



**University of
Sheffield**

What is it about *Here*?
Applying lived experience in the UK urban placemaking
process

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Dedicated to

Ángela

and

Carmen Isolda

Declaration by the author

I declare that this thesis is an original account of my research, has been written by myself and has not been submitted for any previous degree or professional qualification at this or any other institution. The research work is entirely of my own design with any collaborative contributions (including direct quotations from participants) indicated clearly and acknowledged where appropriate. References have been provided on all supporting literatures and resources. Copyright 2025 - Daniel Mottram.

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Abstract

This thesis is a philosophical and constructivist led investigation of the concept of lived experience in the context of urban placemaking in the UK. Drawing from existing literature, national/local policy documents and primary field research, this work seeks to address three key overarching questions; 1) How do we understand lived experience in the context of urban placemaking? 2) Why is there limited consideration of lived experience in the UK urban design and placemaking process? and 3) How can lived experience of everyday citizens be integrated into urban placemaking?

Findings from this investigation demonstrate several key components. Firstly, lived experience is poorly understood, represented and defined in the UK placemaking industry and at UK national/local policy level. Secondly, Small and Medium Size Cities (SMSCs) are under-represented in terms of built environment research. Thirdly, by examining the concrete or abstractness of the language of everyday citizens it was possible to gain new insight into their lived experience, which could be used to improve placemaking policy and practice.

Overall, the investigation of the lived experience of everyday citizens in a small city undergoing urban placemaking (Gloucester, UK) has led to an innovative Trans-disciplinary Urban Lived Experience (TULE) framework for capturing, interpreting and presenting the subject. The framework utilised complementary aspects of interpretative (post) phenomenology, urban ethnographic practice, Construal Level Theory (CLT) and Creative Analytic Practice (CAP). Importantly, this approach, has to date not been applied in urban placemaking. As such this investigation makes a unique and original contribution to urban placemaking demonstrating a creative and methodologically sound connection across the disciplines of urban design/placemaking, philosophy and social psychology. Lastly, this investigation contributes to the gap in knowledge around built environment research in SMSCs and offers a direction for the future testing of the novel methodology in other SMSCs.

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It is a tricky business condensing down to a few short words the invaluable contribution of those around me who have offered their unwavering support throughout this epic endeavour but here goes...

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Contents

Stage 1

Chapter 1 - Introduction	
1.1 Value of Lived Experience?	14
1.2 Thesis Structure	19
1.3 Research Contribution	22
Chapter 2 - Lived Experience and Urban Placemaking: Definitions, Theory and Project Context	
2.1 Lived Experience: A Critical Narrative Review	26
2.2 Qualitative Systematic Review	35
2.3 UK Placemaking and Urban Design Policy Review	60
2.4 Response to Research Questions and Implications	66
Chapter 3 - Lived Experience, Urban Placemaking and Professional Practice	
3.1 Professional Practice Investigation Method	69
3.2 Professional Practice Questionnaire Findings	71
3.3 Professional Practice Interview Findings	77
3.4 Professional Practice Investigation Discussion and Conclusions	85
3.5 Researcher Background	87
3.6 Response to Research Questions and Implications	88

Stage 2

Chapter 4 - Research Methodology: A Trans-disciplinary Urban Lived Experience (TULE) Framework	
4.1 Qualitative Data Collection	91
4.2 Quantitative Data Collection	100
4.3 Data Collection Quality Assurance	102
4.4 Data Analysis Methodology	103
4.5 Data Analysis Quality Assurance	111
4.6 Response to Research Questions and Implications	112

Chapter 5 - Urban Case Study: Planning, Designing and Regenerating Gloucester

5.1 Why Gloucester?	116
5.2 History of Urban Regeneration in Gloucester (1960s-Present)	119
5.3 Case Study Site Background	122
5.4 Response to Research Questions and Implications	139

Stage 3

Chapter 6 - Language of Lived Experience: Applying the TULE Framework

6.1 Research Findings and Initial Interpretative Discourse	144
6.1.1 UPDP Analysis	144
6.1.2 Participant Profiles	145
6.1.3 Individual Level Abstraction Summary	162
6.1.4 PRP and Sentiment Analysis	164
6.2 Response to Research Questions and Implications	292

Chapter 7 - Applying Lived Experience in the UK Urban Placemaking Process

7.1 Have the Case Study Locations Considered the Lived Experience of Everyday Citizens?	294
7.2 Discussion	298
7.3 Key Principles	310
7.4 Manifesto for Change	313

Chapter 8 - Conclusion

8.1 What Is It About Here? Lived Experience, Everyday Citizens and Small Cities	316
8.2 Potential Future Research Directions	321
8.3 Research Limitations and Positive Reflections	323

Bibliography

Appendices

List of Figures

Figure 1.0 – Map of Gloucester with research statistics (pg. 12)

Figure 2.0 – Venn Diagram of connected theoretical fields (pg. 34)

Figure 2.1 – Qualitative systematic review flowchart (pg. 38)

Figure 2.2 – Top 20 word search analysis (pg. 63)

Figure 2.3 – Graphical comparison between topics within planning documents (pg. 64)

Figure 3.0 – Conceptual thematic plot of lived experience definition (pg. 71)

Figure 3.1 – Graphical presentation of practitioner responses to questionnaire (pg. 72)

Figure 4.0 - TULE Framework diagram (pg. 92)

Figure 4.1 – Analysis process flow diagram (pg. 103)

Figure 5.0 – Gloucester city centre spatial plan (pg. 119)

Figure 5.1 – Example public consultation flyer (pg. 121)

Figure 5.2 - Spatial boundaries of case study locations (pg. 123)

Figure 5.3 – Baseline seasonal photography (pg. 124)

Figure 5.4 – Word cloud representation of GCC aspirations (pg. 126)

Figure 5.5 – Post-intervention photography (pg. 132)

Figure 6.1 – Combined UPDP (pg. 146)

Figure 6.2 – Comparative PRP (pg. 164)

Figure 6.3 – Example panoramic photography for L1KS (pg. 165)

Figure 6.4 – PRP and thematic quadrants for L1KS (pg. 166)

Figure 6.5 – Graphical representation of L1KS activity tally (pg. 171)

Figure 6.6 – Urban haiku excerpt (pg. 172)

Figure 6.7 – Urban haiku excerpt (pg. 174)

Figure 6.8 – Urban haiku excerpt (pg. 187)

Figure 6.9 – Sentiment analysis L1KS (pg. 189)

Figure 6.10 – L1KS urban haikus winter/spring (pg. 190)

Figure 6.11 – L1KS urban haikus summer/autumn (pg. 191)

Figure 6.12 – Urban haiku excerpt (pg. 193)

Figure 6.13 – L2BF baseline photographs (pg. 195)

Figure 6.14 – L2BF PRP and thematic quadrants (pg. 196)

Figure 6.15 – Urban haiku excerpt (pg. 198)

Figure 6.16 – Graphical representation of L2BF activity tally (pg. 201)

Figure 6.17 – Urban haiku excerpt (pg. 202)

Figure 6.18 – Urban haiku excerpt (pg. 203)

Figure 6.19 – Urban haiku excerpt (pg. 211)

Figure 6.20 – L2BF sentiment analysis (pg. 214)

Figure 6.21 – L2BF urban haikus winter/spring (pg. 215)

Figure 6.22 – L2BF urban haikus summer/autumn (pg. 216)

Figure 6.23 – Urban haiku excerpt (pg. 218)

Figure 6.24 – L3GD baseline photography (pg. 220)

Figure 6.25 – L3GD PRP and thematic quadrants (pg. 221)

Figure 6.26 – Graphical representation of L3GD activity tally (pg. 225)

Figure 6.27 – Urban haiku excerpt (pg. 226)

Figure 6.28 – Urban haiku excerpt (pg. 234)

Figure 6.29 – Urban haiku excerpt (pg. 235)

Figure 6.30 – L3GD sentiment analysis (pg. 242)

Figure 6.31 – L3GD urban haikus winter/spring (pg. 243)

Figure 6.32 – L3GD urban haikus summer/autumn (pg. 244)

Figure 6.33 – Urban haiku excerpt (pg. 247)

Figure 6.34 – Westgate Street baseline photography (pg. 248)

Figure 6.35 – Westgate Street PRP and thematic quadrants (pg. 249)

Figure 6.36 – Graphical representation of Westgate St activity tally (pg. 253)

Figure 6.37 – Westgate St sentiment analysis (pg. 265)

Figure 6.38 – Difference between place and wider city responses (pg. 267)

Figure 6.39 – Wider city level PRP (pg. 268)

Figure 6.40 – Wider city map illustrating concrete negative language/images (pg. 269)

Figure 6.41 – Wider city level sentiment analysis (pg. 289)

Figure 7.0 – Example card layout for language based placemaking game (pg. 307)

Figure 7.1 – Example board game layout (pg. 309)

List of Tables

Table 1.0 – Tabulated breakdown of project stages (pg. 23)

Table 2.0 – Breakdown of numbers of planning documents by country (pg. 62)

Table 3.0 – Anonymised details of practitioners (pg. 77)

Table 4.0 - Anonymised details of participants (pg. 96)

Table 4.1 – Researcher responses to quality assurance criteria (pg. 102)

Table 4.2 – Construal/distance category key definitions (pg. 106)

Table 4.3 – Six stages of thematic analysis (pg. 108)

Table 4.4 – Definitions for sentiment analysis (pg. 110)

Table 4.5 – Researcher responses to quality assurance criteria (pg. 111)

Table 5.0 – Comparison of engagement methods (pg. 141)

Table 7.0 – Example draft policy (pg. 312)

Key Terms Glossary

Key Term	Definition
Lived Experience	The everyday combination of direct sensory and emotionally felt experiences of individual citizens in the urban built environment.
Urban Placemaking	The art of planning, designing, creating and changing with time urban public places, which uses the lived experience and expertise of everyday citizens as a starting point to embody human value(s) in the built environment
Everyday Citizen	The “silent majority”, (Inch, 2014) a group working/living/playing in a place whose existence is impacted by the decisions of urban design and planning professionals, yet they lie on the periphery of the democratic processes that should underpin urban placemaking and to which processes should have greater care for
Usual Suspects	“usual suspects” defined as older, white, educated, affluent homeowners but importantly to urban placemaking are actively involved and knowledgeable about planning/design (Lawson, 2022)
Hard To Reach	“hard to reach” can imply that the right inclusive approach has not been designed from start of project reflect communities that are under represented in planning and suffer specific social-economic barriers to engagement (Fry et al., 2023)
Interpretative Phenomenology	The meaning of the phenomenological as van Manen (2017) acknowledges is a confusing and difficult field citing Heidegger's (1962) challenging definition of the philosophy as “to let that which shows itself be seen from itself in the very way in which it shows itself from itself” but ultimately is grounded in the attempt to understand human experience of those who have experienced it.
(Post) Phenomenology	Study of human experience that seeks to understand experience through the complex relationships between humans and technology (Verbeek, 2015)
Construal Level Theory (CLT)	Social psychological theory that details how people mentally interpret and understand objects/events/social situations/time (concretely or abstractly), and how these representations are influenced by psychological distance (Trope and Liberman, 2010)
Urban Room Network	Using physical spaces in cities to foster meaningful connections between people & place, using creative methods of engagement to encourage active participation in democratic placemaking
Trans-disciplinary Urban Lived Experience (TULE) Framework	A novel framework for the capture, analysis and presentation of lived experience derived from complementary aspects of interpretative phenomenology/(post)phenomenology, social psychology and urban placemaking
Urban Ethnographic Practice	Observing and describing the everyday small actions of urban citizens through the act of walking (Larsen, 2025), which lends itself to being attentive of one's lifeworld. The act of noticing at walking pace opens a trans-disciplinary channel to phenomenological investigation of the individual and their sense-making moving through the city

Research by Numbers

A collection of interesting general research stats and photography generated from the 2023 field work phase of this PhD thesis conducted in the city of Gloucester...



Figure 1.0 - Map of Gloucester (Google, 2023) with research statistics overlaid to illustrate some of the “hidden” effort involved in PhD research

Stage 1

Chapter 1

Introduction

Given the continued pressure on growing urban built environments there has been a marked shift away from questioning why we build places to one of how we build places (Cuthbert, 2007). This has shifted the focus towards planning requirements, corporate capitalism, technological and environmental solutions but has this come at the expense of the lived experience of people and could their lived experience yield useful and perhaps a better way to design places in the urban environment?

As the title of the thesis alludes to, this investigation is focused on the lived experience of everyday citizens and why and how the knowledge derived from understanding this information can be used to shape UK urban placemaking processes. Initially exploring the specific wording of the title of this thesis, "Here" is a word play on its semantic spatial/place deictic meaning yet represents a general linguistic term associated with people's situation of themselves in a place (Osborne, 2021). Cullen (1971) in their earlier work also makes this connection of 'Here' and 'There' in relation to how people express their bodily situation in context of the environment. Indeed, this sets the scene in the respect that if we examine the components of language in regard to the lived experience of people in a particular place it may offer those in urban design and placemaking roles the ability to glean insight into a previously unseen or invisible world: the lifeworld of everyday citizens, and from this shape early design interventions to respond accordingly.

1.1 Value of Lived Experience?

By way of exploring the research rationale for this investigation, currently applying lived experience in urban placemaking is not something common and indeed largely confined to the social or health sectors (Sandhu, 2017). Indeed, Sandhu goes further to point out that even in the social sector lived experience, despite being a recognised concept, still fails to penetrate key areas of leadership that drive social change. This raises the question as to why the lived experience of everyday citizens is not accounted for in urban placemaking? It should be noted that although Sandhu does not discuss urban design or placemaking, these are inherently connected to social change (Halpern, 1995). As such, one of the conclusions from Sandhu (2017) is that lived experience is about the everyday, about the individual, about wider society and should play a more important role in decision making processes, of which, ultimately urban design and placemaking are about making decisions that affect people in places:

"Everyone has lived and everyone has life experiences. These experiences make us unique, but they can also unite us. Whether consciously or subconsciously, hidden or in full view, these very experiences can shape the destinies of social change-makers, and indeed our world." (pg.6)

Moreover, from a constructivist position as an urban placemaking practitioner, it was decided to embark on this PhD investigation in part to help bridge the perceived knowledge gap between academia and industry in urban placemaking as well as develop methodology to capture, interpret and present lived experience of everyday citizens. This is important in terms of thesis rationale in two different respects, which firstly is that lived experience is not an integral part of the planning and design process and secondly increasingly prosaic or normative industry practices are not currently equipped to capture, interpret and present lived experience. Indeed, work by Osmolska and Lewis (2024) highlights the role of normative practices in architectural site analysis as a means to standardise approaches. A key experience as a professional was the absence of any true consideration of the day to day lived experience of everyday citizens despite working as part of a multi-disciplinary consultancy team often making large scale changes to urban environments. Anecdotally, it can be recalled several projects in large cities in the south of the UK where design and assessment work was completed without speaking to a single everyday citizen who would subsequently be subjected to whichever design/recommendation the team imposed. Indeed, experience of engagement teams could be likened to a filter system where exposure between designers and everyday citizens was carefully controlled to prevent impacts on the client's budget or reputation. This is an example of how the language of "experts" outranks the "lived expertise" of everyday citizens, which is a situation that offers an opportunity to be addressed through research into lived experience in urban placemaking.

By way of highlighting and contextualising this wider reality of lived experience in urban placemaking practice, media articles by Minton (2025) on award winning urban placemaking projects such as Elephant and Castle (London, UK) focuses on how these projects despite being award winning are effectively leading to place "sterilisation". Minton refers to sterilisation from the perspective that important features that would likely have been identified had the lived experience of everyday citizens been considered before re-development were not integrated, such as predominance of 1 or 2 bed apartments over family friendly homes. In turn, this has led to families with children leaving the area and the subsequent knock on effect of reduced investment in schools, GPs, retail and public space, hence the concept of sterilisation of place. This represents a macro scale impact on lived experience, however, there are micro impacts that influence the lived experience of everyday citizens, which Wiseman (2024) refers to in their media article as "hostile architecture". Simple acts of adding defence features to benches to prevent rough sleeping or children at play when combined with wider lack of physical community spaces in cities reinforce distance between everyday citizens and further erode the democratic nature of urban placemaking. There are efforts from groups such as the Urban Rooms Network, part of Place Alliance, to use physical spaces in cities to foster meaningful connections between people & place, using creative methods of engagement to encourage active participation in democratic placemaking, particularly within areas subject to change but this is generally limited to larger cities potentially exacerbating the perceived "value" between large and small urban environments.

1.1.1 Knowledge Gap

Key gaps in knowledge identified following preliminary investigation relate to the following areas. Firstly, further to constructivist experience of UK urban placemaking projects working in consultancy, repeated instances in the UK media of placemaking schemes that fail everyday citizens (referred to in section 1.1) and work by Wagner and Grove (2021) it has been identified that research around the subject of urban built environments in Small and Medium Size Cities (SMSCs) is limited and instead largely focused on larger cities such as London, Manchester and Birmingham. A key consequence of this is that findings from larger city research often are used as case studies for project proposals that then end up being presented to smaller cities during tender processes for urban regeneration projects and are not directly transferable. As such, using the small city of Gloucester as an example case study location this investigation seeks to contribute to this gap through examining the lived experience of everyday citizens in a small city undergoing urban change despite the national media image of Gloucester being a problematic city (Townsend, 2022).

Secondly, drawing from constructivist experience in professional placemaking practice there is currently a lack of knowledge around the concept of lived experience both for practitioners and policy makers. This includes how the term is defined, represented in policy and generally understood as a concept, which should be important to all urban placemaking projects. Indeed, as Aelbrecht (2024) notes the lived experience of urban placemaking is a questionable field with varying levels of quality in practice. This could in part be attributed to the way in which practitioners and policy makers think about placemaking in which place has increasingly become seen as a product delivered for profit, as opposed to the vital social system occupied by everyday citizens on a day to day basis and the consequences for lived experience of cities. Work by Streatfield et al., (2023) examining Australian placemaking practice supports this focus by practitioners on products and processes where more relational outcomes are secondary or worse seen as irrelevant or too costly to implement. As such, Chapter 2 of this thesis represents the need to scope or explore theoretical and professional background e.g. policy documents whilst also seeking to use complementary theoretical aspects to propose new working definitions of lived experience and urban placemaking.

Thirdly, there is an accepted and valid research focus on "hard to reach" groups particularly when compared to an over representation by certain groups of "usual suspects" in urban placemaking. However, between these two positions there exists another less discussed group of everyday or "ordinary citizens" (Inch, 2014) whose lived experience does not form a key consideration. In comparing terms, "hard to reach" can imply that the right inclusive approach has not been designed from the start of project reflect to communities that are under-represented in planning and suffer specific social-economic barriers to engagement (Fry et al., 2023).

Conversely, “usual suspects” are defined as older, white, educated, affluent homeowners but importantly to urban placemaking are actively involved and knowledgeable about planning/design (Lawson, 2022). It should be noted that “usual suspects” is a term commonly used by practitioners used to describe those citizens actively engaged in planning processes acknowledging reflexively this is meant as a negative term. As such ordinary citizens reflect the centre ground in between these polarised terms. Indeed, Inch goes further in their argument about the need for considering the experience of the “ordinary” acknowledging the gap in citizen involvement in planning processes stating:

“... the experiences of the ‘ordinary citizens’ drawn on here point towards a different, as yet unacknowledged demand, a demand for democratic planning processes that can care for the citizens It is a demand that remains to be addressed in both theory and practice.” (pg.422)

In terms of defining “ordinary” or “everyday” citizens, Inch (2014) suggests a consideration that they are: the “silent majority”, a group working/living/playing in a place whose existence is impacted by the decisions of urban design and planning professionals yet they lie on the periphery of the democratic processes that should underpin urban placemaking. This may include some individuals in certain instances from both hard to reach and usual suspect groups where they live/work/play in a place thus highlighting the need to better capture the lived experience of everyday citizens and their day of day interaction with urban spaces. Moreover, there is an opportunity here to contribute to the academic and professional field of knowledge so that urban placemaking better reflects everyday citizens and to refine a ‘middle ground’ as opposed to bottom-up versus top-down approaches (Platt and Medway, 2020). This is echoed by other urban theorists such as Friedmann (2010) who also encourages further work to examine the “ordinary”:

“Ordinary neighborhoods, I would argue, need to be brought back into view, so that planners and local citizens can engage in a joint search for genuine betterment in the physical conditions of neighborhood life.” (pg.162)

Lastly, there is no set methodology for undertaking lived experience research in the context of urban placemaking. This gap applies both to theoretical and practice based assessments particularly given the knowledge gap between academia and practice in urban placemaking as noted by King and Rivett (2015). As such, the combination of lack of definition and set, applicable methodology directly contributes to the on-going absence of lived experience in UK placemaking processes. Additionally, the gap between academia and industry exacerbates the parallel streaming of methods of investigation without necessarily benefiting from separate findings. This investigation seeks to address this gap through the establishment and testing of a Trans-disciplinary Urban Lived Experience (TULE) framework, which draws together complementary theory in order to capture, interpret and present lived experience of everyday citizens in a small city under-going change.

Ultimately, the following research questions have been derived from a need to address the specific knowledge gaps between lived experience and urban placemaking.

1.1.2 Research Questions

As set out within Table 1.0 which illustrates the interconnections between gaps/problem, research questions and methods/processes, the overarching questions of this investigation seek to understand the value of lived experience in urban placemaking through: 1) How do we understand lived experience in the context of urban placemaking? 2) Why is there limited consideration of lived experience in the UK placemaking process? and 3) How can lived experience be integrated into urban placemaking?

To explore these overarching questions in greater detail the following specific research questions have been developed for each stage of the investigation:

1. Is phenomenology (or post-phenomenology) suitably placed for understanding lived experience in the urban placemaking context? Are there other theoretical roots that could be drawn from?
2. What roles do narrative and language play in establishing lived experience in urban placemaking?
3. What are the main areas of focus and priorities for UK urban design and placemaking guidance and policy compared with lived experience?
4. Why should and how can lived experience in urban placemaking theory terms be accounted for (e.g. value) by practitioners in the urban placemaking process?
5. Why is lived experience not actively being appropriately considered in the urban placemaking process of small cities?
6. What methodology can assist in new understanding of lived experience of everyday citizens in small cities?
7. What is it like to be an everyday citizen in a small city undergoing change?
8. What are the key principles/manifesto/policy needed to initiate change, in order to integrate lived experience into urban design and placemaking processes?

1.2 Thesis Structure

The following structure has been developed for the presentation of this research project. It has been designed to allow the reader to follow the process of how the investigation has been established, planned, conducted and presented and to ensure key findings from each preceding stage directly inform the subsequent stage. The stages of the investigation reflect the means of scoping the problem/gap (Stage 1), deriving understanding of investigative processes (Stage 2) and packaging information gathered as part of a proposal to address the problems/gaps identified (Stage 3), which are presented in further detail in Table 1.0. The research questions, aims and objectives of the investigation are also set out in Table 1.0.

Building on the overview of the multi-stage research approach of this investigation it was decided to undertake a scoping stage so that it was possible to thoroughly explore current academic and practice related backgrounds to evidence the gaps in knowledge whilst establishing relevant contemporary research to inform methodology design. As such, as described in the following paragraphs on the thesis structure, there are smaller, scoping specific methods such as the qualitative systematic review and work with practitioners that have been undertaken outside of the detailed Chapter 4 methodology section of this thesis. This is important in relation to the methodology presented in Chapter 4 because it can be evidenced that the design has been informed by methodologically sound scoping work drawing on key themes to build the TULE Framework. The second understanding stage of this investigation specifically refers to understanding lived experience in the context of urban placemaking in a small city presenting the methodology for data collection and analysis alongside the chosen urban case study of Gloucester, which also has been derived from the first scoping stage. Finally, the third packaging stage allows this investigation to explore the findings, deployment of the methods and propose key features relevant for undertaking the capture, interpretation and presentation of lived experience in urban placemaking. The following paragraphs outline in more detail the specific features of each chapter.

STAGE 1 (SCOPING)

Chapter 1 – Introduction – Outlines project context, research questions and structure of thesis. Table 1.0 is a key table for setting out the connections between each stage, RQs and how this investigation addresses the gaps. Specifically introduces why lived experience is relevant and important to urban placemaking processes

Chapter 2 – Lived Experience and Urban Placemaking: Theory, Definitions and Project Context

– Detailed critical narrative, qualitative systematic literature review (academic sources) and grey literature review comprising UK national and local urban placemaking and design policies. Key chapter findings highlight the development of a definition of lived experience in urban placemaking due to a need to define term, establishes phenomenology/(post) phenomenology, social psychology and urban placemaking as key spheres of background theory, identifies a gap in urban built environment research in SMSCs and that UK policy contains few references to lived experience or adjacent terms. Key findings used to inform approach to Chapter 3 work with industry practitioners and Chapter 4 work to establish the methodological Trans-disciplinary Urban Lived Experience (TULE) framework

Chapter 3 – Lived Experience, Urban Placemaking and Professional Practice – Specific work stream examining familiarity of UK urban placemaking and design professionals with concept of lived experience. Quantitative online questionnaire alongside in-depth qualitative interviews to explore lived experience in the context of professional practice. Key chapter findings highlight that industry practitioners in UK urban placemaking have limited experience and knowledge around the concept of lived experience, are not aware of methods or tools that can capture, interpret or present lived experience and suggest that changes to educational and professional development are needed to incorporate the concept

STAGE 2 (UNDERSTANDING)

Chapter 4 – Research Methodology: A Trans-disciplinary Urban Lived Experience (TULE) Framework – Detailed data collection and analysis methodology informed by information gathered during Stage 1. Relevant chapter information includes how the intersection of theoretical background in fields of phenomenology/ (post)phenomenology, social psychology and urban placemaking with language focused methods key to data collection and analysis, establishment of the TULE framework for capturing, interpreting and presenting lived experience in urban placemaking

Chapter 5 – Urban Case Study: Planning, Designing and Regenerating Gloucester – Evidence from Stage 1 identified gap in knowledge surrounding urban built environment research in small cities alongside general weakness in understanding of lived experience by professionals. City selection rationale set out in detail but in brief Gloucester was selected as appropriate for study due to small city status and programme of urban regeneration over the past 30 years set against social backdrop of national image as a troubled city

STAGE 3 (PACKAGING)

Chapter 6 – Language of Lived Experience: Applying the TULE Framework – Detailed data analysis methodology informed by information gathered during Stages 1-2. Compilation of research findings presented by three levels of abstraction 1) individual 2) place specific and 3) wider city. Key chapter finding relevant to understanding the lived experience of everyday citizens in a small city under-going change is that there is a compounding effect of daily exposure to concrete negative language/imagery on the longer-term abstract negative construal of belief in Gloucester. It is through a detailed understanding of the language used by participants and the abstract or concrete standpoint from which they adopt that elicits otherwise hidden details in their lived experience. The findings indicate that what was revealed was the focus participants put on the abstract social distance/construal, which highlights a certain banality or mundane in the urban environment of Gloucester so that social attentiveness gains greater priority.

