doing a Heritage Management course, so I have to ask you this. What is your, in all of
493 this, what is your definition of heritage? And why is it important in this particular circumstance?

494 RESPONDENT: I'm coming to realise that my view of history is not the same as everybody else's
495 view of history. In that we've got English Heritage and National Trust and things like that, but
496 there's also a whole load of heritage that we're not preserving and we're not always singing
497 about in the UK. Stonehenge, we do; and Avebury we do. But there is a whole load of megalithic
498 stuff around the UK that isn't song and danced about. So, to me, heritage is all of that. The stuff
499 we are set up to preserve, interpret, tell people about, plus the stuff we're not. [laughing]

500 INTERVIEWER: What's the stuff that we're not preserving in York, so you think?

501 RESPONDENT: I think it's hard in a city to spot things like that. It's easier in the countryside
502 because it's not all been built upon and lost. I like spotting things like the old packhorse trails
503 across the Pennines. Suddenly you'll come across a bit that's obviously been laid stones, where
504 there's no way that a car could have got there. And it's a packhorse trail that's been there for
505 God knows how many years, and nobody has any idea why it was made. And it just happened to
506 be marked as a bridleway.

507 But it's a neglected heritage. Undiscovered, or unsung, or whatever, it's...

508 INTERVIEWER: The Red Tower!

509 RESPONDENT: ...well it's— Yeah. I mean, it's not been taken up at any official organisation's wing,
510 but it has got some documented history.

511 INTERVIEWER: What do you think of it, as a building?

512 RESPONDENT: It's not as immediately iconic or beautiful like some of York's buildings. For
513 example, Micklegate is my corner from here and that's what everyone will react to saying, 'Oh,
514 isn't it lovely!'

515 But if you look at it [Red Tower], you go, 'Wow! Those bricks are really old! I didn't know bricks
516 were that old.'

517 And that was my way in – 'Actually, this is a load older than you would initially guess.'

518 And then you go, 'Oh yeah! Actually, the Romans did make bricks. Right, okay, so if the bricks go
519 back that far, to 10,000 years old. Right! Blimey!'

520 INTERVIEWER: Yeah, it wasn't the Romans who made it.

521 RESPONDENT: No, no. But the brick is a whole concept thing. People think of Victorian red brick.

522 INTERVIEWER: Yeah.

523 RESPONDENT: That's what we see as red brick, isn't it? We mostly see the Victorian terraces and
524 brick used in some of...

525 INTERVIEWER: The Victorians are a big shadow on our history.

526 RESPONDENT: [laughing] They built a lot of stuff. But people don't realise that bricks were being
527 made that long ago. And I hadn't really twigged.

528 So, it's really interesting because it's unusual. Because it's not like the rest of the city walls.

529 INTERVIEWER: York, as a city [pause] you said at the very beginning that you chose to come and
530 live here because it is historic and it's green. Do the green aspects and the heritage aspects, is
531 there any connection there?

532 RESPONDENT: Yeah, I think the combination of the two is enriching. Each enriches the other.

533 I was born in Bradford, so I have a big industrial heritage and lots of mills, which are quite
534 architecturally impressive, now that they've been cleaned of all the soot. And you realise quite
535 how rich it made the city, the wool exchanges. But Bradford doesn't appeal because it's not very
536 green.

537 Whereas York, which is even older, but a combination of the heritage plus the green, plus the
538 smallness of the city, gentle hub, community thing. All of those add up to being – York feels like
539 home and I like to call York home.

540 INTERVIEWER: Yeah, so I'm still not convinced that York is a home base for me yet.

541 RESPONDENT: But that's a past thing. My past is important to my concept of what would feel
542 like home to me, now. So, London would never feel like home. It's too big. Everybody is too
543 stressed. Leeds is too big for me now. Hereford is too posh for me. So, I was going to have to

544 find somewhere that was interesting, green, and small enough. Enough of a community feel. If
545 you can approach people and talk to people in the street and they don't think you're a weirdo
546 on the bus. All of those things. [laughing] The weirdo on the bus things I got all the time in
547 London. I'll smile at people and then realise, 'Oh, actually I'm in London, I'm not supposed to
548 smile.'

549 INTERVIEWER: I think buses are really important as well, actually.

550 RESPONDENT: Well, I've hardly been on the bus because I cycle everywhere [laughing]

551 INTERVIEWER: Yes. You cycle, don't you? You're a brilliant cyclist. Do you... we're wrapping this
552 up now so...

553 RESPONDENT: Yeah.

554 INTERVIEWER: The way that you move through cycling, what's that like as an experience? Do
555 you find it freeing? Or annoying, or...

556 RESPONDENT: Oh, yeah! All of the above, yeah.

557 INTERVIEWER: What would be your path?

558 RESPONDENT: The cycle paths are really useful – you can get through the green and you can go
559 across your own bridges and that's absolutely lovely. The sense of freedom and all of that. You
560 can scoot past the cars, that's great. But you can get on the wrong road and the taxis are cutting
561 you up and buses try to run you over.

562 There are more problems with cycling in Britain. Yeah. It's not as bad as a lot of places.

563 INTERVIEWER: Yeah.

564 RESPONDENT: There are still cycle lanes where you go, 'Why did it stop there!' Just as you get to
565 the dangerous bits.

566 INTERVIEWER: Yeah.

567 [laughter]

568 RESPONDENT: Arguments about that– The traffic lights by Clifton Green, where they took it
569 down to one lane and they had too many complaints from the car drivers so they ripped up all
570 of the infrastructure that cost them thousands of pounds – fifty thousand, something thousand
571 – to put in, and put it back to two lanes and exactly as it was six months before, because car
572 drivers had complained. What a waste of money! 'Sorry, we've already spent it.'

573 But, anyway, there we go. You just have to look at the York Press articles to see the blame wars
574 between car drivers and cyclists. A British thing.

575 INTERVIEWER: Yeah. I just wonder if it's inspiring? Is it as inspiring being green? I don't know if
576 it's as green as...Is it your interpretation of what greenness for a city is?

577 RESPONDENT: It's interesting when you look at the Google satellite view on lots of different
578 cities and London actually has an awful lot more green spaces than people realise. And Oxford a
579 lot of green spaces, that people don't realise. And if you drive into Oxford you would think it
580 was a horrible place because it's horrible to drive in. Because they can't widen the roads because
581 they'd have to knock the colleges down.

582 INTERVIEWER: Yes!

583 RESPONDENT: The colleges aren't going to let you. It's horrible to drive in to. And if all you did
584 was drive, and you didn't cycle and you didn't walk, you wouldn't know that Oxford has a huge
585 amount of green space. And once...

586 INTERVIEWER: [unclear – 0:14:56.4]

587 RESPONDENT: ...you start cycling...yes. By the river. Because it's college plains.

588 INTERVIEWER: Of course, yes.

589 RESPONDENT: And college grounds.

590 INTERVIEWER: But big [unclear – 0:15:05.0].

591 RESPONDENT: On the bike, you can see that. And you can also get the benefit of it.

592 INTERVIEWER: Yeah. So, that's true of York a bit as well, that you don't realise its greenness. The
593 Walls count.

594 RESPONDENT: The Walls have some green space, but also there are the Strays. So, there is
595 Hobmoor, Walmgate Stray. So, if you...

596 INTERVIEWER: Walmgate Stray, yeah, I know.

597 RESPONDENT: ...so, and if you go across to the Heslington campus...

598 INTERVIEWER: Yeah.

599 RESPONDENT: ...from the Fulford Road...

600 INTERVIEWER: Yeah.

601 RESPONDENT: ...you can go through the cut through from the Army Base.

602 INTERVIEWER: Yeah, go through the Army Base.

603 RESPONDENT: And then there is suddenly green stuff and cows. Cows, inside the ring road.

604 INTERVIEWER: I meant to walk through there...

605 RESPONDENT: Brilliant!

606 INTERVIEWER: ...this morning.

607 RESPONDENT: [laughing] And the Maize Mire is a huge green space and then...

608 INTERVIEWER: And it's a mix.

609 RESPONDENT: ...then it's a big green space, and then there's a similar bit up north, again partly
610 because of the floodplains and the river. But there is actually a huge amount of green inside the
611 city that as a car driver you don't see that.

612 INTERVIEWER: No.

613 RESPONDENT: Because the ribbon development that happens along roads over the last 200
614 years has meant that every road gets built along. So, car drivers just see houses, they don't see
615 all the green bits.

616 INTERVIEWER: Yeah, okay. That's just put a different perspective on things.

617 RESPONDENT: Oh, yeah. Look at the satellite view and compare a few cities that you've been in.

618 INTERVIEWER: Yeah.

619 RESPONDENT: And compare the amount of green.

620 INTERVIEWER: Reading is where my parents live.

621 RESPONDENT: Yeah.

622 INTERVIEWER: My...

623 RESPONDENT: There are green bits in Reading, but not as much.

624 INTERVIEWER: Oh, yeah. Yeah, it's...

625 RESPONDENT: Small pockets. Yeah.

626 INTERVIEWER: It's growing.

627 RESPONDENT: Yeah. Everywhere along the M4 corridor is. As people are employed there.

628 INTERVIEWER: Thank you very much.

629 RESPONDENT: That's alright.

630 INTERVIEWER: That's...

631 RESPONDENT: I hope it was useful and not just too random. You managed to rein me in.

632 INTERVIEWER: Yes. You've given me a few bits and bobs that are highly relevant. And what I'm
633 doing is looking at where things are in mind of what I'm looking at through the...

634 RESPONDENT: Yes.

635 INTERVIEWER: ... [unclear – 0:17:46.0].

636 RESPONDENT: Yeah.

637 INTERVIEWER: I think sometimes it's just nice to chat.

638 RESPONDENT: Oh, yeah. Absolutely. [laughing]

639 END OF TRANSCRIPT

640

1 Interview 21: 13-08-15 Leake St Ed

2 INTERVIEWER: Hi Ed.

3 RESPONDENT: Hello.

4 INTERVIEWER: Hello. Could you first start by telling my or explaining how we've met, how we
5 know each other?

6 RESPONDENT: Yeah. So I do a kind of grant scheme. This started in January, called Local People,
7 and it's basically I'm funded for two years to work out of this office, the Conservation Volunteers,
8 and I'm based...so we're kind of here, slap bang in the middle, and this is my project, this is the
9 area which I'm trying to deliver in. And that is basically so Tang Hall and Guildhall, so you're slap
10 bang in the middle.

11 How I met you? Through the Red Tower project. And the Red Tower project is the first
12 grant under this scheme. It was only a small grant that we paid, but my role is very much...

13 INTERVIEWER: Just taking a photo of the map.

14 RESPONDENT: What I try to do here is it's funded by the People's Health Trust, and that
15 ultimately is if you do scratch cards, if you've ever seen the health ones with the rainbow on, it's
16 that. And the principle being that whatever money is raised – same with the lottery – it goes
17 back to the people who do the scratch cards. And it's very particular to postcodes in this case.
18 So that's why I've got such a rigid...

19 So I've got a pot of money which pays for my time, and I have a pot of money to help
20 me deliver my outcomes, and my outcome for this scheme is one of the loosest outcomes I've
21 ever worked on in my life.

22 INTERVIEWER: Okay.

23 RESPONDENT: And it's very much helping... I've got kind of official things here, but it's basically
24 to help local people come together to help overcome problems and to improve where they live.
25 And it can be anything and everything, which is really nice in a way because you can do
26 anything under it, hence why there's a rock club coming in here later on.

27 INTERVIEWER: When you say 'rock', you mean musical?

28 RESPONDENT: Musical rock. And because it's not about the music per se; it's about the fact that
29 I heard about this group of people and they were coming from the angle of social isolation, and
30 just wanted to come together. So it's not the fact that they play music, it's the fact that they're
31 coming together as a group of people to do something. That's what I'm kind of interested in.
32 Although whether I actually say that to them... Well I probably will; I'll be very open.

33 But it's very similar to the Red Tower and how I met you was... The Red Tower, when I
34 first heard about it, you were trying to do the raised bed there.

35 INTERVIEWER: Yeah, that was I think back in March, wasn't it? Yeah.

36 RESPONDENT: So it's my time, there's a pot of money. So I started off, that was just, 'Can I help
37 you in my van move some earth?' kind of thing. And again you're talking about doing a pay-as-
38 you-feel café and other things going on there, and again it's what you do is pretty much
39 irrelevant to me other than it's really nice what you're doing. It's the fact that you're opening up
40 a community space for people to use and to come together. So down the line I'm sure you'll be
41 tackling problems, and you're already bringing the community together, particularly how I liked
42 it. I've only just been told about how the community centre had been shut down previously.

43 INTERVIEWER: Space 109.

44 RESPONDENT: Yeah. And I just thought, that's kind of nice how it's kind of, in my whimsical eyes,
45 that you were kind of coming together to do something similar. So just community space. And
46 that's what I was interested in and how I came.

47 INTERVIEWER: So your interests are through your role but also prior to actually doing your role,
48 would you say that sort of drive for the community to get together, is that something that's...

49 RESPONDENT: Yeah, it's very much. And in preparation for this I was looking at... I mean TCV
50 themselves, the Conservation Volunteers, we're a charity and as with any organisation we have
51 our goals. And goal number one is very much work together with people and communities to
52 transform their health prospects and outdoor places for the long-term. It's very much in the
53 ethos of the charity and the organisation and what we want to do. And it is very much people-
54 based, but it does come into it improving the area itself.

55 INTERVIEWER: Okay. So you're here because of your role to the local people project which is
56 part of the TCV, under that remit of the grant project.

57 RESPONDENT: Yeah.

58 INTERVIEWER: So I'm just trying to work out what your relationship to York is.

59 RESPONDENT: Right, yeah. My background is I've always worked in the environment industry. I
60 long time served for an organisation called Natural England, and I was very much on the...and
61 that's much more about protection, subsidies to farmers and things like that, and I was very
62 much always the community person within Natural England and within government cuts that
63 was seen as secondary and so they were cutting back on that. My job wasn't at risk but I knew
64 my work area was and I really enjoy this type of work and I wanted that kind of people
65 engagement side of things and I wanted to continue it. So I left a very secure job to do this job
66 for two years, and then I will go on to hopefully get employed again to do contract work and
67 grant.

68 INTERVIEWER: Yeah.

69 RESPONDENT: And a lot of this type of thing is grant-based.

70 INTERVIEWER: Mm.

71 RESPONDENT: You know? And administering grant and it's my time.

72 INTERVIEWER: And lottery.

73 RESPONDENT: And lottery, yeah. This is my second lottery job, yeah. And it's always about
74 engaging people. Prior to this I was doing a big thing about engaging people with the natural
75 environment, whereas this is purely engaging with people to overcome problems. And I don't
76 come from York. I've moved around quite a bit recently. I was in Leeds previously and I'm
77 working from here but I'm actually moving to Pocklington on Friday.

78 INTERVIEWER: So you're here primarily, would you say, for the main purpose of doing this job?

79 RESPONDENT: Yeah.

80 INTERVIEWER: So you didn't make a conscious decision to be here?

81 RESPONDENT: No. I've come to the decision, but only more recently, that I will go to wherever
82 the work is. Yeah. And it was very much I knew York through a few visits, liked it and thought,
83 'Yeah, why not?'

84 INTERVIEWER: So you kind of liked it?

85 RESPONDENT: Yeah. Yeah. And it's following a job primarily, which is why I kind of came here.
86 But I've already found it quite interesting in the fact that my previous role was working in
87 deprived areas of Newcastle.

88 INTERVIEWER: Oh, right.

89 RESPONDENT: And part of the role for this current role is funding for the more deprived areas.

90 INTERVIEWER: So there's a similarity then?

91 RESPONDENT: And the levels of deprivation are hugely different, but I really like this role
92 because I think it's very apparent between the 'have' and 'have not' in York. That's what I find
93 really interesting.

94 For example, there are six of me around the UK.

95 INTERVIEWER: Six people doing your job?

96 RESPONDENT: Doing my job in different areas. And over the last week I've actually had two of
97 them independently come up to shadow me for a day, and they've both gone, 'Wow, this is very
98 nice!' They work in completely different areas but it's...

- 99 INTERVIEWER: That's interesting.
- 100 RESPONDENT: Yeah.
- 101 INTERVIEWER: 'Cause you say that your remit is to look at the more deprived areas in the area of
102 York, and yet they're saying it's...
- 103 RESPONDENT: Yeah. By coincidence they were both different boroughs within London which
104 really have much different problems to here.
- 105 INTERVIEWER: Did you take them to the Red Tower?
- 106 RESPONDENT: Yeah, we walked past and they both had a look at your flower... Actually, 'cause I
107 did that thing of I showed them the difference between what I said about putting in an
108 infrastructure and having no one behind it and how it's problematic. Five minutes later we were
109 looking at your site and looking at how there are people there and how much better it is. You
110 know, the amount of money as an organisation we've spent in the Tang Hall to do an orchard
111 site, which we're having real difficulties with – things getting vandalised and community
112 engagement with it – compared to have the people there first and it's just so much better. It's
113 chalk and cheese, it really is.
- 114 INTERVIEWER: But that's really interesting 'cause some of the difficulties that we're facing with
115 the Red Tower is the community engagement side of things.
- 116 RESPONDENT: Yeah.
- 117 INTERVIEWER: And we've discussed this at different points but there is a core group of...
- 118 RESPONDENT: 'Cause how strong a core group would you say there is?
- 119 INTERVIEWER: There are about five of us.
- 120 RESPONDENT: I think you're flying! I really do.
- 121 INTERVIEWER: See that speaks to me and relieves me somewhat! So yeah, I think that it'll be
122 interesting to see in terms of the long-term.
- 123 RESPONDENT: Yeah.
- 124 INTERVIEWER: We've been going sort of eight months really. How long's the Tang Hall been
125 going for?
- 126 RESPONDENT: Oh, it's only been in for about three or four months, and we did it working with
127 the Residents' Association of the Tang Hall. But there wasn't anybody really signed up for it.
128 We're hoping now we'll get the community centre – they've got some groups working out of
129 there who we're just talking to now, which we should have done before. But there was a change
130 of staff there. We're hoping they can adopt it. But I go along once a week and I've become quite

131 thick-skinned because everything I put in keeps getting ripped out and things like that. You
132 know?

133 INTERVIEWER: Yeah, that's the one thing we haven't had an issue with at the Red Tower. We've
134 had a footprint, but that was a while ago.

135 RESPONDENT: And I think as soon as something looks a big neglected, that's when it suffers.

136 INTERVIEWER: Yeah.

137 RESPONDENT: And ours was looking neglected. And I think that's the big difference. And maybe
138 something to do with also you've got all those windows looking onto it as well, haven't you?
139 Which will help.

140 INTERVIEWER: Yeah.

141 RESPONDENT: But no, in terms of a group I look at you and think you're flying, I really do. For
142 such early days. And I think the more you do, the more people will get involved.

143 INTERVIEWER: Well we might come back to that. One of the things I want to just clarify, I'm
144 asking everybody these two questions. I know perhaps you're not as connected to York as a
145 place as some of the other people I've spoken to, but what are your concerns for this area, what
146 you've got on the map? And what are your intentions? I know that's come through in some of
147 the stuff you said, but concerns and aspirations.

148 RESPONDENT: My concerns just in general?

149 INTERVIEWER: Yeah.

150 RESPONDENT: Right. Yeah, my concerns are the lack of connectivity, because of all these natural
151 barriers, of the wall, of the main roads, of all the rivers and things like that. You know, I think
152 they're all separate little communities going on there.

153 INTERVIEWER: Oh, that's really interesting, yeah.

154 RESPONDENT: That's what I really find. Partly because one of my jobs is to start a steering group
155 and I'm struggling with it because to get someone over here engaged with what's going on here
156 and likewise is just not happening.

157 And also because there's so much going on. I think that's what I've really...

158 INTERVIEWER: We've got a very busy patch.

159 RESPONDENT: Yeah. And I think when I started I came along thinking, 'Oh, this is going to be
160 excellent. I'm going to do some wonderful things.' And at the end of these two years I think
161 realistically I would have done some nice things, hopefully put some money in. But I'm actually
162 finding that it's all...how I'm going to make a success is finding people like yourselves, in that

163 just-starting-off stage. Because there are so many pots of money out there to be given to
164 people. There are so many charities doing wonderful things all around. And it's just such a
165 diverse area in terms of the historic, the tourism. There's quite a Polish population there, isn't
166 there?

167 INTERVIEWER: The Tang Hall has a reputation. Although it's not necessarily a reputation that
168 really reflects the reality.

169 RESPONDENT: No.

170 INTERVIEWER: But it has got one.

171 RESPONDENT: And I've been quite taken back by the conflict between students and residents.
172 Especially in Tang Hall I pick it up. I hear quite a lot about... There's a wonderful...well it's not
173 wonderful, it's tragic. But someone's put a big, proper, permanent sign up in their house, corner
174 of the garden, saying, 'If you're students looking to rent this house next door, we're a family and
175 we want tolerate noise, disruption and things.' And when I go along to the residents I just didn't
176 realise that that kind of happened.

177 INTERVIEWER: It's interesting. When I was in Falmouth, when I did my first degree, Falmouth is a
178 very small fishing town, historically, and is becoming more student-populated and also for
179 tourism as well. And again, the locals detest it. And we had the Cornish Republican Army, which
180 although sounds quite comical...

181 RESPONDENT: Yeah!

182 INTERVIEWER: ...people didn't take it seriously, they were known to set fire to bicycle sheds at
183 the student campus and also write, 'Students go away, students go home,' in graffiti on
184 prominent walls. And you kind of see a bit of that in York. And it's a nationwide problem, I'd say.

185 RESPONDENT: Yeah. And looking at the university website and the news, I know the Student
186 Union's done lots and lots to try and ease this, in terms of outreach work and things like that to
187 try and solve things.

188 INTERVIEWER: The Groves aren't in your area, are they?

189 RESPONDENT: No. This is my area. It's done on a...it's a government...it's got the lowest [unclear
190 – 0:17:35.2] output area, which just clumps people together based on different factors such as
191 health and employment, number of services and things like that.

192 INTERVIEWER: It's really interesting because although you personally are not connected to York,
193 the way that your work connects you to York means that you have to abide by this black line,
194 this barrier, a boundary around.

195 RESPONDENT: Yeah.

196 INTERVIEWER: And you also mentioned that there are these boundaries that you think are
197 actually compounding different people.

198 RESPONDENT: Yeah, yeah. No, it's quite a difficult one. 'Cause you have to be realistic. I'm not
199 going to ask for postcodes of people when they come in here tonight and I'm not going to say,
200 'Sorry, you can't join the band 'cause you're outside my area.' You just have to, you know. That
201 type of thing.

202 And I think the last thing I would say is I find it quite stark because I leave Leeds...I have
203 since the start of this year I've been living in Leeds, and I leave Leeds, come to York, and the
204 difference in diversity is just phenomenal, I really find. I live in a place at the top of Chapeltown,
205 which is primarily a black area. I have about four mosques within – no exaggeration – about 500
206 metres. And then I come to York and there's one mosque over there and that's it. And it's
207 complete...yeah.

208 INTERVIEWER: It is a very strange dynamic. Falmouth was so much... I like the Cornish people,
209 though.

210 RESPONDENT: Yeah.

211 INTERVIEWER: And I like Yorkies, on the whole. I've met some really nice people.

212 RESPONDENT: Yeah.

213 INTERVIEWER: But it's this idea of the 'us and them' that sometimes pervades.

214 RESPONDENT: Yeah.

215 INTERVIEWER: Right, so where was I going next with this? Okay, so with this issue of community
216 engagement, my line of enquiry has been into this idea of communication and information-
217 sharing and whether or not that can appease some of these issues, and I wondered what your
218 view on that... My understanding is developing because I can see that there are other issues as
219 well.

220 RESPONDENT: Yeah.

221 INTERVIEWER: But in this particular...what are your ways of meeting people and...?

222 RESPONDENT: Yeah, I actually find it really difficult to get the word out here, and I kind of
223 balance it out with, 'I'm only here for two years.' But I still want to shout about, 'There's me,
224 there's my time and I have some money to help do the outcomes of the grant.' And I just find
225 that I'm a tiny little speck of sand in a massive beach, 'cause there's just so much going on. It
226 comes back to there's social media, there are so many groups around, you know?

227 INTERVIEWER: That's interesting. That's a good way of...

228 RESPONDENT: So I dabble with social media in terms of Twitter and Facebook.

229 INTERVIEWER: You've got a nice website.

230 RESPONDENT: Thank you. I do that for myself, just as motivation, so if I haven't done anything
231 for a while – that means I haven't done a post for a while – that means I need to do something.
232 'Cause it's just me doing this. So it's just self-management. If I need to keep populating.

233 INTERVIEWER: So what have you got? Twitter?

234 RESPONDENT: Twitter, Facebook. I prefer Twitter. I hardly follow anyone at the moment. I just
235 like to build it slowly. But what I've found is really nice is when people... Sorry, 'cause you know I
236 can join Twitter, I can follow 2,000 in a day just by clicking follow?

237 INTERVIEWER: Yeah.

238 RESPONDENT: And hopefully I'd get a couple of hundred 'cause they'd follow me back.

239 INTERVIEWER: Yeah.

240 RESPONDENT: But I haven't followed many people and I think how it's worked for me is getting
241 nice retweets off people, off Tang Hall Community Centre and things like that. That really helps
242 me.

243 INTERVIEWER: Oh, I'll follow you. I've got at least three Twitter accounts, so yeah. I feel that
244 same kind of... I'm getting the impression of guiltiness – is that what you're feeling?

245 RESPONDENT: Guiltiness, yeah.

246 INTERVIEWER: Like you're not doing enough. Is that what you're saying?

247 RESPONDENT: Well I don't dislike Twitter and Facebook but I think they're just limited. I mean,
248 it's good. That was how I got into the Red Tower, into your group, 'cause you did a tweet and I
249 saw that. This group coming here tonight was through Street Life, which is social media people
250 in a patch talking about what's going on.

251 INTERVIEWER: Yeah.

252 RESPONDENT: But I don't find that any one thing is the answer. It's just a whole balancing act.
253 I've done a bit of leafleting, which was no good whatsoever. 'Cause not everybody has the
254 internet or is interested in it.

255 INTERVIEWER: Oh, so on the leaflets you had webpages?

256 RESPONDENT: Yeah. I've actually found that in terms of, for me, going around the patch is the
257 best way. I've met someone in Tang Hall who really wants to get a group going with doing
258 activities for children with families, and that was just through walking and bumping into people,
259 which really helps.

260 [START OF RECORDING TWO]

261 INTERVIEWER: Sorry, carry on there.

262 RESPONDENT: Yeah. So a mixture of social media, a bit of traditional leaflets. We've actually just
263 commissioned an animation but I don't know how useful that's going to be.

264 INTERVIEWER: Something to go on, like a film?

265 RESPONDENT: Yeah. I've yet to see it, I've yet to be convinced. But the other thing I've found is
266 just doing stalls, tagging onto different events. So the Tour de Tang Hall was on, which was a
267 little cycle around, a family cycle ride. And I was volunteered to be one of the... You know, it's
268 like orienteering. You've got a van at five different places around. Basically it was a cycle ride
269 that went on a loop. They found that you could walk; it was only a couple of miles. And I was
270 there in T-shirt and just saying, when I got chatting to people, kind of saying what I do and
271 things like that.