Chapter 7 – Applying Lived Experience in the UK Urban Placemaking Process – Synthesis of evidence gathered from Stages 1-3 to present key principles, draft policy and manifesto for change in applying lived experience of everyday citizens in urban placemaking. Principles specifically highlight applicability to Small and Medium Size Cities (SMSCs)

Chapter 8 – Conclusion – Draws together work of Stages 1-3 highlighting the contribution to knowledge of the novel TULE framework for capturing, interpreting and presenting lived experience and presents opportunities for future direction and implications of research

1.3. Research Contribution

As an early summary of the work of this thesis, the research investigation makes the following key contributions to the gap in knowledge around lived experience in urban placemaking:

- 1. Urban Built Environment Research in Small/Medium Size Cities (SMSC)** – The case study location of Gloucester (focused on the four main case study sites within the city centre) is defined as a small city part of the wider UK Key Cities network. As such by undertaking work to examine the lived experience of everyday citizens in the city which is undergoing urban regeneration and placemaking changes the investigation directly contributes to an improved understanding of the urban built environment in SMSCs
- 2. Methodological Innovation** – This investigation has established a novel Trans-disciplinary Urban Lived Experience (TULE) framework for the capture, interpretation and presentation of lived experience of everyday citizens in a small city undergoing change. This framework brings together complementary aspects of phenomenology/(post) phenomenology, social psychology and placemaking united by the unique role of language to convey experience
- 3. Practical Implications** – The investigation revealed notable gaps in the inclusion of lived experience in urban placemaking particularly in terms of academic definition as well as absence of understanding/inclusion in UK policy and practice. By developing a working definition and TULE framework this investigation makes a valuable contribution to raising the profile of lived experience and the need for its inclusion in urban placemaking practice as well as developing potential tools for practitioners/policymakers and everyday citizens to utilise
- 4. What is it About Here? Lived Experience of Everyday Citizens** - This investigation actively explores the lived experience of everyday citizens in a small city undergoing change and is able to articulate this in way that elevates the voices of the “silent majority” offering new insight into day to day experiences of the city, which at present do not inform policy or practice

Table 1.0 – Tabulated breakdown of project stages illustrating link between research questions and relevant methodological approach

Overarching Thesis Questions	Research Stage	Hypotheses	Aims (PROBLEM)	Research Questions (RQ)	Objectives and Methods (PROCESS)	Thesis Output (PROPOSALS)
<i>How do we understand lived experience in the context of urban placemaking?</i> <i>Why is there limited consideration of lived experience in the UK placemaking process?</i> <i>How can the lived experience of everyday citizens be integrated into urban placemaking?</i>	STAGE 1 (SCOPING)	There is limited consideration of lived experience in UK urban design and placemaking policy. Limited reference to the way lived experience research can be applied	Understand why and how lived experience in urban placemaking is considered in existing, albeit disparate, literature including working definitions of lived experience and urban placemaking	Is phenomenology (or post-phenomenology) suitably placed for understanding lived experience in the urban placemaking context? Are there other theoretical roots that could be drawn from?	Critical narrative review of key theoretical background PRISMA guided qualitative systematic review of academic literature. Thematic analysis of texts to derive key themes.	Foundational scoping research setting out the baseline situation in the UK in regard to why and how lived experience is applied in urban placemaking. Draft definition of term lived experience. This informs the choice of methods explored in Stage 2.
				What roles do narrative and language play in establishing lived experience in urban placemaking?		
				What are the main areas of focus and priorities for UK urban design and placemaking guidance and policy compared with lived experience?	Document review of UK urban design and placemaking guidance and policy. Text analysis of documents to identify topic priorities and key themes.	
	STAGE 2 (UNDERSTANDING)	UK urban design and placemaking practitioners have limited working understanding of lived experience as a concept, methodologies for capturing lived experience and the philosophical/ theoretical background underpinning research in the area	Understand whether lived experience in urban placemaking is considered by urban design practitioners	Why should and how can lived experience in urban placemaking theory terms be accounted for (e.g. value) by practitioners in the urban placemaking process?	Quantitative questionnaire and in-depth qualitative follow up interviews with practitioners. Descriptive graphical analysis alongside thematic analysis of transcripts to derive key themes	
		"Ordinary" or everyday citizens still view urban design and planning as top-down and that their lived experience is not central to design and decision making process	Examine case study sites within an existing small city urban environment (Gloucester – refer to Chapter 4 for rationale) to understand whether lived experience was applied, if so how and if not what were the barriers	Why is lived experience not actively being appropriately considered in the urban placemaking process of small cities?	Field research involving researcher (DM) and participants (everyday or "ordinary" citizens) Methods: - Participant language led interviews - Digital postcard and three word "hashtags" 20 second video clips - Questionnaire	Trans-disciplinary Urban Lived Experience (TULE) Framework for the capture, interpretation and presentation of lived experience. Quantitative and qualitative data collection guided by Stage 1 foundation, which provides greater understanding of the use, and potential use, of lived experience in urban placemaking
		A novel language based method to capture lived experience can elicit new understandings of people and place, which can then be translated into usable decision-making analysis methods		What methodology can assist in new understanding of lived experience of everyday citizens in small cities? What is it like to be an everyday citizen in a small city undergoing change?		
	STAGE 3 (PACKAGING)		Use insights gained during Stage 2 to refine analysis method and develop a set of key principles that would assist in integrating lived experience into urban placemaking process	What are the key principles/ manifesto needed to initiate change, in order to integrate lived experience into urban design and placemaking processes?	Examine application of methodology for future research on small and medium sized cities (SMSCs). Focus on the "middle" ground process with researcher acting as facilitator	Key principles, manifesto and draft policy, definition of lived experience in urban placemaking and application derived from cumulation of Stage 1 and 2

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Stage 1

Chapter 2

Lived Experience and Urban Placemaking: *Theory, Definitions and Project Context*

This chapter of the thesis establishes the relevant theoretical background to the research and is presented via a critical narrative review and qualitative systematic literature review of academic materials. Additionally, a review of current UK national and local policy has also been undertaken to determine the prevalence of lived experience in documents that exist to guide the UK placemaking and urban design process. This step has been included due to a constructivist understanding of UK placemaking and urban design processes, which indicated a deficiency in the application of lived experience. The process of learning, reflecting and building on pre-existing knowledge as opposed to passively assimilating information defines the constructivist approach. The chapter has been structured with sub-sections to define firstly the academic narrative and qualitative systematic literature reviews and secondly the UK placemaking and urban design policy document review.

2.1 Lived Experience: A Critical Narrative Review

This sub-section of the overall literature review presented in Chapter 2 seeks to explore the philosophical underpinnings to the concept of lived experience by way of addressing the RQ - Is phenomenology or (post)phenomenology suitably placed for understanding lived experience in the urban placemaking context? Are there other theoretical roots that could be drawn from? Relevant areas of discussion connected to the concept of lived experience relate to phenomenology/ (post) phenomenology, urban placemaking and social psychology. The following text will explore the theoretical background, offer a synthesis of complementary aspects and illustrate existing definitions of lived experience, which will inform later stages of this thesis in pursuit of a novel Trans-Disciplinary Urban Lived Experience (TULE) Framework for the capture, interpretation and presentation of lived experience in urban placemaking presented in Chapter 4.

The literature included in this sub-section has been derived from an examination of both academic and grey sources using the StarPlus University Library System and publicly available internet search engines.

2.1.1 Phenomenology or (Post) Phenomenology

The meaning of the phenomenological as van Manen (2017) acknowledges is a confusing and difficult field citing Heidegger's (1962) challenging definition of the philosophy as *"to let that which shows itself be seen from itself in the very way in which it shows itself from itself"* but ultimately is grounded in the attempt to understand human experience. However, in the context of this investigation it is not the pure transcendental philosophy of Husserlian phenomenology that brackets the experience of the researcher away from the subject but one that embraces the interpretative aspects of the philosophy also attributed to Heidegger (1962). The role of interpretation in phenomenological analysis (IPA) was later refined by Smith (2011) in an attempt to elicit new understanding of lived experience from a deeper examination of the language of participants reflective of the hermeneutic meaning. A key pillar of IPA is acknowledging the role of the researcher and participant within the interpretative work set within the participant's lifeworld. Indeed, as Lennon (2020) notes the subject is not isolated from their urban lifeworld but instead understood to it relationally, which is at the heart of Heidegger's Dasein or "being in the world".

A key component of the of the Dasein is the active nature of participation within a complex dynamic between pre-knowledge, sensory input and sense making. In the context of urban placemaking it is crucial to appreciate that individuals exist or are embodied within an environment that requires everyday interpretation particularly at the junctions of urban change. Building on this idea of embodiment, later phenomenological work by Merleau-Ponty (1962, 2002) and Seamon (2018, 2024) highlights the important nature of perception on how we understand and interpret our lifeworlds. Seamon defines lifeworld as *"a person or group's day-to-day, taken-for-granted experience that typically goes unnoticed."* (pg.31), and that a key aim of phenomenological research looks to uncover the unnoticed. This emphasizes the need for an understanding of the everyday acts of citizens in order to appreciate the relationship between the individual and place.

However, in the context of our modern lives in increasingly technologically driven or controlled urban environments there is a need to consider why and how our experiences are being understood, interpreted and shaped by the world around us. This specific technological lens defines the work of Ihde (2009) and Verbeek (2015) and posits a new (post)phenomenology that accounts for technology as mediator of human lived experience. Conversely, critics argue that current (post)phenomenological frameworks do not account for the complex social, cultural and political context that human-technological dynamics exist within and that a greater social phenomenological effort is required that addresses these concerns but also the question of whose voice benefits (Claassen, 2024).

An example of an approach that could potentially elicit new insights into the more complex social aspect of interpretation is Creative Analytic Practice (CAP). This approach first coined by Richardson (2005) seeks through the lens of creativity to propose a more dynamic, holistic means of engaging with data, which may otherwise be constrained by normative research methods. As such, through CAP researchers may be able to better capture, interpret and present the lived experience of participants. Indeed, in Heidegger's later work *Poetry, Language, Thought* (1971) he actively explored the role of arts and creativity in understanding truth and experience due to the ability of art to frame interpretation. Moreover, due to the creative core of CAP there is opportunity for technology to form part of this overall solution as a mixed methods approach.

A hybridised framework of (post) phenomenology and interpretative phenomenology offers the potential to elicit deep understanding of the lived experience of everyday citizens in a social, cultural and political frame of reference whilst acknowledging the role of day-to-day exposure to technology e.g. mobile phones, smart screens, as modern mediators of experience, such as the way people convey emotion through social media. Moreover, despite the technological focus of (post)phenomenology and its potential role as a mediator of human experience, Aagaard (2017) posits that post-phenomenology has its roots in the interpretative phenomenology of Heidegger. As such, there exists an opportunity to explore the potential interpretative role of technology and its use in daily life of everyday citizens impacted by urban placemaking.

2.1.2 Phenomenological Placemaking

Place and Placemaking are difficult terms in the realm of urban design. Whilst implying improvement or betterment of a location, the terms are not well defined or equally actioned. Indeed, Aelbrecht (2024) supports this view that placemaking in practice remains poorly defined and quality of lived experience understanding highly variable:

"Despite its popularity, placemaking remains a nebulous concept within the public realm, given the lack of consensus on its definitions, as well as challenges in rationalizing and operationalizing it (Arefi 2014; Ellery et al. 2021). This lack of agreement translates into diverse assessments of its values and impacts, manifesting in varying degrees of quality in the practice and lived experiences of placemaking." (pg.1)

Moreover, work by Jones and Comfort (2021) in their recent study of placemaking within the UK's largest developers highlight the point that the concept of urban placemaking has become tied to the built environment and sustainable development. This could mean then the term being interpreted as Jones and Comfort suggest "capture by corporate capitalism" for the benefit of companies and not for everyday citizens impacted by the changes.

On the other hand, even where placemaking is not implicitly tied to negative corporate outcomes, the way that practitioners engage with the subject is one that exacerbates the delivery of physical products over the more holistic experience as identified by Streatfield et. al., (2023) in their review of Australian placemaking practices:

"...this study found that placemaking scholars highlighted the importance of relational outcomes of placemaking, like place attachment and sense of belonging. On the other hand, Australian practitioners see placemaking as a process producing physical outcomes. Practitioners' emphasis on material outcomes may stem from the fact that practitioners are engaged to produce physical, design-based outcomes..." (pg.18)

As such, without explicit reference to lived experience in urban placemaking there will continue to exist a gap in understanding and thus implementation of appropriate research findings. Acknowledging this difficult to define term and the potential for the impact on understanding lived experience if applied in an inauthentic or careless manner, urban placemaking is defined within this investigation as:

The art of planning, designing, creating and changing with time urban public places, which uses the lived experience and expertise of everyday citizens as a starting point to embody human value(s) in the built environment.

2.1.3 Psychology of Place

The psychology of place inhabits two distinct realms: the concrete and the abstract. This was evident from the qualitative systematic review in the following part of Chapter 2 and helped to identified a relatively new area of social psychology in Construal Level Theory (CLT) and psychological distance coined by Trope and Liberman (2010). The foundation of CLT and its applicability for acting as a complementary interpretative framework for analysing lived experience is that the four psychological distances or categories (Social, Temporal, Spatial and Hypothetical) start from the "self" or "ego", are directly or concretely experienced and extend abstractly outwards from the individual influencing understanding, decision making and mental horizon.

Van Manen (1984, 2017) highlights that phenomenology is also inherently ego-centric in its consideration of the direct experience of the individual. Additionally, CLT could offer a useful complementary interpretative framework in the field of understanding subjective experience, which Interpretative Phenomenological Analysis (IPA) seeks to explore (Smith, 2011).

Work by Trope and Liberman (2010) identified that although psychological distance (corresponding to the when, where, whom and whether of an experience) and construal level (corresponding to the perception of what will occur or process of representation/interpretation) are distinct they are in fact strongly associated and individuals automatically activate the connection when faced with different situations. As such high construal is directly related to increased psychological distance and low construal is directly related to decreased psychological distance. This is an interesting commentary on human cognitive function particularly when traversing temporal psychological distance, where we do not have direct access to aspects of the social domain that have had or could have implications for our lived experience within the urban lifeworld (Claassen, 2024).

The role of the terms abstract and concrete to CLT applies to the level of construal and in turn the perceived distance from the self e.g. abstract construal present further from the self, whereas concrete construal present as closer. A key area of importance for this type of interpretative framework is that it has not been applied to the concept of researching lived experience and urban placemaking and as such provides space for methodological innovation. However, there are several areas where CLT has been applied focusing on tourism (Lindblom et al., 2020), climate change (Schuldt et al., 2018), recycling (Grazzini et al., 2018) and pedestrian navigation of urban streets (Sargoni and Manley, 2023) albeit from a more quantitative research approach.

Despite the predominance of quantitative approaches, Lindblom et al., (2020) conclude that there is further scope for CLT to contribute to evaluating the perceptions of individuals from a qualitative research stance, which this investigation seeks to explore offering a novel and innovative approach to urban placemaking research. Research in these particular areas demonstrates that CLT has proven theoretical applicability in areas of complex behaviour consideration where it is necessary to understand the individual, their decision making processes and interactions with others and their environment within a wider context, offering the potential for CLT to be deployed as part of a more authentic, human centred urban placemaking effort. Additionally, by acknowledging the way individuals construe and understand the urban environment around them across varying levels of abstraction, it would also assist in moving the geographical narrative away from purely spatial analytical terms (Simandan, 2016) and towards more imaginative geographies that offer different approaches to urban placemaking.

Building on the idea of shifting the spatial analytical scale of urban placemaking, urban ethnographic practices such as urban walking or Situationist “derive” also offer a lens to examine social psychological aspects of urban lived experience (Middleton, 2010; Salin and Pessa, 2017 and Larsen, 2025).

The act of walking as Larsen describes is a small, mundane act often overlooked in its importance to day to day city life but one in which we are embodied participants as users of urban spaces both as individuals and groups. As such, urban walking ethnographic practice provides the opportunity to observe the ebb and flow of the urban environment, rhythms of people and space (Lefebvre, 1991) at a pace otherwise inaccessible via vehicle. This type of urban ethnographic practice also lends itself to being attentive of one's lifeworld in the act of noticing potentially opening a trans-disciplinary channel to phenomenological investigation.

2.1.4 Language of Lived Experience

Further to the literature discussed in the previous sub-headings, it is apparent that in order to more authentically understand lived experience there is a requirement to find commonality across disciplines. In this respect, the golden thread is represented by language, which is integral to each discipline but functions in a complementary manner when considering each as a whole. The act of attending to the spoken language of everyday citizens that might otherwise not be captured reflects the writings of Tuan (1991) who identified the need to preserve in written words the experience of place in order for them to endure. Moreover, work by Kwon and Iedema (2022) who look to the phenomenological writings of Merleau-Ponty and Van Manen to illustrate the four existential pillars of human existence in the concept of embodiment, bears a strong resemblance to the four psychological distances (Spatial, Temporal, Social and Hypothetical) of Trope and Liberman's (2010) CLT:

"The construct of human existence comprises four existentials—spatiality, corporeality, temporality, and relationality (Merleau-Ponty, 2014)—in a communicative relationship with the lifeworld constructed of lived space, lived body, lived time, and lived others (Van Manen, 1997); the four existentials play an essential role in embodiment." (pg.3)

It is in this example that it is possible to argue for the elevation of the importance of language as a binding factor for disciplines due to the ability of language to articulate not just the experience derived from embodied or modal cognition but also the amodal language processing e.g. not based on sensory experience (Lupyan and Winter, 2018) given the evidently split concrete/abstract nature of place through linguistic expression and the ability to convey or interpret it as a concept. However, as Lucas and Romice (2010) acknowledge there is still an important role for language even in sensory experience:

"Indeed, language and text consistently come up as an ideal medium for describing sensory experiences due at least in part to their deep entrenchment within our culture." (pg.270)

Moreover, accessing language of everyday citizens, particularly through examination of concrete or abstract construal, grants the possibility to re-examine the language of placemaking. Specifically, where the language employed by place and policy makers is abstract and generalised, focusing on high level goals it can lie in contrast to the concrete, direct experiences of everyday citizens whose voices become sidelined or do not seek to engage with the placemaking narrative. In this respect, it is the belief that in language the invisible can be made visible, a point made by Aravot (2002) quoting Merleau-Ponty in their commentary on placemaking *"Tracing qualities of placemaking is very personal, it is invisible." The invisible, Merleau- Ponty said, can be imagined but it cannot be seen. It is not non-existent"*.

2.1.5 Defining Lived Experience in Urban Placemaking

Critically drawing on the literature presented in this sub-section alongside the subsequent qualitative systematic review and later expanded upon with work with current placemaking practitioners, there is a need for a working and accessible definition of lived experience in the context of urban placemaking. Indeed, the Urban Health Council (2023) (0) argue that lived experience as a defined term (*"Lived experience is an individual's direct, first-hand experience from living through a specific phenomenon"*) is used without due consideration of its true meaning often misinterpreted by practitioners who do not "live" the same experience as those of individuals in question. However, this also reinforces the health and social science focus of defining lived experience noted by Sandhu (2017) as opposed to within the realm of urban placemaking. A different example of a publicly available definition, which also differs from the Urban Health Council (2023) definition, is presented in the Oxford Dictionary as follows:

"Personal knowledge about the world gained through direct, first-hand involvement in everyday events rather than through representations constructed by other people. It may also refer to knowledge of people gained from direct face-to-face interaction rather than through a technological medium." (2022)

However, if we consider these varying definitions in the context of the literature presented in this sub-section there are deficiencies. Firstly, the evident dismissal of technological mediums lies counter to the work of post-phenomenology and the role technology plays in day to day modern life e.g. mobile phones. Secondly, there is no consideration of the interplay between the concrete or direct experience and the abstract or amodal experience e.g. interpretative emotional state.

(0) Urban Health Council, (2023), (https://www.urbanhealthcouncil.com/reports-playbooks/lived-experience-communities-health?utm_source=chatgpt.com), Accessed 30/06/2025

Moreover, in the context of urban placemaking and urban environments, individuals do not exist as isolated entities instead their lived experience is embedded as part of a greater social, cultural and political environment that convey pre-knowledge (Merleau-Ponty, 1962, 2002). As such there are degrees of construal (concrete or abstract) used along the four axes of psychological distance in order to navigate our urban lifeworlds. Similarly, the act of being an everyday citizen in an urban environment is also a form of collective interaction as there is an inherent sense of connection to a place even if there is little evidence of participation in the democratic processes that underpin urban placemaking. This requires both concrete experience but also higher abstract thought that may extend beyond the ego or self to interpret others and their actions. However, this shifting combination is inherently part of the lived experience of place and in turn placemaking.

As such, based on the examination of the topic of this thesis, it is proposed that a new definition of lived experience, which is both accessible in terms of understanding but also recognises the trans-disciplinary contributions of phenomenology/(post) phenomenology, urban placemaking and social psychology to understanding the component parts of the definition should be:

The everyday combination of direct sensory and emotionally felt experiences of individual citizens in the urban built environment.

2.1.6 Implications for Investigation

Further to the information presented as part of this critical narrative review, Figure 2.0 illustrates a summary of how this investigation is positioned at the intersection of the key theoretical work. Through the examination of the language of everyday citizens it is envisioned that new insight into lived experience can be derived using complementary interpretative components of each field, which ultimately can combine into a broader TULE framework. The content of Figure 2.0 directly informs the methodology presented later in the TULE Framework through acknowledging the need to establish the requirements of each discipline but also how each contain complementary aspects, which overlap each other and that could contribute to a deeper understanding of lived experience. Additionally, the critical review whilst highlighting these key disciplines and visually presented in Figure 2.0 needs to be supplemented by a more detailed qualitative systematic review in order to how specific different discipline methodologies are applied in contemporary research so to inform the TULE Framework with best practice, current research.

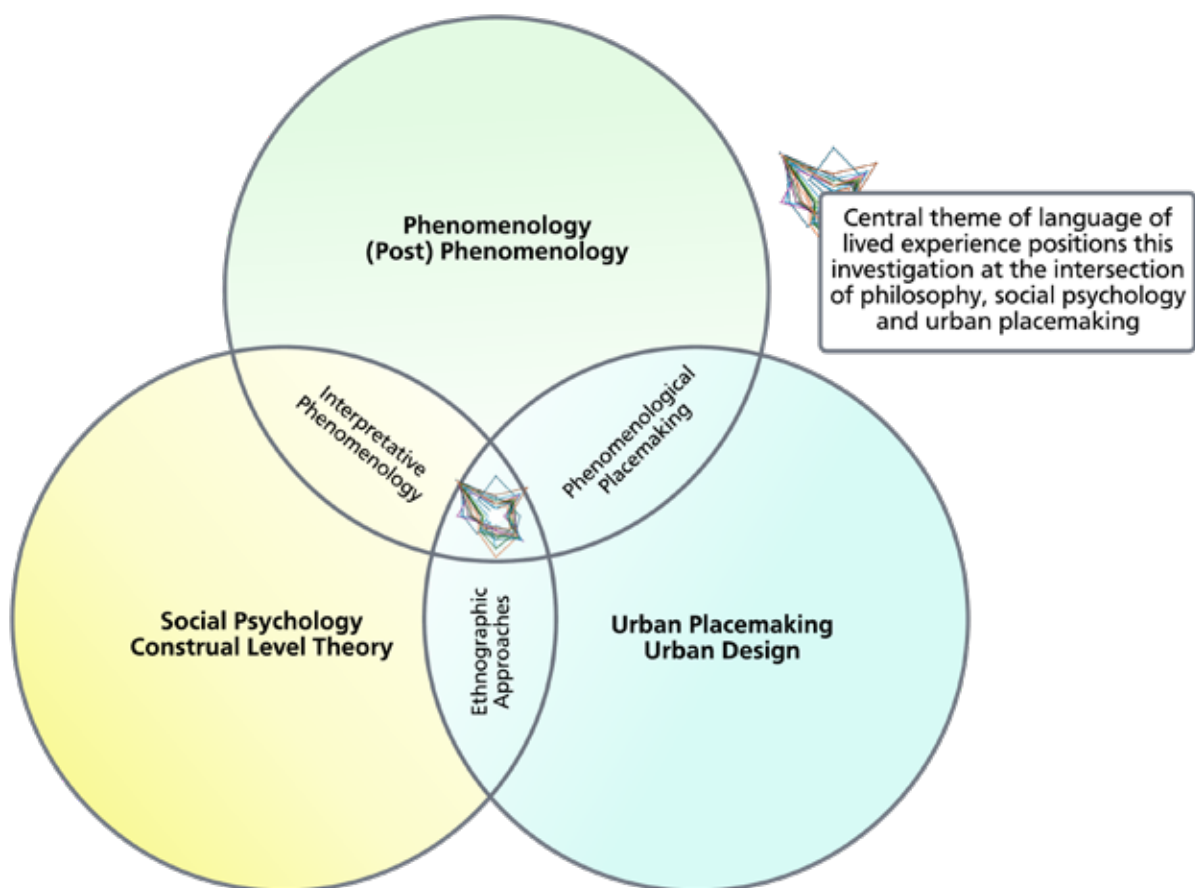


Figure 2.0 - Diagrammatic representation of the position of this investigation at the intersection of phenomenology, social psychology and urban placemaking. The golden thread of language unifies the approach of this investigation by utilising complementary aspects from the different theories.

2.2 Qualitative Systematic Literature Review

Building on the critical narrative review, the following qualitative systematic review expands the literature search beyond the theoretical underpinnings of the thesis to specifically examine the interconnection between lived experience and urban placemaking as a contemporary combined concept. To this end, the qualitative review included attempting to identify further theoretical definitions of lived experience in the context of urban placemaking, what methodological approaches are employed in capturing lived experience in urban placemaking processes and to develop relevant thematic descriptors to assist in organising the literature to derive new insights. In order to achieve the aims, a 'Preferred Reporting Items for Systematic Reviews and Meta-Analyses' (PRISMA) guide was adapted for a qualitative review yielding a total of $n=49$ relevant documents for inclusion in the review based on the specific selection criteria.

2.2.1 Qualitative Systematic Review Method

This qualitative systematic review has adapted the PRISMA approach as a methodological guide. As justification for this approach, the guidelines set out in PRISMA help researchers to effectively design their systematic review to cover and assess a wide array of existing literature while reporting useful insights (Liberati et al., 2009). A clear methodology must still be set out and followed throughout the review. This is specifically a qualitative systematic review and does not consider quantitative meta-analysis as the focus is around theoretical connections between lived experience and urban placemaking as opposed to examining individual study datasets. This approach has assisted in answering the RQ - Is phenomenology (or post-phenomenology) suitably placed for understanding lived experience in the urban placemaking context? Are there other theoretical roots that could be drawn from? in the respect that the guidelines and method design are focused to allow the identification of relevant contemporary research and how this is being applied in the context of lived experience and urban placemaking. As such, this does not substitute the critical narrative review in the previous section of the chapter but acts to enhance the overall theoretical underpinnings of the investigation and ensures that subsequent methodological development is appropriately guided by existing work. The following aims and objectives transparently set out what the review seeks to establish and the parameters in which the work was conducted.

The purpose of this qualitative systematic review aims to illustrate the existing and relevant published literature around lived experience in the context of urban placemaking. Building on the adapted systematic review guidelines, the aims and objectives of this systematic review were as follows:

- To understand to what extent the phenomenological concept of lived experience is included within the current academic literature on urban placemaking
- To understand what theoretical definitions of lived experience exist in the context of urban placemaking processes
- To understand what methodological approaches to capturing lived experience in urban placemaking processes are available in academic literature
- To develop thematic descriptors, which organise the literature into themes for the purpose of identifying new theoretical insights and/or connections between lived experience and urban placemaking

Several criteria were applied to the literature searches undertaken and are as follows:

- A date parameter of 1960-2022 was used for the systematic review as it is widely acknowledged that during this time our current urban design and placemaking theories developed
- Data sources were selected from peer-reviewed journals, journal articles and published books sourced from the StarPlus University Library Discovery System
- English language only sources were chosen given this is the native language of the researcher and the considerable resources that would be required to translate potentially irrelevant data
- Search returns fixed as of 19/04/2022
- Content of the article discussed lived experience of people in the context of urban placemaking processes

Given the research interest to determine the existing literature around the subject of application of lived experience studies in urban placemaking, an initial review began by examining the terms “Lived Experience” and “Urban Placemaking” as separate search components as to generate the largest number of search returns around the subject and for avoidance of missing data.

The review looking purely at the search term “Lived Experience” generated over 814,215 entries under the StarPlus University Library Discovery System. The top three topic returns for the search term were grouped under Social Science (n=231,328), Science and Technology (n=218,464), Life Sciences & Biomedicine (n=189,128).

The review looking purely at the search term “Urban Placemaking” generated 4008 entries under the StarPlus University Library Discovery System. The top three topic returns for the search term were grouped under Social Science (n=1,645), Science and Technology (n=810) and Geography (n=750). However, based on the extensive number of returns for individual search terms and the largely irrelevant content, which largely refer to lived experience in healthcare, it was determined that the search term needed to be refined further in order to meet the aims of the systematic review. ‘Urban Placemaking’ generated a smaller number of entries but still far too large a dataset to process adequately given the disparate topics of the entries, which could be argued reflects the broad and often confused nature of placemaking concepts (Ellery et al., 2020). As such, the search term was updated to combine “Lived Experience” and “Urban Placemaking” and the search re-run through the StarPlus University Library Discovery System.

Figure 2.0 derived from the PRISMA guidelines (Liberati et al., 2009) visually sets out the filtering process used to generate the final number of entries discussed in the sub-sections of this review below. As illustrated in Figure 2.0 an initial identification of n=1,412 search records, which were reduced through screening to n=69 search records. Further eligibility assessment through full reading of documents yielded a final n=49 search records to go through to inclusion as part of the systematic review.

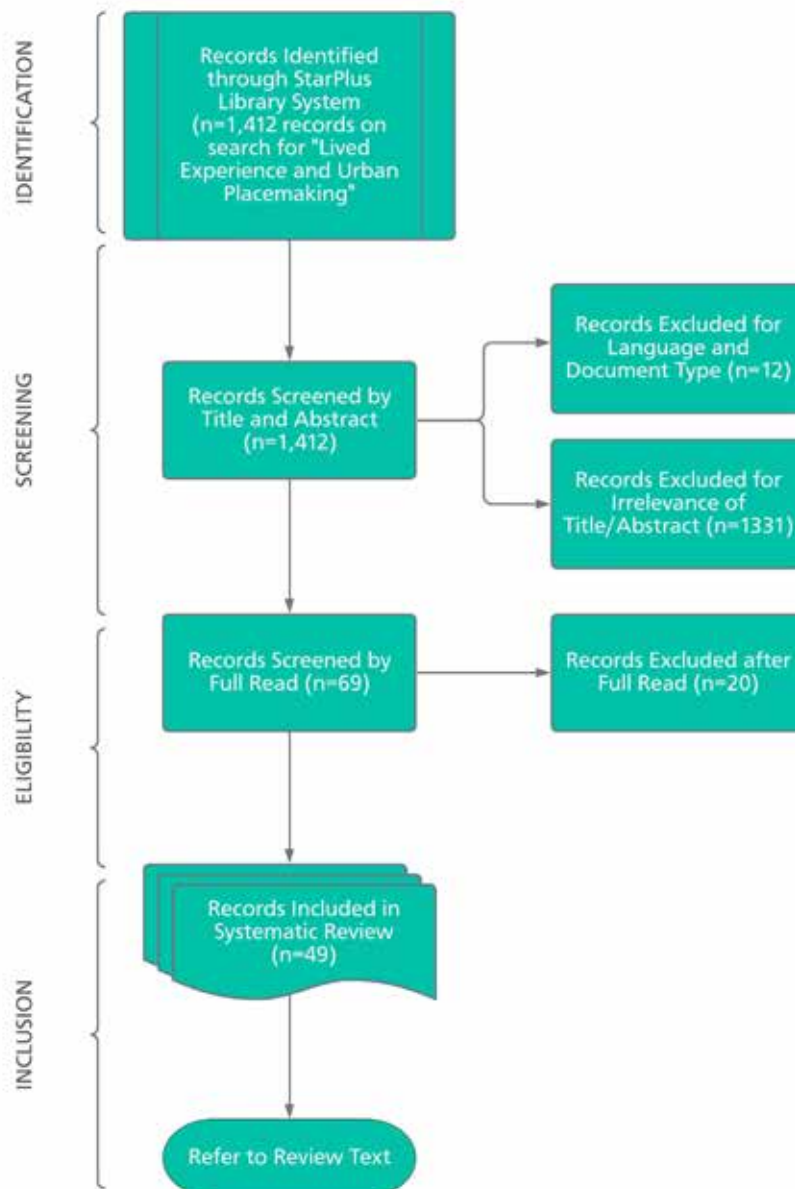


Figure 2.1 – Qualitative systematic review flow chart illustrating visually the process used to identify, screen, test eligibility and then include information in the systematic review

In order to develop themes to address Aim No.4, a two stage process was conducted to organise the information resulting from the full reading of the 49 included documents in the systematic review. Firstly, a succinct written analysis of each document was undertaken, which identified features within the literature relevant to Aims 1-4 of the systematic review. This analysis text was imported to EndNote 20 as research notes to facilitate structured organisation and storage of the text. Secondly, once the review and analysis had been completed the information was exported from EndNote 20 as a .rtf file and imported into NVivo to enable thematic analysis and coding (Braun and Clarke, 2006 and 2020) of the text relevant to each article. On completion, themes identified were organised into top-level distinguishing codes, which are presented in the following section of this article.

2.2.2 Systematic Review Findings

Based on a full reading of the n=49 documents included in the systematic review, it yielded an array of results in relation to the aim of revealing the links between lived experience and urban placemaking. The top-level coded distinguishing themes derived from the contents of the literature included in the review comprise, Approaches, Abstract Understanding, Concrete Understanding and Temporality. The findings below are presented thematically based on the coding of data using the software NVivo for clarity of communication.

The systematic review highlighted an array of results in relation to the aim of revealing the links between lived experience and urban placemaking. However, only two journal articles out of the forty-nine included as part of the systematic review contained both 'lived experience' and 'urban placemaking' as searchable conjoined terms. No articles contained a definition of lived experience in the context of urban placemaking. As such, the thematic organisation of the literature was an important stage of the investigation to derive focused themes for discussion. The top-level coded distinguishing themes derived from the contents of the literature included in the review comprise, Approaches, Abstract Understanding, Concrete Understanding and Temporality. It is envisioned that through the identification of these key themes that further theoretical investigation can be undertaken, which builds on this work and can develop innovative new approaches to integrating lived human experience in the urban placemaking process for the collective benefit of society.

2.2.2.1 Approaches

The systematic review illustrated that there are three main approaches taken to investigations involving lived experience and urban placemaking. These fall within the fields of Phenomenology (n=3), Post-Phenomenology (n=9) and Ethnography (n=5).

In terms of the phenomenological approaches, Cilliers et al. (2021) in discussing cities in the context of COVID-19 highlight the biggest collective shared experience by city dwellers in modern times. For a period of two years the COVID-19 pandemic has impacted the urban lifeworld of each individual person to greater and lesser degrees (Horne et al., 2021) thus it is no coincidence that the voices demanding better urban places, better urban design and placemaking leadership, have grown louder and more consistent. The phenomenological approach taken by Cilliers et al. (2021) in itself is an important shift in thinking and makes the connection between understanding urban placemaking from the perspective of lived experience, something that this systematic review has illustrated to be a limited albeit emerging area of research.

A further point made by Cilliers et al. (2021) revolves around the notion of 'urban identity,' which is particularly pertinent in the context of the impact of the pandemic on city centres. This is suggestive of a need to consider people, professionals and policy makers living and working in the post-pandemic world alongside what our cities should embody and why we should consider lived experience in the process of urban change management. Indeed, Friedmann (2010) considers that we should look to the everyday, the ordinary lived experience of people to create better places, which one could argue lies opposite the focus on discrete events to create place as discussed under the sub-heading of Temporality:

"In contradistinction to the multiple scales of the geographer, the scale I propose to adopt here is exclusively the local, and the perspective on place will be from the inside out, that is, as place is experienced and sometimes transformed by those who dwell in the urban ... Ordinary neighborhoods, I would argue, need to be brought back into view, so that planners and local citizens can engage in a joint search for genuine betterment in the physical conditions of neighborhood life." (pg.152)

In guiding the reader towards the local scale Friedmann (2010) is reminding those in urban design and placemaking that whilst traditional spatial and ecosystems approaches have a role in designing new cities, it is in the small, the everyday actions or 'rhythms' (Lefebvre, 1991) of people, of the 'invisible' that urban place and placemaking truly occur.

Merleau-Ponty makes a similar point as quoted by Aravot (2002) in their commentary on placemaking *"Tracing qualities of placemaking is very personal, it is invisible."* The invisible, Merleau-Ponty said, can be imagined but it cannot be seen. It is not non-existent." It could be argued that what Merleau-Ponty and Friedmann are both discussing despite the gap in time between their writing is a phenomenological understanding of the ordinary or everyday. As such, through understanding the lived experience of people there exists the potential of being able develop a common placemaking language.

Karimimoshaver et al. (2021) offer a different perspective on experience of urban places through mixed semantic and interpretative phenomenology research methods, which identified a number of aspects for the improvement of role of art in urban spaces to create meaning. However, one could argue that in order to determine the role of art in urban spaces the research methods should stem from the artistic and creative traditions as opposed to relying on static interviews and questionnaires. In their work on phenomenological psychological interviewing Englander (2020) strongly considers that this approach is actively "hands on", which is an important consideration for methodological development in utilising techniques that reflect the lifeworld of participants. If the purpose of art in the urban environment is engage, challenge, communicate then perhaps art itself is the answer to beginning to understand its role in urban spaces and the meaning associated with its usage.

Leaving the more traditional phenomenological platforms, post-phenomenological approaches featured strongest in the literature and illustrate a focus on technological solutions to capturing and exploring lived experience and urban placemaking. Atmodlwirjo et al. (2019), attempted to capture lived experience using mapping stories or everyday narratives, which can very much be seen in the context of a shift to post-phenomenological thinking given the usage of technology through GIS mapping to plot spatial and temporal data (Ihde, 2009). Similarly, Little (2020) also adopts the mapping approach but is marked by the fact it is one of the two articles that specifically connect lived experience and urban placemaking. Indeed, the approach adopted by Little (2020) to focus on behaviour mapping of youth is interesting and raises the question of wider public understanding and ability to effectively communicate their lived experience of place:

"While no dearth of methods exists for placemaking PAR with youth, the effectiveness of the method for placemaking is dependent on its ability to illuminate the lived experience. In order to understand how to transform the place in placemaking PAR activities, youth need to understand their lived experience of place." (pg.2)

However, a counter argument to the focus on spatial mapping is presented by Barkhuus and Wohn (2018), who were able to demonstrate the value in the lived experience of participants in exploring place was enhanced by the marginalisation of technology. It therefore could be argued that by extension of these findings that reliance on technological methods for capturing lived experience may also result in similar detraction from the experience intended to be captured e.g. lived experience of place. Moreover, the point Barkhuus and Wohn make in regards to a 'less map-orientated' approach to digital services for urban exploration could also serve as an indication that this may be an applicable call for the balancing of current spatial/ecosystems planning approaches with lived experience research. Regardless of which side of the argument one resonates with, a key point made by Atmodiwirjo et al. (2019) emphasises why those in urban design should be striving for better:

"Following the everyday stories from the people who actually live in it, and seeing how their everyday experience actually happens without predetermined conception, should be the basis for more open- minded urban design practice." (pg. 239)

Moving the focus from the spatial towards to the localised multi-sensory body, Borer (2013) identifies an overlooked point in regard to lived experience and urban placemaking. For a whole variety of reasons, those practicing urban design and placemaking often assume that experiences are 'baked-in' new urban masterplans as a result of delivering the spatial, physical built environment as suggested by Osmolska and Lewis (2024) in their work on processes of architectural site analysis. Whilst it is acknowledged that there is a undeniable interplay between our physical environment and experience (Bernheimer, 2017), results of urban placemaking cannot just be assumed without the rigour of attempting to understand lived experience and thus incorporate into early design interventions, which go onto guide projects throughout the process:

"One reason that the study of urban experience had remained on the margins of urban sociology is that experience can be hard to pinpoint empirically ... Another part is that experiences are ephemeral and often even ineffable. Asking urban dwellers about their experiences and trying to move beyond superficial or clichéd descriptions can be akin to asking artists about their works." (pg.979)

Rogerson and Rice (2009) and Stevenson and Holloway (2017) also make the case for a multi-sensory approach where the search for empirical and quantifiable lived experience is the key argument although not directly discussed by the articles. However, the research from Stevenson and Holloway (2017) does raise an interesting point in regard to the challenge sound research has to the predominant visual experience research in placemaking. The use of technology to capture this audio data does share similar post-phenomenological goals as explored by Simpson et al. (2018) in their vision tracking research in understanding urban edge environments.

By approaching lived experience from the point of view of sensory input the approach has a more intrinsic connection with the concepts of post-phenomenology. Given the need for technological methods to elicit empirical understanding of sensory function and thus lived experience this is not discussed in their article given that developments in post-phenomenology are more recent i.e. post publication. Jackson et al. (2022) although not directly addressing lived experience and post-phenomenological methodology make an interesting argument regarding the shift away from a pure visual driven approach to placemaking and towards a model that takes into account the multi-sensory nature of the experience of place. The connection Jackson et al. (2022) make between spatial perspective i.e. within the physical built environment, and the experience of sensory exclusion is a concept that is best addressed through inclusive design, which should in turn be informed by lived experience research. The multi-sensory ethnographic methodological approach Jackson et al. (2022) employed in their case study focused purely on the language based narrative of sensory experience of the researchers and participants as opposed to the technologically driven empiricist approach to lived experience advocated by post-phenomenologists such as Ihde (2009).

It also raises the argument that if lived experience is reduced to an empiricist, positivist function focusing purely on sensory response then how do we capture the richness of lived experience derived from the narrative or language based interpretation that can account for abstract ideas such as imagination or the hypothetical? Moving away from a specific discussion on the multi-sensory approach to lived experience, Talebian and Uraz (2018) put forward the argument for a post-phenomenological understanding of place and placemaking through setting out the known critiques of traditional phenomenological philosophy. However, it can be argued that by shifting the focus closer towards the material elements of place as to be more useful in built environment terms, then urban design and placemaking moves further away from the philosophical question of why to one dominated by how.

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This is an important distinction because as demonstrable through the lens of language, more specifically the concept of abstract and concrete language (Lupyan and Winter, 2018), place and placemaking fall within the abstract category. Perhaps it would be better to break placemaking into two spheres: the realm of why or abstract place and then how or concrete place with a recognition of transitional interplay at the interface of these concepts?

In terms of ethnography, Salin and Pessô (2017) consider lived experience and placemaking in the urban realm through the framework of 'embodied space' as derived from earlier works by Low (2014) and Sen and Silverman (2014). The assertion made by Salin and Pessô (2017) in regard to communication being 'embodied' and that language and narrative do not provide a full representation of experience of place is fraught with difficulties from a theoretical perspective. There are numerous arguments posited for and against 'embodied cognition' and indeed one such argument challenges the idea by deliberating on the understanding of the abstractness of language (Lupyan and Winter (2018)). In support of the amodal approach over embodied cognition Lupyan and Winter (2018 p.g.2) quote Bedney and Saxe's (2012) study on blindness, *"For example, people born blind are fully capable of learning and using language and their conceptual structure appears to be very similar to that of sighted people, even of visual concepts such as colours. This provides a strong challenge to the assumption that perceptual (or at least visual) experiences are central to conceptual and linguistic knowledge."*

The concepts of place and placemaking one could argue do fall within the realm of abstract language as opposed to concrete language, which can be defined through direct perception as one does not directly experience the concept of place rather the spatial, material, ecosystem functions of the world around us. As such, it is possible that without first acknowledging place as an abstract reliant on the richness of language to capture people's lived experience, then it is not possible to truly discuss placemaking given the inherent complexity of meaning associate to this abstract concept.

Perhaps, in seeking to make placemaking accessible to all it needs to be broken down into the abstract and concrete as so to avoid rejecting either embodied cognition or amodal approaches. Along a similar line and again somewhat counter to the point Salin and Pessô (2017) make on embodied communication is derived from their findings, which indicate time and specifically 'slowing time' in the context of presence in a place.

Time is again another abstraction, which we do not directly perceive thus the reliance on language as a framework for understanding a key theme of place is necessary, which is a theme explored by Maddrell (2016) in their work mapping grief noting how we express the concept of grief in temporal language e.g. it takes time to heal.

Building on the idea of temporality as a key consideration of ethnographic research approach, Aelbrecht (2017) makes an interesting methodological point around the study of London's Southbank regeneration in regard to the choice of ethnographic post-occupancy study to conduct effectively a SWOT analysis of the site.

"First, it proposes a valid multi-layered assessment of conservation and regeneration practices. By combining extensive archival documentation of the design process to understand how designers worked around heritage resistance with an ethnographic post-occupancy evaluation study to include user responses to the built outcomes, it offers a more in-depth, objective and unbiased assessment of the design interventions than architecture-centric surveys alone, which focus only on the physical objects." (pg. 344)

The use of in-depth interviews and observations during activity participation is a corner stone of the ethnographic approach (Creswell, 2013) and here Aelbrecht demonstrates that this method offers a richness of data that built environment surveys alone cannot provide albeit after the fact given that it is not focused on at the early design intervention stage, which would embed lived experience from the outset of the project. However, this raises the question as to why a phenomenological approach was not employed to study the lived experience in the context of urban placemaking? Despite referring to urban design and user experience, the article does not make explicit reference to lived experience or urban placemaking but makes an important parallel connection between user experience and the traditional site analysis methods employed in day to day urban regeneration projects. The review of archival or planning portal documentation is also another methodological consideration that should be included in research using specific case study locations.

Analysing the context of the places chosen as part of the research approach to each article, out of the 49 documents included in the review n=28 demonstrated research focused on a large or capital city compared with only n=2 focused on medium cities and n=2 small cities. The remaining total documents did not consider a specific city size typology and were instead concerned with academic theory or referenced towns not cities. This is supported by findings of both Wagner and Growe (2021) and Grossman and Mallach (2021), who identified a gap in the available urban environment research focused on Small and Medium Size Cities (SMSCs) presenting an opportunity to contribute to this gap in knowledge.

2.2.2.2 Abstract Understanding

This theme is derived from the abstract, conceptual or intangible components of lived experience and urban placemaking, which arose in the systematic review comprising the sub-themes of Ambiguity (n=2), Art and Creativity (n=9), Call for New Urban Design Paradigm (n=7), Happiness (n=1), Language and Narrative (n=7), The Unknown (n=1), Virtue (n=4) and Witnessing (n=3).

Art and Creativity featured strongly in the review with numerous connections to lived experience and urban placemaking. Bain and Landau (2019) present a common tale often recanted of the top-down planning process in which ultimately the people at the bottom have a vision then in time a physical development imposed on them.

Bain and Landau (2019) do consider the concepts of lived experience in urban placemaking through the lens of artistic intervention although lived experience is less explicitly discussed rather alluded to via the medium of 'place-narrative' and how all too frequently artistic and creative interventions in placemaking are often isolated and left to navigate the crushing bureaucracy of local planning systems alongside day to day operational concerns. Building on this struggle between power hierarchies, Creagh (2018) utilised the concept of urban fragmentation to investigate the unknown and normally disregarded lived experiences of communities.

Through using creative research methods, in this instance postcard fragments that could be moved, cut, pinned, they were able to engage in a different form of urban design language, which importantly could be interpreted by both sides i.e. professionals and community members. This is an interesting paradigm where those employing artistic research methods can demonstrate an effective translational role and facilitate the 'middle ground' as discussed by Platt and Medway (2020). Furthermore, Laister and Lipphardt (2015) also consider the role of art and artists in urban placemaking as actors in the process of making places. They raise an interesting dichotomy in that artists often play the role of the 'uninvited' when urban development is seen locally as disharmonious or counter to existing communities but then also adopting the role of 'invited' by strategic policy makers when attempting to sell a new urban development to exiting communities by seeking to reveal the hidden narratives of place.

Downey and Sherry (2020) offer a different perspective on the role of art, lived experience and place through highlighting a theme that is very rarely discussed in modern urban design and placemaking, grief. Indeed, even the most focused literature on producing a 'happy city' such as the aptly titled book by Montgomery (2013) does not discuss the theme of grief. The research conducted by Downey and Sherry (2020) demonstrated that the lived experience of the community and the shared sense of grief was a barrier to moving forward in placemaking thus the catharsis experienced as a result of confronting the visceral sense of grief and the unlocking of cross-community collaboration or at least witnessing of the pain of others in place. As such, it could be argued that despite all the goodwill and intention to design happy, well-being focused urban places if the process does not all for the lived experience of grief and its cathartic release as a community then surely there will always exist and unknown, unspoken barrier to truly inclusive urban placemaking.

Elaborating further on the point around happiness, Sepe (2017) like Montgomery (2013) examines the role of public space in attaining urban 'happiness'. The strive for the 'happy city' coincides with a general increase in awareness of well-being and sustainability in part fuelled by the devastating effects of the COVID-19 pandemic (Cilliers et al., 2021). Sepe (2017) in this article does not directly address lived experience and only tangentially covers placemaking but instead focuses specifically on happiness in the urban realm. Sepe (2017) does raise an interesting point in regard to their proposed Charter of Happiness in that it should be dynamic and not static. This act of acknowledging the temporality of some aspects of experience is interesting and coincides with discussions held with practitioners many of who point to the static and 'out of date' local planning policies at the time they finally effect the development on the ground.

Richardson (2017) and Rigell and Banack (2019) both argue for a focus on creative narrative approaches to capturing lived experience given the power of language to convey thoughts otherwise hidden to spatial or empirical approaches alone. From a phenomenological perspective, influential figures in the field such as van Manen (1984) and Tuan (1991) specifically wrote in relation to the power of narratives and language in revealing lived experience. Additionally, the combination of methods to include use of photography helped in Rigell and Banack's (2019) work to enhance the narrative of place through the known interplay between image and text, which in turn brings into question the semiotic meaning derived from these languages.

In a shift away from community focus, Zitcer (2020) instead looks to the concept of creative placemaking through the lens of the lived experience of practitioners and funders in the USA.

The fundamental argument of the article focuses on the fact that the voices or narrative of practitioners and communities needs to be elevated in the placemaking process although the research presented does not illustrate communities' views or provide either a methodology or analysis method to derive insightful results instead focusing on practitioners' views through an interview format. Momentarily cross referencing to data presented later in this thesis under Chapter 3, an interesting theme that is also reflected through practitioner interview studies is that some believe they are already 'doing' lived experience research by the fact of undertaking community consultation.

Moreover, an evolution on this observation, is that urban design generally is viewed in an elitist light with a select few founding individuals dominating the conversation and dampening any attempts to deviate from the expected conventions, as set out by them. Zitcer (2018) also notes how creative placemaking is seen by some practitioners as a cover for gentrification, which aligns with others Lindner and Meissner (2015) who make a similar point when considering lived experience, art and placemaking.

One common theme that permeated across the articles despite their primary focus was a call for a new urban design paradigm that takes into account lived experience into account during the process of creating new places. The following quote by Atmodwirjo et al. (2019), encapsulates the pure reasoning behind this call for a new manifesto of change in the field:

"Following the everyday stories from the people who actually live in it, and seeing how their everyday experience actually happens without predetermined conception, should be the basis for more open- minded urban design practice." (pg.239)

If urban design and placemaking practitioners are not open minded and attuned to evolving theory around lived experience then it cannot possibly be said that new urban developments are truly for the people that will inhabit them. It can be argued that within the UK the absence of consideration of lived experience in urban design and placemaking policy and guidance as shown in the next section of this thesis, is exacerbating this divide in evolving theory and implementation of lived experience driven places.

A more specific intervention on change in the urban design process is observed by Platt and Medway (2022), who whilst investigating urban placemaking through observing the Whit Walks channel the Deleuzoguattarian concept of the 'refrain' and flat ontology to argue for a meeting of the 'middle'.