272 INTERVIEWER: That's something that we haven't tried actually, I don't think, the Red Tower.
273 We've gone along to a couple of workshops but we've not been... We were going to do a
274 student freshers one, which would be fun.

275 RESPONDENT: Yeah, that'd be really good.

276 INTERVIEWER: But the issue still remains of the building, the contacts in the community, in the
277 space around it, and that is the challenge.

278 RESPONDENT: I just know that I'll never... I'll just scratch the surface of this area. I'm pretty much
279 forgetting about... 'Cause that's shops, businesses, some people do live in there but not masses.

280 INTERVIEWER: See, my... I mean, this is something that I think that is a comment problem.

281 RESPONDENT: Yeah.

282 INTERVIEWER: As you say, there are a lot of different organisations with all their social media
283 and it's almost like you're trying to find something new to do. Hm. Thinking now!

284 RESPONDENT: No, when I think of the Red Tower, what you do, is it yourself who runs...?

285 INTERVIEWER: Well it runs essentially through Tim, the Incredible Movement, which is sort of the
286 catalyst, community activism project that Lilac set up in response to Edible York. And so we are
287 using that as a springboard and financial deposit as well.

288 RESPONDENT: Yeah.

289 INTERVIEWER: We don't have a Red Tower constitution but we're using Tim as the...

290 RESPONDENT: Yeah.

291 INTERVIEWER: So the Red Tower in name but Tim in practice, yeah. So we have used Tim as a
292 way of bouncing off, and Lilac's been pretty prolific with...

293 RESPONDENT: Yeah, it's funny actually because I know that when there were some press
294 questions, I knew that I could get into contact with one of you instantly because of social media
295 and things, which was really good.

296 INTERVIEWER: You haven't had that kind of relationship with any other projects?

297 RESPONDENT: No. Well, [unclear – 0:04:07.3] from Tang Hall, have you ever heard of them?

298 INTERVIEWER: Yes. They came to visit.

299 RESPONDENT: Yeah, they're really good as well. They're doing really well on that side of things.

300 INTERVIEWER: Yeah. I'm getting a real picture of these different organisations like the social-
301 facing. We have to group together to help each other out, essentially.

302 RESPONDENT: Yeah. But ultimately for my job, I want to be targeting a mixture. So groups such
303 as yourself who have that kind of savvy online presence, but also people who just wouldn't
304 dream of starting up a Twitter account.

305 INTERVIEWER: Yeah, and I know those people. I've met people who've said to me, 'I don't use a
306 computer,' and it's almost something that you respect as part of their package. That's the way
307 that they do things and you have to cater for that.

308 But do you think if we just got rid of social media, would that be a good idea?

309 RESPONDENT: In general or for the Red Tower?

310 INTERVIEWER: Well, in Red Tower? What do you think?

311 RESPONDENT: Well from my side personally, I have a love/hate relationship with it. I really enjoy
312 it, keep contact with friends, and then I've shut my account down so many times.

313 INTERVIEWER: Oh, Spitfires!

314 RESPONDENT: Oh, I heard about those coming over.

315 INTERVIEWER: There they are! Wow, we got a really good view!

316 RESPONDENT: Nice. I was hoping to see them.

317 INTERVIEWER: Four, isn't it?

318 RESPONDENT: Yeah.

319 INTERVIEWER: It's amazing! And I've got it on audio!

320 RESPONDENT: It's really good. I saw them running out as a kiddie!

321 INTERVIEWER: Yeah!

322 RESPONDENT: It's really good.

323 INTERVIEWER: What we should do is get Spitfires with banners on and then everyone would
324 know about us.

325 RESPONDENT: 'Cause that's historic environment, isn't it, Spitfires going over?

326 INTERVIEWER: Yes it is! So okay, let's talk about historic environment. Before the recorder went
327 on, you were saying how TCV sort of has the historic environment in its remit.

328 RESPONDENT: Well we, for example, help groups come together with insurance and to help
329 people set up as a group and things like that. And it's mainly if it's growing food in an activity or
330 involvement in something historical. I can't remember the exact terminology but preserving the
331 historic environment. Very much so in terms of that. My view, from what I've seen, is on the
332 periphery of what we do, but certainly in terms of the bread and butter of TCV is typically that
333 minibus going out with volunteers to work, to do contract jobs in effect, around and about York.

334 INTERVIEWER: Contract jobs like...?

335 RESPONDENT: Yeah, so for the local authority, clearing... Well some of the pictures we've got
336 here. Building, infrastructure, clearing woodlands, better woodland management. So because
337 they're out and about, it's more of...one of the things that I really like is historic parklands,
338 working in that environment. Ha-has and things like, where if you...

339 INTERVIEWER: Oh yeah, I do know what a ha-ha is. That's really bad 'cause I used to work at a
340 National Trust site and they had a ha-ha and I always had to explain it to visitors.

341 RESPONDENT: Yeah. So they're more working in that conservation.

342 INTERVIEWER: More mud and grass conservation than bricks and mortar.

343 RESPONDENT: Very much so. Because our skill is in number of hands. That's why you use us
344 because we can turn up with a bus. But it's also the classic kind of way of it of, say if you have an
345 environment and you want to get some work done on it which is conservation, you can either
346 employ contractors to come into it or you can get us to come in and do it. There is a cost with
347 that. But the positive thing about getting us is a) you're doing this thing of volunteering and all
348 the positives that come out of that, but also if you have anybody on site that wants to get
349 involved...

350 So we sometimes mow the grass along by the wall.

351 INTERVIEWER: Oh, right.

352 RESPONDENT: And so if you want to get involved in your local...you can actually join us and get
353 involved with it as well.

354 INTERVIEWER: So, like Lords Mayor's Walk, that area next to the walls, where they used to
355 apparently graze sheep...

356 RESPONDENT: Yeah.

357 INTERVIEWER: ...you've been there and done some mowing?

358 RESPONDENT: We will have. Because of the council cutbacks and things, the amount of mowing
359 we're doing for the council is reducing. But that's the way of the world. But it's that type of
360 thing. So it's doing works in and around York, sometimes in a historical environment. But
361 ultimately we're doing practical kind of conservation. Sometimes it'll just so happen to be next
362 to, or will involve... But it's never highly technical, to do with a conservation site or anything like
363 that.

364 INTERVIEWER: So I suggested that maybe we talk about this connection to the more grass and
365 mud side of conservation to the historic environment. We'll start first with what is your definition
366 of 'historic environment' or 'heritage', as it's often termed?

367 RESPONDENT: I would kind of come from it... In my previous job I worked for Natural England.
368 And that's why it's traditions and landscape that we want to protect. But my personal viewpoint
369 is always protect for the enjoyment of others, rather than protecting it for the sake of just
370 protecting it. I'm going to sidetrack you, I think, on a definition. I'm struggling with that, yeah.

371 INTERVIEWER: It's funny, one of the interviews... I hadn't asked that question and then he asked
372 it back to me.

373 RESPONDENT: Yeah.

374 INTERVIEWER: And I was a bit unprepared.

375 RESPONDENT: No, but I think it's just things which...yeah.

376 INTERVIEWER: As you pointed up in the sky when the Spitfires went past, you said that that was
377 the historic environment, which I probably would say was more heritage because...

378 RESPONDENT: Yeah.

379 INTERVIEWER: ...it's mobile. But only because it's mobile.

380 RESPONDENT: Yeah. But it's that same type of thing. Unless there was a passion for it, they
381 wouldn't exist.

382 INTERVIEWER: What is the passion for it, then?

383 RESPONDENT: For the historic environment?

384 INTERVIEWER: Yeah.

385 RESPONDENT: It's for tradition, it's for... I'm just going to spout words like 'culture', 'heritage'. It's
386 just respect for... I think I'm very much, some of the simple things that I really like about the
387 historic environment is just simple things like we can furrow on a field. Just those traditional
388 ways where you dig and you chuck all the earth to one side and you've got these lovely fields of
389 just bumps like that.

390 INTERVIEWER: So considering your sort of definition, traditions and it is a bit greener, what do
391 you think of the Red Tower in that...?

392 RESPONDENT: I love it. I much prefer that it is that, as opposed to a portakabin. You know,
393 'cause you could be doing exactly the same thing out of a portakabin in the middle of nowhere.
394 And it doesn't make any difference to what you're doing and my kind of interest but it's just a
395 lovely hook, if that's the right word.

396 INTERVIEWER: It's a hook. Yeah.

397 RESPONDENT: But also I'm very much of the thing of, you know, you're opening it up. Every time
398 I go there and the door's open, people get in, don't they? You know, people are dying to have a
399 look in.

400 INTERVIEWER: The people who come off the walls are immediately in there.

401 RESPONDENT: Yeah, and I think that's really positive to get people looking at it and
402 understanding. I love all the... Well, it probably causes you grief, but I love all the contention that
403 comes with it, of people saying, 'You shouldn't be doing this. That's brick and it's not this and
404 not that,' and things like that.

405 INTERVIEWER: Why do you like that? I'm not saying I don't but...

406 RESPONDENT: No, because it's just getting people talking about it. You would never discuss that
407 pub across the street 'cause it's just there. We think it's a knocking shop, by the way!

408 INTERVIEWER: Huh?

409 RESPONDENT: We think it's a knocking shop.

410 INTERVIEWER: I don't know what that means!

411 RESPONDENT: Uh...the building of ills!

412 INTERVIEWER: Oh right, okay.

413 RESPONDENT: We're not definite, but we think it is!

414 INTERVIEWER: [laughing] Right, okay!

415 RESPONDENT: Sorry!

416 INTERVIEWER: That is a deviation, if I may say so!

417 Okay, right, where am I? So going back to this contention and you talk about the Red
418 Tower being a hook, do you think that what we're doing – our activities – are part of the
419 message?

420 RESPONDENT: Your message of the...?

421 INTERVIEWER: Of what it's about, yeah.

422 RESPONDENT: Um.

423 INTERVIEWER: 'Cause one of the things that came up in another interview was that the... This is
424 just an idea so I'd be interested to know your thoughts on it. The edible bed is a message. It acts
425 as a getting-the-word-across type thing, and it's lovely as well.

426 RESPONDENT: Yeah. When I think of you, I don't think... When I think of Red Tower, I think of
427 humans.

428 INTERVIEWER: Okay, yeah.

429 RESPONDENT: Of you. I don't actually think of...

430 INTERVIEWER: The Red Tower itself.

431 RESPONDENT: Yeah.

432 INTERVIEWER: That's interesting. That is really interesting.

433 RESPONDENT: And every time I go there I think, 'That's lovely. I like it. It's simple.' I love the fact
434 that there's not much in it at the moment.

435 INTERVIEWER: It's very simple.

436 RESPONDENT: Yeah. I really like that. But it's good and symbolic because obviously it is a red
437 tower; it lives up to its name. But no, if you said 'Red Tower' to me, I would imagine you five
438 core people trying to get something going. But maybe that's because I'm new. I kind of walked
439 past it. Never really thought about the Red Tower until I came across you doing that.

440 INTERVIEWER: It's interesting. And I say that word a lot. I should really not. It's a noteworthy
441 statement to say that's what you think of. And you're not the only one to say it, so...

442 RESPONDENT: Yeah, and that's why I like what you're doing. Because if you were there to say,
443 'We're raising funds to protect this landmark,' I don't think I'd be as interested in what you're
444 doing.

445 INTERVIEWER: Oh right. So it's our intentions that are what...

446 RESPONDENT: Your intentions are a group coming together, social benefits. And what you're
447 talking about in terms of getting that community that you look out on, engage with, that's what
448 I really like about what you're doing.

449 And it's very much I totally understand... You know, we've had discussions before about
450 the café and you've said, 'It's not just about the café,' and I really like that you've said that
451 because the café is just a means...

452 INTERVIEWER: Yeah.

453 RESPONDENT: ...sorry, this sounds demeaning, of doing something, of bringing a bit of money in
454 and things like that. But the fact that you're probably attracting mainly tourists... I don't know.
455 For my sins I've yet to come along on a Saturday. That is no interest to me. I think it's...

456 INTERVIEWER: So you think the tourist aspect is a red herring. No, that's not the right word.

457 RESPONDENT: It's not a red herring but it's a by-the-by. I love the fact that I went along with
458 Claire to get a bit of furniture out of an old lady's flat to go and having her saying, 'Oh, it's lovely
459 to see it used,' and the fact that that simple interaction of us having a nice chat with her, saying,
460 'It's really good.' Claire was saying, 'Come and have a cup of tea next time you're along. You can
461 see your chest of drawers in situ.'

462 INTERVIEWER: Yeah.

463 RESPONDENT: So it's her getting out, coming along, you know? That kind of thing of the social
464 side of it.

465 INTERVIEWER: Would you say that's part of your...that is aligned with your...

466 RESPONDENT: It's aligned with my work, yeah, but I think it's very much...and maybe that's why
467 I've ended up doing this job, because it's one of the things which I really think is important, is
468 that thing of...like that, with whoever she was – can't remember her name.

469 INTERVIEWER: The little lady?

470 RESPONDENT: Little lady, this terrible statistic of... I don't know. It's a statistic so it's X amount of
471 people don't see people for weeks on end and things like that. It's that type of thing. That's what
472 I really like about the Red Tower, the fact that it's there and you've just got people looking at it. I
473 really like it.

474 INTERVIEWER: My feeling is that – and I'm saying this because I'm a human being; I'm going to
475 retract my opinions from you – that particular building has a charm because of its heritage. If it
476 was a portakabin, I don't know. I don't know if it would be the same.

477 RESPONDENT: Yes. A portakabin was probably a bit extreme, 'cause you wouldn't have a
478 portakabin there, would you?

479 INTERVIEWER: I don't know what else you could have there instead that would be...

480 RESPONDENT: I suppose I would say very much the same as in if there was no building in the
481 park of Tang Hall and you put in a little temporary thing there.

482 INTERVIEWER: A terrapin.

483 RESPONDENT: Yeah. It just fits there.

484 INTERVIEWER: Yeah.

485 RESPONDENT: The Red Tower. It really does. Yeah, 'cause from my work point of view I love the
486 wall. I've walked it, thoroughly enjoy it. It is a wall. It's a barrier and that's how it impacts on my
487 work.

488 INTERVIEWER: So it has a physical impact but the temporality of it, the ancient-ness of it, it
489 doesn't really...that's not really any of your concern?

490 RESPONDENT: No, no.

491 INTERVIEWER: Okay, yeah. Okay. That's really interesting. 'Cause I'm interested in the idea of
492 barriers and then the fact that it's called the Local People. And those barriers are chopping up
493 your local!

494 RESPONDENT: They really are, yeah.

495 INTERVIEWER: Yeah. Cool. So the last thing. How are we doing?

496 RESPONDENT: How are we doing?

497 INTERVIEWER: What time is it?

498 RESPONDENT: No, it's alright.

499 INTERVIEWER: Well it's twenty to five. Okay, so my last question is we've talked about the social
500 media stuff and that is, in a way, a way of getting over the walls and into people's houses. But at
501 the same time you need to be able to physically navigate these areas in order to get the
502 message out there, as you said. So it's essentially both, is what you're saying? Would you say?

503 RESPONDENT: Yeah. I think from my side, I would like it if your...I would fully support you, help
504 you printing and things like that, if you were wanting to do some more traditional way of
505 leafleting the houses or whatever like that.

506 INTERVIEWER: That would be handy.

507 RESPONDENT: Yeah. Just because they must see you and wonder what you're doing.

508 INTERVIEWER: I've done a bit but I have had difficulties with printing.

509 RESPONDENT: Right, yeah.

510 INTERVIEWER: Because I've got colour printing for free from the Department of Archaeology but
511 the amount of times that technology has just let me down at the last moment 'cause I'm rushing
512 around being a volunteer. And the printer's run out of paper and then I've done it wrong on the
513 settings so that it prints it out in black and white and I'm just like, 'Nooooo!'

514 RESPONDENT: Yeah.

515 INTERVIEWER: So I don't know, what kind of facilities do you have? I'm going to finish now.

516 END OF TRANSCRIPT

517

1 Interview 22: 19-08-15 Pottery Lane Vicky

2 INTERVIEWER: Hello. Hi. Can you tell me how you, to start off with, just tell me how you know
3 me and how we met?

4 RESPONDENT: I'm Vicky and I met you through the Red Tower.

5 INTERVIEWER: Can you remember when?

6 RESPONDENT: Oh gosh, no. Probably quite...was it last...no, it was this year.

7 INTERVIEWER: Can you remember where and then...

8 RESPONDENT: I'm trying to think where. It was at the meeting at the pub at the top, in the top
9 room.

10 INTERVIEWER: Was it the one in.

11 RESPONDENT: It's now a gay pub.

12 INTERVIEWER: Is it a gay pub?

13 RESPONDENT: It's now a gay pub, yeah.

14 INTERVIEWER: Oh. Oh, Thomas is...

15 RESPONDENT: That's it.

16 INTERVIEWER: Right, okay.

17 RESPONDENT: Across from where the library is. Across from there.

18 INTERVIEWER: Yeah, [unclear – 0:00:48.2], yeah. And they've got the Spice Girls in the window?

19 RESPONDENT: Yes! And the Queen's in it!

20 INTERVIEWER: And so bearing in mind we've had conversations about how your role has shifted
21 and changed and chopped and is about to change into potentially something else completely,
22 can you tell me at the time that we met, what your role was?

23 RESPONDENT: My role was, I was one of the people that was setting up York Real Junk Food
24 Project, which is a project that connected through the Leeds York Real Junk Food Network
25 charity, and they intersect food that would normally go to landfill, and use it appropriately
26 within obviously health regulations. And it's given away, in a way, on a pay-as-you-feel basis. So
27 that means that you don't necessarily have prices, charging and asking for X, Y and Z. What you
28 say to people is, 'If you'd like to give us some money, that's be great, and you give what you can
29 afford. Or you might want to bring in some food to swap for it. Or you might feel that you can

30 do grants or you could clear a table or do a bit of washing-up. Or a poster or something for that
31 food.'

32 INTERVIEWER: So when you met us that time, what was your intention with the Red Tower, the
33 connection there?

34 RESPONDENT: Well it was to find out more about the Red Tower, what you guys were wanting
35 to do. And also part of York Junk Food Project, we were very keen to work with the Edible York
36 and growing, so that is teaching people about food and educating them. And we came to visit
37 the meeting to find out what you guys are about. I personally like the location. I know Walmgate
38 quite well with the council estate there, and the idea was to try and work alongside each other
39 to support each other.

40 'Cause the main was to actually reach the community and try and get them to take on
41 the projects as their own. And I've had quite an experience working with deprived areas and
42 people in different classes to get them involved in community work.

43 INTERVIEWER: Yeah. Part of the reason I really wanted to talk to you actually – I've just
44 remembered – was because you have this knowledge of the Walmgate area. You can put it on
45 there.

46 RESPONDENT: I was going to try and put it in the middle, actually.

47 INTERVIEWER: So yeah, your work prior to the Junk Food Project, was that in the Walmgate
48 area?

49 RESPONDENT: I used to live in The Groves. So there was a residents' association there and it was
50 about to close. I turned up to it and basically ended up being the Chair and re-growing the
51 residents' association there.

52 Being a Chair of the residents' association, you get to meet the other Chairs of the other
53 residents' associations, and one of them was Walmgate. So I knew a bit about what they were
54 doing, and obviously I've had some friends that live in...some private rent but some council
55 tenants live in the area. And it's very similar buildings to what The Groves are. They're
56 maisonettes and flats. No privacy really for them. And they are very much... I know in Groves, for
57 York's always been the poor area, and I think Walmgate has as well in some areas, and it's built
58 on...there's water there and stuff. And there are students and there are a lot of students in The
59 Groves. And there are always very similar problems what there was in The Groves, there has
60 been for Walmgate.

61 There is this very much 'them and us' between the students, 'them and us' between the
62 private housing, and it's felt very on their own and not listened to. And it's very evident as you
63 go around the city of private roads down here, the private roads get listened to and the council

64 estates don't. You know, Pottery Lane, for example, is full of potholes. You go to [unclear –
65 0:05:05.4] Avenue, the next road up, there's nothing. Because they complain and it gets done.

66 INTERVIEWER: I also live in The Groves and I know exactly that there's lovely... I've been walking
67 down St John's Road every day to get to...

68 RESPONDENT: 'Cause they kick off and I know people down there who kicked off. And because
69 they know how to complain, know who to talk to, they get things done. They don't have any
70 bins down there because they think it looks disgusting at the front of their properties. So that's
71 why they have the big ones in the car park.

72 INTERVIEWER: Ah, but they have...

73 RESPONDENT: The recycle bins but they don't have...

74 INTERVIEWER: ...the boxes.

75 RESPONDENT: ...but they don't have the green wheelie bins and they grey ones. If you look in
76 the car park, the bins that are in the car park are for them.

77 INTERVIEWER: Ah. Interesting. I did not know that. But obviously the Red Tower is in the
78 Walmgate area.

79 RESPONDENT: Yeah.

80 INTERVIEWER: Now we've been talking on and off a bit about what Red Tower is, and normally I
81 leave this question 'til last but my background, as you know, is about heritage.

82 RESPONDENT: Yeah.

83 INTERVIEWER: What is your opinion on heritage?

84 RESPONDENT: My personal opinion is I'd like to have more money, like National Trust and stuff
85 like that, to go and visit these places. Because I am from...my family are multi-millionaires so I
86 am from a lot of money and like nice things [unclear – 0:06:38.7] and all that sort of stuff. But I
87 do live in a council house and I've been on benefits since 2003. So I don't have much money.
88 And heritage is often how the others live; it's how the other side live. And we're the poor side.

89 INTERVIEWER: So the other side being the rich people?

90 RESPONDENT: Yeah. You go to these places and it's rich people, isn't it? Even if you wanted to
91 go to the Jorvik Centre to learn about the poor, I ain't spending that money to go. Do you know
92 what I mean? Even if it's £5 or £7.50 to go to the art gallery, that's to feed me for the week. So
93 it's very much we haven't got those sort of finances to do that. And heritage is a bit of a distance
94 thing and I suppose it's like a different language.

95 For me, because I do like that – I like history, I like very much learning about how to go
96 back to basics and can get lost in that myself – that’s different. But I think I mentioned there’s a
97 guy down here, he’s a retired gardener, ex-forces, so he’s been to all the Eastern places, and he
98 was just saying to me today, I think he’s been in York for maybe 30, 40 years, he’s never been to
99 the Castle Museum. And he’d like to go but hasn’t got the spare cash to do it. And it’s seen as
100 boring. And it’s seen as they don’t understand; there’s a distance.

101 And what it is, I suppose, it’s applying it in a way, or presenting it in a way that is not
102 shouting, ‘Heritage.’ I suppose it’s like renaming it so people come along and then they start
103 saying, ‘Well what was this building?’ ‘Oh, this was a...’

104 And I suppose the educational literature – the pictures and stuff that are out – making it
105 not too wordy, making it easy. So it’s adapting it for real people.

106 INTERVIEWER: I really like the phrase you said earlier when we just having a conversation –
107 ‘dressing it up’.

108 RESPONDENT: Yeah. It’s dressing it up differently. You hear ‘heritage’ and you’re, ‘Oh, boring,’ or
109 ‘traditional’ or ‘upper class’. But instead of calling it that, for example call it the Red Tower Pop-
110 In or Red Tower Café. I don’t know. Or just naming it totally different. I don’t know. Even after
111 the person that maybe built it. And I know there are the moment they’re looking at growing
112 things, and that’d be a great place to get that. And I think it’d be great even to have the
113 traditional people dressing up and have the traditional food that was in that era. But it’s trying
114 to make it more fun.

115 Kids are always the first ones, I always think, even with York Junk Food, you aim it at the
116 kids. Food is such an easy thing to get people together over. We all need to eat.

117 And I suppose these heritage things are very much for the middle upper-class. They’re the ones
118 that are educated. They’ve got the money. People that are just working and...they just haven’t.
119 And especially nowadays, money’s even more scarce.

120 We all love walking around our beautiful city but I think because some of us live here we take so
121 much of it for granted. I love going in the Minster. I know I can go in free. 1) I’m a Christian so
122 I’m going to say I’m praying. ‘Cause I’m not paying to go in there, you know? Why should we?
123 But not everybody knows that, you see.

124 It’s understanding that, and you’ve got to read about something to understand about that. And
125 if you don’t have the access to the books to read about it, it’s a knock-on effect. Yeah.

126 INTERVIEWER: So okay, the educational stuff, which I think is really interesting, say you would
127 take the Red Tower and you could do something with it that’s like doing the education to make
128 it fun, to make it interesting for people and to make it free to people that, like you say, don’t
129 necessarily have that language, what would you do?

130 RESPONDENT: I personally would probably go and approach the local school and get one of the
131 local schools involved.

132 INTERVIEWER: Yeah.

133 RESPONDENT: And get them to come and help put the garden in and maybe grow things.
134 Especially looking at the kids that are in the area, where do they go to school? How do you plug
135 them in? And even getting them to design the colours that they'd have for the kitchen. Get
136 them involved in designing. So they actually, maybe at school, take ownership in some way.
137 They partner specifically with the Red Tower and they can use that as an educational resource
138 area.

139 I know there's a church up near Priory Street as you're going up there, they've got an
140 amazing education resource centre and they pair with the schools, so the schools specifically
141 come. I know the Minster, they specifically do stuff, and I think that's maybe what the Red
142 Tower, for it to survive as well...

143 But it is on a massive tourist trail. I've been really surprised how many tourists do just
144 walk by. I haven't checked – is it on the map yet?

145 INTERVIEWER: It's on the map. I've seen it on a leaflet recently, yeah.

146 RESPONDENT: Good. And I think that'll make such a difference it being on the map and actually
147 not just like Walmgate.

148 INTERVIEWER: Just to clarify, the Red Tower wasn't on the Visit York tourist map, but I think it is
149 now.

150 RESPONDENT: Good.

151 INTERVIEWER: I've sure I've seen it has Red Tower on there.

152 RESPONDENT: 'Cause I noticed that a few months ago. And I think that's important it is on there
153 'cause it's a tower, right, on there.

154 I know there's been comment about, 'Walmgate Tower's got a café,' and, 'Why've they
155 got a café?' And I think you need to clarify as well – I don't think it's clear to the public – that
156 actually Red Tower is totally different. And that again for me comes back to you need to get
157 your mission plan in, your mission statement, your vision statement and all that sort of stuff, and
158 actually do bite-sizes.

159 And the funding, I think, through the pay-as-you-feel concept, I think you'd be able to kit
160 that place out for next to nothing, actually. I personally think you could. Especially with it saying
161 it's sound. 'Cause we've found out it's sound.

162 INTERVIEWER: Yeah.

163 RESPONDENT: I think you'd be quite surprised how you could kit things out. And I know a lot of
164 projects have got stuff for nothing.