The middle as described by Platt and Medway (2022), in terms of urban placemaking is ground occupied equally by top-down and bottom-up urban placemaking actions but one not dominated by either due to the non-hierarchical views given through the flat ontological perspective. Platt and Medway (2022) also highlight a common perception of corporate capitalism in the form of appropriating urban placemaking processes, which is explored in other literature. The focus on 'always-emergent' assemblages quoting Deleuze and Guattari (2004) is interesting and is something explored from an artistic led vision of an always evolving city described in Constant's New Babylon (Wigley, 1998), which is the extreme opposite to our largely static built environments. Powell (2016) also highlights this hierarchical imbalance citing western preoccupation with the top-down geographical scale as contributing to the reduction in importance of consideration of lived experience in urban design.

Naturally, the call for a new paradigm is tempered by discussion of finance and Sara et al. (2021) in their discourse on 'austerity urbanism' highlight the theme of finance in placemaking, particularly the squeeze on costs, services and local authorities. Moreover, this raises another crucial question in terms of morality and virtue in urban placemaking as explored by Rogerson and Rice (2009), Laister and Lipphardt (2015) and Toolis (2017). Should we as a society engaged in supposedly building 'better places' merely accept the premise that finance alone is the keystone on which all decisions and more importantly lives of existing and future citizens revolve? Should urban design as a concept have a new unifying manifesto calling for real change to the current systemic methods of urban placemaking, which places the experiences of people at the heart of the process? Sara et al. (2021) although focusing on urban placemaking only make passing reference to lived experience but do so in an insightful way to reinforce the concept of co-design or participatory design, "... users are experts of their own lived experiences" (pg.495).

Indeed, this idea of users as experts of their own lived experience echoes the argument made by Platt and Medway (2020) who argue for a meeting in the 'middle' of the urban placemaking process, bringing together support from top-down institutions to the desires of bottom-up communities all for the betterment of their lived urban places.

Elaborating on this crossroads of virtue, witnessing and finance, Saunders and Moles (2016) through their work capturing lived experience of people in place for others to then witness albeit primarily from an audio perspective, in an interesting concept and one which highlights an issue where the privatisation of space in urban places has severed our ability to play witness to the lived experience of others. Indeed, referring back to Sara et al. (2021) they highlight this loss of public space to privatisation as a consequence of the neoliberal development agenda.

Therefore, if we consider this point of urban space loss in the context of Saunders and Moles (2016) argument that places are not 'points of stasis' then it stands to reason that in the ever changing rhythm of urban landscape as observed by Lefebvre (1991), we as a society are losing the ability to make connections with others, to listen to their lived experience and thus perhaps forget that it is people who inhabit space not the built environment so prized by corporate capitalism.

The language and interpretation of the knowledge gained of people who inhabit our built environments also warrants due consideration and was identified during the review. Osborne's (2021) ethnographic study of a single person in East Los Angeles focuses on a curious understanding of lived experience of place through the analysis of the everyday language or deixis used by the participant. The understanding and organisation of our urban lifeworlds is a complex process and operates on different spatial and temporal scales. As in Osborne's (2021) example if we examine the use deictic components of language in regard to the lived experience of people in a particular place it may offer those in urban design and placemaking roles the ability to glean insight into a previously unseen or invisible world: the everyday lifeworld of people, and from this shape early design interventions to respond accordingly.

This adds further weight to the body of literature, which one can make the argument for a narrative language-based approach to understanding lived experience of place. Similarly, an understanding of deixis could also help in the reorganisation of urban design and local plan policies to shift the language around time and space to something more human-centric, which individuals can instinctively relate to as it is derived from an understanding of the human urban lifeworld, which is something argued for by Laurien and Inch (2019). Chatziefstathiou et al. (2019) in identifying language as a barrier to minority groups being involved with urban design policy making, makes a strong case for using alternate methods in process of communication. Through employing artistic expression, individuals were able to convey their lived experience of place regardless of their temporal status and as equals. However, the meaning and form of language is an important point equally. Language can take many forms and as Wittgenstein (2009) notes, "The limits of my language mean the limits of my world," thus the creative application of language could in fact open the world of urban design and placemaking to a wider audience.

2.2.2.3 Concrete Understanding

This theme was derived from the physical, spatial or tangible components of lived experience and urban placemaking, which arose in the systematic review comprising the sub-themes of Built Environment (n=3), Gentrification (n=3), Heritage (n=4) and Value (n=2).

In terms of the Built Environment, Heritage and Value, Jive'n and Larkham (2003) despite writing nearly 20 years prior to the discussion in this article, made an observation that should be an obvious statement that urban designers need to have a better understanding of theoretical application of lived experience when designing new urban places. This becomes all the more poignant at the intersection of heritage or the 'old' and urban regeneration or the 'new' given the concept of the influence of the physical environment on lived experience of people. However, as is all too often seen in modern development it is not just enough to consider the heritage asset or value of an existing urban place (Mackay et al., 2021). The lived experience and narratives of place are as equally important because these underpin the formation of place and community in spite of the physical built environment. Indeed, this highlights the interplay, the power found between place and language, as Wittgenstein (1953) noted, "Something red can be destroyed but 'Red' cannot be destroyed and that is why the meaning of the word 'Red' is interdependent of the existence of a red thing," (Jimenez, 2013 pg.38), which one can extrapolated to the concept of urban design and placemaking. The physical built environment of a place can be destroyed, changed or regenerated but 'Place' as a word as a concept cannot be destroyed. It is that invisible, intangible force that permeates through the built environment and binds the material, spatial and social pillars of a place.

Jive'n and Larkham (2003) further argue that in the UK planning and design the concepts of sense of place, character and appearance are all used interchangeably resulting in a focus predominantly on the external appearance of a project to create 'Place' as opposed to drawing on the views or lived experience of those who inhabit the existing urban place. Indeed, both Jive'n and Larkham (2003) and van Nes (2008) point to attempts by the architect and phenomenologist Norberg-Schulz to understand place and architectural theory and his view that architectural education programs failed to engage with appropriate human-centric studies thus resulting in increasingly poor-quality built environments and in turn human 'rootlessness'. Moreover, Norberg-Schulz in his 1967 book 'Intentions in Architecture' looked to semantics, art and phenomenology to help provide greater understanding into the meaning of human connection to place due to the fact that these fields of inquiry expressed values as opposed to scientific facts.

Interestingly Sepe and Pitt (2014) in paraphrasing CABI's (2000) definition of placemaking ('the art of making places for people') also reference this connection between placemaking and art although fail to note that almost exactly two years to the day of the publication of their article (8th January 2014), The Commission for Architecture and the Built Environment (CABI) was dissolved by parliamentary statutory instrument on the 21st of January 2012.

The UK House of Lords Hansard record (Parliament, 2012) gives an interesting, albeit eye opening account, given the renewed interest in the aesthetic of the built environment in the latest update to the NPPF (July 2021), for the dissolution during the motion debate by the Conservative peer Baroness Rawlings, *"Although the department would have liked to continue to fund CABI's work in driving up the quality of design in the built environment, in the present financial situation it seemed more important to protect the wider culture and heritage sectors."* Indeed, Carmona et al., (2018) highlight that without CABI the importance of good urban design and placemaking began to be forgotten and replaced with a focus on politicised cost cutting. Of course, the irony is not lost on the author given the continued erosion of cultural and heritage funding and assets in the UK since 2012 (Arts Council, 2016). Sepe and Pitt (2014) offer a constructive insight into place, character, identity and placemaking but lived experience is not directly referenced although Heideggerian phenomenological concepts are considered.

Tangentially to the topic of heritage, Stokowski (2017) examined the concept of sense of place via the examples of leisure and tourism and reminds us of the critical point that places are a social construct that go beyond the spatial and material world they exist within, which is reinforced through the quote from Soja (1989) who warns those engaged in placemaking to heed the hidden and unknown lest the unintended consequences of poor spatial or material choices inextricably affect place. Moreover, in the discussion of the role of leisure and tourism and an individual or group's response to place, Stokowski (2017) looks to the earlier work of Lee (1972) who makes a curious argument that individual's engaging in these pursuits rather than fleeing 'normal' life actually seek to re-create the 'normal' conditions of life we take for granted. From personal experience of holidays in the UK, I certainly can attest to the restorative power of reflecting on the simple acts of enjoying a coffee and breakfast at a dining table something that is all together pedestrian and rushed in my everyday lifeworld. Stokowski (2017) does not offer a direct consideration of lived experience in the urban placemaking process but rather alludes to it through reference to an individual's emotion investment in place. Furthermore, the argument put forward for the intrinsic connection between language, heritage and place is one that has been identified across this literature review.

However, as illustrated by the results of the UK professional practitioner survey and interviews outlined in Chapter 3 of this thesis it is clear that there is not a defined methodology for studying this link or more importantly how to analyse the data that arises alongside the fact it is not applied consistently across projects.

Invariably, in the discourse surrounding the Built Environment, lived experience and urban placemaking, the sub-theme of Gentrification was clear albeit a negatively reported subject. Danley and Weaver (2018) illustrate a very real problem in urban design and placemaking practice today in the battle with corporate capitalism and the resulting experience of gentrification. Their use of lived experience research post development revealed clear patterns in the experience of unwelcomeness and exclusion, which should and could be addressed at project concept/inception stage. The pure and often dominant spatial or ecosystems approach to modern development and the concept of gentrification could be metaphorically viewed through the lens of the ecological theory of ecological succession (Golubiewski, 2012). In this scenario, pioneer communities develop over time altering the existing habitat allowing for different species to take advantage of the more favourable conditions evolving through to the development of a climax canopy followed by secondary succession should the climate canopy experience a disruption event (Chang and Turner, 2019). If we then consider this concept in terms of urban development then from a purely systematic view, the existing communities will represent a stage on the path to climax canopy evolution with new 'species' of development taking advantage of the favourable urban conditions e.g. market prices, planning policy. This is echoed by Sweeney et al. (2018) who make the observation about the prevalent 'build it and they will come' attitude to development and placemaking currently. Tzaninis (2015) although discussing more suburban than urban placemaking also identifies the shifts in place construction in terms of the ideas of 'pioneering'.

Gentrification and the displacement effect on local communities from the perspective of community leaders is an interesting case put forward by Hom (2022). This ethnographic case study highlighted that there was often not a direct sense of displacement but rather a secondary symbolic displacement resulting from gentrification. Hom (2022) points to aspects such as the shift in architectural style away from the Orientalist towards high rise 'down-town' and the change in language and narrative of place to present an image more in keeping with the sections of demographic developers want to attract to their new urban places despite the fact they are sited within existing communities. Within the UK, this is a pattern of placemaking that is regularly repeated and where regional differences do occur often this gentrified development cannot be challenged by local authorities or communities due to monetary or legal implications (Wall, 2022). However, despite acknowledging the importance of the lived experience of ordinary citizens, Hom (2022) does not account for this in the study.

2.2.2.4 Temporality

Temporality is a further high-level theme, which breaks down into the sub-themes of Events (n=2), the Everyday (n=6), Sense of Now (n=1) and Temporal Conflict (n=2). Events or discrete temporal instances provide an interesting frozen point in time to consider lived experience in urban placemaking.

Wise et al. (2021) highlight an important point about the timing of capturing lived experience research in the urban regeneration through the lens of host city events e.g. Olympic games in that this must come prior to the event or regeneration. There is evidence to suggest that the focus on the practical framework of how is taking priority in the first instance over the conceptual framework of why, in terms of approaching understanding urban placemaking. If in the urban design process, we do not make time, which is ultimately and arguably the most valuable resource any human being can possess, for deliberating on why we should design good places then the reality of how would become firstly much more transparent and secondly would be underpinned by the lived experience of those affected by the changes to the built environment. Wise et al. (2021) adopted a purely quantitative methodological approach to their research citing time constraints due to the speed of the event creation and do later in their conclusions acknowledge the need for the qualitative, in-depth interview methods in order to explore the richness of lived experience of people in relation to the evolving events.

Stevenson (2019) argues through their case study approach for the importance of the role of conviviality in urban placemaking. The concept of the 'street party' shares many similarities with some forms of public art or exhibition in the sense they are temporary installations or even organisations, which once over disband leaving little to no spatial or material trace yet the contribution to the abstract sense of 'place' and placemaking is much greater (Downey and Sherry, 2020). It could be argued that contribution to place and placemaking derived from temporary events relates strongly to the human scale comprehension of time as opposed to the often multi-decade urban design and planning world, which is predominantly tasked with creating 'place'. Moreover, the fact that temporary events elicit interactions with those whom otherwise may not interact on a day to day basis reinforces the potential for witnessing urban placemaking in action and those who engage in civic good for the benefit of the community, which sets a powerful example to those in attendance.

The 'Everyday' was another type of temporal theme that arose during the review process. Through work that combined the theoretical framework elements of city branding, Canter's theory of place and Lynch's Image of the City, Khirfan and Momani (2013) illustrated the importance of the lived experience of culture in the perception people held of the city of Amman. Khirfan and Momani (2013) do not offer a definition of culture but what can be inferred from the quoted passage of an Ammani citizen is that the everyday lived experience of place and people is intrinsically connected to the genius loci as described by Norberg-Schulz (1980). The following quote from one of their interviews collected during 2010 illustrates this point well:

"Amman without people is not Amman; Amman is the life, the beat of the street, the merchants, the mosque the vegetable shops, this is Amman." (pg.62)

This argument for a better understanding of the everyday is echoed by the earlier work of Knox (2005) who stated:

"People's experience of everyday routines in familiar settings leads reflexively to a pool of shared meanings. People become familiar with one another's vocabulary, speech patterns, dress codes, gestures and humour, and with shared experiences of the physical environment such as streets, markets and parks. Often this carries over into people's attitudes and feelings about themselves and their locality and to the symbolism they attach to that place." (pg.2)

The concept of familiarity and shared meaning is one answer to the question of why we should design good places. It is also one of the least considered in urban design as lived experience of people is not satisfactorily investigated and used to centre projects at the early design intervention stages. As Wittgenstein (1953) states, *"To imagine a language means to imagine a form of life,"* and this is what the language of familiarity as described by Knox (2005) is alluding to, the fact that we should see familiarity as form of life, which brings static spaces to life as lived places. Knox (2005) goes on to argue in a similar vein to Khirfan and Momani (2013) that there is a rhythm to place underpinned by the everyday actions and experience of people. This in itself raises a curious dichotomy between the push for ever more 'fast' technology in urban placemaking against the 'slow' natural interventions. Perhaps true consideration for the ordinariness and everydayness of place in urban design and placemaking can help to better regulate these rhythms?

The 'Sense of Now' although a minor theme within Temporality raises quite a critical point in regards to urban design and placemaking. Laurian and Inch (2019) in their discourse on temporality and planning tackle a major issue in relation to urban design and placemaking.

It raises crucial questions of why are we planning, designing and building places that only reflect contemporary 'now' and fail to consider future needs, of how can urban planning and design better understand the intrinsic connection between the spatial and temporal? Laurian and Inch (2019) point to Husserlian phenomenology as an example of how in order to understand and articulate the experience of lived time one must set aside the Newtonian perception of time because it is the 'now,' which serves as the absolute point of reference for a person and that the appearance of past and future are projections from 'now'.

"Our consciousness of internal time, of the succession of lived experiences in the Now, enables the unification of successive moments, events, and emotions and makes our very identity possible ... Given that planning is such a richly temporal activity, fundamentally concerned with change, timing, and the possibilities of controlling space through time, it is striking that planning theory has yet to engage in any substantive way with the implications of contemporary concerns about social acceleration." (pg.272)

On this premise perhaps then the use of lived experience research at a micro-scale, at an individual scale, could elicit a new temporal planning paradigm as it forces the researcher and participant to consider experience of place in time outside of the accepted scientific brackets that are defaulted too regularly.

The final temporal sub-theme of Temporal Conflict has been derived from the intrinsic conflict that arises from the subject of art in urban placemaking and how the shifting demographics and ultimately lived experiences can resonate or clash with art frozen at a specific point during a project creation. Pollock and Paddison (2014), discuss the role of art intervention in urban regeneration and placemaking in the context of the Gorbals regeneration scheme in Glasgow. Their work highlights the particular challenges faced in bringing together urban regeneration and participation in public art in helping to shape place. Interestingly, although Pollock and Paddison (2014) discuss the people who lived in Gorbals, the research does not consider the connection between art, lived experience research methods and urban placemaking. This is a familiar theme throughout the systematic literature process. However, the authors do highlight the inherent temporal conflict between public art and urban placemaking due to the constantly shifting nature of urban development and demographic changes as a result of programs of gentrification and displacement. It could be argued that accounting for lived experience in urban placemaking would also suffer the same fate as many attempted public art projects as a result of temporality, however, this is only true if national and local urban design policy does not embed this human-centric design intervention approach as the basis for all new urban developments.

If each project must require capturing and reflection on lived experience of place then it becomes an iterative process of examination and response. This would at least pay some credence to the Deleuzoguattarian concept of always emergent assemblages. This is encapsulated in Pollock and Paddison's (2014) statement:

"The artist hoped that these objects, reflective of narrative, would then become part of their own narrative and residents could choose to pass them on or keep them if they moved. The risk inherent in this was that the work's longevity depended on residents and their relationship with the work. Although conceptually interesting in its mediation between public and private space, narrative and physical public realms, Wright's work, contentiously, is only visible to residents in a particular development and their visitors. It therefore subverts many of the claims made for public art within regeneration but in so doing highlights the problems facing artists expected to create meaningful artworks for physical spaces that have not yet become lived spaces. In terms of process, it was the itinerant works that arguably had the greatest participation but the least legacy, precisely because of their impermanence." (pg.85)

2.1.3 Systematic Review Conclusions

It is noted that within the literature examined as part of this systematic review, there were limited documents that contained both the terms 'lived experience' and 'urban placemaking' as searchable terms although several less direct themes did arise as set out thematically in the previous section of this article. Moreover, only two journal articles out of the forty-nine included as part of the systematic review actually contained both 'lived experience' and 'urban placemaking' as searchable terms. The majority of the documents contained either 'lived experience' and 'placemaking' or 'place'. As also highlighted by Akbar and Edelenbos (2021), the systematic review did identify multiple spellings of 'placemaking', however, the search system appeared able to cope with this issue. Ellery et al. (2020) also cite this ambiguity in defining placemaking particularly between academia and practice, which then has the consequence of affecting the impact and ability to value place and placemaking. This serves to highlight the confusion and academic debate around the definition of the term placemaking as well as what it means in practice. Furthermore, the absence of a definition of lived experience in the context of urban placemaking also adds to the confusion around the term and detracts from its understanding. However, through critically engaging with the theoretical background and later work with professionals a novel, accessible definition of lived experience and urban placemaking have been proposed.

Consequently, what do the findings of this theoretical review mean in and for professional practice? Firstly, there is a complex and disparate collection of theoretical literature surrounding the subject of lived experience in the context of urban placemaking. As such, without clear, translatable research, which can demonstrate ease of application to 'real-world' scenarios, it is likely that the phenomenological concept of lived experience will struggle to penetrate mainstream urban design and placemaking practice. Secondly, as illustrated by the literature, there is a need to acknowledge the abstract, intangible nature of understanding behind lived experience in urban placemaking as well as the concrete, tangible aspects. This is an important point because the intangible or 'invisible' elements of everyday lifeworlds are not strictly empirical thus it is all too easy to overlook these and focus on the visible, aesthetic built environment during the urban placemaking processes. Indeed, the focus in urban design and placemaking on beautiful spaces is one aspect of the visual aesthetic that due to its subjectivity opens the door to conflict between the tangible and intangible Black (2019) despite individuals perceiving beauty as a combination of physical and subjective (Weinstein et al., 2012).

However, this does not mean it is without value. Thirdly, there is a strong argument for use of creative and narrative research techniques when exploring lived experience in the context of urban placemaking although there is no specific fixed methodology for conducting research and analysing data, which of course reflects the power of creativity. This ability to elicit new knowledge through creative processes strengthens the point that the abstractness of placemaking needs to look to the language of lived experience to articulate, to translate the concrete understanding of the environment into the abstract understanding of place. Fourthly, the temporal framework for understanding lived experience and urban placemaking points to the importance of considering the 'everyday'. Finally, there is a call from the literature for a new urban design paradigm, which draws directly from the lived experience of people for the benefit of creating new urban places. However, in order to achieve this change, the gap between urban design academia and practice needs bridging to facilitate the transfer of knowledge, perhaps in a flat ontological sense (De Landa. 2002), where the lived experience of people is viewed as no greater or lesser than the built environment they will ultimately occupy.

2.3 UK Placemaking and Urban Design Policy Review

A parallel stream of investigation within this thesis concerning lived experience and urban placemaking focuses on the examination of current UK urban design and placemaking guidance to determine the prevalence of consideration of lived experience when designing new urban places. Urban design and placemaking guidance can be identified in UK national and local level planning policy, as well as supplementary, informative NGO and professional body documentation, and sets the policy environment that developers should adhere to when designing new urban places.

As such, these design guidance documents are an important starting point for the consideration of lived experience in urban placemaking due to the fact that they influence the direction of urban design in enforceable national and local policy terms. In terms of the breakdown of UK national and local UK urban design and placemaking guidance levels, England, Wales, Scotland and Northern Ireland all are represented at national level of policy and/or guidance. At local level, England comprises 333 councils (1), Wales comprises 22 unitary authorities (2), Scotland comprises 32 Scottish local authorities (3) and Northern Ireland comprises 11 local councils (4). There are also examples of NGOs and professional bodies representing the urban design industry, which contribute suggested guidance on urban design and placemaking such as the Design Council, RIBA, RTPI, Landscape Institute and Urban Design Group. Currently, there is no unified general design and planning guidance system for the UK comprising all relevant documents to the national or local level of interest to the researcher. Instead, documents are listed on individual websites at national level and where available at local council level.

The aim of this specific component of the wider investigation is to understand how prevalent lived experience, as a recognised design language term, is within UK national, local and NGO level guidance documentation and how it compares against other design terms. A further objective is to understand the frequency of search terms or topics compared to the number of documents within the analysis so to determine if there is a specific bias towards certain search terms or topics.

(1) UK GOV, List of Councils in England, (2021), https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1026384/List_of_councils_in_England_2021.pdf, Accessed 13/04/2022

(2) Welsh Assembly Government, Local Government Bodies, (2021), <https://law.gov.wales/local-government-bodies>, Accessed 13/04/2022

(3) Scottish Government, Organisations, (2021), <https://www.mygov.scot/organisations>, Accessed 13/04/2022

(4) Northern Ireland Government, Local Councils in Northern Ireland, (2021), <https://www.nidirect.gov.uk/contacts/local-councils-in-northern-ireland>, Accessed 13/04/2022

Additionally, the results of this analysis are to be used to help shape a questionnaire through identification of key themes, aimed at professional urban design and placemaking practitioners, to understand the industry response to lived experience in urban placemaking. A sub-hypothesis within this section of the thesis is to assert that currently UK urban design and placemaking guidance does not adequately consider lived experience within urban design and placemaking and instead focuses predominantly on the built environment. This is an important assertion given the integral guidance from policy documents through the urban design industry and ultimately into the places inhabited and lived by people. In acknowledging the influence, biases and role of the researcher in the investigation, this sub-hypothesis has been derived from extensive personal professional experience within the landscape architecture, environmental and urban design industries, which has also contributed to the aims and objectives of the thesis project.

2.3.1 Policy Review Method

This section outlines the systematic methodology used to meet the aims set out in the introduction section alongside testing the sub-hypothesis. In establishing the investigation, several criteria were used to provide a framework for gathering urban design and placemaking guidance data, which are outlined as follows:

- Documents should be gathered from each country comprising the UK i.e. England, Wales, Scotland and Northern Ireland
- Documents should be gathered from national and local level, wherever they exist and is reasonably practicable to acquire
- The content of the documents should be specific to urban design and placemaking and represent councils with predominantly urban populations
- Documents should be available in electronic .PDF format to allow efficient text based analysis
- Documents should be publicly available and searchable via online search engine

As outlined in the introduction section, given that there is no unified general UK system for the storage of design and planning guidance documents, the methodological approach taken for this investigation involved using the online search engine Google.

Search terms included 'UK urban design guidance' and 'UK placemaking guidance'. Search returns from Google were sourced from search pages 1-10 as these are the most relevant returns based on the search query. Where urban design and placemaking documents met the criteria above a 25% selection from across the UK were sampled. Table 2.0 below sets out the breakdown of documents gathered and analysed during this investigation. A full referenced list of documents analysed can be located within the bibliography of this thesis.

Table 2.0 – Breakdown of numbers of urban design and placemaking documents sourced during this investigation set out by country and level.

Country	Level	Number of Documents
England	National	8
	Local	35
Wales	National	6
	Local	1
Scotland	National	5
	Local	4
Northern Ireland	National	3
	Local	0
NGO/Professional Body	National	13
Total		75

Once .PDF versions of the urban design and placemaking documents had been saved and indexed into the software EndNote 20 for referencing purposes, the list of documents was exported in .XML format for import into the software NVivo. Within NVivo, all 75 documents underwent a Top 20-word count search in the first instance to provide a general overview of topics within the documents. Following this stage, specific exact word search analysis was used to determine frequency of topics of interest within the documents. Results for the NVivo analysis are provided in the results section that follows.

2.3.2 Policy Review Findings

This sub-section presents the findings of the search term analysis conducted within NVivo. The first stage of analysis involved running a Top 20-word search across all 75 UK urban design and placemaking guidance documents to identify the general topics and/or themes of the documents. The results of the Top 20-word search are illustrated in Figure 2.2 below.



Figure 2.2 – Top 20-word search analysis within 75 UK urban design and placemaking guidance documents

The second stage of analysis involved identifying specific search terms from the 75 documents, which reflect the research foci of this thesis to determine the extent of consideration within UK urban design and placemaking guidance. These search terms were then compared with highly frequent topics identified in the Top 20-word search analysis, such as 'Development' and 'Building'. These terms are shown on the graph in Figure 2.3 below.