165 INTERVIEWER: Now this is coming back to your role as the Real Junk Food Project sort of
166 network for the area.

167 RESPONDENT: Yeah.

168 INTERVIEWER: Which has happened over the last couple of months.

169 RESPONDENT: It has, yeah.

170 INTERVIEWER: And so now, what are your sort of concerns for the Red Tower? Do you have any
171 intentions for it?

172 RESPONDENT: Well I suppose I've been asked to be the network... The charity that the York Junk
173 Food came out of would like me to consider being their area network coordinator for north-east
174 Yorkshire, Humberside and Lincolnshire, and overseeing that and talking to the projects and
175 where they're at and what they want to do. And maybe helping them a bit with their visionary
176 and thinking outside the box.

177 And I mean, I'm holding back getting involved with the Red Tower because I don't know
178 how much I've got going on. But I think it's going back to basics. I think it's great that it's ticking
179 over every Saturday, trying to get it on the map.

180 INTERVIEWER: It's on the map now!

181 RESPONDENT: Yeah, and I think it'd be great if that can be maintained because even opening
182 just for those few hours every Saturday, if that's the commitment, for every Saturday of the year,
183 that's a massive commitment in itself.

184 INTERVIEWER: Yeah. Well we're not sure that's going to continue in the winter because of the
185 weather.

186 RESPONDENT: Yeah. And it's looking at what is possible.

187 INTERVIEWER: Yeah.

188 RESPONDENT: And I think maybe when it comes to autumn, winter, maybe even the beginning
189 of October, to be honest, I think you guys say, 'Right, we're going to shut from the beginning of
190 October to, let's say, end of March, and in that time we're going to try and do A, B, C and D.' Get
191 your foundations in.

192 As a network there are different levels of how much get involved. I mean, if you become
193 a CIC and want to sign up to the contract to be properly affiliated with, there are other things.

194 INTERVIEWER: So you're saying the Red Tower would be part of the Real Junk Food network?

195 RESPONDENT: As a network.

196 INTERVIEWER: Because that was your initial sort of interest and one of our other team...was it
197 Claire?

198 RESPONDENT: Yeah.

199 INTERVIEWER: She would...yeah. I mean, we all did.

200 RESPONDENT: And it's very much you would be part of the network and get what comes with
201 that. But then when you sign a contract to become an affiliated member ('cause that's like the
202 next level) what you're saying is that 90% of the food is intercepted or donated, intercepted. You
203 weigh it ('cause obviously we need to keep figures; we're trying to prove long-term for things)
204 and then there's other stuff, 'cause obviously as a network it's working with Ocado, Morrison's,
205 Waitrose nationally, and the idea is nationally – once you've got things tied up nationally –
206 individual projects in the towns will be able to go directly to these organisations. And there's
207 already been an agreement with head office, so basically it's a done deal.

208 And I think like Ocado, they're looking at when they replace the vans, Junk Food
209 members will get the choice to get them at next to nothing. So there are all those sort of things.

210 And also we know like Nandos, it was basically re-furbing a lot of their restaurants. The
211 Junk Food network projects were getting chance to have their kitchens and dining rooms.

212 So that's why I'm saying...

213 INTERVIEWER: The furnishings, you mean?

214 RESPONDENT: Yeah, the furnishings. You know, the kitchen, the cooker. And there are other
215 things I've seen through the network. 'Oh, there's this cooker – anyone want it, come and get it.'
216 You know, proper kitchen. It's amazing, the stuff, because people are donating things. They
217 know that it's going to be reused for community stuff.

218 INTERVIEWER: Something that I'm getting just from listening to you is that this idea that we've
219 got... Maybe we could backtrack on what the Real Junk Food Project actually is. Like, its ethos, its
220 mission statement.

221 RESPONDENT: Well it's basically intercepted food. It wants to reduce food waste so there's no
222 food waste whatsoever in the world, not just this country, and eventually do itself out of a job.
223 Because it's about educating people how to deal with food, but it's also educating supermarkets,
224 and actually the supermarkets are easier to educate than the individual.

225 INTERVIEWER: That's interesting to know.

226 RESPONDENT: Because actually the individual, we throw stuff away (well I don't, 'cause I can't
227 afford to) like lettuce. Instead of buying small amounts we buy a full lettuce and then we chuck
228 it. Well why do we? Then carrots and...

229 Also we have to have things a certain shape and a certain size. Well why do we?

230 INTERVIEWER: Yeah.

231 RESPONDENT: You know, what's wrong with a misshapen veg? It's still the same thing; you can
232 eat off it.

233 And this best before date. There's no such thing. Yeah, you've got sell by date, and that's
234 often eggs and stuff that will go off. But the best before date is literally just for the manufacturer
235 and the businesses to rotate stock. Food is still fine after that date and months after that date,
236 especially if it's not been opened.

237 INTERVIEWER: What really interests me is hearing what you're saying about the Real Junk Food
238 Project network, is that not is the waste of food...

239 RESPONDENT: Everything. What's happening is it's everything. Because what's happening is a lot
240 of organisations like the ethos that... 'Cause we're not selling it on. And actually it's against the
241 law, especially for food, to resell it on unless you're specific... And the idea is that organisations
242 throw this stuff away. They have to pay to get it removed. But if a project comes along and says,
243 'We can use that,' they take it away for free. So actually they're saving the organisation or
244 business money and we're gaining by it.

245 INTERVIEWER: And when you say, 'It's everything,' as you were saying earlier, it's not just food.

246 RESPONDENT: It's furniture, it's white goods, silver goods. I know through Waitrose if we got the
247 relationship with them going, they get stuff for us as part of John Lewis and they were saying
248 the bedding – we get bedding and all sorts. In packs. 'If they can't sell it, can we have it?' 'Yeah,
249 we'll take it.'

250 'Cause the thing is, there are people out there who can't afford bedding, or we can plug
251 into organisations like homeless organisations that could use it. It's just absolutely opening up a
252 totally different world.

253 INTERVIEWER: Of material...

254 RESPONDENT: Yeah. We are such a wasteful group of people, it is ridiculous. And I think it's
255 changing mind set. I mean, I remember the day we had milk bottles. And even lemonade bottles
256 – we put them back out and they got recycled. We had paper bags for stuff. We didn't have all
257 these cartons and everything. You know? Things are so wasteful now. People think we're... But
258 we're not, you know?

259 So I just think we need to change the mind set and the idea is that through these
260 projects we're trying to educate people.

261 Schools as well. And I think the school one for the Red Tower. Because of the heritage, I
262 think that'd be a really good way of partnering up with a specific school that's linked to the kids
263 in Walmgate.

264 INTERVIEWER: And so here you're saying that heritage is sort of... What is it for you in this case,
265 with the Red Tower?

266 RESPONDENT: I think if you're talking about it just people coming for the Red Tower actually out
267 the way, unless there's something going on people aren't going to do that 'cause there's so
268 much going on in the city.

269 But I think trying to look at it differently, yes you can still have a reading room there and
270 a café and stuff 'cause that'll get more people coming. But I think the kids are the way into
271 getting more people coming. And actually not just temporary for visiting. You need this to last
272 forever. So it can become self-managed by the community. And if the kids start loving it and
273 wanting the parents to come, you've sort of got it really, 'cause...

274 INTERVIEWER: Do you think – and I had this conversation with someone else – that if it wasn't
275 what it is, it being a 15th Century building made of red bricks...

276 RESPONDENT: I think if it was just a brand new building that's just been put up, unless it was
277 eco-friendly and that's another angle, but just imagine we just put up like another Walmgate flat
278 there, it'd just be another Walmgate flat, wouldn't it, really?

279 INTERVIEWER: What I'm saying it if it wasn't the Red Tower but it was space, like the Red Tower
280 but it wasn't as old...

281 RESPONDENT: Okay.

282 INTERVIEWER: ...it was maybe just...

283 RESPONDENT: 1970s?

284 INTERVIEWER: Yeah, why not, why not? Just a building. Would it have the same... Could it have
285 the same...

286 RESPONDENT: Well no. It would just be like one of the buildings that's in Walmgate. If the Red
287 Tower wasn't built as it was by the people that it was in those times back gone, and basically it's
288 like having a flat in the Walmgate flats, isn't it?

289 INTERVIEWER: Well basically what I was thinking is like if you had a space because of Space109,
290 which wasn't old, but it was still a hub and it was still a place that people came and did art stuff
291 but it wasn't old, so it was part of the street...

292 RESPONDENT: It gives it more edge, having it in the building that it is and having the history
293 behind it.

294 INTERVIEWER: Right.

295 RESPONDENT: And I think for kids, nowadays interaction for children is massive. 80% of people
296 learn much more by interacting and using all our senses than sitting there and being lectured at.

297 INTERVIEWER: And you think the Red Tower would be a really good...

298 RESPONDENT: Yeah. I think it would be. Because there is a lot to it and there's been that animal
299 – what was that stoat or whatever found?

300 INTERVIEWER: It was a gecko, not a stoat!

301 RESPONDENT: Gecko then, a gecko! Whatever – it looks the same!

302 And I think with the growing there, with that big, solid wall, yeah, it just gives it
303 something. And Walmgate is a lovely area. I mean, it could be a lot better, and I see once you
304 get established in that area that you would probably get more, sort of grow things more out
305 into the other areas.

306 INTERVIEWER: Oh, like at the front of the Red Tower?

307 RESPONDENT: Yeah.

308 INTERVIEWER: Yeah.

309 RESPONDENT: Yeah, and the raised beds with the crap perennials in. They're just in there 'cause
310 no one manages them. But they would be the sort of thing that you could sort of spread out
311 into.

312 INTERVIEWER: Yeah.

313 RESPONDENT: With the help of the school. And the thing is, the schools love doing stuff but
314 they don't want to always be 100% responsible for something.

315 [START OF FILE 2]

316 INTERVIEWER: So where were we? Gecko, kids, Red Tower. So the heritage aspect of the Red
317 Tower, it gives it an edge, you said?

318 RESPONDENT: Yeah. It gives it something different. And I think it's not just a normal building.
319 You see, if you had a normal 1970s building, why would kids want to come to it? Why would we
320 want to learn about it?

321 INTERVIEWER: And in that sort of situation, kids are learning at the Red Tower, education and all
322 that stuff...

323 RESPONDENT: They could be planting plants and...

324 INTERVIEWER: Planting plants. So that's the edible stuff.

325 RESPONDENT: Yeah.

326 INTERVIEWER: So education, edible stuff and the Real Junk Food would just be part of it?

327 RESPONDENT: As an extra, to get...

328 INTERVIEWER: As an extra.

329 RESPONDENT: And you'd have the food, obviously, growing and it'd be free, wouldn't it?

330 INTERVIEWER: Yeah.

331 RESPONDENT: So it'd be part of all that as well. And linking into Edible York and stuff, and the
332 abundance that they do. And I just think it could be like another drop-in, another location. And I
333 think run properly I think you could do quite well with it, really. Because there's nothing... Okay,
334 you've got paid... What is it? Frankie and Benny's. And you've got Waitrose. But there's nothing
335 that's unique like that there.

336 INTERVIEWER: Okay. I was going to talk about... We've talked a bit about your aspirations or
337 intentions with the Real Junk Food Project and the Red Tower, your ideas there. 'Cause of York
338 being a heritage place, what are your concerns about York? Do you have any?

339 RESPONDENT: I think there are lots of amazing places to visit, heritage-wise, in York. And it was
340 great having the York Card. I think I paid £3 for mind last year to be able to go to the different
341 museums and stuff for free. But now, because it can't be subsidised, my York Card's just run out
342 so I've got to pay £5 to get a new York Card, and then I've got to go and pay £5 ('cause I'm on
343 benefits I can get it reduced instead of £20, I think) to get another card so I can visit the other
344 places for free. It's a lot of hard work to do all that, and most people wouldn't do it. 'Cause I've
345 got to go into different places and send it off and photocopy my proof of benefits and put the
346 card number down. And a lot of people in my situation won't do that. And I think what'll happen
347 is now the paid places, even like the gallery, they're going to be more exclusive for the people
348 that can afford it, i.e. the upper middle-class. So I think people on low incomes, benefits, will
349 lose out.

350 INTERVIEWER: Fair enough. Yeah, yeah. I agree, yeah.

351 RESPONDENT: The gap will get bigger. If we were in London, I'd love to go to places like The
352 Tate Gallery and stuff, the National... Places that are free. But then with my disability I'd want to
353 go with somebody 'cause of the distance and finding out where it is. But I don't have that
354 opportunity.

355 INTERVIEWER: No.

356 RESPONDENT: And being in York, I have thankfully – when I’ve had an odd day – been around
357 the museums on offer. But even when we have the York special days at the open, and we have
358 places for free, I haven’t been out on those days because I have trouble with crowds, and my
359 disability and queueing. So automatically I’m isolated from that.

360 INTERVIEWER: Yeah.

361 RESPONDENT: It doesn’t cater for single people as well. So I think the gap is going to get even
362 bigger, to be honest. Even like Dig In, I know we get a reduction with this special card and stuff.
363 But actually, I’m not going to go to Dig In ‘cause I haven’t got any kids.

364 INTERVIEWER: What’s Dig In?

365 RESPONDENT: Dig In...

366 INTERVIEWER: Oh sorry, I do know that. It’s down by St Saviour Gate, isn’t it?

367 RESPONDENT: Yeah.

368 INTERVIEWER: Yeah. Sorry, yeah.

369 RESPONDENT: And also you find a lot of homeless people aren’t going to go to these places
370 because they stand out like a sore thumb. But they do go to the library and hang out in there
371 ‘cause it’s free to hang out.

372 INTERVIEWER: Yeah. The library has come up a couple of times.

373 RESPONDENT: Yeah. They don’t go for the books, though. They go for the computers and the
374 free Wifi and it’s somewhere to hang out. If there was an alternative – and that’s what York Real
375 Junk Food Project was going to do; give an alternative – they would go there.

376 ‘Cause I know some of them don’t want to beg. They want to read their books. I know
377 Patrick does and a few of the others. And want to stay warm. It’s somewhere to stay warm. I hate
378 the library.

379 INTERVIEWER: Why?

380 RESPONDENT: I’m dyslexic; I don’t like the library.

381 INTERVIEWER: Fair enough.

382 RESPONDENT: And it’s busy and it’s really...

383 INTERVIEWER: But everybody likes to spend their time in different ways. I can’t say I’ve been to
384 this library but very much...

385 RESPONDENT: You should go and see. It’s quite a busy library.

386 INTERVIEWER: Yeah.

387 RESPONDENT: And I mean, I went to York St John's and I love the old library. Then they've done
388 this new style and I freaked out because it's open-plan, it's got loads of different patterns, and
389 the noise levels are horrendous.

390 INTERVIEWER: You should come to King's Manor library. It's titchy and you've got creaky
391 floorboards and...

392 RESPONDENT: And that's fine for me, when everyone's going, 'Shh!' But when there's tapping
393 away and, 'Aw, it's horrible.'

394 INTERVIEWER: Yeah.

395 RESPONDENT: Someone with heightened senses, that's the worst thing for me. So hidden
396 disability unfriendly.

397 INTERVIEWER: So what... I don't actually know what your disability is.

398 RESPONDENT: I'm severe dyslexia and ADHD.

399 INTERVIEWER: Right. And so ADHD is when you're...

400 RESPONDENT: Well it's Attention-Deficit Hyperactivity Disorder. So hyperactivity.

401 INTERVIEWER: Yeah.

402 RESPONDENT: But I'm severe ADHD. So the spectrum is massive.

403 INTERVIEWER: Yeah.

404 RESPONDENT: So I suppose the line, all my senses are quite on that. And I'm not ADHD
405 with autism. ADHD within itself has dyspraxia, autism, Asperger's, all the neurological conditions
406 and learning disabilities. Imagine a little bit of every single one thrown into a big bucket with
407 hyperactivity. That's me. Plus the dyslexia.

408 INTERVIEWER: Yeah. So that comes back to what you were saying about those kids and the
409 interaction stuff.

410 RESPONDENT: Yeah.

411 INTERVIEWER: Is that why you're so aware of it?

412 RESPONDENT: Yeah. And I've learnt myself... And I know 80% of interaction is better... Sorry,
413 interaction – so that's using all your senses – 80% of people learn by talking at somebody.
414 Through a lecture only 20% learn.

415 INTERVIEWER: Mm. So when you go to heritage sites – if you go...

416 RESPONDENT: Well when I have the opportunity to go... 'Cause I used to have a National Trust
417 card, 'cause I got it cheap when I was a student (I think it was £30 for the year, which was great)
418 and I love going, and I went to the ones in York...

419 INTERVIEWER: Treasurer's House.

420 RESPONDENT: Yeah.

421 INTERVIEWER: Yeah.

422 RESPONDENT: And I paid a bit extra to go underneath and I loved to see how the Romans it was
423 all set out. Sometimes I find the information's too much, there's too much information. I just
424 need bullet points and then if you want to know more, pick up more. And also I find I need to
425 go back to somewhere, 'cause I need to revisit, get used to it and then come back so I'm not
426 having to relearn a lot in one go.

427 INTERVIEWER: It'd be really interesting because I'd like to do some stuff. My intention would be,
428 if I could – if I had the resources and the time – I would like to be able to do some kind of
429 interpretation plans for the Red Tower, that is incorporated in this social-facing stuff and it'd be
430 really good to work with you to see what would work.

431 RESPONDENT: Well they joke and say, 'If Vicky understands it, anyone'll understand it.'

432 INTERVIEWER: Yeah, you could be the guinea pig.

433 RESPONDENT: I sort of cover every area.

434 INTERVIEWER: Yeah.

435 RESPONDENT: 'Cause my attention span can be quite short and I can suddenly lose it and just
436 go off, and if you've lost me you've lost me. It's like I don't like going to the theatre 'cause it can
437 go on and on and it's like boring.

438 INTERVIEWER: Sorry if my understanding of this is a bit fuzzy, but having a short attention span,
439 doesn't that make you... You know, kids have a short attention span as well, don't they? Is that...

440 RESPONDENT: But if you've got ADHD, that's a definite.

441 INTERVIEWER: Yeah.

442 RESPONDENT: I've learnt to keep eye contact and I've learnt a lot of stuff over time. And
443 obviously I'm on medication as well. But yeah. ADHD for kids is different ADHD for men and
444 women.

445 INTERVIEWER: Right, okay.

446 RESPONDENT: So I've got the male form and ADHD can be quite aggressive. If it's ADD, which is
447 Attention-Deficit Disorder without the hyperactivity, you can be quite dreamy and off with the
448 fairies.

449 INTERVIEWER: Okay!

450 RESPONDENT: But I'm quite intense, forward, very black and white, very matter-of-fact.

451 INTERVIEWER: Yeah.

452 RESPONDENT: I can be very de-de-de-de.

453 INTERVIEWER: Yeah.

454 RESPONDENT: But that's my personality. It's part of my condition as well.

455 INTERVIEWER: So going back to interaction with places of historic...

456 RESPONDENT: I think (sorry, it's just come to me), something like the Red Tower, if you get a
457 plan together and decide what you're going to plant there it could be a good sensory. 'Cause
458 it's not a big place. And you can get in the bottom with wheelchairs and stuff. I don't find it
459 overcrowded. I feel comfortable in the Red Tower 'cause it's not too much. There's not too much
460 going on. It's not a busy, noisy place.

461 INTERVIEWER: That's interesting. Having people in there would change that, wouldn't it?

462 RESPONDENT: Yeah. How you've got it set up... So when... I think there were about four of us in
463 there, weren't there?

464 INTERVIEWER: Yeah.

465 RESPONDENT: That was quite nice. And I think normally when you have people doing sensory
466 projects, you don't have a lot of people anyway.

467 INTERVIEWER: No.

468 RESPONDENT: And you would have a small network class for a period of time.

469 Or even if you had a class of 30 it'd be quite hectic out there.

470 INTERVIEWER: Yeah.

471 RESPONDENT: You'd have to break the class up into two or something.

472 INTERVIEWER: Well that's why you'd have the outside space as well as an option.

473 RESPONDENT: Well you'd have the upstairs, wouldn't you? And also you'd have to get
474 permission to find out how many people you could have in the building all at once, your
475 capacity. So there's all that to think about. And fire safety.

476 INTERVIEWER: So going back to York and your concern with it, it seems to me, talking about the
477 York Card, your concern is that you're having to pay entry for these places.

478 RESPONDENT: I think it's very good value for money. It's just finding that extra...well I've got to
479 find an extra £10 now and probably spend a day running around trying to sort it all out. And
480 most people won't do that.

481 INTERVIEWER: Yeah.

482 RESPONDENT: I'm doing that because I'm making a conscious decision with other people that
483 I'm trying to make and build relationships that want to go and meet at the art gallery. But I don't
484 want to pay £7.50. So I'm thinking, 'If I do all this running around, it's going to save me money in
485 the long-run,' and I'm trying to build relationships.

486 INTERVIEWER: Yeah.

487 RESPONDENT: And I'm not really working at the moment so I'm trying to go that extra mile. And
488 there's a certain class of people that go to these places. It's like a certain class of people go to
489 Betty's, don't they? I was brought up in Betty's. We were all brought up in Betty's in Harrogate.
490 'Cause my great-grandparents, you know? But yeah, it's just different and I suppose I'm trying to
491 broaden my spectrum a bit. My concern is that there'll be more of a distance between them and
492 us, sort of thing. It won't be so accessible.

493 INTERVIEWER: Yeah.

494 RESPONDENT: Even if it was £1 to get in. I would pay £1 to get in.

495 INTERVIEWER: Would you pay £1 to get into the Red Tower, if that was to help with...

496 RESPONDENT: Well yeah, I would.

497 INTERVIEWER: Yeah.

498 RESPONDENT: Yeah.

499 INTERVIEWER: Okay.

500 RESPONDENT: But if it had a pay-as-you-feel café I would come on purpose to give some
501 money for that, you see.

502 INTERVIEWER: Oh yeah.

503 RESPONDENT: Yeah.

504 INTERVIEWER: Yeah. And that's an intention then?

505 RESPONDENT: Yeah. And like I said, when I went to Saltaire near Bradford for their pay-as-you-
506 go café I think I gave that £1.20, but someone gave me a jar of unopened olives, so I took them.
507 It was like, 'Oh, cheers!' But I know they'll probably use... So it's like a swap thing.

508 INTERVIEWER: Yeah, yeah.

509 RESPONDENT: And it idea is...

510 INTERVIEWER: It's efficient!

511 RESPONDENT: 'Cause I don't use those. You find a lot of these cafés have been a real lifesaver to
512 people that have come out of work, that would have been at home, that have got in a bit of a
513 rut and a bit lost. They come to somewhere like that and they feel useful. And then you find
514 when they get work they're like, 'Oh, I can give back now. Here – I can give you £20.' 'What's
515 that for?' 'Well you've helped me for the last few months.'

516 And like Adam tells a story about having the café, all the rewiring for free because they
517 supported that guy in the three or four months, didn't ask for a penny, and then he came back
518 and said, 'I can do this for you now 'cause I'm working.'

519 Yeah. So it's about investing in the community and sometimes you have to give things for
520 nothing and not expect anything back.

521 INTERVIEWER: Before we turned on the recording we were chatting about what the heritage
522 aspect of Red Tower is, and because of what you've been saying about it being a bit middle-
523 class, upper middle-class or even upper-class, is that an issue for Red Tower?

524 RESPONDENT: I think it is at the moment, yeah. What happens is you look at Red Tower, Tim,
525 Edible York. It is upper middle-class. Or upper-class. People dress differently, they act differently,
526 they speak differently. There's no bridge to the community and I think it's because in some ways
527 it's like having two foreign countries try to come together and they've got to understand each
528 other's cultures. And sometimes there's a fear in each one.

529 Even I can talk about St Nicholas Fields. It'd be a great place to go and learn, but a lot of
530 the people round and about don't go because again it's like them and us. And it's trying to
531 break that barrier. And once you break the barrier down, the floodgates will open 'cause the
532 word'll get round: 'Go there. It's really good. It's not what you think it is.'

533 INTERVIEWER: Yeah.

534 RESPONDENT: Do you know what I mean?

535 INTERVIEWER: So how did you do that? This breaking down the bridges, or building bridges,
536 rather... Which one is it?

537 RESPONDENT: Well breaking down the walls and building bridges.

538 INTERVIEWER: Okay.

539 RESPONDENT: So it's a bit of both, really.

540 INTERVIEWER: Bit of both.

541 RESPONDENT: I know in Walmgate... I did it in The Groves because it's like standing back and
542 going, 'What is in the locality already?' And then it's going to them and basically I think the
543 Walmgate Residents' Association – and I know you'll probably confirm – is they will be
544 frightened that you're going to go in there and suddenly take over or do stuff. And they're
545 fearful that their nose is gonna get pushed out, I would think.

546 INTERVIEWER: I don't think that's the case, actually. From what I've been speaking about with
547 the residents' association in Walmgate, they've got difficulties themselves and it may be that
548 they actually have to disband.

549 RESPONDENT: I'm not surprised.

550 INTERVIEWER: There are a couple of people who are holding onto it and those two people that
551 I've spoken to seem to see the Red Tower in a positive light.

552 RESPONDENT: In a way, you want rid of the ones that have been causing the issue. 'Cause they
553 had a centre, they had all sorts in Walmgate.

554 INTERVIEWER: In Space109?

555 RESPONDENT: Yes, and it was very much, 'This is ours.' And obviously things have changed. Well
556 it's quite a few years. It's two years now.

557 INTERVIEWER: Yeah.

558 RESPONDENT: But I suppose it's going along in the right way and saying... And I suppose it's like
559 with the café on Walmgate in the tower saying, 'It's awesome what you're doing. We're looking
560 at doing this. We don't want to trample on your toes. Actually, we want to come alongside and
561 work with you.' And I suppose it's a bit like a lot of the work I've done in York. I've done a lot of
562 networking and it's going in and saying, 'Well what do you want from us as well? What can we
563 help you with or not? Why don't you come down and see?' And just do it softly, softly. It's
564 surprising – communication goes a long way.

565 And sometimes the first time they might be a bit prickly. And then it's finding out, 'Right,
566 who else can we get in?'

567 INTERVIEWER: How do you do the communication stuff, though? I have spoken to lots of people
568 and I have an idea of what needs to be done but it's good to know your...

569 RESPONDENT: I don't know. I just go in and I just do it. I don't know how I do it. I just go in and I
570 have a chat with them. And obviously it changes on the person.

571 INTERVIEWER: Yeah.

572 RESPONDENT: And what you find is, 'Have they got a dog?' or something and you start chatting
573 about that. And we're women as well. That helps! Batter the eyelashes helps sometimes!

574 And it's just going in and saying, 'Oh well, part of this...' And I think for me it helps,
575 'cause I am quite known now in the city. I've worked very closely with the council and other
576 biggish organisations and I think I've proved my worth.

577 So I can say, 'I've worked with these people already and this and that.' Care Cent. wanted
578 to work with York Junk Food 'cause they get food – tinned food – that they can't always use.
579 And at the moment it goes to FoodBank. But actually they would have given it to us, 'cause
580 FoodBank's got too much. It's got, like, fourteen tonne. You know?

581 INTERVIEWER: Yeah. 'Cause my line of enquiry with this project has been about the building of
582 the bridges through communicating. But I thought it was about media.