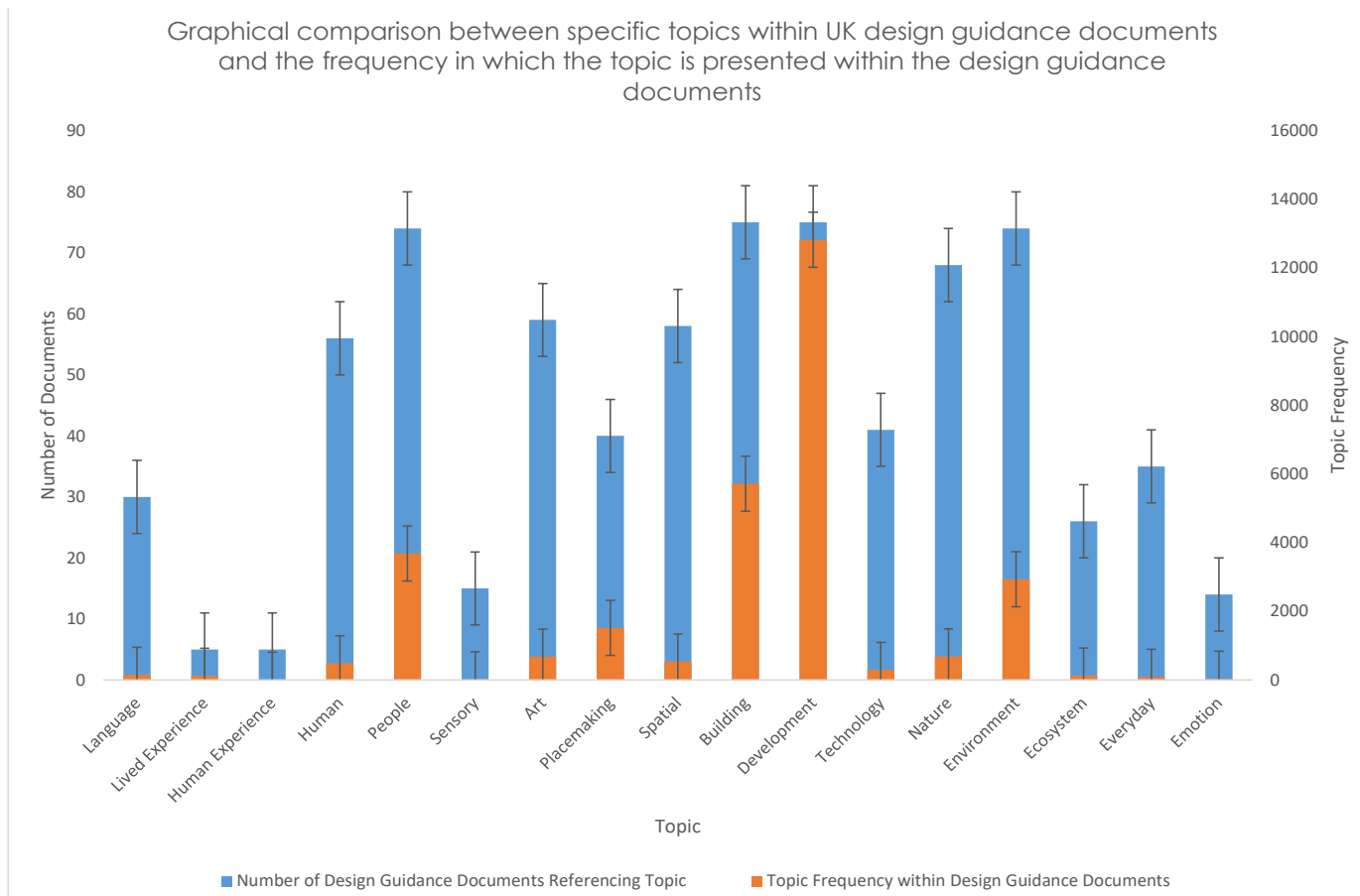


Figure 2.3 - Graphical comparison between specific topics within UK design guidance documents and the frequency in which the topic is presented within the design guidance documents

2.3.3 Policy Review Discussion and Conclusions

There are several key themes that can be inferred from the results of this document analysis. Firstly, from the initial Top 20-word search analysis it is clear that UK urban design and placemaking guidance is focused on the spatial and material components of the urban environment. The terms 'Development' (12,824 references in 75 out of 75 documents) and 'Building' (5,718 references in 75 out of 75 documents) strongly indicate that the spatial and material considerations are the focus for guidance despite the field of urban design being established to connect people and place (Lynch, 1960). Whilst it is acknowledged that the results do include the term 'People' (3685 references in 74 out of 75 documents), people still fall behind in importance to the built environment and curiously one guidance document does not reference the term 'People'. Moreover, reference to the term 'People' does not necessarily translate into the consideration of how to design new urban places for people.

When examining terms such as 'Lived Experience' (124 references in 5 out of 75 documents) and 'Human Experience' (7 references in 5 out of 75 documents) it is apparent that the mechanisms in which you could truly consider 'People' in urban design are largely absent in policy and guidance terms. In this respect, it is plausible to imagine that extrapolating across the UK there are multiplying 'copy and paste' urban developments, where beautifully curated CGI images sell the appearance of placemaking.

Indeed, Jones and Comfort (2021) in their recent study of placemaking and the UK's largest developers allude to the point that the concept of urban placemaking has become tied to the built environment and sustainable development, which in one respect of the changing attitudes on sustainability could be interpreted as 'capture by corporate capitalism' for the benefit of companies and not necessarily for those who will ultimately call these new urban places home. In conclusion, based on the analysis of the 75 UK urban design and placemaking documents it is clear that the field, in policy and guidance terms, is currently predominantly concerned with the spatial and material considerations. As such, it could be argued that this predominance on the built environment has come at the expense of people and their lived experience of urban places as there is limited requirement for industry professionals or developers to account for it in the early design intervention stage of projects due to the absence in policy and guidance.

In recognition of the changing nature of documents and the reflexive nature of this project the following text includes a brief review of the Engagement Overlay to the RIBA Plan of Work (RIBA), which was released in 2024 after the initial document review period. The document was screened for the inclusion of the term "lived experience" as per the original RIBA Plan of Work (2020) document and n=2 references were identified within Work Stages 0 and 1. It is my opinion that the inclusion of the term in the earliest stages of the work plan demonstrates an acknowledgment of its importance in the design process for successful human centred outcomes. However, despite a section on key terms (pg.46), lived experience is not defined nor is it listed as vital to the core tasks instead placing it into the advisory task section. Placemaking as a term is also not strongly featured or defined within the document. The overlay also does not provide specific methodology for capturing lived experience in the context of urban placemaking, which RIBA authors identify (pg.15) as a limitation of the guide. This is suggestive of the similar issues identified with other policy documents and academic literature that without clear definitions and methods lived experience is not considered as part of the urban placemaking process.

2.4 Response to Research Questions and Implications

The findings of both the systematic literature review and the UK policy document review respond to the research questions of this thesis set out in Table 1.0 in several ways. In responding to the RQ – Is phenomenology (or post-phenomenology) suitably placed for understanding lived experience in the urban placemaking context, it is apparent that the approaches taken by researchers do indeed begin to highlight the suitability of (post) phenomenology to examine lived experience in the context of urban placemaking. However, ethnography and post-phenomenology could offer complementary or blended approaches, which could better account for the need to understand the role of temporality and technology in how everyday citizens experience place. However, without one set methodology for undertaking lived experience research further investigation of the applicability of the approaches should be examined.

Responding to the RQ – What roles do narrative and language play in establishing lived experience in urban placemaking, the thematic analysis revealed a key distinction between abstract and concrete levels of understanding experience. As such, it is clear that there are two spheres of understanding relevant to urban placemaking split between the abstract why/what mental representations and the how/where/when concrete physical world. This provides an interesting direction for the research project to explore abstract and concrete language in urban placemaking and to identify further complementary approaches that could assist in the interpretative aspects. The sub-themes within the spheres of abstract and concrete understanding provide points to consider for the field methodology design. Additionally, creative techniques considered by many of the articles reviewed suggest the usefulness of creative approaches to eliciting new understanding of lived experience, which lends itself to the consideration of the use of Creative Analytic Practice (CAP) as coined by Richardson (2005).

Responding to the RQ - What are the main areas of focus and priorities for UK urban design and placemaking guidance and policy compared with lived experience, it is clear that the overwhelming answer is development" or more simply the spatial and material considerations. Human lived experience is not widely or specifically in urban placemaking and design policy guidance, which likely suggests that a lack of obvious definition and wider education of professionals play a role in the notable absence. Why would policy makers consider a concept or philosophy if they do not know, understand or need to comply with it?

In terms of implications for later stages of work, based on the results of this analysis of the UK urban design and placemaking documents outlined in this section of the thesis there are several key next steps to utilise the findings of the investigation.

Firstly, from the findings it is apparent that professionals working in urban design and placemaking need to be consulted. This would be to determine how the guidance is being applied in practice and whether despite the absence of any real discussion of lived experience in guidance documents if professionals are applying lived experience in urban placemaking projects. To this end a professional practice questionnaire has been created to establish baseline urban design industry consideration of lived experience and is set out in Chapter 3 of this thesis.

Secondly, the findings indicate that further work is required to translate academic considerations of lived experience to produce effective policy and guidance. Work towards producing draft policy and key principles for applying lived experience in urban placemaking forms part of the later stages of this thesis.

The following Chapter 3 of this thesis will address the need to understand the link between policy and the practitioners tasked with urban placemaking presenting the findings of this specific investigation work stream.

Stage 1

Chapter 3

Lived Experience, Urban Placemaking and Professional Practice

Further to the work undertaken for the literature reviews including the UK urban design and placemaking policy and guidance document review, a number of themes were identified that warranted investigation from within the realm of professional practice. These themes included lack of strong definitions of the terms 'lived experience' and 'urban placemaking', absence of user-friendly methodology and limited reference to lived experience in UK urban design and placemaking policy and guidance. As such a two-stage approach to investigating the extent to which lived experience and urban placemaking was undertaken at a professional level. This comprised an initial online questionnaire and subsequent structured research interviews, which are set out in further detail in the following sections. A successful ethics application was made within the Department of Landscape Architecture, University of Sheffield during March 2022 covering the activities of this particular work package with a copy of the confirmation letter included within Appendix A of this thesis for reference.

3.1 Professional Practice Investigation Method

As outlined in the introduction section, this work stream of investigation employed a mixed quantitative/qualitative approach based on a two-stage process starting with an online questionnaire and subsequently follow up structured research interviews. The questions were based primarily around Likert responses to determine to what extent the topic of the question was agreed or not and were derived from initial insights from the literature review in Chapter 2 alongside a more constructivist framework utilising knowledge of urban design and placemaking gained throughout my career. Attention was also paid to the design of the survey, which drew on principles such as respondent friendly format as outlined by Dillman (2007). The questionnaire was constructed within the University of Sheffield IT environment using Google Forms. This allowed for the safe collection and storage of data as well as a real time view of responses.

A copy of the questionnaire that was issued to professional practitioners has been included within Appendix B of this thesis. The questionnaire was issued to a professional network of 500 UK based individuals via LinkedIn working specifically in urban design and placemaking from a range of professional disciplines with a 5% response rate. The questionnaire was set to run for a period of 30 days during April 2022 before closing out to prevent errant responses after the fact. The data from the questionnaire was processed in Microsoft Excel to produce the relevant graphical representations included in the findings section in this chapter. An additional step was taken to process the question regarding the provision of a definition of lived experience in the context of urban placemaking through the NVivo software package to identify thematic descriptions (refer to Figure 3.0).

In terms of question design methodology, from the results of the questionnaire, six structured questions were generated and used to carry out in-depth follow up research interviews with practitioners who consented to take part in the on-going research associated with this project. An additional bonus seventh question was included where practitioners indicated in their questionnaire response that they have experience of projects where lived experience research was applied. Interviews were arranged and carried out remotely via Google Meet and only audio data was recorded during the sessions. Transcription was carried out as soon as practicably possible following the interviews and carried out by myself to ensure familiarity with data when carrying out subsequent thematic analysis. All data has been handled and stored in line with the data management plan produced as part of this investigation. The data collected as part of the interview stage was processed in the NVivo software package to enable thematic coding structured underneath the top-level code relating to the specific interview question. A copy of the codebook generated by NVivo has been included for transparency under Appendix C of this thesis.

3.2 Professional Practice Questionnaire Findings

The findings are based on an online questionnaire comprising responses from professional practitioners from a variety of urban design disciplines, experience and education levels, chartership status and company size. The following section outlines the results as collected and processed from the professional practice questionnaire and displayed graphically for ease of presentation. The exception is Figure 3.0 (below), which is a visual representation of the thematic descriptions produced from the analysis of the responses to the question “What is your understanding of the term ‘Lived Experience’ in the context of urban place making?”

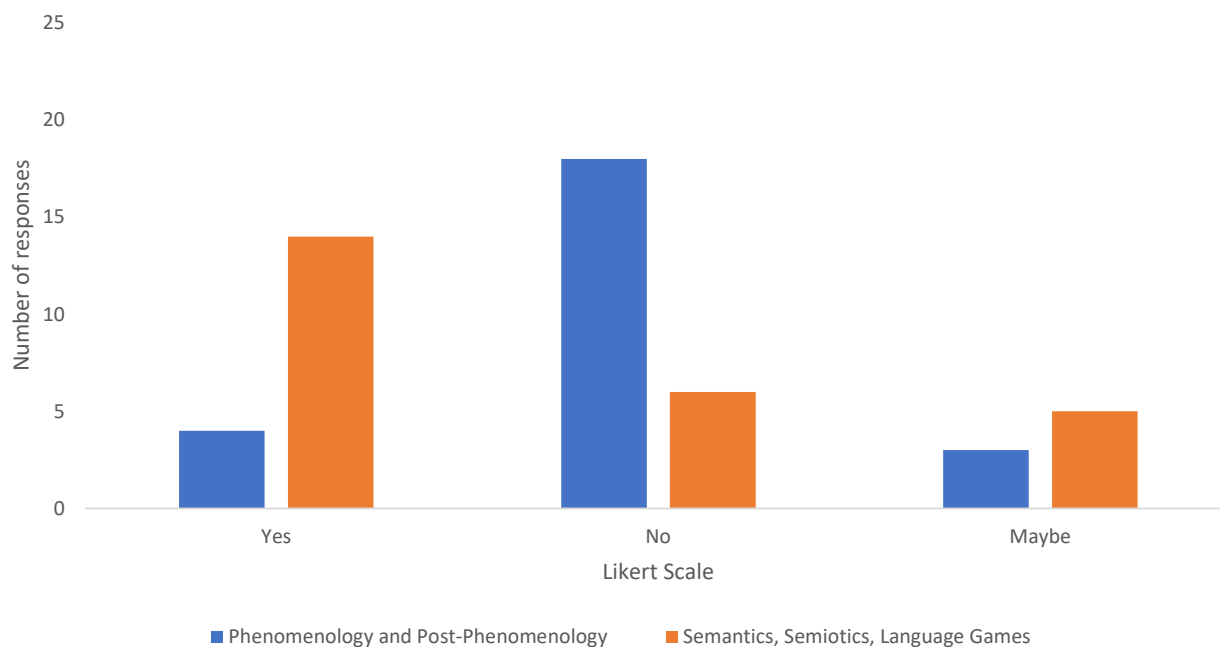


Figure 3.0 – Conceptual thematic plot of information derived from professional responses as to definition of lived experience.

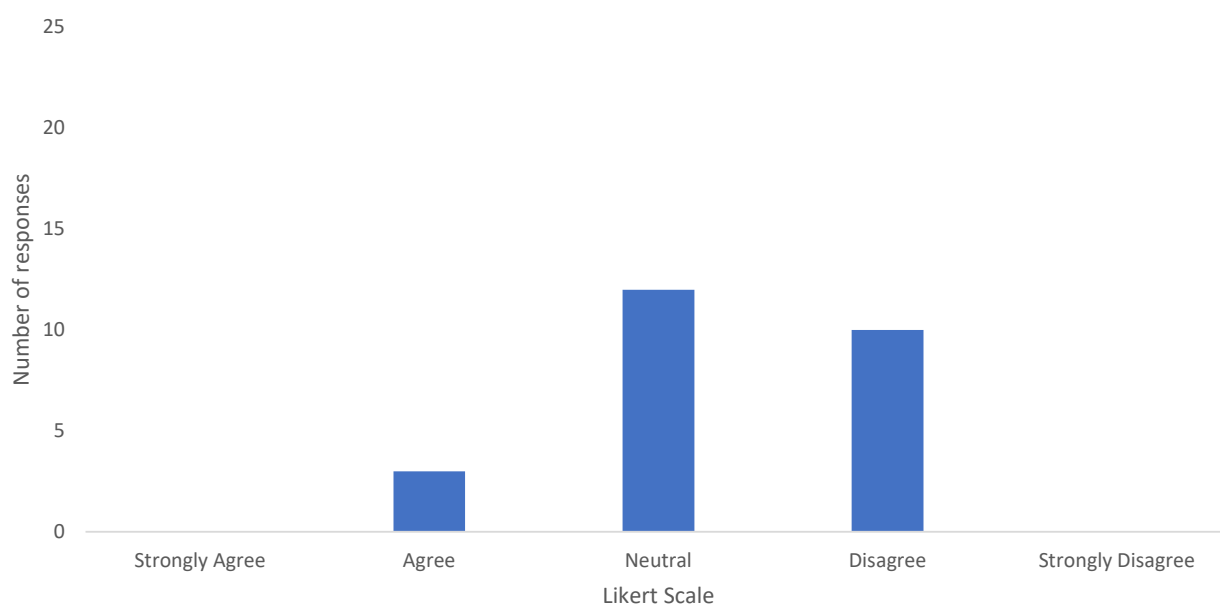
3.2.1 Questionnaire Finding Graphs

The following sub-section presents the findings of the online questionnaire set out over 10 separate graphs corresponding to the question number of the questionnaire:

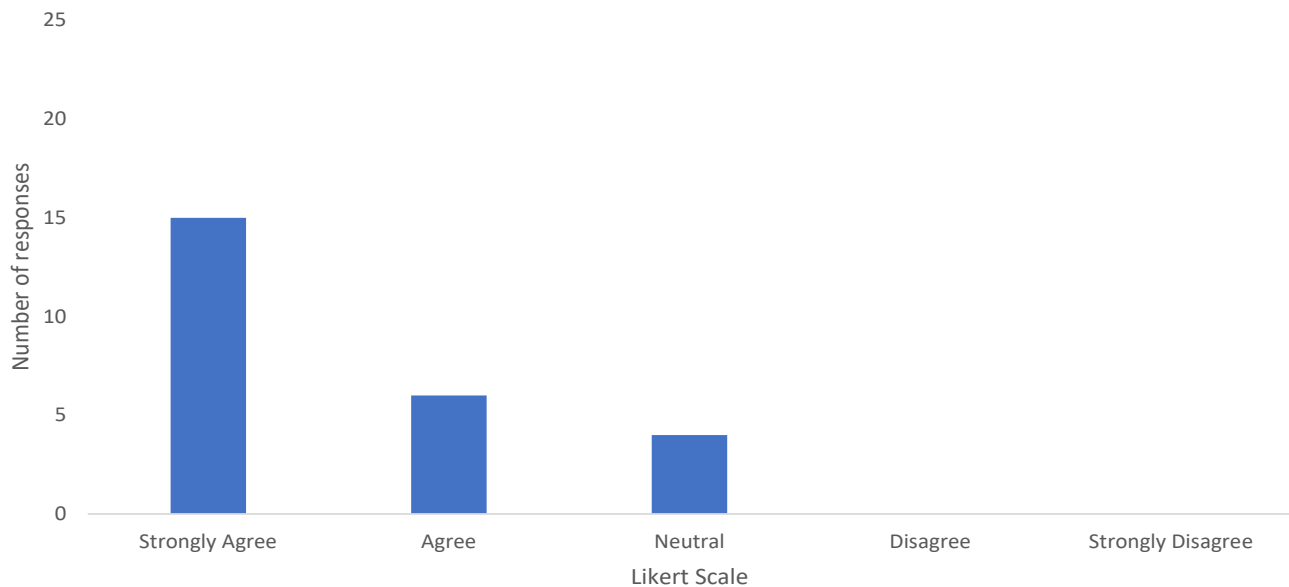
Graph 1 illustrating whether urban design and placemaking professionals are familiar with specific research terminologies



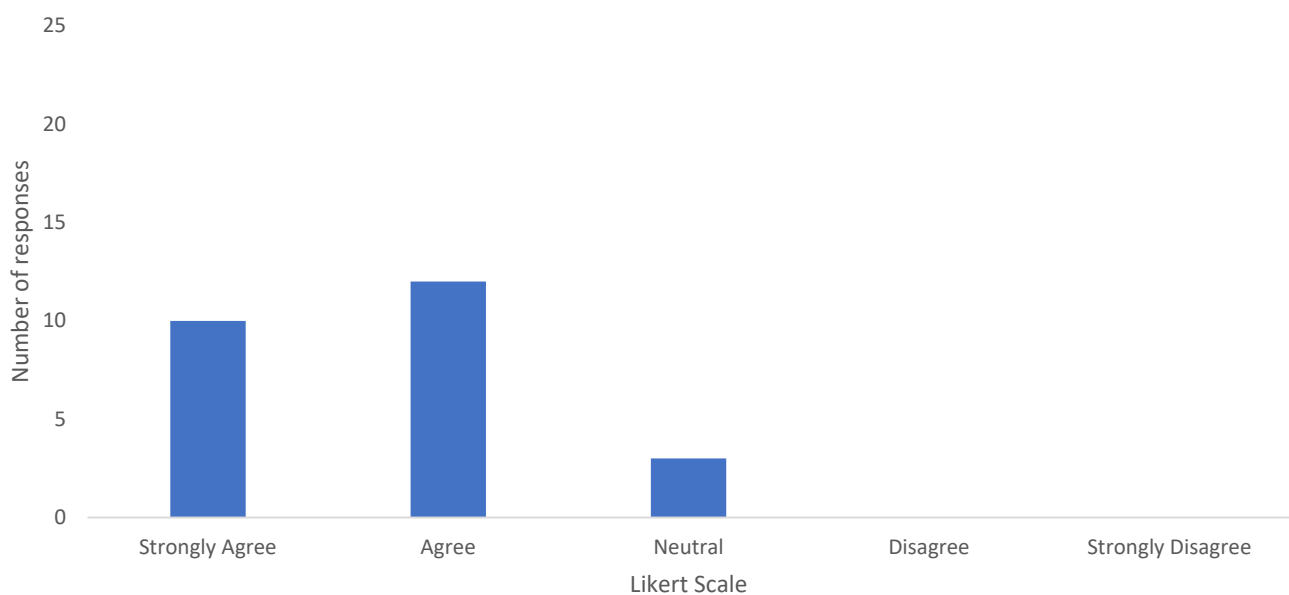
Graph 2 illustrating the extent to which urban design professionals agree with the statement that current site analysis methods capture lived experience of place



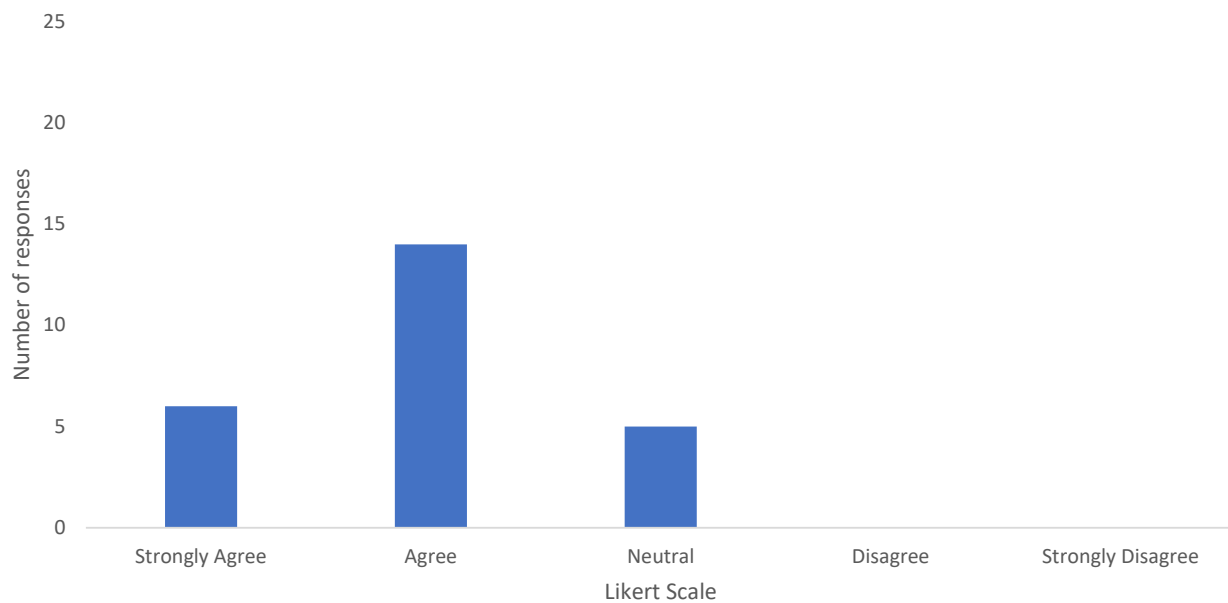
Graph 3 illustrating the extent to which urban design professionals agree with the statement that lived experience is an important factor in urban placemaking



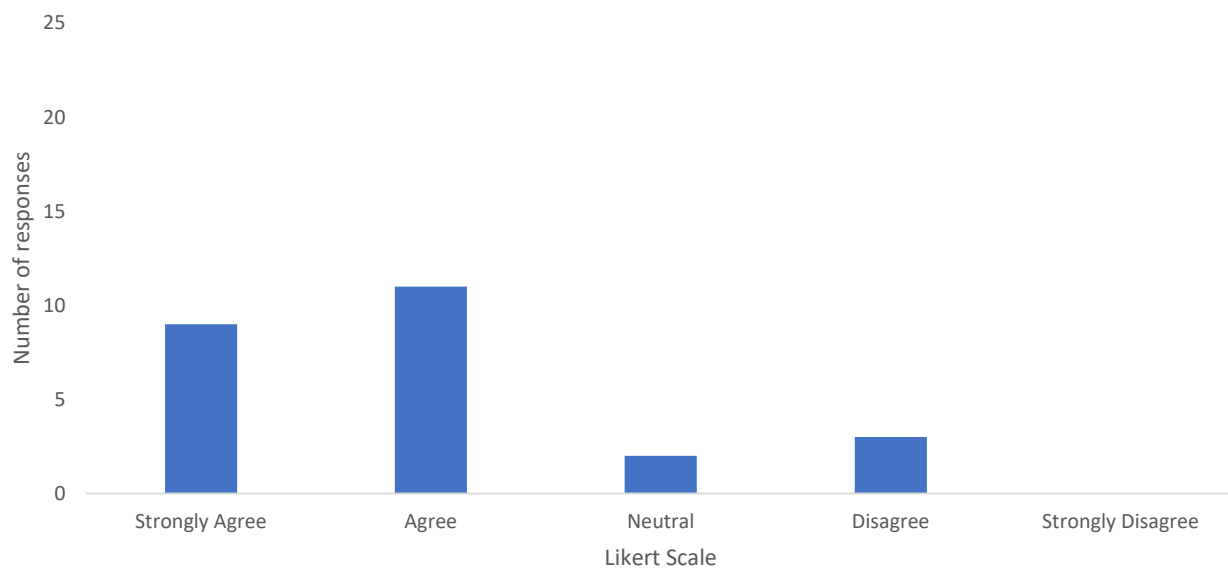
Graph 4 illustrating the extent to which urban design professionals agree with the statement that Local Plans should offer a more rounded vision that accounts for the lived experience of people alongside traditional technical spatial/ecosystems approaches



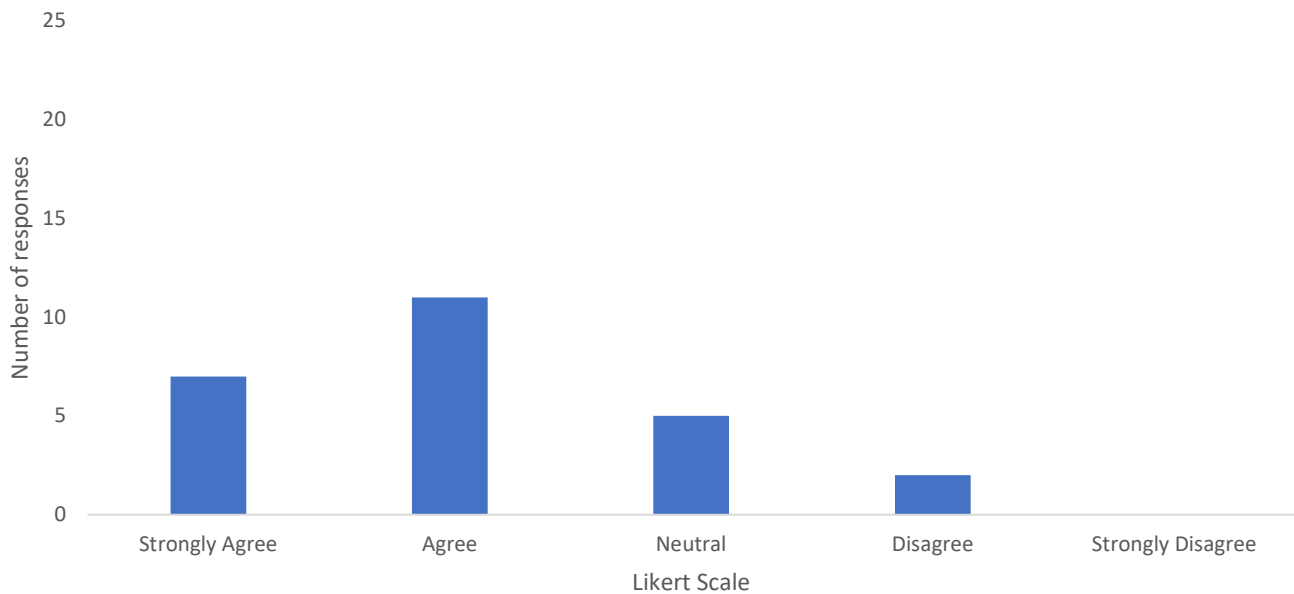
Graph 5 illustrating the extent to which urban design professionals agree with the statement that urban planning and design policy and process making are top-down driven



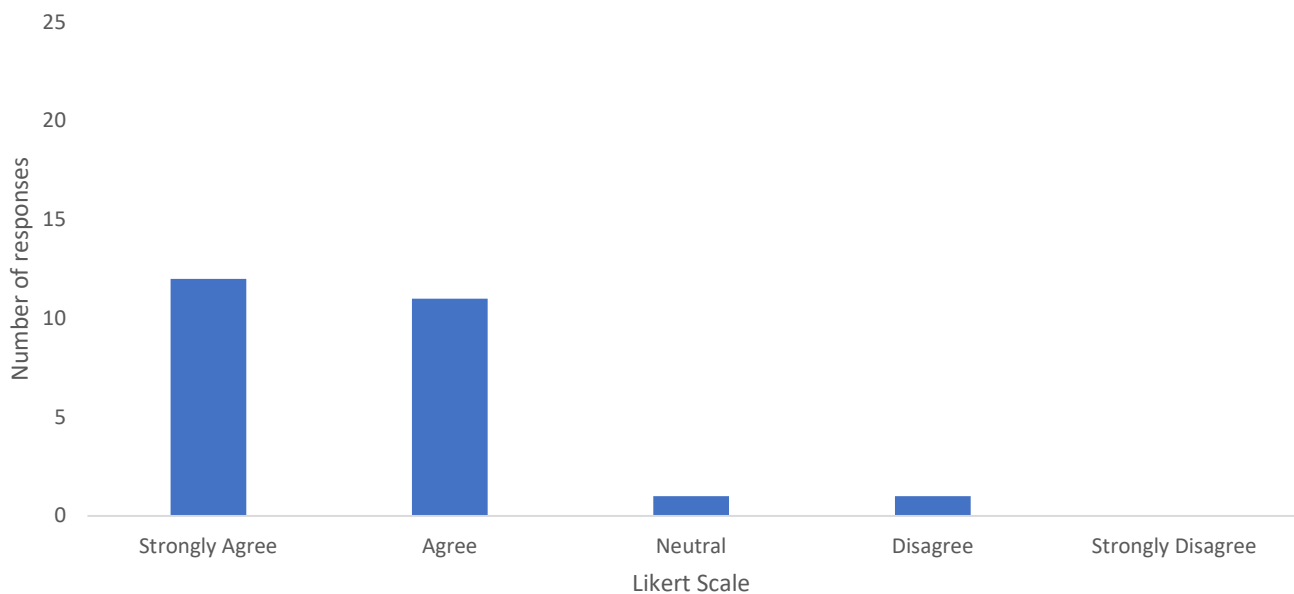
Graph 6 illustrating the extent to which urban design professionals agree with the statement that art based and creative research methods are important in guiding professional practices engaged in urban place making



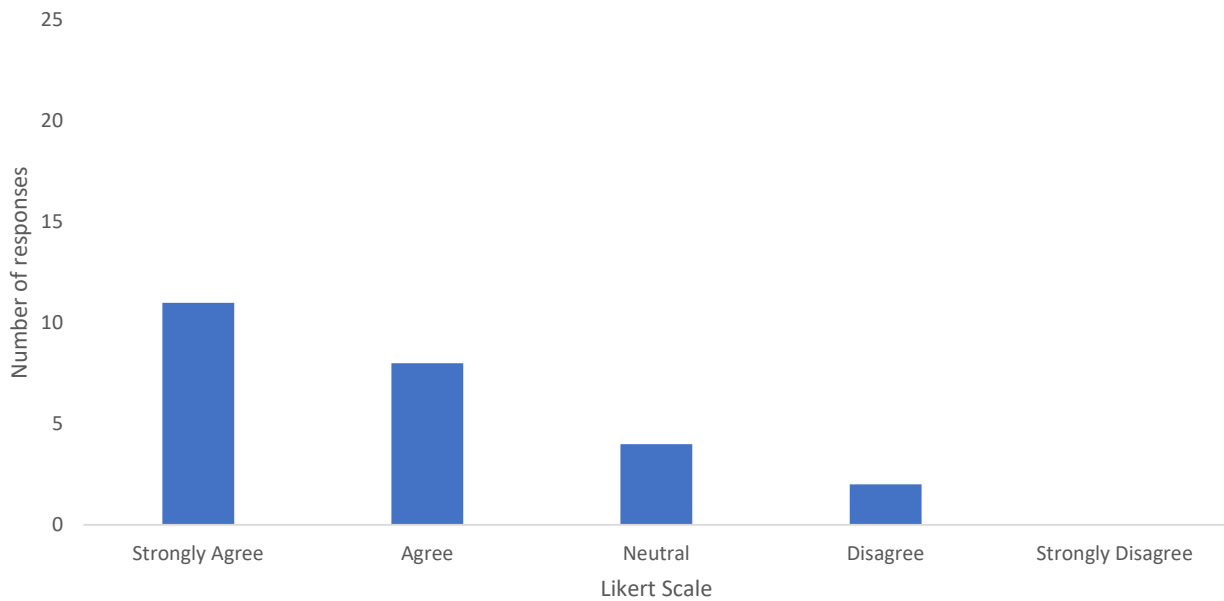
Graph 7 illustrating the extent to which urban design professionals agree with the statement that there is a knowledge gap/disconnect between academic research and professional practice in the field of urban design



Graph 8 illustrating the extent to which urban design professionals agree with the statement that professional practice would benefit from a toolkit to assist in the capture of lived experience of place at the early design intervention stage



Graph 9 illustrating the extent to which urban design professionals agree with the statement that integration of new technology is an important factor in urban place making



Graph 10 illustrating the extent to which urban design professionals agree with the statement that environmental and climate improvements are an important factor in urban place making

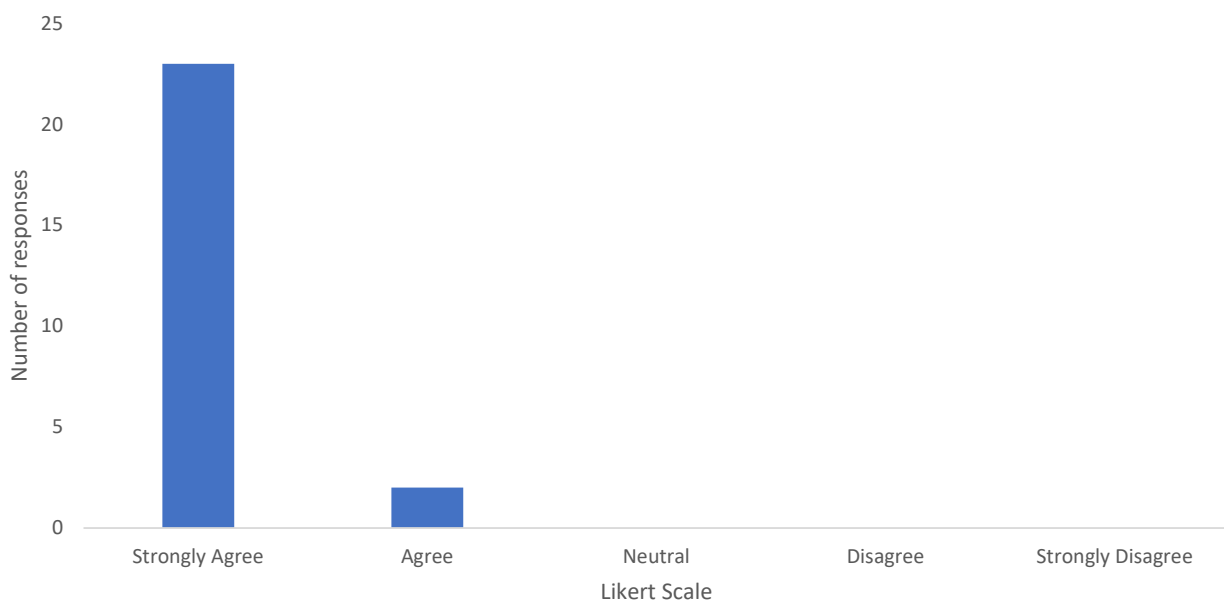


Figure 3.1 – Graphs 1-10 representing responses to online professional practitioner questionnaire.

3.3 Professional Practice Interview Findings

The findings presented in the following sub-section are based on seven structured interview questions carried out with nine professional practitioners from various urban design related disciplines e.g. urban designers, landscape architects, local authorities, environmental scientists, generating a range of responses reflecting individual thoughts and direct experience of the participants. It is noted that only two participants were asked Q7 due to their indication that they had been involved in a project that considered day to day lived experience of everyday citizens. Table 3.0 sets out the anonymised details for those practitioners who agreed to participate in the in-depth interviews.

Table 3.0 – Anonymised details for practitioners who agreed to take part in in-depth interviews following completion of the online questionnaire

Participant Code	Discipline	Company Size	Experience (Years)	Professional Body (Y/N)	Worked on project with lived experience (Y/N)
Pro1	Landscape Architecture	Small Business	5 - 10	Y	N
Pro2	Urban Design (Council)	Large Business	5 - 10	N	Y
Pro3	Urban Design	Large Business	15 - 20	N	Y
Pro4	Landscape Architecture	Small Business	2 – 5	Y	N
Pro5	Landscape Architecture	Micro Business	+20	Y	N
Pro6	Environmental	Large Business	+20	Y	N
Pro7	Environmental	Large Business	2 – 5	Y	N
Pro8	Landscape Architecture	Micro Business	15 - 20	Y	N
Pro9	Urban Design	Micro Business	10 – 15	Y	N

The responses to the interview questions have been coded to identify core and sub themes (full codebook with descriptions and reference numbers available within Appendix C of this thesis) and core themes are set out under each of the following questions for ease of communication:

Question 1: In your opinion, what do you believe is the main obstacle to integrating lived experience research into the urban design and placemaking process? Do you feel it is beneficial to integrate?

- Lack of Resources

Responses largely focused on additional costs and absence of appropriately skilled professionals (public and private sector) to engage with research. Example of supporting quote: *"From experience the main obstacle would be from the top, I think the policy is too financially focused and housing supply and delivering public realm projects they are so focused on cost that can often be a detriment to quality and exploring alternate routes such as lived experience..."*

- People

Responses targeted "clients" as a barrier, which in general refers to private development companies delivering projects who are seen as unlikely to believe in the "added value" of integrating lived experience. Links to point above regarding additional costs. Example of supporting quote: *"In terms day to day barriers I think they would be, probably be in all disciplines, there would be some reluctance from some clients to go above and beyond..."*

- Understanding of Lived Experience

Responses indicated difficulty with the term lived experience, in terms of understanding and client perception, and the consequences of this for application in capture methods. Example of supporting quote: *"I think we tend to avoid it because of the complexities of understanding people's response to lived experience and you know it comes down to you know various, various different interpretations and that kind of subjective bias which is a very complicated subject..."*

Question 2: What do you believe is needed to make local plans and policies more reflective of lived experience of people? Are there other guidance documents you use that are not LPA or national specific?

- Currently Built Environment Led

Responses identified that policy is largely dominated by focus on the delivery of the physical realm and its appearance. Example of supporting quote: *"when you look at architects' websites, the most amazing pictures are where there's no people, there is just the building."*

- Decision Making Hierarchy

Responses highlighted the disconnect between top-down v bottom-up groups involved in urban placemaking policy largely to the detriment of everyday citizens who lack necessary information or education to participate. Example of supporting quote: *"I know there is a policy that's being discussed at the moment around inclusivity and it's really, I think it is quite like a weak policy and I just feel like no one is really actually talking to people that this would really affect..."*

- Need for Research

Responses suggest that academic research is not actively used in policy making and thus creates a disconnect between research and policy that underpins delivery of new urban places. Example of supporting quote: *"There is a massive disconnect between academia and professionals on the ground aren't there..."*

- Need for Specific Policy

Responses indicated current urban placemaking policies are too generic and that policy would be needed to create a requirement to apply lived experience. Example of supporting quote: *"I think they are quite generic from my experience..."*

- People in Policy

Responses indicated that everyday citizens struggle to access relevant information and that it is not surprising that the policies used by professionals to design places do not reflect day to day lived experience of everyday citizens. Example of supporting quote: *"So I think that's probably the key thing in local policy, they are not necessarily the most accessible thing for most people, you know what do they actually mean. So the documents in themselves aren't necessarily great starting points but are what obviously consultants such as ourselves would then take as baseline, to what to design to or what to address or kind of because ultimately that is the test they face."*

- SEP (Socio, Economic, Political) Impact

Responses considered the wider temporal, market and political influences on urban placemaking policy alongside the influence of specific vested groups. Example of supporting quote: *"So they're in a position whereby they're constantly being moved around by the people who do have money, you know from my experience from inquiries and that sort of thing, they are ones who will buy the most expensive QCs to be able to fight their cases, they will have a higher chance of winning..."*

Question 3: In your opinion, what would be the most useful features of a toolkit for capturing lived experience in the urban design and placemaking process?

- Inclusively Designed Tools

Responses emphasised importance of accessibility (both public and professionals) and inclusive design. Example of supporting quote: *"In terms of translating that, I don't know I guess, I guess again just kind of trying to make it more accessible to a wider range of people somehow..."*

- Methods

Responses listed a large number of methodological suggestions but the key observation was how research should approach capturing lived experience. Example of supporting quote: *"I don't know if people take photos of things kind of attached to those feelings as well potentially. So you can sort of see, you can see what they are looking at potentially when they are thinking it..."*

- Timing

Responses suggested methodology should indicated who and when lived experience would be applied in urban placemaking project. Example of supporting quote: *"I think, a methodology for who to approach and when to approach them and the best way to begin that engagement process."*

- Use Locality

Responses emphasised need for local focus and applicability of any methodology. Example of supporting quote: *"...so in terms of a toolkit, I guess it is key we are talking about people's lived experience the absolute key is talking to people who lived there."*

Question 4: How should a practice guidance document on applying lived experience in urban design and placemaking be structured to help translate the academic, philosophical background into a more accessible industry format?

- Inclusive by Design

Responses shared similarity to opinions expressed in Q3 about accessibility and inclusivity. Example of supporting quote: *"So it's, it's I think it's going the kind of, yes, making things more visual because people don't necessarily engage with written word so much. More visual, more video maybe having someone talk about it even read it I don't know, and actually all of a sudden it is more personal."*

- Informed by Policy

Responses suggested that national/local policy needs to be reflected in a document/ methodology. Example of supporting quote: *"Yes national policy has got to be in there which should consider heritage and environmental aspects of lived experience that one hundred percentage got to be in there."*

- Narrative Approach

Responses suggested documents should bring stories of everyday citizens to the fore to emphasize importance in urban placemaking. Example of supporting quote: *"...I think it will be a combination of, as I said previously, narrative text and you know images perhaps or almost like feelings so perceptions but that will come under narrative because that is the only way we can properly describe and that will again be a combination of pictures and words."*

- Research Led

Responses reflected belief by participants that there is an absence of research and that research should lead the creation of policy/documents. Inclusion of research precedents requested. Example of supporting quote: *"It's kind of around themes again I guess and kind of you know having split into evidence base, examples and then recommendations or like not quick fixes kind of clearly show how it can be applied."*

Question 5: What steps can be taken to help bridge the knowledge gap/flow of ideas between academia and urban design industry?

- Differences between Academia and Industry

Responses acknowledge differences between academic teaching with no practice experience and professionals without higher academic qualifications that would expose them to rigour/breakthroughs in research. Example of supporting quote: *"I think that obviously it is tricky because some people in academia haven't had too much experience in the industry and likewise some people in the industry have got into the industry without having the academic background."*

- Issues within Industry

Responses highlight various different issues but a key sub theme is that urban design and placemaking as disciplines are in their infancy compared with other professions and still led by the same older generation who first started industry. Example of support quote: *"I think a lot of it is to do with the communication of that academia. I think from my own experience you know not in relation to this particular topic but the urban design industry is fairly new you know it's not been around that long and so what you have got, is that you have got is the people who actually started with, are the founders in many cases who are still operating."*

- Moving Forward

Responses offer various suggestions that focus on moving the profession forward largely focusing around communication and partnerships between academia and practice. An interesting suggestion was the proposal of a new mediator or facilitator role to help translate academic research into practice and practice on the ground experience into directions for academic study. Example of support quote: *"it's setting maybe intermediate bodies, NGO type of thing to act as an interface to actually distil the hard text from academia and make it more presentable to the practitioner, the noddies guide to whatever it is, the one that stands out is CABE's design"*

Question 6: In your opinion, how should the professional bodies who oversee urban design disciplines include greater emphasis on theoretical research/links in their chartership process?

- Long-Term Approach

Responses highlight need for professional bodies to change syllabuses to include consideration of lived experience in urban placemaking. Example of support quote: *"... there's mention of engagement and consultation but there is no mention of lived experience and that sort of sits within that very clearly and when I read a lot of urban design books a lot of it is based around people and how the design affects people and people affect design but there's that layer in around lived experience that isn't yet, that doesn't come up in what's needed to tick all the boxes to then become a recognised practitioner..."*

- Short-Term Approach

Responses focused on the role of continuous professional development (CPD) as a means to deliver research to practice. Example of support quote: *"by having it as sort of kind of a minimum CPD requirement, you must do X hours not just of kind of you know not just an organisation talk about a design they did but kind of X hours kind of looking at theory behind things the actual academia and where that's progressing."*

- Outside the Box

Responses illustrate various counter arguments to the traditional expectations of practice/theory including whether chartership is fit for purpose. Example of support quote: *"Yes because I don't think that these bodies or you know the university courses ignore people but I think the people aspect is perhaps a bit more generic, it's about you know people like green space so therefore we, we've learned people like green space, ok, but actually not everyone does and not everyone does and not every community will appreciate green spaces in their different way. So yes we have the generic people side which we are kind of all, all kind of seem to be happy to understand but I think that there is probably a lack of emphasis on actually on delving that down deeper into where it really you know finding the real relevance thoughts of people."*

- Use of Research

Responses highlight belief that urban design and placemaking practice is behind the curve on research advancements . Example of support quote: *"But everybody struggles to keep with current research and they will have their own fixed point in time of knowledge in reality which may not be absolutely current"*

Question 7: Could you tell me a bit more about your project involving lived experience research (optional - dependent on questionnaire response)?

- Accounting for the Unknown

How does lived experience research work when potential residents do not exist yet? Example of support quote: *"...a lot of these new settlements there are people, they cannot afford a place right now so it but how do you engage with them because they're not there now..."*

- Approaches

Approaches taken in project setting to capturing lived experience. Example of support quote: *"whole series of events, walkabouts, public exhibitions, and you know focus groups, that allowed us to really you know get to know the people in the community and you know walk through places with them and understand what the issues are"*

- Collaborative Experience

Example where practitioner collaborated with someone from a different background. Example of support quote: *"He was very experienced in the design from an inclusive manner so he had a lot of really good recommendations and a lot niche information that you wouldn't really think about."*

- Everyday Experiences

Looking at the everyday experiences of people affected by the project. Example of support quote: *"it's not their day to day experience to reflect on how you know if things were shaped differently actually certain you know, you know you would be able to do certain things..."*

- Example Where Method Would Assist

Example where practitioner raises the point that a method for capturing lived experience in relation to existing work flows would be useful. Example of support quote: *"If you were to get the RIBA plan or works and the landscape architecture one and like you know there's not really a formal urban design process but there are a few around, what would it look like if you were to overlay an iterative engagement strategy or methodology that interweaves lived experience with that how would they all interrelate that would be really beneficial for everyone"*

- People Over Buildings

Examples where people see greater value in community than improvements to built environment. Example of support quote: *"...the council well we are going to decant you to a place so you can live somewhere else for two or three years whilst we rebuild this as a better, nicer more efficient, more energy efficient and people were like I want to live next to my neighbour we are a community and really seeing that level of relationship development..."*

- Reflection by Practitioner

Specific reflexive account by practitioner on an event. Example of support quote: *"I remember this one person calling me a murderer because you know we were proposing selective demolition of an old person, old lady's house and that would kill her and that I was a murderer something like that, and yes I won't forget that."*

3.4 Professional Practice Investigation Discussion and Conclusions

Whilst several key themes were identified across both the questionnaire and interview results one clear theme emerges in those professional practitioners who took part in the research want to know what is lived experience in the context of urban placemaking and guidance on how to examine it in practice. Figure 3.1 - Graph 1.0 illustrates part of the issue around the lack of knowledge on the subject of lived experience as practitioners are largely unaware (approximately 75% of respondents unaware) of the philosophical phenomenological root of the term. In contrast, there is evidence for a better understanding of language-based philosophy in the form of semiotics, semantics and language games (approximately 52% of respondents aware of the terms). Given the strong linguistic links between these different philosophies, it is conceivable that guidance and/or methodology that combines elements from all would potentially be recognisable to practitioners and as such increase the baseline understanding of the term lived experience. Building on this point around understanding,

Figure 3.0 illustrates in an iconographic fashion the thematic descriptions that arose from the attempts by practitioners to define the term lived experience in the context of urban placemaking. From this it should be possible to derive a written definition of lived experience in urban placemaking, which again would serve to raise the baseline understanding of the term amongst practitioners.

Additionally, a temporal paradigm emerged from the definition exercise where responses fell across three distinct temporal distinctions: Past, Now and Future. Firstly, definitions that were grouped under Past focused on memories, previous experience and history/heritage. Secondly, definitions that were grouped under Now focused on the everyday, sensory experience, direct experience and relationship with the built environment. Thirdly, definitions that were grouped under Future focused on designing/creating new places and user experience following project completion. The group comprising Now temporal references was the largest or most considered followed by Past with the group comprising Future the smallest or least considered group.

This temporal grouping exercise is interesting because it highlights a gap, which is one of the research questions for this thesis project, of why and how can lived experience be used to design new urban places. This is by its definition is forward or future focused and something not actively included in the natural thought process of practitioners at present despite as Figure 3.1 - Graph 3 illustrates, lived experience being an important consideration in urban placemaking. The concept of the “future aspirational” is a key theme for consultation and engagement e.g. how would you like to change here, more so than why or when to apply day to day lived experience in urban placemaking.