583 RESPONDENT: It can be about media but sometimes it's the personal touch, actually going
584 around to each organisation...

585 INTERVIEWER: Yeah.

586 RESPONDENT: ...and actually taking the time out. 'Cause you can actually miss a lot of people.
587 And it is literally networking. Going on like the voluntary action courses and meeting people.

588 INTERVIEWER: Oh, that sounds awesome. Can I come along and see?

589 RESPONDENT: And I suppose if you're excited about it, your passion comes over and people get
590 hooked to that passion as well. And it's about being non-threatening. 'Cause people do get,
591 'This is our project. Don't want anything to happen.'

592 INTERVIEWER: Yeah.

593 RESPONDENT: But actually it's about saying to people, 'This is what we're doing. If you'd like to,
594 great. If not, great. But let's help each other. If you need any help, give me a shout.' And it's...

595 INTERVIEWER: Pinning up on that, if it's about personal touch and it's about people going in and
596 chatting and stuff, this is a concern of my, which maybe I shouldn't be concerned. We've talked
597 a bit about it before in another conversation.

598 RESPONDENT: Okay.

599 INTERVIEWER: I'm a student. I'm a middle-class girl and I've got that interest in heritage,
600 although I do really see the usefulness of the Red Tower doing what it can do to help build
601 those bridges and be a place for people to meet up and stuff. And I want those things because
602 that's altruistic of me. I see it as good.

603 But I see also that my position in society means that sometimes it can be difficult for
604 people to...

605 RESPONDENT: I think sometimes again it's about redressing it. So how you just said that to me, I
606 would say that in a different way to somebody else that I've just met. I probably wouldn't come
607 and say, 'Oh, I'm a student.' I'd just say, 'I'm part of this project and I'm really keen to see what
608 you guys think about it or how I can help facilitate it, what you want.'

609 INTERVIEWER: Yeah.

610 RESPONDENT: Do you know what I'm saying? It's tweaking it and it's breaking that down. I
611 mean, you might change if you were talking to a really well... You know what I mean?

612 INTERVIEWER: Yeah, yeah, yeah.

613 RESPONDENT: Like my grandad, just be who you are.

614 INTERVIEWER: Yeah.

615 RESPONDENT: But it's about changing that. The same when you're talking to travellers. You talk
616 differently. I would dress differently as well.

617 INTERVIEWER: Yeah.

618 RESPONDENT: And take someone with you. And I think you've just said something which is
619 lovely to hear, that there's two people hanging on in that residents' association. I would work
620 with them and get them involved. If they've got an interest already and they're from Walmgate,
621 that's a massive key as well. But building relationships takes a while.

622 INTERVIEWER: Yeah.

623 RESPONDENT: I've lived here two years now. Three years I've been in York. And I've spent a lot
624 of time networking in communities and through the church and... I think when you work with a
625 particular group of people, you sort of get in automatically as well with stuff. And I just have a
626 knack to get on with everybody!

627 And it's taking somebody else with you as well. Get me to come out with you for an hour
628 or something and meet people and have a chat with them.

629 INTERVIEWER: Yeah.

630 RESPONDENT: But again, it comes back to, 'What does the Red Tower want?' 'Cause there's no
631 point you selling one angle when that is nothing what they want.

632 INTERVIEWER: Yeah.

633 RESPONDENT: 'Cause then someone else'll go out and talk about that angle to the same person
634 and they'll go, 'They don't know what they're on about, these two.' Do you see what I'm saying?
635 In a way you're like a salesman. You've got to be a salesman sometimes.

636 INTERVIEWER: It's coming up a lot, that idea. I think I'm going to stop it again.

637 END OF TRANSCRIPT

638

1 Interview 23: 26-08-15 Phoenix Pub Group Int.: Lilac, Ed &
2 Vicky

3 INTERVIEWER: So it's Vicky, Lilac and Ed, whose names I will anonymise once I've sorted that out,
4 but can I ask are you all happy for it to be audio-recorded?

5 RESPONDENT 1: Yes.

6 RESPONDENT 2: Yes.

7 RESPONDENT 3: Yes.

8 INTERVIEWER: And in the interviews that I've done with you before, you signed a consent form.
9 Are we happy that those consent forms cover this?

10 RESPONDENT 1: Yes.

11 RESPONDENT 2: Yes.

12 RESPONDENT 3: Yes.

13 INTERVIEWER: Great, that's three yeses. Okay, just to kick off, can we, around the table, just
14 explain who you are and what relationship you have to York in terms of what you do? Go, Ed.

15 RESPONDENT 1: My name is Ed, I work for the Conservative Trust, we are conservation
16 volunteers and I'm employed for two years on a contract just to do a bit of work engaging with
17 communities within Tang Hall and Guildhall. So that's what I'm doing for the ne- I'm six months
18 into it and you were the first group who we've managed to pay a little bit of money to.

19 RESONDENT 3: And we're very grateful.

20 RESPONDENT 2: I'm Lilac and I work as a freelance regeneration consultant with a
21 specialisation in community regeneration, working with communities and also in heritage
22 regeneration, so in terms of the Red Tower and York, there's the heritage aspect and the
23 community and regeneration aspect that I've got a direct interest in.

24 RESPONDENT 3: I'm Vicky. I do a lot of project work, preferably from the volunteer side. At
25 the moment I'm volunteering to be a network co-ordinator for the Real Junk Food Project
26 charity network and Red Tower is one of those under the umbrella of that.

27 INTERVIEWER: So we can all say, would you agree, that the Red Tower is what has brought us
28 together?

29 RESPONDENT 1: Yes.

30 RESPONDENT 2: Yes.

31 RESPONDENT 3: Yes.

32 INTERVIEWER: Okay. Cool. So in our prior individual interviews, and some of the participations
33 that I've been doing with Red Tower, I've been collecting a list of different information sharing
34 tactics that have been used and that's what I want to talk about today, around engaging with
35 community groups. And this is something that we all talked about in our individual interviews.
36 So I'm just going to read out a list of things that have come up and I just wanted to ask you if
37 there's anything that I've missed or if there is anything that I should add and look at in my later
38 analysis? So I've got here, so far the Red Tower has been using Facebook and we've been using
39 other social media platforms such as Twitter. Are there any other social media that we've been
40 using? Can you think of anything that we've been using.

41 RESPONDENT 2: The TIM website, a bit, in the early days but that's closed now anyway,
42 so...

43 INTERVIEWER: Okay. We talked very early on about the omission of the Red Tower from the Visit
44 York leaflet.

45 RESPONDENT 3: Oh, right. I meant to bring it. I went in and it is on the one you pay £1 for,
46 it's very clearly on there. I spoke to her about the slim one and she said that was printed last
47 year, but then I meant to bring August's one and it's not on there.

48 INTERVIEWER: Oh, right.

49 RESPONDENT 3: Because I also saw her with the slim one, they hadn't put the belfry, and
50 that was something I had fought for. So I picked up on it, so I would get back– I can't remember,
51 I spoke to a specific lady who was in charge of that upstairs and...

52 RESPONDENT 2: Was that the De Grey Rooms?

53 R2 or RESPONDENT 3: Well upstairs in the tourist place.

54 INTERVIEWER: In Visit York.

55 RESPONDENT 3: In Visit York they've got offices, it's the tourist information, you know...

56 INTERVIEWER: It's opposite the Mint Yard, York Explore, near Thomas's pub.

57 RESPONDENT 3: Yeah, next to Thomas's pub, where we were upstairs, when we all first
58 met. And upstairs they've got offices and there's a lady that specifically deals with that and I
59 went to see her, to explain that it's important to put it on there, but it's hit and miss, because
60 they've got odd ones on, there's not a consistent thing that all of them are on. They've just got
61 odd ones on. And really for me it should be consistency of having them all on.

62 RESPONDENT 2: Thanks for that, we'll definitely check that out.

63 INTERVIEWER: That's a really interesting point, and maybe we'll...

- 64 RESPONDENT 3: Because I went in for something else and I thought actually I'll just check–
65 And it is on the one you pay £1 for.
- 66 INTERVIEWER: Brilliant. Okay.
- 67 RESPONDENT 2: So, basically the skinflints don't know we're there, but the ones that pay
68 money, fine. Well that's okay.
- 69 INTERVIEWER: Yeah, that might be a bit of an issue.
- 70 RESPONDENT 3: And I would check that conservation and everything, I can't think what
71 else, but they would know things coming through them about that.
- 72 RESPONDENT 2: Well we ought to find that out, yeah.
- 73 INTERVIEWER: Yeah, okay. Well that's something I can potentially look up.
- 74 RESPONDENT 3: I know when I did the Belfry they subscribed a membership fee, but I'm
75 hoping because you're a community group, you shouldn't have to.
- 76 RESPONDENT 2: Well you think they'd just go to Friends of York Walls, because their
77 website is really, really good. It's got all the points on the walls in, so that would be...
- 78 INTERVIEWER: [unclear – 0:05:32.2] Friends of York website.
- 79 RESPONDENT 3: If somebody doesn't say anything, they just don't do it, do they?
- 80 RESPONDENT 1: Do you think they appreciate you turning up and saying, 'How about us?'
- 81 RESPONDENT 3: Yeah, yeah, yeah.
- 82 RESPONDENT 1: Yeah, I'd imagine they would.
- 83 RESPONDENT 3: Well I did it for the Belfry as well, because The Belfry has got Guy Fawkes
84 was christened there, and I said, 'Well you've got the Minster on, why haven't you got the Belfry
85 on?' Because that's a valid point.
- 86 RESPONDENT 2: The Belfry's not – what St Michael le Belfrey?
- 87 RESPONDENT 3: Yeah. Opposite the...
- 88 RESPONDENT 2: Really?
- 89 RESPONDENT 3: It wasn't on there.
- 90 RESPONDENT 2: That's ridiculous.
- 91 RESPONDENT 3: But it's on the new one now, and I was like, 'Why is there inconsistency?'

92 RESPONDENT 2: It's only been about 500 years to get on there! But that's York, isn't it?
93 There's so much old stuff.

94 RESPONDENT 3: I think if anyone speaks up and works with them, they'll do it, but if you
95 don't; then they don't have to, do you know what I mean?

96 INTERVIEWER: They just omit it, maybe by accident, maybe just from overlooking.

97 RESPONDENT 3: Well they've got so much going on and they're working with members
98 and stuff like that, then they just...

99 INTERVIEWER: Interesting. That is interesting. So I guess leaflets are a- So we've got Facebook
100 and social media...

101 RESPONDENT 3: Are you talking about the Red Tower project now?

102 INTERVIEWER: Red Tower project, everything that's connected to the Red Tower project and I've
103 just got you guys to help me collate a list, a database, of all the different kind of media-y assets
104 that we've got connected to the Red Tower and then to discuss kind of like how effective they
105 are. Which I know that we've had discussions about...

106 RESPONDENT 3: You see from the point of view of Real Junk Food, and how it's good to
107 have Twitter and Facebook connected, but the more active you are within the network, it will just
108 start shooting up.

109 INTERVIEWER: Oh, the network of the Real Junk Food project?

110 RESPONDENT 3: Yeah. Because what happens is, each member of the network actually will
111 say, 'This is going on at this place as well.'

112 RESPONDENT 2: Well it's a bit like any social media, if people like it on Facebook- I mean
113 sometimes I'll, you know, I've said this before, we'll put something out on Facebook and loads of
114 people will share it and it will get a hit rate of 500 and it's not necessarily more exciting than
115 something that gets a hit-rate of twenty, it just depends how many people like it and share it.

116 RESPONDENT 3: You see what would have been good if it was still going, actually you
117 would have had a page on a website and your café, because the idea is the more you work
118 together, the more it, sort of, it can feed in together, so it would be good if you and your café
119 could feed in together. Because one of my jobs will be to try and get you guys to work together.

120 RESPONDENT 2: We're all for working together.

121 INTERVIEWER: Our leaflets that we designed, that I designed, they've undergone quite a few
122 different things. I don't know if there is anything we need to add in terms of...

123 RESPONDENT 2: I think every time you do a new iteration, upload it on to the Facebook
124 page.

- 125 INTERVIEWER: Yeah. Okay.
- 126 RESPONDENT 2: That's a really good way of getting...
- 127 INTERVIEWER: Yeah, we've got another one coming up from the Heritage Open Day.
- 128 RESPONDENT 2: What I suggest you do is put that on the Facebook group and say, 'Hey,
129 share this.' Because if you just print a few out and put them in the Red Tower that's as far as
130 they'll go, or put them through doors. If you put them on everyone's...if everyone sees that,
131 there's like 50/60 members of that group and we all pick up on it and we circulate it, we print it
132 off and immediately you've got it out there. But you need to upload it onto that group. You
133 can't do it to a page, but you can do it to a group.
- 134 RESPONDENT 1: I did a really good peer review...
- 135 RESPONDENT 3: You can do an event, you should be able to do an event as well.
- 136 INTERVIEWER: We've got an event for the Heritage Open Day, it's there.
- 137 RESPONDENT 1: ...and it was really interesting, because
- 138 [unclear – 0:09:00.7]
- 139 RESPONDENT 3: ...main person, then everybody helps it.
- 140 INTERVIEWER: Yeah.
- 141 RESPONDENT 3: Do you know what I mean, because the more...
- 142 RESPONDENT 2: Claire was helping me with the flowers and....
- 143 RESPONDENT 3: Don't have the meeting in the leaflet, don't have the meeting in...
- 144 [unclear – 0:09:13.03]
- 145 RESPONDENT 2: We need to keep together, don't we?
- 146 INTERVIEWER: Yeah. We've got photographs as well, that's the other thing that we use quite a
147 lot of. And we're using them just mainly on Facebook and Twitter pages.
- 148 RESPONDENT 3: What about...there's another device you can use now, that you just put
149 photographs on.
- 150 RESPONDENT 2: Instagram.
- 151 RESPONDENT 1: Yeah. Instagram.
- 152 INTERVIEWER: We don't have...

153 RESPONDENT 1: My girlfriend does a lot of it and she's comms for Natural England and
154 she was telling me that Facebook is getting too old now, as in the people who look at Facebook,
155 it's a much older range. Twitter is still going strong, but Instagram is the one coming in.

156 RESPONDENT 3: Yeah, it's coming in. But it's just photographs, Instagram, and odd
157 comments, it's not really anything, do you know what I mean? So it's like moving away from that
158 social media, isn't it?

159 RESPONDENT 2: Well it is social media, but it's part of a mix. So people just want to
160 see...Instagram would be good if we had, say we were doing a building project and you had
161 before, during and after.

162 RESPONDENT 3: Different stages, yeah.

163 INTERVIEWER: Yeah.

164 RESPONDENT 2: The stages of building, stuff like that. The visuals. At the moment, how
165 many pictures do you want of people eating cake? It has an interest, but it's not of itself

166 INTERVIEWER: I think that somebody else has said about maybe having like a timeline of how
167 the bed has grown? That would be quite interesting.

168 RESPONDENT 2: We've got plenty of photos of that for that reason, precisely for that
169 reason.

170 RESPONDENT 1: It is a beautiful bed, I keep saying this.

171 RESPONDENT 3: I've gone past it today and there were some people looking at it and
172 some people sat down.

173 RESPONDENT 2: It really catches...because it's gone so high over the...

174 RESPONDENT 3: It's got even bigger...

175 RESPONDENT 2: I know, it's scary.

176 RESPONDENT 3: ...since I was there.

177 RESPONDENT 2: It's like The Day of the Triffids. But people stop on both sides of the wall,
178 so people actually stop, they don't look at the Red Tower, it used to be they'd be going to the
179 Red Tower, now they go towards the bed. It's great.

180 INTERVIEWER: That's interesting, as well. Continuing on this collation of different kinds of media
181 things, we've got photographs, social media, photographs on social media. Right, some of the
182 more static things that we've got at the Red Tower – we could potentially include the raised bed
183 as a drawing in factor.

184 RESPONDENT 2: Oh, absolutely. Incredible Edible would call it a propaganda bed.

185 INTERVIEWER: A propaganda bed.

186 RESPONDENT 1: A propaganda bed; I like that.

187 RESPONDENT 3: Is there any way of linking in with Edible York and stuff. So you have...

188 RESPONDENT 2: Yeah. Absolutely. It's on their trail.

189 RESPONDENT 3: Have you on their trail as well.

190 RESPONDENT 2: Yeah, they're on the trail.

191 RESPONDENT 3: Because that's another– And can they, if you put some up, can you put
192 stuff on there? Do you know what I'm saying? Because then that gives you more...

193 RESPONDENT 2: Linda, who has been working fantastically hard on the bed, is one of the
194 trustees for Edible York, so she's...

195 RESPONDENT 3: It's a partnership then, isn't it?

196 RESPONDENT 2: Absolutely.

197 RESPONDENT 3: And that's what's important, getting as many partners as possible.

198 RESPONDENT 2: I don't know where we'd be without Linda on that bed, she's been
199 brilliant.

200 RESPONDENT 1: Have you ever thought about doing something static when you're not
201 there? To say this happens here on a Saturday?

202 INTERVIEWER: Well I have, because from my point of view I think that would be really good, to
203 have something on the door...

204 RESPONDENT 2: Yes, absolutely.

205 INTERVIEWER: You know, this is what we're about, we're not here today, but we'll be here next
206 week at this time, maybe with something that you could write on.

207 RESPONDENT 3: Can you put it on the door?

208 INTERVIEWER: I don't know if you'd be able to hang something off it?

209 RESPONDENT 3: For conservative reasons?

210 RESPONDENT 2: Well if we hang it off it will be okay.

211 INTERVIEWER: Yeah. I mean that was an idea, I don't know the logistics of that...

212 RESPONDENT 3: I mean we'll probably eventually get a notice board.

213 INTERVIEWER: ...the practicalities of that would be different.

214 RESPONDENT 2: I think that can be done. I think a conversation with Harry from CYC could
215 make that happen.

216 INTERVIEWER: Ooh, I've forgotten something, I've forgotten to sort something. It's connected
217 back to the leaflet – the illustration by Frank, the architect, that's something that's a showcase
218 thing, isn't it?

219 RESPONDENT 2: Yeah, well there's several, he did several, so I don't know whether we need
220 to just alight on one and say that's going to be our logo. At the moment we're using a mixture
221 of, I'm just pulling stuff off Dropbox and using it as I see fit.

222 INTERVIEWER: Well there is one particular one that I've used in my leaflet design that's kind of
223 going through the sort of developments, that's the one that I sent to the next guy who is doing
224 the Open Day one.

225 RESPONDENT 2: Oh, Ian?

226 INTERVIEWER: Yeah.

227 RESPONDENT 2: Good, fine.

228 INTERVIEWER: Okay and the other thing is we've got the interpretation panels that the Friends
229 of York Walls did, so that's still there.

230 RESPONDENT 2: And your nice little work of art.

231 INTERVIEWER: I was just going to say.

232 RESPONDENT 2: That's really nice. I think that's really good.

233 INTERVIEWER: Thank you. I guess that's what I'm calling the community board, but I don't know
234 if it necessarily does that job.

235 RESPONDENT 2: Interpretation panel?

236 INTERVIEWER: Yeah, it's kind of an interpretation, but it's also trying to raise– The point I made is
237 because I was trying to raise funds as well, because it says on the front...

238 RESPONDENT 2: Carolyn Weaver would be a good person to talk to about that.

239 INTERVIEWER: Yeah. Yeah. Okay, the other one was the, this is just me trying to collate different
240 types of media that we're using, but I think we've kind of pretty much covered it. There's a lot of
241 future ideas coming through. For example, the idea of a cinema and using logos and also
242 possibly merchandise.

243 RESPONDENT 2: Yes, absolutely. Red Tower chutneys, Red Tower preserves.

244 RESPONDENT 3: The Conservation– I presume you have a webpage, do you?

- 245 RESPONDENT 1: Yeah.
- 246 RESPONDENT 3: Are these guys on it? The project that you're working with?
- 247 RESPONDENT 1: Well I kind of do my own blog thing, but we have a quarterly magazine
248 which I submitted that press article to that said you're going in. It's a bit of a black hole, I've
249 chucked it in, I've said you were going in and I'll wait and see if it's come out. [pause] But other
250 than that I'd hoped, yeah– It's a bit more localised, to be honest. But we'll hopefully go into the
251 national magazine. 'Cause it was lovely because you were our first, there's six of me around and
252 you were our first ever bid.
- 253 RESPONDENT 2: Great, that's good to hear.
- 254 RESPONDENT 1: Which gave it a bit more...
- 255 INTERVIEWER: On that sort of front of what you've done for us and the idea of putting it on the
256 blog, there's been a– There was that news article that was– Did you get very much from that in
257 terms of comments or anyone getting in contact with you? Did we get any?
- 258 RESPONDENT 2: I didn't hear anything, no.
- 259 RESPONDENT 1: The only one I got was actually from our own volunteers, who are avid
260 newspaper readers and quite a few of them said, 'It's nice to see what you actually do for a job'
261 to me. But I thought it was nice, because it was based on your original, Claire's original, bit,
262 wasn't it? She wrote it [unclear – 0:17:04.9].
- 263 RESPONDENT 2: Oh did she?
- 264 RESPONDENT 1: I just plagiarised that.
- 265 RESPONDENT 2: I'm very glad to see it.
- 266 INTERVIEWER: Cool. Okay.
- 267 RESPONDENT 1: And one other thing – the People's Health Trust who have got a big
268 following, they did a piece on you, I should have forwarded it, I'm sorry.
- 269 RESPONDENT 3: It would be good if you can keep a scrap book of all the...
- 270 INTERVIEWER: Yeah.
- 271 RESPONDENT 1: Yeah. They did a bit and they came back to me and said they would be
272 really interested in a follow-up of how things were going.
- 273 RESPONDENT 3: I was going to say, because if you keep a scrap book, then you've got,
274 hopefully, the reporter's name, then when you decide this is how we're going, this is what we
275 want, contact every single one.

- 276 RESPONDENT 1: Yeah.
- 277 RESPONDENT 2: I've got an electronic version of that.
- 278 RESPONDENT 1: If I'm honest, the reason I didn't forward the People's Health Trust to you
279 was because it was very much, 'Check us out. Look what we've done for these people.'
- 280 INTERVIEWER: Right.
- 281 RESPONDENT 2: We're not precious about that! That's fine.
- 282 RESPONDENT 1: But there's nothing I can do about that.
- 283 RESPONDENT 2: Well if we're funded by– We accept that if we're funded by an
284 organisation, that's what it is about.
- 285 RESPONDENT 1: I was always very much that this is a tiny bit of cladding to go on the side
286 of your enthusiasm, that's how I view it.
- 287 INTERVIEWER: For the purposes of my research, I'd be interested in reading that. So that would
288 be handy.
- 289 RESPONDENT 1: I'll forward it.
- 290 INTERVIEWER: And the last thing that we've done, for the Red Tower, is been on the radio. I
291 don't know what your experiences of that were?
- 292 RESPONDENT 2: Very straightforward.
- 293 INTERVIEWER: Yeah.
- 294 RESPONDENT 2: Just had an interview. That was a few months ago, that was actually on the
295 coat tails of Friends of York Walls, because it was on the Residents' Weekend, so Chris Ranger
296 for Friends of York Walls and myself did a bit of a double-act on that. So that was fine. And we
297 haven't pushed it since. So we just haven't pushed the...
- 298 RESPONDENT 3: Well I know Radio York would be interested again once you start [unclear
299 – 0:18:53.3] and also I had...
- 300 RESPONDENT 2: Yeah, we need to do something newsworthy really.
- 301 RESPONDENT 3: Well I could come along and say that we're supporting you or whatever, it
302 doesn't matter, but it's surprising once– They want to know the next stage of what's happening.
- 303 RESPONDENT 2: Yes, absolutely.
- 304 RESPONDENT 3: And they would have all been at the Open Day, the launch.

305 INTERVIEWER: Okay. I think we've covered the list, I just wanted to make sure that I was getting
306 everything and then I can produce, as you say, like a scrap book type thing with everything that
307 we've done and put it out there.

308 RESPONDENT 3: Well it will help you guys to see where you've gone. Because sometimes
309 you get really disheartened, like we were saying, thinking we're not getting anywhere, we aren't
310 getting the right people and what's the point? And then when you look and you go, 'Well,
311 actually, we are.'

312 RESPONDENT 2: Well there's always people involved. It's just that they apart from maybe
313 four or five of us, there hasn't been the consistency.

314 RESPONDENT 3: Have we been able to ask them why they're not involved?

315 RESPONDENT 2: Well where possible. But it's just basically other pressures on time. There's
316 no consistent reason.

317 INTERVIEWER: When you say pressures on time, you're meaning like...

318 RESPONDENT 2: They're busy doing other things.

319 RESPONDENT 3: I mean the other thing is to advertise through York [unclear – 0:19:56.3]
320 you know when we thought that accountant that came in and...

321 RESPONDENT 2: In fact I've got a guy did come back saying he'd quite like to help out and
322 I got back to him, that was about two days ago, and I said yes, great, but he hasn't got back to
323 me. But CVS hasn't come up with anything much, but I did advertise on their website.

324 RESPONDENT 3: I found it really hard to work their website, I'll be honest. When I was
325 looking for volunteer help...

326 INTERVIEWER: Oh, right. Why?

327 RESPONDENT 3: It's not easy.

328 RESPONDENT 2: It's not user-friendly.

329 RESPONDENT 3: You can't put something in or just put nothing in and look at every single
330 one, it's weird.

331 INTERVIEWER: Which website is this then?

332 RESPONDENT 3: York CVS, it's horrendous.

333 RESPONDENT 2: It's called Volunteer York, isn't it?

334 RESPONDENT 3: It's just horrendous. I mean you think, 'Is that all you've got? You can't just
335 have two.' I know there's loads, do you know what I mean?

- 336 INTERVIEWER: Is that a council run website then?
- 337 RESPONDENT 2: No, well it's almost the voluntary arm of the council, in a sense.
- 338 RESPONDENT 3: But they've cut back on a lot of stuff that they give and a lot of courses for
339 free and stuff. It's extortionate, some of the prices.
- 340 RESPONDENT 2: Yes. But we are members.
- 341 INTERVIEWER: Oh, right? Okay.
- 342 RESPONDENT 2: TIM is a member, yes.
- 343 RESPONDENT 3: And you can go and get help, every other month or something?
- 344 R2 or RESPONDENT 3: I think you can, yes.
- 345 RESPONDENT 3: Advice and stuff.
- 346 INTERVIEWER: Okay. So we've got a list of stuff and my question today is sort of, we've kind of
347 touched on it, this idea of effectiveness. How do we measure what works and what doesn't
348 work? And is that a futile exercise? What do you think?
- 349 RESPONDENT 2: I think we should measure it, because we need to be effective. I mean
350 what's all this for, is the thing that runs through my mind on a regular basis? And if we can't
351 answer that question— And I'm sure Ed, you know, you have a job, you have to deliver, I know
352 maybe the parameters are fairly relaxed with you, but you still have to earn your crust, don't
353 you?
- 354 RESPONDENT 1: Well I mean I've always looked to you, I think I've said this to you, that
355 from what I've seen and the enthusiasm I've seen from when I've been on— I haven't been on
356 them much, but when I have gone on them, it's been really good and I was always very much, I
357 thought I was lucky to get to stumble across you at the time I did. Because I very much had a
358 feeling that you were going places and this kind of leads on to this, as you know, as in collecting
359 your evidence and your photo [unclear – 0:22:43.5] on the one hand, that would be really good
360 to apply for bigger bits of funding, but at the same time, what are you doing this for? Is it to get
361 bigger, or is it to...
- 362 RESPONDENT 3: I think to me is it comes back to like the mission statement. What is your
363 mission? What is your vision and what is your aim from a junk food perspective – for us it's
364 intercepting food waste, me collecting statistics. So eventually for the government we can say,
365 'Why have you got best before on here?' But then there is also the other side of working as a
366 community and networking.
- 367 RESPONDENT 2: Yes, the latter is what we're about, really.

- 368 RESPONDENT 3: Then for like, well for me it's communicating, I use food as a form to
369 communicate with others.
- 370 RESPONDENT 2: Of course, yes.
- 371 RESPONDENT 3: And training and educating people and then for like the heritage side, for
372 me, is the cherry on top.
- 373 RESPONDENT 1: Yeah, that's how I always used to look at it.
- 374 RESPONDENT 3: I think you said, if it was just a building, just a normal bog-standard
375 building, let's just say you got one of the flats and that wasn't there, and you were still doing
376 that and that would still be good, but you're no different to anybody else. You are different
377 because you're in in a heritage building and...
- 378 RESPONDENT 2: There's a story to it. There's a real story to it.
- 379 RESPONDENT 3: So that's like your starting point, but then that's not enough to get people
380 to come and stay there, do you know what I mean?
- 381 RESPONDENT 2: No, absolutely.
- 382 RESPONDENT 3: If you haven't got a pop-up café– So then that's what...
- 383 RESPONDENT 2: Well that's why we have the café. Because at least it's something that's
384 happening and actually what's happening slowly, going back to the measurement thing, people
385 are getting more involved, the aim was to get people from immediately around the area
386 involved, not exclusively, because that won't keep it propped up, but if it means nothing to the
387 people in the local area, it means nothing as a project. It's like the whole of the [unclear –
388 0:24:38.7] element, if you like. There's nothing there, it's a vacuum. So the idea behind the café,
389 as I saw it, was that if we keep going through the summer, people just see stuff going on, so
390 they pop in, have a piece of cake, have a cup of tea, the kids run up and down. And that's
391 actually starting to happen now. And that's what we were aiming at. If that didn't happen, I
392 would personally be saying let's just close the door and walk away. If no one locally went in
393 there and showed a shred of interest, I'd say, 'What's this about?' So that's my measurement. So
394 you've got the kids running in and out, they're showing an interest, they're bringing their mates
395 in, they're leafleting, so the pay as you feel thing with them is not about money, it's about
396 saying, 'I'll give you a piece of cake if you go and give this leaflet to your mum and your dad and
397 your cousin and your, you know, your friends or whoever.' And that's how it's working with the
398 kids and that seems to have worked quite well.
- 399 INTERVIEWER: But this is a question that I asked Ed, actually, the other day, we got into this, so if
400 that's the case, if it's about people seeing that we're open, seeing that there's stuff happening
401 and coming in, shall we just forget all the Facebook stuff?

402 RESPONDENT 2: No, not necessarily, they can work together.

403 INTERVIEWER: Yeah, okay.

404 RESPONDENT 2: Because people come because they've been Facebook. I've heard loads of
405 people say, 'I saw it on Facebook. I keep meaning to come in, because I keep seeing the Red
406 Tower on Facebook and I really want to hear what it's about.' And they might be somebody who
407 lives in, I don't, know Brighthouse or Huntingdon or somewhere, not necessarily on the doorstep.
408 So I think it's got to be a combination of the two.

409 RESPONDENT 1: And it's always nice to be able to look you up.

410 RESPONDENT 2: Well that's right, because people come in and say, 'Oh, I'll look you up on
411 Facebook now I've been in.' So I'll give them a leaflet and they'll say...in fact they'll go off and
412 look up Red Tower on Facebook, it's a symbiotic thing, the two work together.

413 INTERVIEWER: So, yeah, do we want, with the media stuff and the information, do we want, I
414 guess— This is me working it out as part of the group and as a researcher, but do we want our
415 media that we've got already, do we want more of it to go further afield to get into more
416 people's faces, for people to see it, or is it something else?

417 RESPONDENT 3: Well I think we were touching it either side. You need a team that can
418 move this forward and it's not just reliant on the key people.

419 RESPONDENT 2: That's right. So I think we need to get it, we certainly need to get it across
420 York, because that's where we're going to get the people that are going to make this happen.
421 We can't confine it to a very local area and we can't rely on visitors from Canada, but at the
422 same time, if— I mean, it was in The Guardian a few weeks ago, I got something in The Guardian,
423 just a sort of snapshot...

424 [START OF SECOND RECORDING]

425 RESPONDENT 2: ...oh it's in The Guardian I'll go and— So even the national/international
426 work together. But what we really want is to get people from across York to say, 'I want to be
427 part of this' and actually get behind it. They don't need to be from Navigation Road flats, they
428 could be from anywhere. I live in Dringhouses, I don't live anywhere near the Red Tower, but I'm
429 happy to get involved.

430 INTERVIEWER: Would it be of interest then to try and do, especially with the Heritage Open Day
431 coming up, would it be of interest to try and measure where our...?

432 RESPONDENT 2: Have you got a clicker?

433 INTERVIEWER: We've got a clicker.

434 RESPONDENT 3: And you've got to design what your area is, because some people just
435 come past, but it is actually coming in or sitting down?

436 RESPONDENT 2: It's coming in.

437 RESPONDENT 3: And I think you should use the heritage thing, if you get some job
438 descriptions, actually get some job descriptions and have you got a mission statement? Actually
439 have it up, like a, 'Wanted' so people can start...

440 RESPONDENT 2: Yeah, we've done that. But we've done it online, we haven't done it
441 physically.

442 RESPONDENT 3: No offence, it's the retired people you want, in some ways, because
443 they're not going to need the money...

444 RESPONDENT 2: Yeah, and time.

445 RESPONDENT 3: [whispering – 0:01:15.4] you cut the bits, don't you, where they just to pull
446 off with the phone number on, or something, to get in touch. So they don't have to, because it
447 might be really busy, and just have, we want to take this further, we need (a), (b), (c), (d) – are
448 you interested?

449 RESPONDENT 2: Yeah, that's a really good idea.

450 RESPONDENT 3: Get in touch. And it might mean you guys actually have to go and visit,
451 and I don't mind supporting in that...

452 INTERVIEWER: We want to reach out to volunteers and...

453 RESPONDENT 3: Because you aren't going to be able to maintain this and move this on,
454 until you get that.

455 RESPONDENT 2: I'm very confident, I've had enough conversations with enough people
456 with enough diverse interests, if we get that up and running, with that space upstairs, just as
457 general usable space, café, kitchen, microwave, we will get it used, it will be very, very well used.
458 I'm absolutely confident about that. The difficulty we've got is getting from where we are now,
459 which is a very random group of people who are very overstretched to actually something...

460 RESPONDENT 3: Have you got like a bit of a mission statement? Because I know some
461 people like to see that – this is what they're about, this is what they're doing, this is their...

462 RESPONDENT 2: Yeah, we've got all of that. We've got it somewhere, it dropped off really
463 because we've been busy with stuff in the summer, but that's all...

464 INTERVIEWER: I mean I think it's interesting what Vicky's saying, and I think also because ...

465 RESPONDENT 3: Because people like to hold something, don't they?

466 INTERVIEWER: Yeah.

467 RESPONDENT 3: Media is great, but I like to have something and just...

468 RESPONDENT 2: Well maybe we can put that on the leaflets, just something very simple on
469 the leaflets. So the leaflets are not just about saying this is where we are, but actually specifically
470 this is what we're about and this is what we want. So maybe just really tilt the emphasis on those
471 leaflets.

472 RESPONDENT 3: I think it would be nice to maybe contact the local press before this and
473 actually see if they'll do something. Because I know they put something in like what they wanted
474 and it was inundated with stuff, it was amazing and people were offering– I saw some of the
475 emails, people were offering voluntary stuff as well and I think it's to say, 'Hey, we're here. Oi, we
476 want to open this, we want to actually stay open every Saturday through the whole year, but
477 actually we can't do that, because at the moment we're a small team with life and other things
478 going on.'

479 RESPONDENT 1: Because I do look at that as in I think it's ambitious, not in a negative way,
480 I think it's ambitious of you to say, 'Right, we're open every Saturday.' You're not doing once a
481 week in a row.

482 RESPONDENT 2: Well we've said we'll close after the 12th. We're not going to carry on
483 after the 12th, because of logistical stuff. We've got no heating, no...

484 RESPONDENT 3: ...heating and stuff, you just can't.

485 RESPONDENT 2: But that's fine...

486 RESPONDENT 3: That gives you time though.

487 RESPONDENT 2: ...we can start to regroup about the project, if indeed there is to be a
488 project. And I think we need to have that conversation, well we're going to have that
489 conversation...

490 INTERVIEWER: We're going to have that conversation, yeah. We're going to have it– On the 2nd
491 we've got a future of Red Tower meeting.

492 RESPONDENT 2: Have you two been invited to that? Would you like to come?

493 RESPONDENT 1: To the...?

494 RESPONDENT 2: We're meeting at, I think it's the 2nd...

495 INTERVIEWER: It's next Tuesday?

496 RESPONDENT 2: No, it might be Wednesday.

497 INTERVIEWER: Is it Wednesday? We'll have to check, but it's in the evening at [unclear –
498 0:04:24:3].

499 RESPONDENT 2: We were just going to have a bite to eat and just talk about the future of
500 the project. If either or both of you want to come along to that, it might be difficult because it's
501 an evening...

502 RESPONDENT 3: Can you email me?

503 INTERVIEWER: Yeah, I'll email. I'll write that down.

504 RESPONDENT 2: Have you got a copy of that to send to Vicky and Ed about it?

505 INTERVIEWER: Yeah.

506 RESPONDENT 2: Would you mind?

507 INTERVIEWER: No, no, no. Not at all.

508 RESPONDENT 3: 'Cause I mean the other thing is, United Response are always looking,
509 once you've got your basics in, are always looking to send people to volunteer somewhere. So
510 you could have a very basic volunteer team, do you know what I'm saying? Just to do the basic
511 stuff.

512 RESPONDENT 2: Well we've got that now, what we need is the people that are actually
513 going to help do the heavy lifting, really, to take it forward.

514 RESPONDENT 3: It's the ploughing. You've ploughed a bit, but you need to carry on
515 ploughing, don't you?

516 RESPONDENT 2: I think we need to have a brainstorm about that and then it might come
517 out that one of us knows somebody that we could tap on the shoulder and say, 'Look, could you
518 do this? Would you like to get involved?'

519 INTERVIEWER: What's interesting here is that I'm just getting this idea of like we're not only
520 wanting people just to come and see the Red Tower at the weekend, we need the core.

521 RESPONDENT 2: Absolutely.

522 INTERVIEWER: So we've got two audiences of sorts and that requires two different kinds of...

523 RESPONDENT 2: Well one draws on the other, doesn't it? Because...

524 INTERVIEWER: Well, yeah.

525 RESPONDENT 2: Because that's what...my thought from the beginning was we would
526 extract the core team from the people who visit, so that people would come along. And people

527 have come along and said, 'Yeah, this is great. I'd like to get involved.' But then they've backed
528 away because they're busy and...

529 RESPONDENT 1: I think there is definitely something about telling people that you need,
530 officially you need— We have it in our name and we have to advertise formally for volunteer
531 postmen. We don't pay a penny, we have to....

532 RESPONDENT 3: It's got to be structured as well. And it's got to be...

533 RESPONDENT 1: Yeah, job description, really, this is what we need. And it's actually saying
534 to the— It works two ways, it's how much can you give? And if it's actually, 'Well I can only give a
535 day or a few hours a month' well at least you know where you stand and it's saying that to
536 people. Because sometimes I know from experience, people have said, 'You're expecting too
537 much.' And I'm, 'Actually, no, I'm not. If you said you'd do like just the Facebook, that's great.'
538 And like Claire I used to email...

539 RESPONDENT 2: That's been our approach.

540 RESPONDENT 3: I've got your email, I'll look at it by Friday. That's fine.

541 RESPONDENT 1: It's the same with spelling out what they'll get in return, as well. Because
542 quite often...

543 RESPONDENT 3: Well it's part of, it's part of conservation, it's part of the pay as you feel
544 network. You've got your education and there's like four things seem to be there. Actually key
545 things that you're wanting to do and that's massive.

546 INTERVIEWER: And with doing the sort of, when we're talking about the Facebook page and
547 stuff, we're not necessarily doing it in a strategic way, we're just doing it...

548 RESPONDENT 2: No, because we haven't got a strategic team, that's why.

549 RESPONDENT 3: Yeah.

550 RESPONDENT 2: So somebody will think of something and do it. I'll just suddenly think,
551 'Oh, hang on, we haven't done this.' And I'll just get on and do it, rather than saying, 'Oh, should
552 I ask— Is it my job to do that?' I just think I'll just do it. Because it's quicker that way. It's done and
553 I'm not badgering other people.

554 INTERVIEWER: It's an interesting thing, because I'd be really interested to see, to compare, like
555 through our media, like tracing it through our media before and after, like if we were to have
556 media that is sort of, not laissez-faire, but ad-lib, and then if we have a strategic...

557 RESPONDENT 3: If you look at certain projects in the junk food that have been active, and
558 making a point of putting stuff on and communicating everything that's going on for that

559 project, look at Yorkshire Food, how stuff was picking up, people getting involved, and then
560 suddenly odd bits and left it, and it's like it has been parked.

561 RESPONDENT 2: You do need to be strategic to get the results.

562 [unclear – 0:08:22.7]

563 RESPONDENT 2: ...and we've not being strategic and the reason why we're not being
564 strategic is we haven't got the time and resources to be strategic. But if you are, it will pay off.
565 That's my view.

566 INTERVIEWER: And we want that, don't; we? As a group.

567 RESPONDENT 2: Yeah, absolutely.

568 INTERVIEWER: And I guess you guys...

569 RESPONDENT 2: Yes and the core strategy that can then be delivered is absolutely what
570 we're after. But we just haven't got the time to do it. Anyway, I'm going to have to go.

571 INTERVIEWER: I was going to say, actually...

572 RESPONDENT 2: Is that it?

573 INTERVIEWER: ...kind of, yeah, we've kind of got to a point where we know what we need to go
574 in a certain direction and I might be able do so some research that actually tracks how...

575 RESPONDENT 2: So what you're after is how effective is our communication?

576 INTERVIEWER: Yes.

577 RESPONDENT 2: Right.

578 INTERVIEWER: Essentially and we've discovered that they're semi-effective. We have had, as
579 you've said in prior conversations, we've had people link together through media.

580 RESPONDENT 2: It will work, it's worked pretty well and I know that I often put stuff out
581 there on Twitter or Facebook, Facebook particularly, and it just goes.

582 RESPONDENT 3: They link together, don't they? Should like together, so whatever you put
583 on either, it should happen.

584 RESPONDENT 2: Yeah, the TIM, we have a TIM Facebook page links to the TIM Twitter
585 account, but we haven't got a Red Tower Twitter account.

586 RESPONDENT 3: And that's maybe what we need to do.

587 RESPONDENT 2: That's the next step.

588 RESPONDENT 3: And I think you're right, it's getting the basics in and printing off all the
589 stuff that you already have, because you probably have got everything that you need, to say to
590 people this is, you know, and actually this is how it is at the moment, but we're not saying that's
591 set in stone, because as more people come on and more people contribute, we might tweak or
592 adapt or...

593 RESPONDENT 2: Absolutely. These are lots of people. Definitely.

594 RESPONDENT 3: But you've got to have a starting point.

595 INTERVIEWER: Yes, and that starting point is something we, I know we have already started,
596 but...

597 RESPONDENT 2: But we need a committed group of people, that's what we need. But it is
598 very fluid. I mean look at tonight, it's great that you two here, but Patricia and Claire aren't, for
599 very good reasons and all the rest of it, but that's just how it constantly works and you never,
600 ever get everyone together at once, ever. It just doesn't happen. Because life gets in the way.

601 INTERVIEWER: Does anyone have any last minute...?

602 RESPONDENT 2: No.

603 INTERVIEWER: That's cool. I'll stop it then.

604 END OF TRANSCRIPT

605

1 Interview 24: 15-01-16 Business Park Frank

2 INTERVIEWER: So just to start this off, can you explain how we've met? Just to backtrack.

3 RESPONDENT: I think we met at an initial meeting at the Red Tower – or it might have
4 been a club or a coffee shop to discuss the Red Tower – and I was one of the people of our
5 team to offer help and assistance and just an architectural and historical discipline. So that's
6 really I think how we first met, in a café in York, I think.

7 INTERVIEWER: And there was a bunch of other people, weren't there?

8 RESPONDENT: There were other people, yeah. There were different disciplines. I think
9 one or two residents represented, people from the city council, Friends of York Walls. A number
10 of other interested parties.

11 INTERVIEWER: Okay. And that's when you first brought the drawings that I've come to talk to
12 you today. Was that the first time?

13 RESPONDENT: Yes, I think that was the first time. There might have been one before
14 then, but again, I tend to forget.

15 INTERVIEWER: Okay, okay. So can you tell me, perhaps fill me in a bit about architectural
16 drawings. Okay, not like a lecture, but I can see, for example, I've got this blueprint of the Red
17 Tower, or the architectural drawings on my right, and then your architectural drawings, which
18 are coloured. There's a difference, isn't there, between them?

19 RESPONDENT: Yeah. Those are record drawings from the RCHM York City Council, of the
20 defences of York. And they're really good as a record; the whole volume is good as a record. I
21 think the difference lies when, depending on the amount of, let's say accuracy or information
22 required on any stage of a project or a scheme, quite often if it's a study then let's say the
23 drawings or plans or information is wrong, it doesn't really need to be at a precise level, or
24 drawn at, or presented at a precise level.

25 So typically in a sketch scheme or feasibility study, the type of information, type of drawn
26 information will be relatively informal or sketchy, and that suits the stage of the project. And it
27 might not go any further than that. Sufficient type of information to provide the basis of the
28 scheme, for people to comprehend, say, the amount, the scale and character of that.

29 And typically, like this and lots of schemes, I would tend to...if people say, 'What's it
30 going to look like?' is a very similar question at early stages as to, 'How much is it going to
31 cost?' But I come from the, 'What's it going to look like?' So I would typically take some
32 photographs and then take the photograph and sketch over it and put a proposal on top of that
33 photo. It's a relatively easy and quick method.

34 As I say, it's sketchy but it's really to give a flavour or an idea, and also to get people
35 interested, get them enthused. And, you know, to show the potential of any particular site or
36 project.

37 So again at this stage it would be quite informal, but often a sketch is sufficient to get
38 the imagination going and get people interested and enthused.

39 INTERVIEWER: Mm. So you said that you used photographs and drew over them. So is that the
40 case here?

41 RESPONDENT: Yeah.

42 INTERVIEWER: You've used photographs?

43 RESPONDENT: Mm.

44 INTERVIEWER: Oh, that's interesting. And then the colourings, I mean, I always really like the
45 colourings. But I wondered what your colour scheme...why you chose those colours. Was it
46 just...?

47 RESPONDENT: Well it's a red tower and it's basically... Presumably it was called that
48 because the roof originally was red. It was maybe a different shape. It's gone through several
49 iterations or different appearances, no doubt. Who knows what it was like in medieval times?
50 We just don't know. And Victorian times, as the history has shown, it maybe didn't have a four-
51 pitched roof. Maybe it was just a double-pitched roof, as the illustration says. But presumably
52 that was the Red Tower 'cause it was made of red brick, probably had red tiles or [unclear –
53 0:05:44.7] tiles on it, whereas the other towers on the city walls are all stone, as far as I can
54 remember.

55 INTERVIEWER: Yeah.

56 RESPONDENT: So that's really why it's called that. It's quite distinctive in that way.

57 INTERVIEWER: I'm interested that you've got the history that's come off the Friends of York
58 Walls website. What did you make of these drawings?

59 RESPONDENT: Well the thing about historic drawings is you have to allow for artistic
60 licence. I think it was shown that Turner did one view of Bolton Abbey which was impossible to
61 paint 'cause he would have had to have been up in the air by 40 or 50 feet. Topographically, that
62 is.

63 So you've got to really consider artistic licence and lots of the people doing the
64 paintings, often they did sketches and then went back to the studio to do a painting and it was
65 down to their memory. There were no iPhones in those days to get a snap.

66 So hugely these representations are reasonably good and accurate but they might not
67 have done the stonework quite correctly or the picture might not quite be right. But generally I
68 would say one can be reasonably assured of the content, but not always completely. You have
69 to reserve judgement.

70 But again, the historical documents, I think if you were doing an assessment I think you
71 would bear that in mind.

72 INTERVIEWER: So I've just got one more question about the drawings.

73 RESPONDENT: That's alright. Yeah.

74 INTERVIEWER: Actually, are you now considering working on additional drawings, in light of the
75 feasibility report?

76 RESPONDENT: Yeah. For the present study, again we wouldn't really commit to drawing it
77 up on computer. We might draft out things for you to get the general limitations and the
78 general positions right, but we would generally tend to do it quite informally. And as accurately
79 as possible.

80 And again, in this case it would be showing actual plans or alternatives and then we
81 would try and do some internal sketches, again to give an overview of the character, because
82 some people can't actually read 2D drawings; they need a 3D sketch. And then you can hint at
83 other bits of character like, 'What are the walls finished in?' and, 'What are we going to do with
84 the roof? What does the stair look like?' which can only be conveyed in 3D. Again, a sketch
85 would hint at the overall character of what could be included and maybe what this exercise will
86 produce.

87 INTERVIEWER: So these record drawings...

88 RESPONDENT: They're drawn up by the RCHM Royal Commission.

89 INTERVIEWER: Right.

90 RESPONDENT: And they're pretty accurate, yeah? They tend not always to be let's say
91 100% accurate but they're very good. Very, very good as guides. They are 2D. And again, you'd
92 normally consider going to 3D purely to explain things more fully. 'Cause looking at a section,
93 some people can't really interpret that to know what's going on.

94 INTERVIEWER: That's really interesting. I have a quick question, a technical question really, about
95 this area. To my eyes, reading these drawings, I can sort of make out, for example, this one here,
96 Section A underneath it. The eaves, I hadn't realised how busy it was on the top.

97 RESPONDENT: Yeah.

98 INTERVIEWER: Like actually being myself in that space, can you explain why that's represented
99 so...

100 RESPONDENT: Well it's graphically represented as what it is, and it's always difficult with
101 2D drawings. As I say, it's an accurate drawing. Now a drawing isn't a painting and it's drawn as
102 a matter of fact. And the other section you can't really appreciate that these timbers are at an
103 angle, but it is a section. It's a view, a very strict viewpoint either way. And they are accurate.
104 What it doesn't do is, as I say, give a sense of character. Also what's often useful is to put a
105 person in on these sections and elevations to give a sense of scale. It's very difficult to know
106 whether this is...it could be twice as big as it actually is, but when you put a person in it gives
107 that little bit of scale.

108 INTERVIEWER: And again with regards to these areas of shading here on the first floor plan and
109 the ground floor plan, I hadn't realised, is that the thickness of the walls?

110 RESPONDENT: Yes. The different shading is just the different build periods. Because a lot
111 of this was rebuilt in, I think it was...

112 INTERVIEWER: I hadn't noticed that.

113 RESPONDENT: Yeah, 1850s, so it's explaining what of the original, say, 15th Century or
114 whatever it is, what brickwork survives. But what I would tend to do, I would tend to overlay
115 those and get my own drawings if I can, to give me a bit of clarity as well for when I want to do
116 my plan. And I have done this. And again, it tries to simplify this as well. But the 2D
117 representations are still what they are. But if you put a person against them it tends to help.

118 INTERVIEWER: At this stage am I able to take a photograph? Is that okay?

119 RESPONDENT: Yeah. I mean, these are for my internal use. These wouldn't go in the
120 report.

121 INTERVIEWER: That's perfect.

122 RESPONDENT: And these are just a bigger version for me to work on. You can see that
123 tends to give you an idea.

124 So different colours but...

125 INTERVIEWER: And you've got scales.

126 RESPONDENT: Yeah. And you can then get an idea of... And I did check some of these
127 dimensions. I have to check them again but...

128 And then, as you say, one thing to comment on the drawings that were produced. They
129 are purely as a record. They're not really intended for, shall we say, interpretation. You know,
130 they're good record drawings. Then you can do something with them.

131 INTERVIEWER: Okay. Well this seems to be a very good point to which I can explain my idea that
132 I've been playing around with.

133 So I got this idea 'cause I've been thinking of ways to try and, as my part of the role at
134 the Red Tower is to do consultative work, and I've been trying to consider ways in which to
135 engage people in a more interactive manner because of some of the access issues that we've
136 got. And also a really good way of gaining feedback.

137 So I'll just explain what it is. What I'd like to do is to produce a pictorial feedback form or
138 a leaflet or even just one side of A4. But the main intention that I would like to do is to use some
139 of the record drawings in a more interpretive manner, as perhaps you can sympathise with. The
140 idea is that I have different views of the tower so that people can actually annotate them with
141 their ideas of how they feel that the building should be used.

142 RESPONDENT: Mm.

143 INTERVIEWER: And my question is whether it would be a useful exercise for encouraging people
144 to get involved in the progress of the building as a whole. And I've put this past Imelda and
145 Caroline and they seem to think it's an okay idea.

146 RESPONDENT: No, it's very good. People do like making the odd comment and they like
147 to be involved, and hopefully they realise that not everybody's opinion can be cast in stone and
148 put into practice, but I think like any democratic process, so long as one has the ability to voice
149 one's opinion then I think it is a good idea. And the truth is that one or two ideas from all
150 contributors, one or two ideas can really be quite unexpected or even really innovative. The odd
151 comment can really make a difference. So it's really worth doing.

152 The key, I suppose, is getting it into a form which is easy for people to comment upon
153 and easy for you to collect the information so that it can be taken to the next stage.

154 INTERVIEWER: Well I was actually hoping that maybe you'd be able to advise me on that. I've
155 started trying to create really simple drawings but they've become extremely flat. And my
156 drawing skills are adequate, let's say, for this exercise.

157 RESPONDENT: Yes, yeah.

158 INTERVIEWER: But I don't know if you have any advice or even potentially some tips that I
159 could... I mean, looking at your work-in-progress drawings, would you suggest that I take a
160 similar approach or maybe I should be more sketchy?

161 RESPONDENT: No, that's fine. It doesn't really matter whether the lines are straight or
162 wobbly. I mean, as long as people can appreciate, 'Yes, that's the doorway, these are windows,'
163 and the section showing a person saying, 'Yes, that's a floor.'