Indeed, van Dijk (2020) highlights in their study that current spatial planning practice focuses too intently on the how, outcome-based questions and not on the why, what imaginative pursuit of place due to a general acceptance of a one correct narrative and a reluctance to diverge from this space:

"Actors related to a seemingly apparent problem do not always arrive at optimal outcomes when agreement among them is not the only indicator of 'good' decisions. They will not do so, if they remain confined in the bubble of their original narrative rationalities and do not explore the rich potentialities of a place – the what could be." (pg.22)

Discounting the neutral Likert responses in Figure 3.1 -Graph 2, more practitioners disagreed than agreed that current site analysis methods captured lived experience than agreed highlighting further work to fill this gap. Work by Osmolska and Lewis (2024) on site analysis theory demonstrated that designers largely follow "normative" or "positive" approaches where guidelines and rules are referred to when analysing a site but observed a third "intuitive" approach where designers automatically draw on experience to apply concepts to a new site. This was seen during the interviews conducted for this investigation as highlighted in the quote below:

"...but once you have done it for a while you begin to learn the short hand of work and so you begin to think differently as a result you know there are, for instance, when you look at a site there are certain things that I will do like a check approach, that'll do when I first look at a project that are based on how ever many years of experience I have got, which I'll then put on every single project..." (Extract from Pro8 Interview)

Whether practitioners are deriving information from guides, rules or intuition to make assessments of a site it is of importance to understand the level of experience or expertise with lived experience and its philosophical roots. If the guidance and practitioners' own experience is lacking in an understanding of lived experience in urban placemaking then it is highly likely that early approaches to projects will miss this key concept.

Figure 3.1 - Graph 8, which directly asked practitioners if they would benefit from a specific lived experience toolkit/methodology when working on urban placemaking projects also highlighted a gap in practitioner knowledge. These points raised by the questionnaire around the absence of understanding about lived experience in urban placemaking are also echoed by the interview data with a key theme of Q1, as set out in the previous results section, illustrate lack of understanding being an important barrier to the integration of lived experience into the urban design process further evidencing the need for additional research.

However, when considering the importance of increased research into this area practitioners agreed, both the questionnaire Figure 3.1 – Graph 7 and interview responses (see themes from Qs 5 and 6) that better relationships between academia and the urban design industry are needed in order to raise the profile of using lived experience in urban placemaking and demonstrate its value to the process. This in turn raises an interesting query around the notion of ‘value’ and more fundamentally should something like lived experience be valued equally alongside other spatial/ecosystem approaches such as Biodiversity Net Gain (BNG), defined as a standardised measurement approach to ensuring habitats are improved by development (GOV.UK, 2025). Moreover, if so why does lived experience need to be so empirically demonstrable?

3.5 Researcher Background

As an experienced professional within the planning and design industry, the following provides a brief highlight of my own professional experience as context to the findings presented in this chapter:

- 17 years industry experience across fields of environmental management, IT and landscape architecture in both public and private sector
- As a landscape architect, I have worked on projects ranging in scale from a 20m 2 EA (Environment Agency) Fish Pass through to NSIP (Nationally Significant Infrastructure Project) level road infrastructure schemes in National Parks
- BSc(Hons) in Marine Geography at Cardiff University and MA (Distinction) in Landscape Architecture at University of Gloucestershire

This background is relevant in respect of demonstrating an aspect of the constructivist underpinning described in Chapter 1 but also from the perspective of the type of work I and the practitioners have been engaged in across our careers. Importantly, is the recurring idea that neither myself or other practitioners are regularly engaged with lived experience in practice.

3.6 Response to Research Questions and Implications

This work stream specifically sought to examine the problem outlined in Chapter 1 Table 1.0 – To understand whether lived experience in urban placemaking is considered by urban design practitioners and respond to the relevant RQ - Why should and how can lived experience in urban placemaking theory terms be accounted for (e.g. value) by practitioners in the urban placemaking process. In general, it is apparent that practitioners do not consider lived experience in urban placemaking projects. Reasons for this vary from practical, financial aspects through to more nuanced philosophical aspects that they have not been exposed to as part of the urban design and placemaking education. However, as the investigation shows, practitioners do believe that the integration of lived experience would be beneficial to urban placemaking despite the limitations on its understanding.

In terms of implications for later stages of this project, there are several areas for consideration. Firstly, there is a need to develop a user-friendly definition of lived experience in the context of urban placemaking. This was a clear theme from both the questionnaire and interview data and one that would likely help to make the term more mainstream in the urban design process in both practice and guidance.

Secondly, the data from the themes needs to be integrated into the preliminary working methodology for Stage 2 of this research project and outlined earlier in this thesis in order to reflect responses from practitioners. Similarly, additional literature research around urban placemaking and design theory needs to be accounted for to gather information from the sources suggested during the interviews e.g. retired CABE documents, work by Jan Gehl. Ultimately, the refinement of information is an on-going process in order to ensure the Stage 3 thesis proposals in the form of the key principles, manifesto for change and draft policy reflects the optimal approach to capturing and more importantly implementing lived experience research to make it a better reality for our new urban places.

Lastly, it is evident from the participant responses related to UK placemaking policy and influencing policy makers, an aspirational objective for this research project should be to attempt to present findings to key stakeholders within the local authority responsible for the case study locations covered in Chapter 4 of this thesis. This would go some way to demonstrating real world impact of research as well as show a small scale precedent of a methodology for capturing day to day lived experience in operation.

This represents the end of Stage 1 (Scoping) of this project with Stage 2 (Understanding) beginning with Chapter 4 examining the choice of urban case study and its relevance to contributing to the gaps and opportunities in knowledge building identified through Stage 1.

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Stage 2

Chapter 4

Research Methodology: *A Trans-disciplinary Urban Lived Experience (TULE) Framework*

The following section of this thesis addresses the methodological actions undertaken in order to both collect and analyse data. Fieldwork was conducted between January 2023 and October 2023 with preliminary analysis to help inform subsequent field sessions before in-depth analysis work during 2024. A mixed methods approach utilising both qualitative and quantitative techniques was deployed reflecting the findings of the literature review and work with practitioners discussed in Stage 1 of this thesis. Sub-sections have been used to distinguish the different approaches for ease of understanding. All data collection methods described in the following sections were submitted to the University of Sheffield for consideration and granted university ethics approval in January 2023 (see Appendix D).

Building on the Venn diagram represented in Figure 2.0 of Chapter 2, which sets out how the investigation intersects phenomenology/(post)phenomenology, social psychology and urban placemaking, Figure 4.0 overleaf illustrates how these theoretical fields directly contribute to a unified mixed methods approach for both data collection and analysis. This novel approach applying complementary aspects of each field and bound together by language has been defined in this investigation as the Trans-disciplinary Urban Lived Experience (TULE) Framework.

Expanding on the methodology design of the TULE Framework, it combines complementary techniques from each relevant discipline, which through the lens of language also inform and triangulate one another. In terms of data collection this is in the form of combining interpretative phenomenology/(post)phenomenology, urban walking ethnographic practice and social psychology which then directly feed data analysis using IPA, CAP, urban observation records and CLT. However, due to the longitudinal nature of the investigation there is an acknowledgement that the process between data collection and analysis is circular so that each field session benefits from preliminary insights with participants. Moreover, due to dealing with experienced time as opposed to precision time this is not shown as a fixed temporal number rather a visual representation. Additionally, there are links between each discipline so that findings produced from one stream are triangulated by others by way of increasing the robustness/likelihood of findings into the lived experience of everyday citizens in a small city undergoing change.

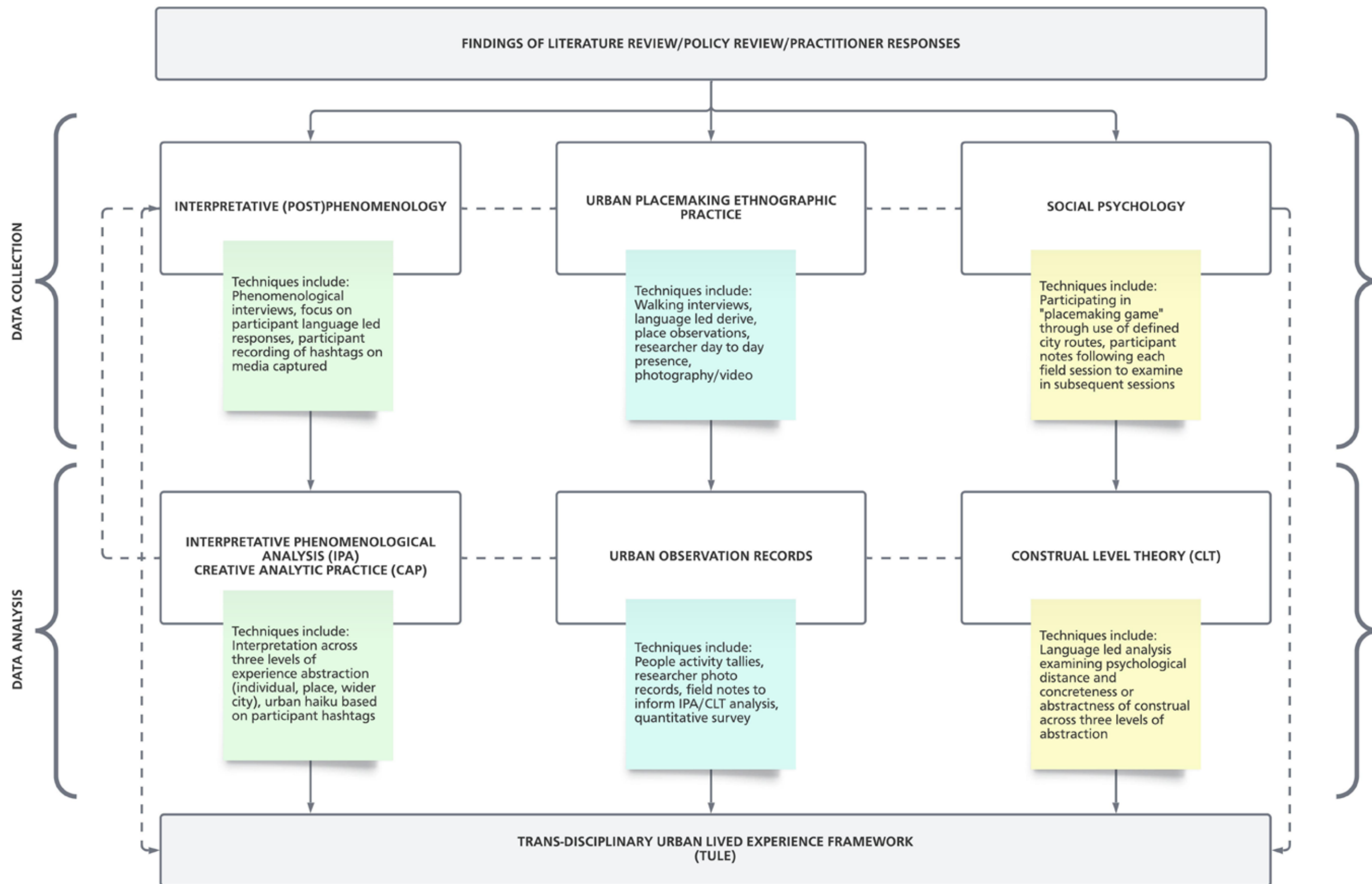


Figure 4.0 - Diagrammatic representation of the component aspects of the research methodology employed as part of this investigation, which unify the data collection and analysis methods into a Trans-disciplinary Urban Lived Experience (TULE) Framework for capturing, interpreting and presenting lived experience of everyday citizens in a small city undergoing change.

4.1 Qualitative Data Collection

Qualitative data collection was the primary technique deployed during the fieldwork stage given the focus of the research questions on the day to day lived experience of everyday citizens in small to medium sized cities. This approach was directly informed by the work outlined in Stage 1 of this thesis. A blended approach, drawing on complementary aspects of phenomenology/(post)phenomenology, social psychology and urban placemaking, responding to the findings of the literature review, formed the basis of the methodology and provided flexibility without strict methodological confines. Interpretative phenomenology, which developed from Heideggerian phenomenology and later Smith (2011) actively encourages utilising mixed methods to elicit new understanding from lived experience, which may otherwise be hidden, benefiting from not having a strict set of methodological criteria (Neubauer, 2019) alongside creative based approaches (Frechette et al., 2020). Data collection on the ground tested and combined semi-structured and participant language led interviews alongside digital photography/videography, which Bartoli (2019) suggests complement rather than detract from each other. Specific attention was paid to the application of everyday language participants used to communicate with myself as the in-situ researcher. Through active listening and responding, this allowed a more natural, conversational discussion as opposed to a rigid, formal interview style (Weger et al., 2014 and Dimitrakopoulou, 2022).

However, unlike the Facilitation Stance proposed by Dimitrakopoulou, (2022), which states that the researcher should “bracket off” their values, beliefs and interpretations, echoing the transcendental phenomenology of Husserl, the act of “being” with the participant in the project methodology means a degree of in-situ interpretation and question raising from the researcher to elicit deeper responses in participants. Additionally, given the technological distinction between phenomenology and post-phenomenology (Ihde, 2009) combining traditional language-based approaches alongside digital approaches provided an opportunity to consider the affect or influence of technology on the capture of day to day lived experience of participants.

Drawing on qualities of urban walking ethnographic practice (Middleton, 2010 and Larsen, 2025), it was decided to experience life as an “everyday citizen,” by conducting research from a base within the city centre, which was selected due to its location within the L1KS – Kings Square case study site as well as being a free, publicly available co-working space (JOLT) thus reducing socio-economic barriers to accessing participants and in turn being able to participate in the investigation.

A key benefit of this approach was that it allowed the experience of walking through all four of the case study locations and the connecting streets multiple days a week, at different times of day and across seasons as an individual and as a researcher with participants (Salin and Pessó, 2017). Additionally, the repetition and day to day contact with everyday citizens allowed a degree of familiarity and trust to be constructed, which was important given the need for repeated research walks with participants. This level of trust also extended to facilitate discussions with other key groups such as policy makers involved in the planning, design and construction of the case study locations. Specific structured interviews were conducted with individuals that were identified as connected with a case study location. I also attended several high-level policy meetings within the city, which focused on urban placemaking alongside a request to input from a researcher perspective on the new Draft Gloucester City Centre Growth Plan (11).

However, whilst the trust earned through time spent on site generated interest and invitations to community events, there were also several “off the record” or informal conversations particularly with community level organisers who did not want to be recorded. Despite the ethical and quality issues surrounding informal conversations in live settings, Davis and Brown (2024) highlight the usefulness of the method as a way to supplement more traditional qualitative methods or as a source of data triangulation. As such, the notes comprising the records of these informal conversations were considered within the results presented in Stage 3 Chapter 6 of this thesis. Additionally, as there was a genuine fear of reputation or financial impact if their responses were to become public, attributable to past conflict between them and groups in positions of authority over their work, there existed a need for care and sensitivity on my part as a researcher. This echoes work by Lawson et al., (2022), which highlighted feelings of systemic unfairness and distrust by citizens specifically within the UK planning system and its processes. Moreover, earlier work by Honey-Roses and Stevens (2017) raises the issue of the apparent absence of experimental field research design in planning policy, which potentially exacerbates feelings of disconnection from policy makers where impersonal online surveys are common.

(11) Gloucester City Council, Draft City Centre Growth Plan, 2024, (<https://www.gloucester.gov.uk/business-economy/gloucester-city-centre-vision-and-gloucester-growth-plan/>), Accessed 09/07/2024

4.1.1 Participant recruitment

As stated in Chapter 4 of this thesis, Gloucester represents the case study city for this project and as such participant sampling purposefully targeted everyday citizens working, living and playing within the city centre with direct experience of the four case study sites. Work by Neal et al., (2016) around the concept of over representation of specific locations in urban research, such as the London Boroughs, also contributed to the need to pursue the absence of research in small and medium size cities and their everyday citizens. A key factor of the research was the repetition of the method through 2023 and as such reinforced the need for participants in the immediate locality of the sites as opposed to focusing on “visitors” or “tourists”. Additionally, where professionals identified as being involved with the planning, design and construction of the case study sites, they were specifically approached for structured interview requests with six making themselves available for discussion.

In order to reach the intended audience of city centre everyday citizens, several approaches were utilised. Firstly, by basing myself at the free, public co-working space (JOLT), I was able to speak directly with a large group of individuals who live, work and play within the city centre who for financial reasons needed to make use of the free workspace. Through further discussion with on site staff, I was able to speak with and email several local community groups to advertise my research project and request participants. Secondly, with relevant local permissions, I deployed advertising posters for the research project in the area, which invited potential participants to attend a free lunchtime presentation in March 2023 at JOLT, where I was able to introduce myself and the project alongside instructions to sign up as a participant. As good practice for any type of engagement work, food and drink were provided to attendees accounting, where reasonably practicable, for different dietary requirements. Thirdly, in recognition of efforts and discussions I had with local groups, I was approached by BBC Radio Gloucestershire to attend a session (13/03/2023) and present a segment on my project to the wider regional audience. This led to several attendees at the March 2023 presentation who subsequently selected to become participants. Conducting research with those directly affected by Gloucester City Council urban design and placemaking policies but who are not actively a part of the process offered a valid approach to understanding the everyday lived experience of place and placemaking in the city.

The 14 participants recruited (refer to Table 4.0 for participant anonymised details) as part of the qualitative study all received a PDF copy of the public presentation for reference, to support inform and their sign-up details securely recorded via Google Forms stored within the University of Sheffield IT environment in line with the accompanying Data Management Plan for this project.

Participants also received a £15 Love2Shop voucher, funding provided by the University of Sheffield Department of Landscape PGR support fund, for each session they attended site as a further demonstration of good practice to thank people for contributing their time to aid in research in line with best practice described by the UK Government Policy Lab (12).

Table 4.0 – Anonymised participant details illustrating information relevance to the recruitment to the project

Participant Reference	Gender (M/F)	Age Range (Years)	Ethnicity (ONS Ref.)	Length of Time in City (Years)	Commented on Case Study Planning Applications (Y/N)
P1	M	32-38	White British	1	N
P2	M	32-38	White British	25+	N
P3	F	18-24	Black African	1-2	N
P4	M	53-59	Mixed Ethnic	25+	N
P5	M	32-38	White British	15-25	N
P6	M	32-38	Mixed Ethnicity	1	N
P7	M	25-31	White British	25+	N
P8	F	25-31	Mixed Ethnicity	1	N
P9	M	32-38	White British	2-5	N
P10	F	18-24	White British	1-2	N
P11	M	25-31	White British	1-2	N
P12	F	18-24	Mixed Ethnicity	5-10	N
P13	F	18-24	White British	15-25	N
P14	M	39-45	Mixed Ethnicity	25+	N

(12) UK Government Policy Lab, 2024, Lived experience in policymaking guide

Key descriptive statistics included n=5 female and n=9 male participants with an average age of n=33 years. Current census data illustrates that the median age of Gloucester is 38-39 (ONS, 2023) thus participant age profiles reflect this key demographic of the city. Further to the information in Table 4.0, three participants did not have English as a first language, however, their ability to understand and respond to questions during the fieldwork was not impaired by this fact. One participant declared as having a registered disability, which affected their mobility and adaptations were made to the timings of the field work to assist in their ability to fully engage. Additionally, participants had a range of education levels from vocational through to masters degree and reflected a mixed socio-economic background e.g. homeowners, renters, multiple job holders.

4.1.2 Detailed Qualitative Method Description

This sub-section details the qualitative method deployed on the ground during the fieldwork stage of this project. Prior to conducting research with participants, I carried out pilot timed walking tests of the method to ensure that it could be completed within a standard lunch hour break as to limit potential adverse time implications for participants. Use of own mobile phone for compatibility with the digital field form to record hashtags was also trialled. Additionally, following the first field session it was determined that no more than two individuals would take part in a session at the same time due to potential issues in retaining authenticity of the walk experience and accuracy of audio recording whilst conducting the interviews alongside visual methods. Data collection on site followed the process below:

- Brief research introduction (including Participant Information and Consent Form, PDCF) at base alongside short baseline questionnaire on participant background. This was only required for the first session
- Walked to first site with participant and provided site-based introduction and activity brief. This was repeated each session to help re-familiarise the participants with the session. All but one group of two participants carried out the session as individuals alongside myself as the researcher
- Offered participants the opportunity to take up to 10 "digital postcard" photographs with three hashtag words recorded on a Google Form link for each and up to 20 second video clip (equivalent to average length of TikTok video) that reflect their day to day experience of each site. Participants were able to use their own mobile phone in order to complete this task for ease and familiarity with the technology as well as being able to use free public WiFi once back at base as a consideration for those who may not have unlimited mobile data. This technique also encouraged a degree of participant freedom to "show" the researcher specific examples of day to day experience, which could be tangential to the main walking route. Method draws from research by Spinney (2014) and Bridges et al., (2013)

- Carried out semi-structured and participant language led interviews using phenomenological prompting questions to capture everyday lived experiences (examples outlined below). Interviews were recorded via a Sony dual microphone Dictaphone, which I operated as the researcher and held discreetly to help participants to feel more at ease with conversations and not focus on the equipment. Method draws from research by Simões-Aelbrecht (2018)
- Walked along route of the Gloucester Public Realm Strategy (2017) to subsequent case study sites whilst continuing recorded discussion with participants and repeated interviews and digital methods. Reflects approaches to consideration of day to day walking in cities by Middleton, (2010). Additionally, draws on the Situationist concept of the “derive” but from the perspective of “getting lost” in everyday language responses from participants due to the inherent knowledge participants have of the spatial layout of the city and that the walking interview is constructing a “situation” in which to interact with the city (Hill, 2003)
- Returned to the base location and conducted open interviews based on experience, data collected and transfer digital records via email. Participants were then debriefed and issued with the voucher to thank them for their time
- Interview data transcribed and analysed to produce notes for the next field session and to reflect on process. Reacting to the role of technology in phenomenological investigation (Ihde, 2009) AI transcription (13) was trialled alongside traditional manual transcription. Following initial trials, the accuracy and speed afforded by the AI approach led to this being the primary transcription method, which in turn facilitated greater time to analyse data

In order to initiate discussion with participants, phenomenological interview questions were used as prompts, drawing on approaches from Frechette et al., (2020) and informed by themes identified in Stage 1 literature, to elicit insight into individual lived experience. Examples of questions used included:

- What do you notice about here day to day (used as a simple opening discussion with participants at case study locations)?
- What would you describe your everyday experience of this place to be?
- How do you feel about the changes happening here day to day?
- When you talk about (INSERT TOPIC), what do you mean by the word (INSERT WORD)? – example of dynamic response based on active listening
- Does this place reflect your personal values and stories?

(13) AI Transcription provided by <https://rev.com>. No data was stored using rev.com servers and was deleted after each transcription downloaded and stored in line with project DMP

Given the dynamic nature of the discussions on site, the exact phrasing of the questions would vary but broadly aligned with the examples provided to explore the question of what is it like as an everyday citizen in a small city under-going change. A key difference with the line of questioning was that it purposely did not focus on the “future aspirational” style of current consultation styles e.g. asking people what they want to see added to a place, and as such did not seek to question what participants would want or like to change. The ordering of questions again broadly followed the pattern of starting with a simple “noticing” question to put participants at ease and to engage a more conversational, informal style from which more probing questions were able to be introduced without causing participants to stop and start thinking of answers to satisfy myself as researcher as opposed to their true experience. Additionally, the repetition of the research method across 2023 allowed for adjustments to be made to the method to assist in improvements to data collection, which also influenced the quantitative approaches. The structured interview questions directed at the professionals involved with the case study locations were designed to extract information relating to the following areas and are set out in more detail in Chapter 5 of this thesis:

- Project aims/objectives/success/failure
- Degree and methods of public consultation
- Understanding of the term “lived experience”
- Opinion on “middle ground” approach to urban placemaking
- On-going research/post occupancy work
- Opinion on the potential use of a city “Urban Room” to act as an independent space for democratic discussion around urban placemaking

In accordance with urban ethnographic and phenomenological practice a detailed field journal was kept where daily city observations, research notes and methodological/personal reflections were recorded. Detailed participant notes were derived from the transcripts following each session and were subsequently used in future field sessions. The notes provided for conversational prompts as well as a means to consider changes or similarities in participant everyday lived experience in the across the case study locations. In an attempt for me to process my own personal reflections on my day to day lived experience in the city I also recorded short three-line modern style haiku to capture specific moments, which were an attempt to consider the applicability of CAP in field situations. The compiled haikus are included in Appendix E of this thesis and are titled: “*My City, Your City, Their City – A collection of modern haiku on urban lived experience*”. This collection sits alongside the additional haiku volume created from the hashtag words of participants and is outlined in more detail later in this chapter due to the data analysis function of this method.

Baseline photography was collected during January 2023 and August 2023 as a means to establish on the ground conditions in winter and summer seasons as this represented the greatest deviation in urban streetscape alongside best practice for the assessment of townscape (14). A Canon EOS 650D Digital SLR (DSLR) camera with fixed 50mm lens was used to record the photography as well as short walking videos for ease of reference later in the data analysis process.

4.2 Quantitative Data Collection

Quantitative data collection for the project comprised a wider anonymous online questionnaire examining urban placemaking, everyday lived experience and Gloucester as well as field observations focusing on activity and usage tallies recorded at each of the four case study locations. This approach was used as a form of data triangulation to put the more detailed qualitative study in context.

4.2.1 Detailed Quantitative Method Description

An online questionnaire was deployed between May 2023 and August 2023, which sought to collect quantitative data from a wider audience of everyday citizens within the city centre of Gloucester. The questionnaire included similar questions to those answered by the qualitative study participants but also further questions inspired by the first trial round of qualitative walking interviews. A copy of the questionnaire is located in Appendix F of this thesis. Deployment of the questionnaire was via Google Forms with responses securely received within the University of Sheffield IT environment in line with the DMP accompanying this project. Easy to use QR codes and hyperlinks were used to keep a standardised method of deployment and response. Multiple approaches were used in order to circulate the questionnaire to the target audience including, 1) working with local community groups who following discussions with myself agreed to help distribute the questionnaire via email, 2) in-person requests to those involved in the qualitative study to help with word-of-mouth distribution and 3) in-person requests to public across the four case study sites. The questionnaire was designed to be anonymous so to increase the chance of completion by those citizens who had not had the opportunity to directly ask questions around the purpose of the research although a summary was provided up front on the questionnaire form. Additionally, given the discussions noted earlier in this section concerning the distrust of those in positions of power using public opinions or data for their own purposes this further reinforced the decision to start with anonymity.

(14) Landscape Institute, 2019, TGN, Visual Representation of Development Proposals, (https://landscapewpstorage01.blob.core.windows.net/www-landscapeinstitute-org/2019/09/LI_TGN-06-19_Visual_Representation.pdf) , Accessed 09/07/2024

People Activity Tallies were undertaken over multiple dates between May 2023 and August 2023 and focused on the four case study sites. The method involved standing within each case study site for five minute durations and generating a tally of activities being conducted by users of the spaces. The tallies were also taken during morning, lunchtime and end of working day timeframes so to capture average daily activity. Panoramic photographs using an Android mobile phone were also collected as a means to provide context to the tally alongside shorthand notes about on site conditions e.g. weather conditions.