164 The thing to remember is to do it a reasonable size for people.

165 INTERVIEWER: Yes.

166 RESPONDENT: It might be that it's four sides of A4 stapled together, one with plans, one
167 with a site plan, one with a question and then other bits as you're alluding to here.

168 The other thing is at this stage it's possibly not worth going too far because there'll be a
169 lot of input and you've really got to find out, 'Will the stakeholders contribute? Will there be
170 enough people?' It's a bit disheartening to spend a lot of time doing these things and then three
171 people fill in the forms. I'm sure there'll be more than that but the point is what you want is you
172 want hundreds of comments, really. Now whether they're from visitors, whether they're from
173 committees, the local community or...visitors might be relevant but they know it. But lots of
174 people don't know the building.

175 INTERVIEWER: No.

176 RESPONDENT: They pass by it. They probably might just have popped in or looked into
177 the ground floor but they wouldn't have gone to the upper floor.

178 INTERVIEWER: My intention is to primarily target the residents with this pictorial feedback form.

179 RESPONDENT: And what might be useful, rather than having an architectural section,
180 what might be useful if you're saying, 'What can we use the upper floor for?' it might be worth
181 trying to get a wide-angle shot of the interior upstairs. Or take several photos and stitch them
182 together crudely. But what you could do is then have those in, say, black and white and then
183 leave space around and say, 'What would you use this for?'

184 INTERVIEWER: Yes, I did wonder about the use of photographs in this as well. But I hadn't
185 considered black and white.

186 RESPONDENT: It's just that sometimes people might want to draw on the photograph
187 and if they're drawing on a black ceiling void it's not so clear. Or even maybe they're drawn
188 comments. You know, 'Let's have some lights here,' they might put.

189 INTERVIEWER: Yeah. No, that's really handy.

190 RESPONDENT: But yes, the idea you've shown here is maybe just something that's filled
191 out. But maybe it's an A3 folded once or folded twice and, as you've kind of indicated, the
192 introduction and then some plans and section and maybe the odd photograph saying, 'Any
193 comments?' Or whatever you want to put on there. And then information on the back, sort of
194 thing.

195 INTERVIEWER: Yeah. This is A3, isn't it? So it could be like...

196 RESPONDENT: It's quite a large amount of paper for people to comment on.

197 INTERVIEWER: Maybe that size. A4.

198 RESPONDENT: Mm.

199 INTERVIEWER: And do it like that.

200 RESPONDENT: Well you could fold it into three.

201 INTERVIEWER: Yeah.

202 RESPONDENT: Like that. That way as well. Like a menu.

203 INTERVIEWER: Okay. Yeah, I've had discussions with Harry at CYC about this as well and he's
204 given me some insight as well. Because with the conversation with him, he highlighted the issue
205 of people not being able to read architectural drawings. And I still wanted to make it seem as
206 though it was still something that looked inviting.

207 RESPONDENT: Yeah. I'm sure it can be, yeah. I think the other thing is I would tend to keep it as
208 simple as possible. It's just there are probably lots and lots of questions that you could ask, but
209 the truth is people don't necessarily want to be held up for half a day answering them.

210 INTERVIEWER: I've only got nine questions and they've gone through Caroline and Imelda's
211 filters so they're pretty straightforward. And it's not forced upon people to actually do the
212 drawings. But as an invitation.

213 RESPONDENT: Yeah, I don't think you'll find people will attempt many drawings.

214 INTERVIEWER: No.

215 RESPONDENT: I think they're happy to comment and put an X or something like that, but
216 lots of people just don't have confidence in doing it.

217 INTERVIEWER: What would be really interesting is in what context, as a researcher, I will be
218 asking people to fill these in. Would I be there in person or would I leave them to it, come back
219 and collect later?

220 RESPONDENT: Mm.

221 INTERVIEWER: So it might be that I end up doing both just because some people would be
222 more willing to do it in their own time, others might...

223 RESPONDENT: Well it might be that if you have an example, people always like to see,
224 'Well what sort of thing do you want me to do?' and if you've got something to show them, you
225 could say, 'Well this is something that my colleague did,' that often helps.

226 INTERVIEWER: Yeah, that's a good idea.

227 RESPONDENT: Rather than starting from scratch, you know? It depends, really. If it's a
228 simple form then people will just answer. But if you're saying, 'Here's a plan. What would you

229 do?' it's very broad. 'What do you want me to do? Is it comments? Is it a line on a drawing?'
230 They don't know. So it really does have to be not simplistic but simple.

231 INTERVIEWER: Okay. I haven't got any other questions actually, but I just thought it would be
232 very useful to pick your brains on the matter.

233 RESPONDENT: Yeah. No, that's good. It'll be great because it's raising the profile and showing
234 that it isn't a committee or a group just saying, 'Well this is what you're going to get.' It's good
235 to get the feedback and as I say, if you take out the spurious but look at the really interesting,
236 you think, 'Why not? Is this something that we should consider? Should there be a telly office or
237 a computer suite? Or could it be a gym?' Catering and all that is always very difficult. But maybe
238 there are other ideas. Who knows?

239 But I think it isn't just what's in the Red Tower; it's really what's around in the vicinity because
240 that's the thing that draws people.

241 INTERVIEWER: So this outer area would still be...

242 RESPONDENT: I think that should be really well-used, and there are ideas to maybe have
243 an entrance into the enclosure from elsewhere. But 90% of visitors will come along here
244 probably. Fewer this way. But it does open it out slightly. At the moment this is very defensive.
245 So this would open it out to the community, which is the housing in the local area.

246 INTERVIEWER: I know that there are people working on plans to this area as well.

247 RESPONDENT: Yeah. Tim. And the incredible Movement. I've seen some really good
248 examples of how these areas are planted up and used. And to my mind, there should be lots
249 planted and going on. I mean, it's business, 'cause people see things and they want to be
250 involved. And it's an attraction. It draws, and say, 'What's all this about?'

251 So that would be really interesting to get all this feedback from people who visit or from the
252 local residents and community.

253 INTERVIEWER: I was also going to try and put in a map of the area to answer the question about
254 just local needs.

255 RESPONDENT: Yeah.

256 INTERVIEWER: I've got one of the questions where it's like, 'What is needed in the local area?'
257 But do you think perhaps using a map of the area would be a bit too vague or... What would you
258 say?

259 RESPONDENT: Possibly yes because again, you have to be very specific. You know, 'Does
260 it need more roads? Here's a plan of the roads. Does it need more footpaths? Does it need more
261 trees or planting or grass?' So you can point to something specific. But to give a general map

262 and say, 'What does it need?' it's too indistinct. I think if you go with the specific items then it's
263 easier to get people to respond.

264 INTERVIEWER: Yeah. I picked up on that from what you said about having to be specific up in
265 the space areas.

266 RESPONDENT: Yeah.

267 INTERVIEWER: So just applying that to the maps as well.

268 RESPONDENT: Probably most people would say flood defences or... 'Cause that's a number one.

269 INTERVIEWER: Yes.

270 RESPONDENT: Especially recently. If this went out tomorrow, I think a lot of people would
271 say, 'How are we going to get over the flooding?' and that sort of thing. But it's a big
272 consideration, especially recently over Christmas. People will be saying that.

273 INTERVIEWER: Right. Okay. Thank you very, very much. If I'm successful in gathering feedback
274 in...well, it'll be both the textual and potentially visual form, I guess would it be good for us to
275 have a chat again, potentially?

276 RESPONDENT: Yeah, fine.

277 INTERVIEWER: Maybe sort of in a month's time.

278 RESPONDENT: That's fine by me.

279 INTERVIEWER: And then we can see what's happened. Okay, great. Thank you very much.

280 END OF TRANSCRIPT

281

1 Interview 25: 28-04-16 Waitrose Jonathan

2 INTERVIEWER: Okay. So, could you explain who you are and how we know each other?

3 RESPONDENT: Right. I am Jonathan. I'm retired. I was a local government officer. I retired ten
4 years ago and about twelve months or a bit– maybe not as long as that, I became aware of the
5 Red Tower when Katrina Foxton, the interviewer, came to a group meeting that I was running for
6 pensioners in York, to explain something about York's heritage. She did mention at the time
7 about the Red Tower project that was operating on a Saturday afternoon with a pop-up café.
8 And following that talk that she gave us, me wife and I paid a visit to the Morrison Store close by
9 to the Red Tower, and we decided at that time to have a wander across to have a look and see
10 what's inside it; see what it was all about if you like. So that was my first meeting with Katrina
11 who was also happened to be a volunteer within the Red Tower serving up the cups of teas. We
12 had a cup of tea and a piece of cake, and I had a look round and I thought, 'This is something of
13 a project; I might just want to do something for here'.

14 INTERVIEWER: I'm going to actually add my memories from our first meeting, which I actually
15 think was the reason– The precursor to coming to that retired members meeting that you
16 mentioned.

17 RESPONDENT: Yeah.

18 INTERVIEWER: It was actually I met you with the York Past and Present guys at King's Manor
19 because I was doing a conference.

20 RESPONDENT: Ah, we met before then.

21 INTERVIEWER: Did we?

22 RESPONDENT: It was before then, because you posted something on York Past and Present, and
23 I said– I asked you at that time like you were the the sort of person that we could do to come
24 and give us a talk.

25 INTERVIEWER: Okay. Right, I didn't remember that.

26 RESPONDENT: You remember that now?

27 INTERVIEWER: Yeah I remember that, and then we...

28 RESPONDENT: And then you said, 'Oh, by all means yeah but I'm not really used to this and it
29 might be a good way of me getting a bit of presentational experience'. And then it was later
30 after that that we met at King's Manor.

31 INTERVIEWER: Okay. Yeah, I agree with that's how it was. So, you mentioned that you are a
32 retiree and used to work at the council. And that you came to the Red Tower and you saw that
33 there was a project that you could– What did you say? What were the words you said?

34 RESPONDENT: Oh I don't know, I'm geriatric now.

35 [laughter]

36 INTERVIEWER: That you said you could see doing something?

37 RESPONDENT: Yeah. When I visited the Red Tower, using my expertise and knowledge, if you
38 like, of being able to do things, I realise that it was really– I'm trying to be diplomatic here, but it
39 was being run by people that weren't tuned into how things needed to work and what needed
40 to do. But it was mentioned at the time that there was a reluctance to let visitors to the Tower
41 go upstairs– To use the stairs because of a health and safety risk and it really need a hand rail.
42 And I thought at the time, 'Yes I can do that. I'll put your hand rail in there'. And so I did come
43 back to fit a hand rail and during that process I then realised that there was lots of other ways
44 that I could use my expertise and knowledge, if you like, to bring a more practical solutions to
45 the Tower that weren't immediately available to the people that– The volunteers that were
46 already working there.

47 INTERVIEWER: That's also including myself in that.

48 [laughter]

49 So, I mean, would you say that you spend, in comparison to other places in York, you
50 spend an amount of time at the Red Tower?

51 RESPONDENT: Yeah, yeah I spend– Apart from home and fishing– And I haven't done much of
52 that because it's become cold, but apart from that, no. Red Tower has become a way of life for
53 me. It's got into my blood. That red brick is sort of like a wallpaper at the back of my mind that
54 keeps– every time I've got a few minutes or every time I'm heading across to this side of York
55 and Huntingdon, I'm always aware that there might be something that I might be able to do
56 down at the Red Tower, and I might be able to take something to the Red Tower. So, as I'm
57 looking round my home and thinking, 'Oh, that will be useful down at the Red Tower'. And so
58 I've really not only invested a lot of my own time and a little bit of cash and stuff like that, I've
59 also– it's become an outlet for things that we have at home that we have no further use for. It's
60 just enhanced the usability of the Tower for the way that it had been used, and likely to be used
61 in future.

62 INTERVIEWER: So, do you have any intentions for this place; for the Red Tower?

63 RESPONDENT: Any?

64 INTERVIEWER: Intentions?

65 RESPONDENT: My intentions align very, very much with the intentions of the Red Tower Project
66 in general. I was born 71 years ago, and I was born on a council estate. I was brought up on a
67 council estate; the Red Tower is back dropped by a council estate. So therefore I do feel that I've
68 got a it of an infinity with the people that are living in social housing around the Red Tower, and
69 I do believe in that the Red Tower has got a role to play in providing for the needs and support
70 of that social housing group, if you like. And the events of the flooding at Christmas time of this
71 year– Of last year proved that the community itself needed a focal point. It needed somewhere
72 that they could return to or refer to in the event of need if anything happened or whatever. And
73 my intentions, if you like, are not just to be able to sort of like facilitate the glamorous side of
74 the Tower like the pop-up café and the hireable space, but also to be able to try and engage the
75 community to become part of that tower and use the tower to the way that they want to use it.

76 So, as I say, I was brought up in a not so well off area and my parents– I was born during the
77 latter stage of the Second World War and grew up in the 1950s when the communities was all
78 based– The focal points for those communities were things like working men's clubs and such.
79 And now the area around the Red Tower don't– Although they've got a new working men's club
80 on Lawrence Street, I wouldn't know whether that would be somewhere that they would want to
81 go or to become a community meeting place as are the café and the Walmgate Bar or the
82 Bistros in Walmgate aren't just the sort of places that the housing– The social group and this
83 housing would want to go. But I do see that the Red Tower has the potential to become a
84 meeting place and with the surrogate working men's club, if you like.

85 INTERVIEWER: You've mentioned this in our conversations before like throughout the summer,
86 and I think it came through in that mission statement document...

87 RESPONDENT: Yes.

88 INTERVIEWER: ...that we wrote ages ago on Google Docs, which I'll refer to. Tell me about this
89 working men's club a bit more? There's a new one?

90 RESPONDENT: Yeah, there's a new one on Lawrence Street.

91 INTERVIEWER: That's just started?

92 RESPONDENT: Yes. I think you– No, it was . posted it recently on York Past and Present what
93 was going to happen to the old working men's club.

94 INTERVIEWER: Right.

95 RESPONDENT: The old working men's club is a listed building, so they can't knock it down.
96 Listed because I think it used to be William house. You know who started the retreat?

97 INTERVIEWER: I don't know.

98 RESPONDENT: Yeah.

99 INTERVIEWER: I'm going to be honest. I don't.

100 RESPONDENT: Yeah, I think– If me memory serves me right, yes it was William house who
101 started the retreat. It then became a working men's club. It's a listed building, they can't knock it
102 down. So what they did was, I think a developer has bought it out to convert it into flats, as long
103 as they don't change the structure of the building. And then working men's club is being built
104 next door.

105 INTERVIEWER: Right. And is that open now?

106 RESPONDENT: I don't really know, but as far as I know it probably is.

107 INTERVIEWER: Okay. That's interesting. Well there you go. So, talking about your intentions for
108 the Red Tower, do you have any concerns about the Red Tower and the adjoining council
109 estate?

110 RESPONDENT: I think it's– I do to some degree but it's the concerns that could be managed–
111 They can be managed. My concerns are is just being able to get the local community engaged
112 with what the Tower is doing. Would they see the Tower as being something quite aloof
113 compared to what they would want it to be. It needs to be sold to them in a way that they
114 would want it sold to them. If you started off with cheese and wine parties, then probably not. If
115 it was going to be a with real fatty looking burgers and stuff like that, and loads of ketchup then
116 probably, yes.

117 INTERVIEWER: So, from that I am assuming– You talked about wine and cheese in comparison to
118 barbeques; food is going to be an important part...

119 RESPONDENT: Yeah.

120 INTERVIEWER: ...of the Red Tower?

121 RESPONDENT: Yeah. There that I have for it, and that is– I must be careful what I say here, but
122 there are elements that are living within the social housing around the Red Tower, given half a
123 chance would abuse what you were offering. And I say that in as much as – And this is not for
124 publication, but when we were giving all the cleaning products out to all the people that had
125 been flooded out and people were coming backwards and forwards and taking the stuff, one of
126 our new recruits, I was– I went round to punch a whole through her– No, drill a hole through her
127 wall right to And she said, 'Oh', she said, 'You know that stuff you were giving away, I had a
128 friend of mine around here and her boyfriend, he was forever on the phone offering cleaning
129 products out for sale that he'd got picked up from the Red Tower'.

130 INTERVIEWER: Right. Well, I'll scratch that bit off.

131 RESPONDENT: Yeah.

132 INTERVIEWER: I'll scratch that. From here to now, let's not focus on– Yeah.

133 RESPONDENT: But, those are my– The misgivings.

134 INTERVIEWER: Yeah.

135 RESPONDENT: If people played the game and...

136 INTERVIEWER: I had my bike nicked the other day from . So I know very full well.

137 RESPONDENT: Yeah.

138 INTERVIEWER: But let's go back to– Okay so starting again...

139 RESPONDENT: Yeah.

140 INTERVIEWER: ...to publication mode.

141 RESPONDENT: Yeah.

142 INTERVIEWER: The reason I started– When you first came in here this afternoon, we had a chat
143 about the Red Tower and things that had been happening and the CIO meetings and so on and
144 so forth.

145 RESPONDENT: Yes.

146 INTERVIEWER: Because there's three meetings coming up soon. And we'd started talking about
147 this trying to engage residents.

148 RESPONDENT: Yeah.

149 INTERVIEWER: And I started talking about how I felt there was a need for stuff with the
150 residents. And I'm sort of trying to make a tea party with Jess that she can take over. And then
151 you said something about your, you were spending– What was it you said you were doing at the
152 Red Tower recently to try and engage the residents? Can you remember? Something about
153 having a life force– You used the words, 'Having a life force in the Red Tower'?

154 RESPONDENT: Yeah. Oh, yes, sorry I'm with you now. Yeah. A presence. I'm with Lilac in the fact
155 that you've got to keep momentum going. The Red Tower has not got to be seen again as a
156 dormant space. And the chances are, if you're in the periods of winter time and early spring and
157 cold weather and wet weather that it becomes a dormant space again. And so they don't see–
158 The resident won't see that there's a living entity within that Red Tower, and just tend to ignore
159 it then; they won't notice. But the more they see the door open, the more they see the
160 information boards outside and people walking about outside with a cup of tea in their hands,
161 the more likely they are, I think, to want to know about this. What I don't think that the– Well,
162 their interest will be enhanced if we could take away the barrier of the wall. So, we're hoping
163 through the development of the tower that an access to the tower and its land is available
164 through a hole in the wall– A space through the wall which will take away that barrier, and it will

165 allow anybody that doesn't– That's probably not quite as mobile as they would like to be easy
166 access to the Tower without having to walk all the way around.

167 INTERVIEWER: Okay. That's grand. Okay, I think we have covered quite a lot of this section, so
168 I'm just going to pop round to the next subject area. And we kind of touched on it a bit talking
169 about communication and...

170 RESPONDENT: Yeah.

171 INTERVIEWER: ...social media. Can you explain in your own words what the Red Tower does with
172 its communications and social media?

173 RESPONDENT: Currently I don't think– Yes, so currently the Red Tower has got a Facebook page
174 which is, 'York Red Tower'. It's got a closed Facebook group which is the Red Tower Project. Red
175 Tower Project is an administration group, if you like, but it contains not only administrative but
176 also interested parties. I personally, be it right or be it wrong, have tried to encourage people
177 that I was aware of within the York Past and Present group or whatever, or people that I do
178 know that have got a historical interest in York and it's by-laws, but also have got a cross over
179 into social provision, if you like, so that they've got an interest in different camps, the history, the
180 provision of – social provision, if you like, in the form of refreshments and also people's– I'm
181 quite keen on the incredible edible vegetable plots; the raised beds. So I think there's a– If you
182 can get people that are interested– Like we've mentioned Jenny who provided the tablecloths,
183 but Jenny has also– She's been making a lot of the costumes for the [Unclear – 16:58.9] plays.
184 She's been making those but Jenny is very clever at making things. She's also very interested in
185 gardening. So Jenny, apart from a– She's also been involved in a lot of archaeological digs
186 around York. So, her knowledge, expertise and interests caught across lots of different fields.

187 Now I felt that at the time that Jenny was an ideal candidate for being inclusive or included
188 within the Red Tower Project. The only body that I've met or come across who had knowledge
189 of like Jenny I brought them in [background talking] [pause] I brought them within the Red
190 Tower group. So, that lady that I mentioned, she went up– Drilling a hole through her wall she
191 said, 'I'd really like to get involved in being a volunteer in the Red Tower, which I haven't been
192 able to do because me job prevented it.' She's got a new job now which has given her
193 Saturday's off. So, she's going to be another potential volunteer. So where I've come across
194 someone like that, but the issue I have with the social media side of it is that I'm not too keen
195 about the 'York Red Tower' page.

196 INTERVIEWER: Oh right, okay.

197 RESPONDENT: Because it's not clear as mud. Well it is clear as mud, really. Sometimes I've
198 posted stuff and it's–Nobody can recognise it was from me. Other people that have posted it
199 have had to put their name on the bottom so that people could– because I posted a response to
200 [pause]...

201 INTERVIEWER: A post?

202 RESPONDENT: Yeah she– I forget– She does cakes and stuff. I can't remember people's names
203 very well but, anyway, she posted a post on saying, 'I think the little seedlings that I got, I
204 planted the seeds from so and so about Red...

205 INTERVIEWER: Libby?

206 RESPONDENT: ...Libby– 'are ready for collection'. And so I posted it afterwards and followed it up
207 with, 'I'm going down to the Red Tower, would you like me to call in and pick 'em up'. I think she
208 didn't realise it was me; she thought it was Linda.

209 INTERVIEWER: Oh, I see. Yeah.

210 RESPONDENT: You know what I mean?

211 INTERVIEWER: Yeah.

212 RESPONDENT: So, those sorts of things it's far too ambiguous. You're far better off with an open
213 Facebook group than a Facebook page that is limited. And I think that if you're going to– York
214 guys from the university is going to be looking after our social media side. I'm sure we'll cover
215 that side of it because they will produce a proper Facebook page that is open– A public
216 Facebook page and not a closed Facebook page.

217 INTERVIEWER: Potentially I mean, I'll feed back if that's okay feedback some of what you've just
218 said to them.

219 RESPONDENT: Yeah.

220 INTERVIEWER: I went over the dynamics of the York Red Tower page and the closed group Red
221 Tower Project page and they picked up on it being a tricky thing. As you say, it's not clear as
222 mud or it is; it's hard to...

223 RESPONDENT: Yeah.

224 INTERVIEWER: ...tell and also the person who's posting isn't always clear.

225 RESPONDENT: Yeah. You can change that, you know, it's a process you have to do. You just go
226 to– When you're posting, instead of Red Tower you can click yourself down to be yourself
227 instead of the Red Tower.

228 RESPONDENT: Yeah. Only when you're posting.

229 INTERVIEWER: Yeah.

230 RESPONDENT: Not when you're replying to somebody else's...

231 INTERVIEWER: And when you're replying as well.

232 RESPONDENT: Can you?

233 INTERVIEWER: Yeah I'll show you after this...

234 RESPONDENT: Yeah, yeah.

235 INTERVIEWER: ...I'll show you how it's done. Because Lilac started doing it, I've noticed.

236 RESPONDENT: Yeah, but it's not ideal. I don't think that it's a good enough page to encourage
237 people from [pause]– I don't think it's a good enough page to encourage people on a
238 worldwide– Because we are, we're global, to want to use that page.

239 INTERVIEWER: Going back to your initial concern about sort of engaging the local community...

240 RESPONDENT: Mm.

241 INTERVIEWER: ...how do you think the Facebook page does on that level? Would you say it's
242 effective?

243 RESPONDENT: No. No, because I honestly believe that the community around here, if they use
244 Facebook it will be for not that purpose. A lot of the people that you would like to try and
245 engage with probably don't have Facebook, probably don't have the Internet, and probably
246 can't afford the Internet or whatever. So you've got to– You would win the battle of engaging
247 the local community if you could do it outside of social media.

248 INTERVIEWER: Okay. So, can you give me some examples of how you would do that?

249 RESPONDENT: Well, you've already alluded to some already, is that if we could get the people–
250 our friend Martha, right? Our friend Martha is finding it very difficult to walk now. And when I've
251 spoken to her about popping over to the Red Tower and having a cup of tea with us and all
252 that, she said, 'Well I can't really walk that far' and that sort of thing. If we can find a way– I
253 honestly believe that if we could get– We ought to have a wheelchair in the Tower, right? So
254 that if we were to find that there were some people who would like to go but can't do it, where
255 we could actually go to the flats and bring them back in the wheelchair, and take them back
256 again. Those sorts of things so that the people that physically can't make the distance or
257 whatever can be helped. And the people that don't have access to social media can be
258 encouraged to come and join us. And I think there could be a snowball affect if we can engage
259 one or two to encourage their mates and their neighbours to want to come and join us, and to
260 become like a little community group, if you like. This has worked in other areas. I can remember
261 back until the days of my youth when the Brown Cow in– at the back of Walmgate there, you
262 know in Hope Street; the Brown Cow was notorious for...

263 INTERVIEWER: Is this a pub?

264 RESPONDENT: It's a pub. It's a pub but that was a meeting place. But it was a meeting place for
265 the old Irish women and a lot of [pause] might not be PC to call them this, but Hawkers.
266 Hawkers.

267 INTERVIEWER: Uh?

268 RESPONDENT: Google it.

269 INTERVIEWER: Okay I'll Google it, yeah.

270 RESPONDENT: Google, 'Hawkers'. They're aligned with travellers. Right? And they would sit
271 around in there during the day with their clay pipes and chat to their hearts content with a pint
272 of beer on the table, right, and chew the fat for the day. And that was a focal point and a
273 meeting place for them. The Red Tower could become— I'm not saying clay pipes and a pint of
274 beer, but it could become a meeting place or focal point for that group of people.

275 The Red Tower has got a very difficult job to try to engage the local community that have shown
276 a reluctance to engage with each other in recent times; they've become very insular with each
277 other. So my wife who lived in the flats in Walmgate when they were first built, because they
278 used to live in a prefab around the back— by Woolworths just the other side of Walmgate Bar.
279 And they moved into these new flats, and in those flats everybody knew each other, were all
280 neighbours up there down there, that way, that way; everybody knew each other. But here it's
281 not the same. And so you've got to sort of like try to find a way to get them talking to each
282 other, to get them to engage with each other. Getting the engagement with each other and
283 getting engaged with us.

284 So, I honestly feel that the ideas relating to open days, free this, do that, would be a good one
285 to get people engaged. It may be disappointing for the first couple of attempts at doing this. It
286 may feel that we have a Tower full of folks ready to serve people and tables full of cakes, and
287 nobody comes.

288 So, that hasn't got to be a— That hasn't got to be the be all and end all of it. Perseverance
289 is going to have to be there all the time. You know, you can't just say, 'Now we aren't doing that
290 again because it didn't work'.

291 INTERVIEWER: So, yeah. And coming back to the subject area?

292 RESPONDENT: Yeah.

293 INTERVIEWER: Social media isn't going to be part of that or...?

294 RESPONDENT: No, I don't think so.

295 INTERVIEWER: Okay.

296 RESPONDENT: No. I think it is going to be knocking on doors, word of mouth for this local area.
297 Where social media does work, is where we want to engage the wider community when we– It is
298 a historic building. There's a lot of people who have historic interests that was– If you was to do
299 a straw poll of the people that came from York Past and Present, last Friday, as I've already said,
300 there was the girl from Holland. When she came to York it was– One of the places was got to be
301 the Red Tower she'd been to. The lady from Lincolnshire who's– she's become quite a friend
302 really, but she– There was a discussion over the last couple of days when somebody mentioned
303 about the stone from the old castle– From the old prison.

304 INTERVIEWER: Yeah, on the [unclear – 27:46.6] wall, yeah.

305 RESPONDENT: Right. So they mentioned and she said– And somebody said, 'I wonder what
306 happened to all the old stone', right? And I happened to say to her like as a reply to her
307 comment that, 'You actually really were looking at some of the old stone when you came to the
308 tower on Friday,' because– And if you look around that stone how interesting it becomes. Some
309 of that stone has got iron bars still in it, right? And she says, Well no', she says, 'I'm going to
310 have to come back and have a look at that'. There was that Laura McCoughlin I think, you know,
311 from down in Harrow, you know, that museum in Harrow, she's now wanting to come up,
312 because I said to her, I said when she was...

313 INTERVIEWER: You've mentioned this, yeah. You have mentioned Harrow, yeah.

314 RESPONDENT: Yeah. Last Friday and the prison stone around the walls, she was also saying, 'I'm
315 really going to have to come and have a look at this'. And everybody– Every time somebody
316 said that I've said, 'You let me know when you come in and I'll come and open it up just for you'.
317 And she said, Right, you're on'. And so she could be coming. So, I think there will be people
318 coming that are picking up on it now. It's trying to get– I think we may have broken big ground
319 big time with getting it into York Past and Present. So, this is why I thought by inviting a special
320 open day for York Past and Present it will open the door for me to actually go in to York Past
321 and Present and get it out there, to get some information on to it. Because there was even
322 people that was sort of like replying to that then, 'Well, what is this Red Tower? Where is it', sort
323 of thing. So, it's building up.

324 INTERVIEWER: Okay, so the last question is sort of related to what we've been talking about, and
325 I'm asking everybody this. What is your definition of heritage?

326 RESPONDENT: Ooh, I think you've asked us this before when you came to our meeting, wasn't
327 it? Heritage, I think it is– My definition of heritage is [pause] it can be [pause] it can be not
328 distant past and it will not necessarily be near future, or this near past. It can be something that
329 has made the places where we live and work, right, part of what we are, and part of the city that
330 we have come to know and love. So it can be a Tudor building like the Red Tower, or it can be
331 something– A new iconic building like the Hiscox building, because Hiscox building will be
332 heritage to some people. It will be our heritage, it will be something that our children and

333 grandchildren can look up to and say, 'I remember my dad talking about that when it was first
334 built'.

335 INTERVIEWER: Okay.

336 RESPONDENT: I don't know, was that right or wrong or?

337 INTERVIEWER: Well, no, it's not a test. I have to keep telling people it's not a test. What it is, is
338 it's a really good way of me knowing where people stand on that.

339 RESPONDENT: No, but in general, is that a reasonable definition of heritage or?

340 INTERVIEWER: Everybody says different things.

341 RESPONDENT: No, I'm asking you as a PhD student.

342 INTERVIEWER: Okay, for me, my personal opinion of what heritage is, is that it is [pause] it's the
343 material remains from the past which could be the near past...

344 RESPONDENT: Yeah.

345 INTERVIEWER: ...that the- We want to use or to [pause] manage in a certain way.

346 RESPONDENT: Yeah.

347 INTERVIEWER: And people manage them the heritage material remains in many different ways.

348 RESPONDENT: Yeah.

349 INTERVIEWER: Sometimes it can also incorporate like peoples memories.

350 RESPONDENT: Yeah.

351 INTERVIEWER: And sometimes those memories go on exhibitions and so on and so forth. With
352 the Red Tower, it's more about how we're using a brick building to try and encapsulate or to
353 function as a social space in a very particular, unique area of York...

354 RESPONDENT: Yeah.

355 INTERVIEWER: ...Which is, as a whole, a site of heritage.

356 RESPONDENT: Yeah.

357 INTERVIEWER: So, I mean, that's just one answer I've given. I'm sure I've given many others that
358 kind of...

359 RESPONDENT: Yeah.

360 INTERVIEWER: ...It's a long answer. I like to ask it because somebody asked me...

361 RESPONDENT: Yeah.

362 INTERVIEWER: ...kind of you've just done at the end of my first interview I took. And I was just
363 like, well I'm going to ask everybody that.

364 RESPONDENT: Yeah.

365 INTERVIEWER: And I think it's a good way of...

366 INTERVIEWEE: You see the thing about– You take a building like the Red Tower, to a lot of
367 people– Somebody actually referred to it as a brick shed. One of the York Past and Present
368 people, and I didn't really...

369 INTERVIEWER: I'm nodding.

370 INTERVIEWEE: ...I didn't really...

371 INTERVIEWER: I'm nodding and smiling.

372 INTERVIEWEE: I replied back to that, 'A shed?' But, no, what you've got in the Red Tower is
373 you've got so many different facets to it, not just the fabric of the building. The fact of what it
374 was used for its history during its construction; the William Henley aspect of it. The fact that it
375 was the inside – internal walls – all the bricks really were manufacturer locally so you could do a
376 history of York brick making relating to how the Red Tower was built and how it was refurbished
377 after it had been almost destroyed in the English Civil War. So you see it's not just a brick
378 building, it's not just four walls and a floor and a roof. It's got all these different aspects to it. If
379 you look – I mean, its design– What about the floor? What's underneath that floor? Does
380 anybody know what's underneath that floor? You know, so it's got– its heritage is what it is. The
381 construction of it, the craft groups that was employed during the construction of it, where its
382 materials came from, when it was refurbished, who was responsible for refurbishing it. So,
383 there's lots of other– There's lots of aspects to it that– Lots of questions that probably have
384 never been answered before.

385 INTERVIEWER: Well there you go.

386 INTERVIEWEE: There you go.

387 INTERVIEWER: There's a whole PhD in there somewhere I'm sure.

388 INTERVIEWEE: There is, of course there is. Crack on.

389 INTERVIEWER: Thanks. Right, I'm going to say that we've covered all my subject areas for the
390 interview, and I'll stop the interview. Unless you have anything further to add?

391 INTERVIEWEE: No, I would just like to add that [pause] since I became involved with the Red
392 Tower, the Red Tower isn't just a brick building, it is also a very, very active committee group of
393 people who are– as I say, committee but have resolved to breathe life into a public building that
394 had been not used for a long, long time but to use it in a way which is going to benefit the

395 community. I love working with these people, it's become part of my life and I hope that my life
396 lasts long enough to be able to see it developed and to operating that people envisage it.

397 INTERVIEWER: Well, thank you very much, Jonathan. That's such a great end to that interview.

398 END OF TRANSCRIPT

399 29-04-16 Morrisons Cafe Matt

400 INTERVIEWER: Can you tell me who you are and how we know each other, how we met?

401 RESPONDENT: My name is Matt and we know each other by the Red Tower.

402 INTERVIEWER: And do you remember the first day we actually met?

403 RESPONDENT: Not really, no.

404 INTERVIEWER: I don't, either.

405 RESPONDENT: I do. I think I just walked into the Red Tower and you were there with your hat on.

406 INTERVIEWER: You came to the meeting with...

407 RESPONDENT: Yes, that was after we had met though.

408 INTERVIEWER: ...Reginald. Oh, okay, was it?

409 RESPONDENT: Yes. We had met before that. It was just me, you and Jonathan, I think, if I recall.

410 INTERVIEWER: I'm just trying to think whether it was that time.

411 RESPONDENT: It was soon after the floods.

412 INTERVIEWER: Yes, it was very soon.

413 RESPONDENT: Very soon after the floods.

414 INTERVIEWER: Can you give an account of your relationship to the Red Tower and how you got
415 involved?

416 RESPONDENT: Basically, I'm just a local lad. I've helped out with the recent floods, and the Red
417 Tower was a sort of focal point for that area. So that's how I got involved, basically, just helping
418 out and stuff like that.

419 INTERVIEWER: Can you kind of give a specific description of what you actually did? I ask
420 everyone these questions.

421 RESPONDENT: Right. During the floods?

422 INTERVIEWER: Yes.

423 RESPONDENT: During the floods, I came out in the middle of the night and there were no
424 emergency services or council or anything like that about, so I helped put some sandbags out
425 on properties, did a food run, three mile food run for residents that were stuck in the flats. I
426 saved a soldier from drowning. You didn't know that, did you?

427 INTERVIEWER: I didn't, yes.

428 RESPONDENT: Me and a couple of mates, we saved the soldier from drowning. He was up to his
429 neck in water on Navigation Road itself and we advised him that he didn't want to be in there
430 and he needed to come through the flats to the back where the water was only waist-high.
431 Managed to get him out of the water and sent him on his way through the flats. Didn't think
432 anything of it at the time, it was just one of those things, but people tell you that you've done a
433 marvellous thing.

434 The other thing I did during the floods, I got a mother and a small baby out of the floodwater
435 into a waiting ambulance. I built a makeshift bridge so that they could get out.

436 INTERVIEWER: You were really active during the floods but then it was the aftermath...

437 RESPONDENT: Yes, it was the aftermath of the floods, there was a lot of work to do. It seemed
438 that our council was letting us down, the residents in particular, at the time. It took them some
439 time to actually pull their fingers out. So we found ourselves doing a lot of the council's work for
440 them. Basically, when the floodwaters went down, we moved the sandbags first and then started
441 clearing out the properties, carpets and damaged furniture and stuff like that, putting them in
442 skips. I've gone on further to help deliver food parcels, deliver water, keep an eye on the estate
443 and make sure no one burgles anything or anything like that. I've done a bit of all sorts, really.

444 INTERVIEWER: So how did the Red Tower feature in that? It seems silly because I know, but-

445 RESPONDENT: Well, the Red Tower is a predominant building in the area and even though it was
446 flooded itself, Jonathan managed to get it up and - as soon as possible, and was able to use this
447 as like a- before the Council pulled their fingers out and brought a P.U.B. down, the Red Tower
448 was more of a focal point for the residents to come and get information, to come and collect
449 food parcels, cleaning products. Like I say, if it wasn't for the Red Tower we would have had no
450 storage at all, especially in the first six weeks of the flood. We would have been travelling to
451 other places to get the cleaning products down.

452 INTERVIEWER: You're saying we. Who is we in this?

453 RESPONDENT: These other volunteers. I didn't do all this by myself. These other volunteers that
454 helped out come from all walks of life, all over the city. It's a fascinating thing, disaster.

455 INTERVIEWER: Today I've just walked through and they're taking away the portakabins and
456 Matt's nodding. What's the next step now? What are your intentions now that-

457 RESPONDENT: Things have died down a lot now. Loads of residents are back into their
458 properties. Some of them are still upset about what's going on. The Council has done rush jobs,
459 basically, scrimped and saved where they can on money and we feel that the residents deserve
460 more than that.

461 INTERVIEWER: You're talking specifically about the guys opposite?

462 RESPONDENT: About the renovations in all the Navigation Road downstairs flood-affected
463 properties. I call them directly affected because these are the people that were affected that
464 aren't classed as affected, for some reason. People stuck in second floor and third floor flats that
465 couldn't get out, they needed food delivering, they needed water delivering, problems with
466 heaters – that's damaged a lot of water on the estate. Water pipes now need changing and stuff
467 like that. People's flats are leaking and stuff. But I mean, I'm coming away from the voluntary
468 work now. I've been at it four months. I've had no money whatsoever, no dole, no benefits or
469 anything. I wasn't allowed to claim benefits. Because of my volunteer work, I wasn't looking for
470 work, so I couldn't claim any benefits. Last week I made a claim for benefits and today I've had a
471 job interview and I've been told I may be starting work at the City of York Council, a week on
472 Thursday.

473 INTERVIEWER: Well, I'm glad that you've taken the step you wanted to take has happened.

474 RESPONDENT: Yes. Like I say, I'd like to get my foot into the City of York Council, so I'm starting
475 low. I'm off on green bins, recycling. They know that I'm into my recycling and environmental
476 protection so I'm hoping to get my foot in on the ladder, so to say, and hopefully they'll see a
477 bit of potential in me and move me up.

478 INTERVIEWER: What do you think are your concerns the Navigation Road Estate, mainly?

479 RESPONDENT: My main concern is the council may now decide to finish the work that they need
480 to do and just leave and basically neglect residents that are still suffering. I mean, it's raining
481 now. You get residents phoning, me in particular. I get people texting me, 'Have you had any
482 flood warnings?' Since the floods, it started out as a warden flood scheme and it's now gone
483 onto community emergency response team, which involves anything from blackouts to an
484 aeroplane crashing into the estate.

485 INTERVIEWER: And you're part of that?

486 RESPONDENT: Myself and a girl from the council, Katie Fisher. We've set it up. Hopefully, next
487 time something happens, which hopefully there won't be but we know that it will flood again,
488 there's no doubt about it. They can spend as much money as they want, it's going to flood
489 again. But hopefully we'll be a bit more prepared. We'll be able to get information to residents
490 as quickly as possible and hopefully save a bit more of their property, their personal possessions
491 than what happened last time. Last time it was so quick. A lot of people didn't believe it was
492 going to happen. It had been 30 years since the last time this area flooded, so a lot of people

493 just didn't believe it was going to happen so they weren't prepared. But this time around, we're
494 going to be prepared. A lot of residents know my face. They know that if I go knocking on the
495 door, something's going to be wrong.

496 INTERVIEWER: One of the things that you've been really good at or that I've seen you do is
497 you've got the connections with the residents in Navigation Road and probably other places in
498 York, too. And so I want to ask about communication techniques. What did you use and what do
499 you think is effective?

500 RESPONDENT: I'm very well known in York anyway, before our floods, maybe call it 'infamy', but
501 I'm very well-known and I can go to any area in York, knock on someone's door and someone
502 will give me a cup of tea if I need one. I'm that well known. Communication, as you can tell,
503 when I talk my words get jumbled up or I sometimes lose track of what I'm saying and stuff like
504 that.

505 INTERVIEWER: That's very natural. I think everyone does that.

506 RESPONDENT: But I don't find it a problem. One thing with Navigation residents, a lot of them
507 know me. I mean, this guy here, he knows me. He lives on Navigation. So a lot of residents know
508 me anyway, and because they know me, they've told their neighbours about me and then when
509 I have gone around and seen if the neighbours are all right and stuff like that, 'Oh, you must be
510 Matt' so stuff like that. I haven't found it hard, really, to communicate with any of the residents.
511 I've managed to talk to quite a lot of them. I think one of my main hindrances about
512 communicating with the residents, and it's not something I can prove but it's something that I
513 have been told, is that the council have turned around and said I'm nothing but a troublemaker.

514 INTERVIEWER: So when you're talking about communicating with the residents and people are
515 egging you in and having cups of tea, so it's face-to-face...

516 RESPONDENT: Yes, cultured.

517 INTERVIEWER: ...and you've mentioned that people are texting you...

518 RESPONDENT: They're texting me...

519 INTERVIEWER: ...so they've got your personal number...

520 RESPONDENT: ...these Facebook messages. I've set up a residential Facebook page for the
521 residents to use themselves. I don't really have anything to do with it. I've set it up and I am
522 admin, but I let the residents discuss things amongst themselves. If I do need to have a word
523 then I put a word in there but I just let them use it themselves. It's for them, for the residents. I
524 suppose you'd call it a residents' association but on Facebook. We tried to set up a residents'
525 association, and I don't know, maybe because of the floods or because it was cold weather or
526 whatever, a lot of people just didn't seem to be too interested. I think if we tried again in the

527 summer time to set up a residents' association as such, I think we'd probably have a bit more
528 interest. But as it stands, that's why I've set up the Facebook page.

529 INTERVIEWER: Coming back to the Red Tower, do you think the Red Tower has any part to play
530 in the area now, since the floods?

531 RESPONDENT: We wouldn't be Navigation Road without the Red Tower, I don't think.

532 INTERVIEWER: Is that your honest opinion?

533 RESPONDENT: That's my honest opinion. It's been there forever. It's been there before the
534 estate, basically, so the Red Tower is Navigation Road as far as we see it.

535 INTERVIEWER: But how do you see it interacting with the estate? Or how would you like to see it
536 interacting?

537 RESPONDENT: I mean, it can't be open every day. It just isn't viable for it to be open every day. I
538 don't know, we could maybe have some sort of residents meetings in there once a month or
539 something like that. It could be used as an emergency centre during any sort of crisis, if the
540 Tower isn't affected badly then we could use that as a base, so to say, maybe to work from. For
541 myself in particular it would be ideal. It's right on the edge of the estate and you can see
542 everything that goes on from there. Plus, a lot of the residents walk past there to come to
543 Morrison's or whatever when they're shopping, so it's an ideal point for meeting people. I do
544 think there should be more residents' notice boards down there. That's one of the problems we
545 have at the moment. There are two notice boards on Navigation. There's one at the end of
546 Rosemary and there's one at the top on...I can't remember the name of the street now.

547 INTERVIEWER: I think it's Margaret Terrace.

548 RESPONDENT: Is it Margaret Terrace? Yes, there's one there. One gave us a thriving shopping
549 centre when that was put there. Since then we've got all these amenities on this side now, so the
550 residents, instead of going to Walmgate and walking past the notice boards, they're coming out
551 the Red Tower side and of course there's no notice boards, so they can't see what's going on.

552 INTERVIEWER: That's really interesting, I never thought of that.

553 RESPONDENT: I've lived around here all my life and my mum used to, where the new builds are
554 at Walmgate bar, that used to be a pub called the INL pub, Irish National Working Man's Pub.
555 My mum used to work in there so as a child I would roam about the bar walls and Navigation
556 Road as a kid. So that's how I know the area.

557 INTERVIEWER: A million questions are suddenly popping into my head. Okay, in some ways
558 we've come to my last question, actually. What in your opinion is the definition of 'heritage'?
559 This is not a test.

560 RESPONDENT: Something old that should be preserved, I suppose. One of my main fascinations
561 is the Battle of Britain. That is heritage to me, so it's something we all should remember, like the
562 Red Tower, like other buildings in York. Do you know the [unclear – 0:17:02.7]?

563 INTERVIEWER: The deconstructor, is it, or the destroyer or something?

564 RESPONDENT: The [unclear – 0:17:08.2]?

565 INTERVIEWER: Yes.

566 RESPONDENT: Yes. If you stand from a distance you can see that brickwork is camouflaged. You
567 can see the camouflage pattern on it from the War. Not a lot of people know things like that.

568 INTERVIEWER: That's interesting.

569 RESPONDENT: [unclear – 0:17:25.0] stood here and looking at it, but if you look you'll see the
570 bricks are different colours on one side than they are on the other. If you stand over on the
571 other side of that car park and look at the Tower, you can see the actual pattern where it used to
572 be camouflaged in the War. So things like that, you know, there's history there. It's something
573 that the local people should know. That's heritage to me.

574 INTERVIEWER: Do you think that the walls are heritage?

575 RESPONDENT: Of course they are, yes.

576 INTERVIEWER: What about your memories of the walls?

577 RESPONDENT: What do you mean?

578 INTERVIEWER: Like your memories of being a kid, running around – is that heritage.

579 RESPONDENT: We used to think they were firing bows and arrows. You know, it's childhood
580 memories and stuff. But it isn't just that, it's what it brings to the city as well – the tourists.

581 INTERVIEWER: Is that a good thing?

582 RESPONDENT: Yes. We are deemed as a racist city, believe it or not. There's no say, for instance,
583 Muslim minority areas in York. There are a few Muslims in York but there are no specific areas
584 where they are, like you would say in Bradford or Birmingham or places that there are certain
585 areas. There's none of that in York and we're deemed as a bit racist in that way. However, how
586 can a city that has millions of foreign visitors from all over the world be racist? At the end of the
587 day, they pour money into our city, you know what I mean? Tourism, history – history's great,
588 everyone should know a bit about history.

589 INTERVIEWER: I really like that fact about the...

590 RESPONDENT: You didn't know that, did you?

591 INTERVIEWER: ...[unclear – 0:19:21.2] destruction. No, I didn't know that, no.

592 RESPONDENT: Well, all this used to be council waste yard. This is where skips and that used to
593 be, all this. So that was the cooling tower, you know, you burnt all the rubbish.

594 INTERVIEWER: I understand that...

595 RESPONDENT: I've seen it working back in the old days, but obviously it's dormant now.

596 INTERVIEWER: The reason it's still up there is because it's a good landmark for the place and to
597 make sure that you go at a certain height over it, 200 metres above or something.

598 RESPONDENT: It isn't that. Morrison's wanted to buy it and put a big sign down it saying
599 'Morrison's'. They've been refused. It's a local landmark, like you say. They got refused. They're
600 not allowed to put a sign down it saying 'Morrison's', that's it, no chance. There are some
601 interesting things about York, like do you know Skeldergate Bridge?

602 INTERVIEWER: Yes.

603 RESPONDENT: Did you know that used to open?

604 INTERVIEWER: I did, actually. I've sat at the coffee shop there.

605 RESPONDENT: The coffee shop on the... That used to be the gate tower.

606 INTERVIEWER: Yes. And I actually sat there looking at it for a long time with my friends.

607 RESPONDENT: You can actually see the welds can't you?

608 INTERVIEWER: You can see it, yes.

609 RESPONDENT: Well, if you go across the road as well you can see the strips in the road where it
610 used to come apart.

611 INTERVIEWER: Ah, right. But that doesn't work anymore, does it?

612 RESPONDENT: No. I've seen it open. There was a warship which came to York years and years
613 ago, in the '70s or the late '70s and they opened it then and that was the last time I've ever...it's
614 always been closed since then. Always.

615 INTERVIEWER: Right, I've covered all my questions.

616 RESPONDENT: Good.

617 INTERVIEWER: Is there anything that you want to add?

618 RESPONDENT: What like?

619 INTERVIEWER: I don't know. Anything that's come up in your head. No? Okay. If you think of
620 anything, I'll-

621 END OF TRANSCRIPT

622

1 Interview 26: 15-08-15 Red Tower Wallwalker Group

2 INTERVIEWER: We're on record. First can I ask you what you're doing in York? You said you're
3 locals?

4 RESPONDENT 1: We are. We're going shopping. [laughing] I'm sorry, but we are.

5 INTERVIEWER: That's okay.

6 RESPONDENT 1: Walk the dog.

7 RESPONDENT 2: We thought we'd come the scenic route into where we wanted to go.
8

9 INTERVIEWER: The scenic route of where you wanted to go. So what part of York do you live
10 in?

11 RESPONDENT 2: South Bank.

12 INTERVIEWER: South Bank, okay.

13 RESPONDENT 1: I live on the top of Gillygate.

14 INTERVIEWER: Oh right that's really– Yeah, I live just in The Groves behind St John's.

15 RESPONDENT 1: Oh yeah. I know where you're at, yeah.

16 INTERVIEWER: And so when you say the scenic route, what part have you done of the walls,
17 then?

18 RESPONDENT 2: From start of– We walked along the river to Walmgate Bar, at that end,
19 and then walked all the way along The Wall from there.

20 INTERVIEWER: Okay, and...

21 RESPONDENT 2: We haven't had to go near a road yet.

22 INTERVIEWER: Was that part of the...

23 RESPONDENT 2: Yes, off-road.

24 RESPONDENT 1: ...part of the appeal? Yeah, we like wandering. If we can, it's nice to go
25 on The Walls as opposed to get away from the traffic.

26 INTERVIEWER: Yeah, okay. That's brilliant. So you're going shopping and anything else that
27 you'll do today that is part of your...

28 RESPONDENT 2: No, it was me mostly. I wanted to go to a particular shop in Gillygate
29 and we decided that we'd go this way around. So we have to go through the middle of town
30 which really busy. We haven't been on the walls for a while so we thought it would be a nice
31 thing to do.

32 INTERVIEWER: So do you all work in York then? Are you...

- 33 RESPONDENT 2: Yeah. Well-ish. I do and Hat does, don't you?
- 34 RESPONDENT 1: Yeah, and then I used to work in York and now I commute to Hull as
35 part of a training programme.
- 36 INTERVIEWER: Do you mind if I ask what your occupations are roughly?
- 37 RESPONDENT 2: NHS, NHS.
- 38 RESPONDENT 1: NHS.
- 39 RESPONDENT 3: I waitress.
- 40 INTERVIEWER: In York?
- 41 RESPONDENT 3: Yeah.
- 42 INTERVIEWER: Which restaurant?
- 43 RESPONDENT 1: Oh God. Well I don't work there anymore so I'm currently...
- 44 INTERVIEWER: Ah, ah. I've, yeah, worked in...
- 45 RESPONDENT 2: And watch she doesn't eat the grass!
- 46 INTERVIEWER: Yeah. Part of it is the dog as well. Yeah, so the dog's been coming and is now
47 digging.
- 48 RESPONDENT 3: He's loving it.
- 49 RESPONDENT 1: Yeah. He really is helping you.
- 50 INTERVIEWER: Libby's had enough dog activities today, haven't you Libby? She got knocked
51 over by one earlier.
- 52 RESPONDENT 2: Oh right because they're pretty big, aren't they, when they go?
- 53 INTERVIEWER: Yeah, yeah. Right so as locals, as people who live in York, do you have any
54 concerns about the city at all that you, I know it's quite a deep question but anything that
55 comes to the top of your head.
- 56 RESPONDENT 2: I worry about what all the– What they're turning the shops to in town,
57 that.
- 58 RESPONDENT 1: Yeah. I worry about that as well. There's been– It sounds horrible but
59 you might know. At the top of Gillygate, there's been a few just York shops that just sell
60 absolute naff, naff. And you're just like, 'Oh that could be such a beautiful– It's such a
61 beautiful space.' And it just looks like a naff tourist shop, and there's lots of them that have
62 sprung up around town recently. And it sounds really snobbish and whatever, but it's just
63 like, 'Oh. It's just ... '
- 64 RESPONDENT 3: It's the same thing what they're doing to Terry's Chocolate factory,
65 isn't it? Because they're turning that into a lot of flats and it's so gorgeous. I wish that they

66 could have done something a bit more magical with it. Kept it as a big chocolate factory
67 museum, I think.

68 RESPONDENT 2: Or had a great big, massive garden that everybody could go to
69 because the park's only just across the way, isn't it? And the river's just across the way.

70 RESPONDENT 3: And the Knavesmire.

71 RESPONDENT 2: The Knavesmire. So apart from there being a link with the new
72 building, it would be nice if there was a general purpose something in there.

73 RESPONDENT 1: And also the traffic in York is atrocious. I mean that isn't a new thing at
74 all but it is ridiculous. And I think the congestion, I think it– York is, to be fair, probably one
75 of the more cycle friendly cities in the UK. But I think it would be great if it could be more
76 cycle friendly, maybe just completely pedestrian-ise the whole walk and maybe just only let
77 residents go in and out of their cars. I know they are going that way with the park and ride,
78 but I just think it's a bit daft.

79 And there's been a lot of cycle accidents as well and it's such a tiny, beautiful city. It's
80 not designed for the amount of traffic that goes in and out. I mean I'm guilty. I have my car
81 because I need to get to work to and from Hull every day, but I do think it would be nice if
82 they could consider that.

83 INTERVIEWER: It's interesting because I also, I'm a cyclist and knowing the routes around
84 York, it's a bit– Yeah. You do take your own life into your own hands really.

85 RESPONDENT 1: Definitely.

86 INTERVIEWER: Yeah, but no that's really interesting. I've been having, yeah, some thoughts
87 about that as well, the same sort of thing. Okay, what's my next question? Do you have any–
88 Then those kind of concerns are linked to desires or aspirations for the city. Are there
89 anything else that, anything that you think could see York becoming or something that you'd
90 like to see happen in York?

91 RESPONDENT 3: Well the Tour de Yorkshire was really good. I thought that was a
92 pinnacle celebrating Yorkshireness, wasn't it?

93 RESPONDENT 2: Yeah, that was...

94 RESPONDENT 3: That was great.

95 RESPONDENT 2: It's keeping people coming back apart from when the bike race isn't
96 on, isn't it? That was a really good pull, wasn't it? There's not many– There's lots of high
97 street shops, isn't there? There's no great big bookshop anymore because Waterstones is
98 only tiny.

99 RESPONDENT 1: There's a few knicky-knacky ones. I mean there are a few nice ones on
100 the arcade.

101 RESPONDENT 2: They've reopened the art gallery now, haven't they?

- 102 RESPONDENT 1: Yeah.
- 103 RESPONDENT 2: We really missed that and I can't remember whether they decided we
104 had to pay to go in anymore. Are they still thinking about it?
- 105 INTERVIEWER: I'm not sure. My last was that they were charging and that people had actually
106 stormed the art gallery.
- 107 RESPONDENT 2: Because we love doing that, just being able...
- 108 RESPONDENT 1: ...yeah, we used to always go when we were little...
- 109 RESPONDENT 2: ...just to be able to wander in and not think about it and go in.
- 110 INTERVIEWER: Will you not go, do you think, because of the charges?
- 111 RESPONDENT 1: I don't think we'd not go but definitely think twice because it's not like
112 you can just pop in and have a wander.
- 113 RESPONDENT 2: Because when it's open and free, you feel like it belongs to you more.
114 If something's yours, you wouldn't expect to pay for it. We used to go there all the time,
115 didn't we, and meet people for coffee and go have a trundle round and, you know.
- 116 RESPONDENT 1: Used to love going there, yeah.
- 117 INTERVIEWER: Yeah. I also used to go the art gallery and I think I probably– Because I don't
118 have my York card at the moment and that makes a complete difference.
- 119 RESPONDENT 1: Yeah, definitely.
- 120 INTERVIEWER: But I am a student so I might be able to get...
- 121 RESPONDENT 1: Do they do student discounts? Do you know?
- 122 INTERVIEWER: I'm sure they do.
- 123 RESPONDENT 1: I would...
- 124 RESPONDENT 2: Probably, have to go and have a look and see. Because I mean York
125 needs a definite something, doesn't it? It needs an image for the future, doesn't it? Because
126 we're so lucky that we've got all these old buildings.
- 127 RESPONDENT 3: I think York has a really strong image.
- 128 RESPONDENT 2: What, for the tourists?
- 129 RESPONDENT 3: Yeah. Like the ghosts, The Walls, everything. Everywhere you go now,
130 you see Clifford's Tower, the Minster, the Shambles. I think it's probably the best historic– I
131 think it's the best city in the world but I'm biased. But it's amazing, it's like Edinburgh. They're
132 on that gorgeous, historical level. I think it's got a great image personally, York.
- 133 RESPONDENT 2: I think there should be more green spaces. You know down Hungate
134 end of town?

- 135 INTERVIEWER: Yeah.
- 136 RESPONDENT 2: I think they should make sure there's a nice...because they've got all
137 that lovely, I know it's lovely. I love seeing all the cranes and the development there, but it
138 would be nice if there was another...
- 139 INTERVIEWER: I can see one over there actually, yeah.
- 140 RESPONDENT 2: Another nice big space because no one's built any, since Rowntree's
141 and Terry's, no one's built a great big, massive, lovely outdoor space.
- 142 RESPONDENT 1: And also we need to protect the green spaces that we have because
143 they were planning on putting another housing estate on the other side of Askham Bog. And
144 that would have been an absolute nightmare because that's already...it's a beautiful little
145 bog. It's already pencilled in by the park and ride, A64, Boxwood and it's just that's a
146 gorgeous nature reserve. There's so much work goes into conservation there and obviously
147 it's another place that we all probably I think feel quite strongly about.
- 148 RESPONDENT 2: Where's all the York philanthropists? Need to go and buy a big bit of
149 land in town and turn it into a lovely great big garden thing.
- 150 INTERVIEWER: I think there are philanthropists out there.
- 151 RESPONDENT 2: Oh yeah, and knock down Stonebow, build it there.
- 152 INTERVIEWER: Knock down Stonebow.
- 153 RESPONDENT 2: We don't like brutalist 1970s' architecture.
- 154 RESPONDENT 3: I agree actually. They are hideous.
- 155 RESPONDENT 1: They are hideous but they're iconic. They're of their time.
- 156 RESPONDENT 2: There's better examples in other cities. They can go somewhere else to
157 look at it.
- 158 RESPONDENT 3: Obviously they don't have the money though, do they?
- 159 RESPONDENT 1: No. They're of their time and everyone knows what you mean when
160 you say Stonebow, doesn't it?
- 161 RESPONDENT 2: It hides, there's lots– There's lovely beautiful street behind Stonebow
162 House, isn't there? With big old chapels and things on.
- 163 RESPONDENT 3: Yeah, you're right, yeah.
- 164 RESPONDENT 1: That's where Steve lives, isn't it?
- 165 RESPONDENT 2: Yeah [unclear – 0:09:21].
- 166 INTERVIEWER: Get involved as well? We're just having a chat.
- 167 RESPONDENT 2: We're having a chat. Are you local or a visitor?

168 RESPONDENT 4: I would be local, yes. I moved into a house over [unclear – 0:09:32].

169 RESPONDENT 2: Ah, so you'd have different ideas about us then, about...

170 INTERVIEWER: Well we're just talking about the concerns and aspirations of York.

171 RESPONDENT 4: York as a whole city? Okay.

172 INTERVIEWER: Yeah, and then we'll talk about Red Tower in a second. But as you've joined
173 the conversation, what do you think? I'll give you one of these as well.

174 RESPONDENT 4: Oh.

175 RESPONDENT 2: Yeah, so far...

176 RESPONDENT 4: What do I think of...of what, sorry?

177 RESPONDENT 2: Of York in general.

178 INTERVIEWER: Did we completely put you on the spot? Sorry.

179 RESPONDENT 4: That's okay, that's alright.

180 INTERVIEWER: Well how about we talk about Red Tower and then if you've got something
181 that comes to mind then you add in. So, yeah, we're sat here outside...

182 RESPONDENT 4: I've just probably missed what's just been said.

183 RESPONDENT 3: That's okay.

184 RESPONDENT 4: That's okay.

185 INTERVIEWER: Yeah. The Red Tower, we're sat outside, sunny day, can I ask what you think of
186 the Red Tower honestly?

187 RESPONDENT 2: I love it.

188 RESPONDENT 3: I think it's dead cool.

189 RESPONDENT 2: I've walked past it so many times and driven past it so many times,
190 and to be able to come down here and it's open, it's just amazing, just lovely. And you can
191 walk into it without paying.

192 RESPONDENT 4: Yes [unclear – 0:10:42] walking past and it's a building that's there and
193 not used. There's a lot of potential.

194 INTERVIEWER: Potential, yeah. What is the potential, do you think?

195 RESPONDENT 4: That's tricky.

196 RESPONDENT 2: I like the idea that you suggested of it being, remaining open and
197 communal. Because even just like today, people have come in and just had a chat but you
198 wouldn't maybe, usually stop and have a chat, would you?

- 199 RESPONDENT 4: [unclear – 0:11:06] community space speaking to other people.
- 200 RESPONDENT 1: I think people probably who are a, well a bit local probably see it, love
201 it [unclear – 0:11:16] but it's almost like part of the furniture. There's so many places, you're
202 like, 'Oh that's lovely,' and then you just walk past. But we came in today because obviously it
203 draws you in and I think it would be really nice to have somewhere that does that. And it
204 links you to the city and it's quite, yeah, it's lovely.
- 205 RESPONDENT 2: Because I'll go back to work on Monday and say, 'Oh you know that
206 old tower off Foss Islands? It's open.' Because I mean people who've lived here for– We've
207 only lived here for twenty years.
- 208 RESPONDENT 1: Only! Only the rest of our lives!
- 209 RESPONDENT 2: We're not proper locals...
- 210 RESPONDENT 1: ...yeah, we are...
- 211 RESPONDENT 2: ...who would remember that from when they were– Their grannies and
212 things and they'll probably remember when it was used for other things.
- 213 INTERVIEWER: Okay, yeah. So with the same kind of questions about York to the Red Tower,
214 what would your concerns be for this building? Do you have any– You don't have to have
215 any.
- 216 RESPONDENT 3: Maybe just looking at it now, the roof, the top of it looks a bit broken
217 downy and maybe some of the bricks. So I'd be a bit worried that it might crumble away if
218 no one actually properly looks after it. And obviously there's not a lot of money going
219 around at the moment so...
- 220 RESPONDENT 1: And also I think one of my concerns would be people just taking
221 advantage of it. If you are lovely and you do this gorgeous project and people are very
222 welcome and opening, people, they're always going to be able to take advantage or– I don't
223 know.
- 224 INTERVIEWER: Well yeah, what do you, yeah, what's the worst case scenario in that?
- 225 RESPONDENT 1: Well I don't know. Someone maybe going in and graffiting or just not
226 appreciating it and not taking care of it. Because everybody, obviously everybody sat around
227 here obviously loves York, loves what York is doing but people, some people might just say,
228 'Oh yeah. This is a great place to just hang out and get out the road and I'll just take out my
229 fags,' you know? People won't have the same respect.
- 230 INTERVIEWER: Okay, okay.
- 231 RESPONDENT 1: Maybe, maybe. That's probably a worst case scenario but...
- 232 INTERVIEWER: Fingers crossed.
- 233 RESPONDENT 1: Yeah, no. Fingers crossed.

234 INTERVIEWER: Touching wood. So what...

235 RESPONDENT 2: It looks, sorry, because it looks really, architecturally it looks lovely. It's
236 very sweet looking, in proportion building, isn't it? It's not overwhelming or...because I think
237 the local kids, for little school projects and things, it's another little bit that they could get to.
238 Because when those two were in primary school, they used to walk all the kids, in the
239 crocodile, into town to look at different things. And it would be another little thing where
240 they could get to along their little history trails.

241 INTERVIEWER: So that's a nice, a good idea like a– And I guess, like a blah, sorry. Thinking on
242 my feet here. Would you say that that would be an aspiration for the Red Tower?

243 RESPONDENT 2: Yes. That's an aspiration for it.

244 INTERVIEWER: Are there any other ideas or aspirations for the Red Tower?

245 RESPONDENT 1: You know you mentioned you were thinking of Halloween, having
246 some films in it but I think it would be really nice to have an old projection screen or
247 something small. What do you think? Have a little film club or something like that.

248 RESPONDENT 3: I agree, that would be really cool.

249 RESPONDENT 1: Something like that, I always think those sorts of things are really
250 sweet. It's a really nice idea but I don't know what sort of planning permission and things
251 [unclear – 0:14:36] I don't really know anything about this.

252 INTERVIEWER: Actually yeah.

253 RESPONDENT 4: You could link that sort of thing up on a temporary basis.

254 INTERVIEWER: Yeah. I mean one of the things we're wanting to sort out first is the lighting.

255 RESPONDENT 3: Yeah, it's very dark in here.

256 RESPONDENT 2: But it's very atmospheric.

257 INTERVIEWER: Do you like that?

258 RESPONDENT 2: I like it.

259 INTERVIEWER: You like that?

260 RESPONDENT 2: I like the fact it's like that. I didn't think I'd want it to be all electric
261 and...

262 RESPONDENT 4: No, you wouldn't want industrial lighting or something.

263 RESPONDENT 2: Because sometimes it takes away the– It's more exciting just a little bit.

264 RESPONDENT 3: One thing I've had an idea for is getting some electric, little electric
265 candles to go upstairs just along the beams or in the little alcoves. Just to give it a little bit
266 more.

267 RESPONDENT 2: Yeah, it's the safety, yes. So you can actually see but today it's a really
268 bright day. Even when you went upstairs, you could see all the light coming through and see
269 the structure. And I suppose in the middle of winter, if you didn't have any lighting, it would
270 be different totally, wouldn't it?

271 RESPONDENT 3: That would be cool.

272 INTERVIEWER: Right so what we've got there at the moment, we've got several different
273 plaques and bits and bobs inside. What do you think about these different information
274 things? Did you read much?

275 RESPONDENT 3: I haven't looked at them.

276 INTERVIEWER: Okay.

277 RESPONDENT 2: Went straight in that open door.

278 RESPONDENT 3: Straight up in the attic.

279 RESPONDENT 2: Saw those stairs and straight up there because that's really– So we
280 bypassed that actually. So we should really have a good look.

281 RESPONDENT 3: I can see the gecko picture though you were talking about, the gecko
282 and the... It's so cool.

283 INTERVIEWER: Yeah. I don't know actually what became of that gecko, it's a mystery. We
284 don't know.

285 RESPONDENT 2: I don't know what happened. It got released back into the wild. That's
286 what we'll tell.

287 INTERVIEWER: Yeah. That's what we'll say, back into the wild to make itself a new home.

288 RESPONDENT 2: Yeah. I like the idea that we went straight in, had a good old root
289 around without any preconceptions, and then we would come outside and see all of the
290 informations then and think, 'Oh yeah.' That's what that's for.'

291 INTERVIEWER: That's interesting. What about these city wall plaques? Because they've been
292 around for quite a while.

293 RESPONDENT 2: I'm afraid to me, they've just become part of the furniture and–
294 Because they're everywhere, aren't they? You do get very familiar with things and...

295 RESPONDENT 3: Yeah. We're just too used to it, aren't we really?

296 RESPONDENT 2: You'd have to stick a photograph of something else next to it just to
297 catch your eye. Because you know when the art gallery took a lot of– They did all, put all the
298 artwork outside on the walls, didn't they? All of a sudden, you were stopping and looking at
299 different bits of, not just artwork, but of even that little bit of corner of town that you would
300 have just maybe...

- 301 RESPONDENT 1: ...you start paying more attention, don't you...
- 302 RESPONDENT 2: ...yeah, walked past before.
- 303 INTERVIEWER: That's really interesting.
- 304 RESPONDENT 2: It made you think, 'Oh yeah. It's not just a painting but I haven't stared
305 at this bit of wall. It's quite nice.'
- 306 INTERVIEWER: Yeah. They didn't, probably didn't appreciate that when they started putting
307 them out there. Probably just thought...
- 308 RESPONDENT 2: Because the tourists will walk around, won't they, and they'll look...
- 309 RESPONDENT 1: ...and actively look for the kind of thing...
- 310 RESPONDENT 2: ...and look at things.
- 311 RESPONDENT 1: Definitely.
- 312 RESPONDENT 2: Whereas we'll go into town, we've got a mission.
- 313 RESPONDENT 1: An agenda.
- 314 INTERVIEWER: Yeah shopping [unclear – 0:17:48]. Okay. My last question, because don't want
315 to keep you for too much longer, is what do you think heritage is and is heritage in York?
316 And is it here at the Red Tower?
- 317 RESPONDENT 2: Yeah automatically because it's what's gone before. It's what you
318 discuss with your family and your friends and...
- 319 RESPONDENT 1: And it's people's roots.
- 320 RESPONDENT 3: It's just history, isn't it?
- 321 RESPONDENT 1: Connected to a place, yeah, I think, well yeah, if anywhere's got
322 heritage, I think York definitely has.
- 323 RESPONDENT 2: And it's enjoyable because we've had a nice day already, haven't we,
324 by thinking we were going to have a traipse across town but we're going to go along the
325 wall, across town, that's nice.
- 326 INTERVIEWER: How about you? Do you think there's heritage in York?
- 327 RESPONDENT 4: Yeah, I think there is certainly. The place is but partly, to me, it's more
328 than just seeing them building the old stuff. It's getting an idea of the way of life or what
329 might have been before in some way which perhaps isn't then as much. I suppose I don't go
330 around as a tourist. I don't look in the museums or places which you might do otherwise,
331 yeah. No, it definitely does. The numbers of old buildings you see in the town as well as new
332 ones just keep reminding you, yeah.

333 RESPONDENT 3: I think it makes you proud, or makes me proud to be Yorkshire
334 because it's just so beautiful. And I feel I was part of that heritage having a really beautiful
335 historic city and all these gorgeous things that we just take for granted. But I think it's really
336 special having that as part of our heritage.

337 RESPONDENT 1: I know there's that book. You know the one by C, oh what's he called,
338 C.J. Sansom. There's basically, oh, these set of books by C.J. Sansom.

339 INTERVIEWER: Yes, yes, yes.

340 RESPONDENT 2: That detective guy, yeah.

341 RESPONDENT 1: About Henry VIII. They're like, they're quite popular...

342 RESPONDENT 2: Sovereign.

343 RESPONDENT 1: Sovereign, yeah and basically...

344 RESPONDENT 3: I've never heard of them.

345 RESPONDENT 2: Oh he's really...

346 RESPONDENT 1: ...oh they're amazing...

347 RESPONDENT 2: ...accurate historian, yeah.

348 RESPONDENT 1: So it's like they're historically accurate set in the Tudor times. Basically
349 it starts off, there's lots of books in the series, starts off with the first book. It's called
350 Dissolution, it's about the dissolution of the monasteries but it's quite historically accurate.
351 And it's basically about this hunchback bloke.

352 Anyway the third book is called, is it called Sovereign? Sovereign, it's about Henry
353 VIII's tour of Yorkshire, when there was all this discrepancy about whether Henry VIII's claim
354 to the throne and all the rest of it. And I can't remember what the house up here, it was the
355 House of Tudor versus House something else.

356 Anyway he comes up round here and in the book, it's got lots of maps, old maps of
357 York. And it mentions places and when I was reading that book, I was like, 'Oh. That's where
358 this is,' and walking around and being like, 'Oh that's really interesting.'

359 INTERVIEWER: That is really interesting, yeah.

360 RESPONDENT 2: Isn't one of the stories about the Big Door, it might have come from
361 the monastery that was in the Treasurer's Place.

362 INTERVIEWER: Yeah. The Big Door is part of...

363 RESPONDENT 2: Was it St Mary's?

364 INTERVIEWER: It was, yeah, I think it was something to do with that part of town, the
365 hospital. They had it made, it's not an old, old door. It's one that's been made to, I think, it

366 was to stop a door between, passageway between, oh I've forgotten what the details were.
367 But it's not an old, old door but it looks lovely.

368 RESPONDENT 2: It does. But it's making those little things, isn't it? Stuff that we think
369 is...that he actually might have walked on his false along here at some point in the past.

370 RESPONDENT 1: I know, it's awesome. Other buildings, I know [unclear – 0:21:25] but
371 Boothing [0:21:27] is an amazingly beautiful, beautiful, beautiful building and all the history
372 that goes with that. It's just very interesting.

373 INTERVIEWER: So I get the impression you're very much enamoured of– You like– So you're
374 proud of...

375 RESPONDENT 3: ...absolutely, yeah...

376 INTERVIEWER: ...yeah.

377 RESPONDENT 1: I mean I went to uni in Manchester and I absolutely love Manchester
378 to pieces, absolutely. Had the best time but it's like you do appreciate York when you come
379 back. There is just something about it. It's very...

380 RESPONDENT 3: Because it used to be the capital, didn't it? Didn't it used to be capital
381 in Viking times?

382 INTERVIEWER: Oh I don't know if they had the equivalent idea of a capital.

383 RESPONDENT 3: Well yeah. Maybe [unclear – 0:22:19].

384 RESPONDENT 4: Yeah, maybe just local capitals in a sense.

385 RESPONDENT 3: Because it's got all the Viking stuff, hasn't it? Jorvik Vikings.

386 INTERVIEWER: It was, I mean it was a Roman and then it was Viking, well there was an Anglo-
387 Scandinavian, no Anglo-Saxon then Scandinavian then Normans came. William the
388 Conqueror and then it was the medieval period. I think that's what– I'm not– I don't know.

389 RESPONDENT 3: That sounds good to me.

390 RESPONDENT 1: That sounds good, I'm going to agree with that!

391 INTERVIEWER: Great, okay. Well that was everything that I could have hoped for. Thank you
392 very much.

393 RESPONDENT 3: Thank you.

394 INTERVIEWER: Enjoyed the discussion and...

395 RESPONDENT 3: I know!

396 INTERVIEWER: ...please take a biscuit.

397 RESPONDENT 3: We are really not that knowledgeable.

398 RESPONDENT 1: We are not that knowledgeable at all. Sorry.

399 INTERVIEWER: Ah. I hope you enjoyed it.

400 RESPONDENT 3: I suppose that's nice. We're so used to it, we're just like...

401 RESPONDENT 1: Don't really think about it.

402 RESPONDENT 3: No.

403 INTERVIEWER: Well that's interesting in itself, isn't it really? You don't normally...

404 RESPONDENT 1: I don't really appreciate it.

405 RESPONDENT 4: Just pass by things.

406 RESPONDENT 5: Would anybody like a last...a biscuit?

407 INTERVIEWER: No thank you. Let's get those ones inside else...

408 RESPONDENT 3: They're melting, yeah.

409 RESPONDENT 5: Well we've got a plate in the back and...

410 RESPONDENT 3: Make something out of it, a heritage day.

411 INTERVIEWER: Oh yeah. We're having a heritage day on the 12th September. It's going to be
412 a kids' activity day with juggling, balloons. We have...

413 RESPONDENT 5: Henry, we've got Henry.

414 INTERVIEWER: Compost Henry's doing the animal balloons and there might be a lady doing
415 some storytelling, but we should have tea and cakes and stuff.

416 RESPONDENT 2: That's really nice.

417 INTERVIEWER: And if you want to hear the recording, my email address is on here and just
418 give me a bell so that you can...

419 RESPONDENT 2: Have a listen to us lot.

420 INTERVIEWER: Yeah, because I think it's been a really interesting conversation and I need to
421 give you one of these as well.

422 RESPONDENT 1: Thanks very much.

423 INTERVIEWER: Thank you. Enjoy.

424 RESPONDENT 1: Nice to meet you. Bye.

425 INTERVIEWER: Nice to meet you too. Thank you so much.

426 [START OF SECOND RECORDING]

427 INTERVIEWER: Doing residents and the people who work here and some of the council
428 members as well. So right, so I'd like to ask you first, where do you come from?

429 RESPONDENT 6: London.

430 INTERVIEWER: You're from London.

431 RESPONDENT 6: Yeah.

432 INTERVIEWER: And so why are you here today?

433 RESPONDENT 6: We're on a long weekend's holiday.

434 INTERVIEWER: A long weekend holiday in York?

435 RESPONDENT 6: Yes.

436 INTERVIEWER: Just in York?

437 RESPONDENT 6: Yeah.

438 INTERVIEWER: And why did you choose York?

439 RESPONDENT 6: I chose York because I read history at university and I've always
440 wanted to come here but never have.

441 INTERVIEWER: Okay. So you learnt about the history of York elsewhere or...

442 RESPONDENT 6: No, just more about British history but I know obviously York is quite a
443 key historical town. So that's why I wanted to come here.

444 INTERVIEWER: Fantastic, brilliant. And so you've been walking the walls today?

445 RESPONDENT 6: We have, yes.

446 INTERVIEWER: How have you found the experience?

447 RESPONDENT 7: Been very nice, yeah, lovely day for it, yeah.

448 RESPONDENT 6: I think for us what's really nice is we were saying about walking it
449 rooftop level actually is quite nice. It's a view you don't get very often.

450 INTERVIEWER: Okay, and has there been anything else that you've been doing on the walls?
451 Just...

452 RESPONDENT 6: Just, for now, just walking and reading all the various different plaques
453 and stuff as we go past. We visited the museum, the York Castle Museum yesterday so we
454 didn't stop there. But if we hadn't gone yesterday, we probably would have stopped.

455 INTERVIEWER: So did you always— Did you plan to— Were you always intending to come to
456 do the walls? Was that part of the plan?

457 RESPONDENT 7: I think so.

458 RESPONDENT 6: Yeah.

459 RESPONDENT 7: At some point over the weekend, yeah.

460 RESPONDENT 6: Yeah, and we just planned our weekend on the basis of the weather
461 forecast. So yesterday was indoors, today's definitely outdoors.

462 INTERVIEWER: Gosh yeah, it rained a lot yesterday, didn't it? Great so with regards to the
463 plaques that you've been reading, could you give me your impressions of how effective they
464 are?

465 RESPONDENT 6: I think they probably get it just about right. Just enough information
466 to keep people who are wandering engaged and– But not too much information so that you
467 feel bogged down and burdened, yeah.

468 INTERVIEWER: Yeah, and the same for the Red Tower or do...I mean there's several plaques.

469 RESPONDENT 6: There are several plaques there and actually we didn't stop and read.
470 We only read the main one, the one that is colour coordinated with the rest. We didn't
471 actually stop and read anymore.

472 RESPONDENT 7: Yeah.

473 INTERVIEWER: Okay, no that's fine. Did you have a look inside the Red Tower at all?

474 RESPONDENT 6: Just put my head in but didn't actually stop, no.

475 INTERVIEWER: You can be honest. What is your impression of the inside of the Red Tower?

476 RESPONDENT 7: Well didn't go past the doorway, did we?

477 RESPONDENT 6: Not really, just had a quick nose.

478 RESPONDENT 7: Had more of a village fete feel to it.

479 INTERVIEWER: Village fête feel, okay. That's good information, great. Let me see, so my last
480 question is, I've been asking everybody this, what is your definition of heritage and history?
481 This is my deep and meaningful conversation starter.

482 RESPONDENT 6: That's a good question. I tend to think of history as– Obviously there
483 are selected facts, things you know and it's actually about how you interpret them. So it's a
484 re-reading of history in terms of what's important to your generation so people see different
485 things in the past. So it's just an interpretation of the past I think.

486 INTERVIEWER: Okay, and would you agree with that? You're nodding your head.

487 RESPONDENT 7: I think so.

488 RESPONDENT 6: Yeah. I think obviously that's why with historiography, you get the
489 different interpretations and then historiography being the study of the interpretations is
490 quite interesting in and of itself. Because it tells you more about the time that you're– The
491 people who were interpreting the past than actually about the actual history.

492 INTERVIEWER: Okay, great.

493 RESPONDENT 6: Does that make any kind of sense?

494 INTERVIEWER: That does make sense, thank you very, very much.

495 RESPONDENT 6: Well you're welcome.

496 INTERVIEWER: I think that's all the...

497 RESPONDENT 7: How long were we...?

498 INTERVIEWER: Four minutes of your time. Thanks very much for your help.

499 RESPONDENT 7: Thanks very much.

500 INTERVIEWER: Bye.

501 END OF TRANSCRIPT

502