4.3 Data Collection Quality Assurance

Given the qualitative focus of data collection in this project, the nine research quality assurance points set out by Creswell (2013) have been taken into account and are summarised briefly in Table 4.1 by means of evidencing cognisance of quality and ethical standards, minus the data analysis specific criteria that are covered in Stage 3 Chapter 6 of this thesis.

Table 4.1 – Researcher responses to the relevant quality assurance criteria derived from Creswell (2013) specific to data collection.

Quality Assurance Criteria	Researcher Response
Rigorous Data Collection Procedures	Data collection procedures utilised multiple types of digital methods (photographs, video clips, hashtags and interview audio) providing relevant metadata e.g. timestamps.
Study Framing	Research framing directly relates to information presented as part of Stage 1 of this thesis.
Recognised Approach	Research data collection utilises a blended approach drawing from findings of Stage 1. The detailed field techniques also draw from peer reviewed literature. This approach was derived from the systematic literature review of Stage 1 of this thesis and cites relevant studies.
Core Concept	Study is clear in its focus on the exploration of the lived experience of everyday citizens around urban placemaking projects in a small city. This directly relates to the work undertaken in Stage 1 of this thesis.
Detailed Methods	Field data collection methods set out in this chapter were piloted by myself and during the first field session with participants. Detailed notes were taken based on the initial transcripts and used to improve the methods in subsequent sessions. All data gathered during sessions with participants can be triangulated against my own observations recorded in photographs and field notes. Debriefing with participants was conducted after each field session to clarify specific points raised as well as asking for session feedback.
Ethical	Beyond formal ethics approval by the University of Sheffield (refer to Appendix D), I ensured that communication about my work was transparent and in clear terms for participants that included several public presentations outlined under the participant recruitment section of this chapter. Additionally, given the ethnographic element of the study, participants were able to regularly see and speak with me in an informal setting about the research project.

4.4 Data Analysis Methodology

The following section of this thesis addresses the methodological actions undertaken in order to analyse data gathered during the fieldwork stage of the project. As stated in the previous section of this thesis both quantitative and qualitative data were acquired through mixed fieldwork methods, however, it should be noted that the focus of this project falls predominantly within the realm of qualitative data. Sub-sections have been used to demonstrate the evolving stages of the analysis and Figure 4.1 below illustrates the high-level process flow for clear communication of methodology. The full detailed discussion and synthesis of findings is presented in full within Chapter 7 of this thesis.

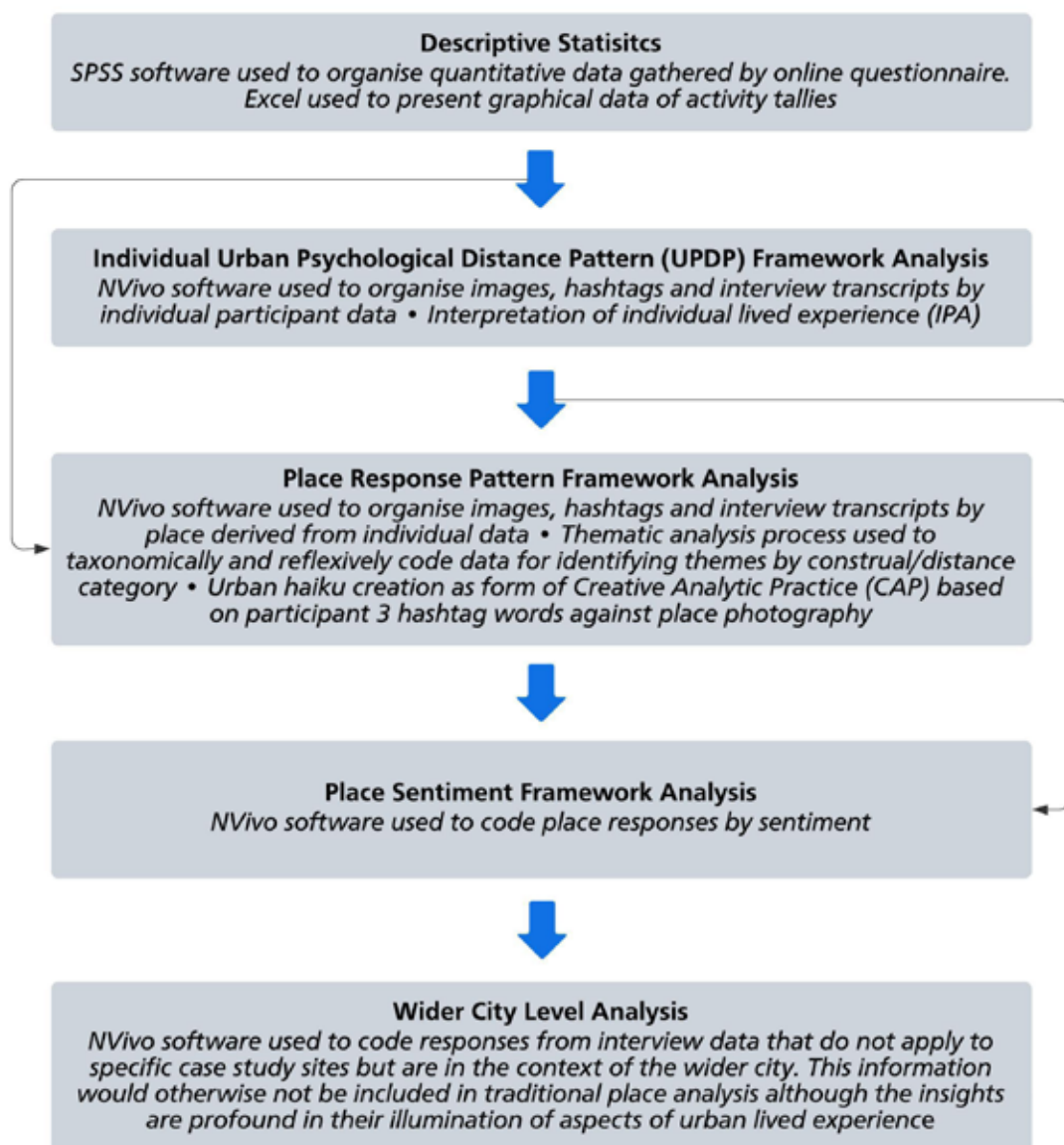


Figure 4.1 – Process flow diagram illustrating the overarching methodological approach to data analysis

4.4.1 Descriptive Statistics

To gather a wider perspective on urban placemaking and everyday lived experience in Gloucester the data gathered by the quantitative methodology outlined in the data collection section of this chapter, was processed in IBM SPSS software for the online questionnaire to generate descriptive statistics from the Likert scale responses and in Excel to illustrate graphically the changes in activity tally across the four case study sites. These results are presented alongside the qualitative findings where appropriate to provide data triangulation.

4.4.2 Individual Urban Psychological Distance Pattern (UPDP) Analysis

Building upon the initial work by Trope and Liberman (2010), working definitions were first established in order to initially assign individual transcript data by distance category.

Table 4.2 comprises the working definitions employed for the analysis of the data as a means of utilizing an experimental deductive CLT/psychological distance approach. These are key terms for the understanding of the deployment of the method as they provide the context to the decisions for the analysis and assignment of interview data. During this process attention was also paid to the use of deixis in the language used by participants (Osborne, 2021) given the parallels to the psychological distances (social, spatial, temporal) expressed in CLT.

The choice of breaking down by construal/distance category but displaying findings simultaneously reflects concluding comments by Trope and Liberman (2010) that state that although there is a strong correlation between each distance they are separable:

"In reality, the different distance dimensions are separable. The fact that something happened long ago does not necessarily mean that it took place far away, that it occurred to a stranger, or that it is improbable. Nevertheless, as the research reviewed here demonstrates, there is marked commonality in the way people respond to the different distance dimensions. CLT proposes that the commonality stems from the fact that responding to an event that is increasingly distant on any of those dimensions requires relying more on mental construal and less on direct experience of the event." (pg.19)

Once the individual data had been coded for all participants, across all sites and seasons, it was exported as a .csv file from NVivo for processing in Excel software. Numerical counts for each distance category were then normalised to account for differences in interview length and response type and to allow comparison between participants to ultimately create individual Urban Psychological Distance Patterns (UPDP). A UPDP is defined in this project context as: “A unique psychological place pattern for individual participants derived from the combined and interrelated spatial, social, temporal and hypothetical distances recorded within in-situ urban lived experience interview data.” Patterns have been presented using radar diagrams with fixed axis to enable ease of comparison across individuals/sites and to visually represent experience of participants. This echoes the data presentation style previously tested by Lucas and Romice (2010) in their investigation of multi-sensory qualities of urban spaces. Data was regularly shared with my thesis supervisory team alongside initial interpretation work for a level of internal quality assurance.

In keeping with the use of Interpretative Phenomenological Analysis (IPA) rich accounts of the lived experience of participants were then constructed (Frechette et al., 2020) alongside research interpretation and synthesis (Smith, 2011). The initial step of establishing psychological distance and construal level acts as an organising interpretative framework in an attempt to elicit new understanding without defaulting to reductionism and reflects that there is no “one right way” of undertaking IPA (Miller and Minton, 2016) but should clearly follow a rigorous and detailed methodology. Indeed, Hood (2015) suggests that combining phenomenological investigation with other methodologies assists in bringing new information to light in the same qualitative datasets.

Table 4.2 – Construal/Distance category and corresponding descriptions used as a guide for the interview data coding process. Specific anonymous examples extracted from interview data have been used to provide context to descriptions and assist in demonstrating transparency in the technique.

Construal/Distance Category	Definition of Key Category Term
Concrete Social	Low construal level referring to a lesser social psychological distance from the lived experience of the self e.g. a participant talking directly about their feelings without reference to wider societal groups often described as “people” or participants talking about their direct family or friends. Language used is more concrete and uses specific contextual examples to express understanding. Specific data derived example: <i>“I kind of agree with John in terms of like, it looks nice...”</i>
Concrete Temporal	Low construal level referring to a lesser time-based psychological distance from the lived experience of the self e.g. a participant discussing an event in the city that is currently happening now or the immediate past or future. Language used is more concrete and uses specific contextual examples to express understanding. Specific data derived example: <i>“I was here at the weekend and we came all up there by, by the boat and everything...”</i>
Concrete Spatial	Low construal level referring to a lesser physical or movement based psychological distance from the lived experience of the self e.g. a participant discussing their immediate urban surroundings or describing their everyday walking commute from the bus station to the office. Language used is more concrete and uses specific contextual examples to express understanding. Specific data derived example: <i>“I do understand that a lot of these buildings, like we’re stood here, uh, next to a Tudor building...”</i>
Concrete Hypothetical	Low construal level referring to a greater probability based psychological distance from the lived experience of the self or events connected to the self e.g. a participant discussing a pattern of activity they undertake “regularly” with specific temporal or spatial identifiers such as “going for lunch”. Language used is more concrete and uses specific contextual examples to express understanding. Specific data derived example: <i>“So if I’m going into town, I usually go through the cathedral and cut through. Um, and if I’m going to the docks, I’ll come out and I’ll come through this alley...”</i>
Abstract Social	High construal level referring to a greater social psychological distance from the lived experience of the self e.g. a participant discussing their feelings in the context of other “people” outside of immediate social group or drawing on more abstract social concepts such as “fairness”, “democracy” and “justice”. Language used is more abstract and draws on more general or ambiguous examples to express understanding. Specific data derived example: <i>“There’s a lot of people I know, people that walk around Gloucester and go, it’s a dead city. It’s not even a city. Kind of a lot of negativity and, and that compacts a certain level of hopelessness...”</i>
Abstract Temporal	High construal level referring to a greater time-based psychological distance from the lived experience of the self e.g. a participant discussing their memories of a “place,” which may not be the same physical location as the present, without specific temporal markers such as dates or age such as “when I was younger”. Language used is more abstract and draws on more general or ambiguous examples to express understanding. Specific data derived example: <i>“but it’s interesting that like, I’ve, um, been like coming to Gloucester for years and I remember like as a kid mm-hmm kind of like coming into Gloucester because it was, uh, you know, but you, you take that trip out of your friends or just you, you, before I was drinking, like when I was younger as a kid”</i>
Abstract Spatial	High construal level referring to a greater physical or movement based psychological distance from the lived experience of the self e.g. a participant discussing travelling around another city or country and their experience of that location relative to the present position. Language used is more abstract and draws on more general or ambiguous examples to express understanding. Specific data derived example: <i>“So, um, in Portugal, that’s just something I did and I carried on those same customs. In UK it’s not the same cuz it’s actually way harder to find nice stuff.”</i>
Abstract Hypothetical	High construal level referring to a lesser probability based psychological distance from the lived experience of the self or events connected to the self e.g. a participant discussing a pattern of activity they undertake “irregularly” without specific temporal or spatial identifiers such as “a one off social event” or describing a situation that is unlikely to manifest in their reality such as making a comment about changes they want to see to the city but knowing that these changes are outside the realm of the “practical” for various reasons. Language used is more abstract, likely figurative or draws on more general examples to express understanding. Specific data derived example: <i>“it’s almost like, you know, agent Smith and the Matrix copy and paste just took a building with a soul and turned it into just another soulless, bloody Wetherspoons...”</i>

4.4.3 Place Response Pattern (PRP) Analysis

In order to consider each case study site separately, individual participant responses were analysed for specific reference to place and season, which were then coded by the same distance categories listed in Table 4.2. Radar graphs allowed for the display of place response patterns accounting for seasonal change. In the context of this project Place Response Pattern (PRP) has been defined as: “A response pattern derived from the combined individual participants’ in-situ interview data highlighting the degree of psychological distance experienced and construal constructed between the participant and the place undergoing study.” Within the deductive, language based applied CLT/psychological distance framework analysis, further inductive thematic coding (Braun and Clarke, 2006, 2020) was undertaken in NVivo to establish core and sub-themes providing construal level context to each distance category. IPA was employed to add the interpretative and case study “story” layer (Nizza et al., 2021).

Work by Proudfoot (2022) has demonstrated that a hybrid of both deductive/inductive thematic analysis has shown to offer improvements in analysis rigour whilst giving agency to the voices of participants. Thematic analysis can be considered appropriate for this research because: 1) it acknowledges the constructivist approach to the research given my specific urban placemaking and design background, which frames why and how codes/themes are developed 2) the method encourages creative discussion around theme building, which feeds through into the thesis discourse and 3) it offers qualitative flexibility (within limits) to examine themes across different data sources, which in light of the topic of ‘lived experience’ in ‘urban placemaking’ is a helpful approach. Stages of thematic coding as presented by Braun and Clarke (2006), which were employed in the data analysis process are set out in Table 4.3.

This method also accounts for understanding and interpreting the lived experience of each individual whilst searching for commonality amongst experiences and can be thought of as taxonomically structured. I undertook a process of actively listening to audio recordings during the coding process as a means by which to cross-reference my interpretation and work reflexively. Data was exported for each site/season from NVivo by .csv and compiled into a master dataset in Excel for additional data refinement. There were $n = 364$ non-duplicate codes recorded. Core and sub-themes were established by analysis of instance recurrence across site and season, which resulted in a total of $n = 75$ code entries (split between $n = 31$ core themes and $n = 34$ sub themes) that are set out in full in Appendix G of this thesis. This required an element of time intensity to ensure that the core and sub-themes were in fact reflective and clear with suitable definitions. Data was regularly shared with my thesis supervisory team alongside initial interpretation work for a level of internal quality assurance.

Table 4.3 – Six stages of thematic coding for processing qualitative data (Braun and Clarke, 2006)

Stage of Thematic Coding	Description	Researcher Response
1. Familiarizing yourself with your data	Transcribing data (if necessary), reading and re-reading the data, noting down initial ideas.	The use of AI to process audio data into transcripts did not detract from the validation reading of each transcript. Initial concepts and ideas were derived following each field session to inform the next session with individual participants
2. Generating initial codes	Coding interesting features of the data in a systematic fashion across the entire data set, collating data relevant to each code.	Codes were generated from individual responses by participants and as such demonstrated a range of codes across the dataset. Participant interviews were listened to during process of coding to check understanding of syntax
3. Searching for themes	Collating codes into potential themes, gathering all data relevant to each potential theme.	The combined deductive and inductive approach referenced earlier in this chapter assisted in organising themes
4. Reviewing themes	Checking if the themes work in relation to the coded extracts (Level 1) and the entire data set (Level 2), generating a thematic 'map' of the analysis.	Code books were printed for each site and season and themes manually tracked to identify recurrence
5. Defining and naming themes	Ongoing analysis to refine the specifics of each theme, and the overall story the analysis tells, generating clear definitions and names for each theme.	Clear definitions set out in table format in Appendix G of this thesis
6. Producing the report	The final opportunity for analysis. Selection of vivid, compelling extract examples, final analysis of selected extracts, relating back of the analysis to the research question and literature, producing a scholarly report of the analysis.	This has been considered and set out in sub-section 6.7 of this chapter

A further level of data analysis was applied to the combination of photography/videos and three hashtag words drawing upon CAP processes and work by Bartoli (2019) that demonstrated positive outcomes from combining IPA with visual methods. Where photographs from each case study location, taken by participants during fieldwork sessions, containing three hashtags modern style urban haikus were created to capture the specific moment at the time of being present. Photographs alongside the corresponding hashtags and urban haikus are presented by case study sub-section. The suitability of using haiku as a form of interpretative framework correlates with work by Richardson (2005) who suggests the act of writing creative non-fiction as a form of CAP can assist to elicit new understanding from experiences. Additionally, the seasonal focus of haiku allows insight into how everyday citizens respond to their urban lifeworlds from a longitudinal perspective whilst reflecting the embodied presence and intentional act of noticing. Moreover, Pollack and Korol (2013) in their study applying the use of haiku to understanding neuroscience students' experiences of teaching found that this form of creative non-fiction that focused on clarity of communication was an effective analysis method. As such, given the complexity of day to day lived experience, analysis methods that assist in focusing interpretation offer interesting research opportunities.

4.4.4 Place Sentiment Analysis

Building upon the PRPs, sentiment analysis was deployed to illustrate how the novel language-based psychological distance framework could work alongside more familiar metrics of place analysis where people's perceptions of place can be used by professionals as a social reference point (Yang et al., 2022). A qualitative three-point scale (negative, neutral and positive) was used to assign place responses from participants separated by abstract or concrete construal level. Data was exported to Excel and normalised in order to generate similar radar graph patterns for each site and wider city level. To ensure consistency in sentiment coding, the definitions set out in Table 4.4 were used as a process guide. Data was regularly shared with my thesis supervisory team alongside initial interpretation work for a level of internal quality assurance.

4.4.5 Wider City Level Analysis

The process of analysing individual and place-based level responses revealed a great wealth of information, which can be deemed as falling within the "wider city" level. This includes direct references to Gloucester at city level or general thoughts imparted from the participants whilst we moved through the city between case study locations. Numerically, this wider city level data outweighed the place specific responses raising the question as to how much data is rejected or not collected as part of planning consultation on sites. As each of the case study sites are connected via the route of the Gloucester City Public Realm Strategy (2017) so participants oscillate between micro and macro scale "paths" in the descriptions of their everyday urban lived experiences.

CLT, sentiment analysis and thematic coding were undertaken in NVivo to establish core and sub-themes (n=15) providing construal level context to each distance category (see Tables 4.2, 4.3 and 4.4 for coding steps). This method also accounts for the lived experience of each individual whilst searching for commonality amongst experiences. Data was regularly shared with my thesis supervisory team alongside initial interpretation work for a level of internal quality assurance

Table 4.4 – Definitions and descriptions used as guide for sentiment analysis

Sentiment Category	Definition
Concrete Positive	Low construal or psychologically close references from participants containing direct references to Gloucester at city level or general thoughts imparted from the participants, which can be interpreted by the language used as positively responding to the city or being positive in manner.
Concrete Neutral	Low construal or psychologically close references from participants containing direct references to Gloucester at city level or general thoughts imparted from the participants, which can be interpreted by the language used as a neutral response to the city or generalised statements with no definitive positive or negative sentiment. Response may contain equal positive and negative sentiment using conjunctions to contrast two parts of a sentence resulting in an overall neutral sentiment.
Concrete Negative	Low construal or psychologically close references from participants containing direct references to Gloucester at city level or general thoughts imparted from the participants, which can be interpreted by the language used as negatively responding to the city or being negative in manner.
Abstract Positive	High construal or psychologically distant references from participants containing direct references to Gloucester at city level or general thoughts imparted from the participants, which can be interpreted by the language used as positively responding to the city or being positive in manner.
Abstract Neutral	High construal or psychologically distant references from participants containing direct references to Gloucester at city level or general thoughts imparted from the participants, which can be interpreted by the language used as a neutral response to the city or generalised statements with no definitive positive or negative sentiment. Response may contain equal positive and negative sentiment using conjunctions to contrast two parts of a sentence resulting in an overall neutral sentiment.
Abstract Negative	High construal or psychologically distant references from participants containing direct references to Gloucester at city level or general thoughts imparted from the participants, which can be interpreted by the language used as negatively responding to the city or being negative in manner.

4.5 Data Analysis Quality Assurance

Given the qualitative focus of data analysis in this project, the nine research quality assurance points set out by Creswell (2013, pg.76) have been taken into account and are summarised briefly in Table 4.5 by means of evidencing cognisance of quality and ethical standards, minus the data collection specific criteria that are covered earlier in this chapter.

Table 4.5 – Researcher responses to the relevant quality assurance criteria derived from Creswell (2013) specific to data analysis.

Sentiment Category	Researcher Response
<i>Rigorous Data Analysis Procedures</i>	Multiple levels of depth and analysis techniques have been employed during the research project. Data was regularly shared with my thesis supervisory team alongside initial interpretation work for a level of internal quality assurance.
<i>Recognised Approach</i>	Data has been derived from recognised phenomenological and ethnographical collection methods. Analysis methods build upon approaches from interpretative phenomenology, semantics, social psychology (CLT) and thematic coding. This multi-stem approach acknowledges the complexity of the core concept and responds accordingly.
<i>Core Concept</i>	Study is clear in its focus on the exploration of what is the lived experience of everyday citizens in a small city undergoing urban placemaking. This directly relates to the work undertaken in Stage 1 of this thesis.
<i>Detailed Methods</i>	Approaches to data analysis are set out in detail within this chapter. As with data collection methods, data analysis can be triangulated against other sources.
<i>Ethical</i>	Data has been handled ethically, gained university ethics approval and in accordance with project DMP. No personally identifiable data was shared with third parties nor discussed with other participants.
<i>Levels of Abstraction</i>	Utilising the individual, place and wider city level to present data within the construal/distance framework builds a robust degree of abstraction to the analysis. Additionally, drawing on multiple perspectives (own experience, participants, professionals) intrinsically offers data abstraction.
<i>Verisimilitude</i>	The data presentation and corresponding deep descriptions resulting from the data analysis lend themselves to conveying a true representation of the research experience, which engages the reader.
<i>Reflection of Researcher's Personal Experiences</i>	The research project as a whole is derived from my own constructivist experience of urban design and placemaking. It is within the gap in knowledge of the core concept, which I experienced directly in a professional role, that the drive to undertake PhD level study can be found. It also acknowledges the role of the in-situ researcher and that personal experiences directly related to the core concept cannot be separated or "bracketed" when undertaking research with participants.

4.6 Response to Research Questions and Implications

The research methodology outlined in this chapter responds to the research question in Table 1.0 RQ – What methodology can assist in new understanding of lived experience of everyday citizens in small cities, in the following aspects. Firstly, conducting fieldwork over the course of 2023 in Gloucester, constitutes an investigation of the day to day lived experience of everyday citizens in a small city. As such, this contributes valuable information to the gap in knowledge around built environment research in small cities identified in Stage 1 of this thesis. Secondly, the detailed TULE Framework presented in this chapter in building upon a solid academic and practical base demonstrates an approach to eliciting new understanding of the day to day lived experience of everyday citizens. This mixed method approach is particularly suited to answering the RQ due to the fact that it draws on multiple theoretical fields, which are concerned with lived experience but until now have been dealt with in separate investigations as opposed to the aims of the novel TULE Framework presented in this thesis.

In terms of implications for later stages of the investigation, there are several points for consideration. Firstly, the methodology employed in this investigation calls for the researcher to actively embed themselves in the study location. The act of “being present” has been vital to this project in terms of building trust with participants and access to policy makers whilst remaining an independent or middle ground figure in the process. This raises further questions around the transient nature of “consultants” who from personal experience spend minimal time on site with everyday citizens and are invariably not locally situated to truly understand local conditions. Moreover, it raises the need for specific physical spaces in small cities that facilitate the exchange of knowledge between stakeholders in an attempt to flatten the placemaking democratic hierarchy including the offering independent researchers the chance to use their data in this process. As such, organisations like the Urban Room Network offer the opportunity to learn from other physical spaces setup in other cities and could provide assistance particularly in the context of small cities.

The reliance on consultants to deliver public placemaking projects and the market driven, client focused approach taken lies at odds with the delivery of public value and transfer of knowledge, a central finding from recent work by Mazzucato and Collington (2024). Referring to my own experience of trying to understand the four case study locations in Chapter 5 of this thesis in the face of consultants who were not able to be interviewed and the lack of historic consultation comments within the GCC planning portal (in part related to a cyber-attack), it is further evidence of the negative impact on public projects.

Secondly, the choice of data collection techniques resonated with everyday citizens as it places their day to day lived experience and voice at the centre of the research. This is an important implication given that the main focus of consultation lies in the future aspirational as opposed to day to day experience of place.

Thirdly, the presentation of the detailed methodology in this chapter provides an opportunity to compare and contrast engagement methods with those identified as being employed as part of the urban placemaking case studies set out in Chapter 5 of this thesis.

This marks the end of the presentation of the methodology employed as part of this investigation. Chapter 5 introduces the case study city of Gloucester and sets out the details of the four specific locations within the city.

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Stage 2

Chapter 5

Urban Case Study: *Planning, Designing and Regenerating Gloucester*

The following chapter presents the justification for the urban case study used as the location for undertaking the investigation into the lived experience of everyday citizens in a small city undergoing change utilising the data collection and analysis methodology detailed in Chapter 4.

5.1 Why Gloucester?

As identified in Stage 1, Small and Medium Size Cities (SMSCs) are currently under-represented in urban built environment research. This was identified in a recent systematic review by Wagner and Growe (2021) and supported by the detailed analysis of the systematic literature review undertaken in this investigation, which indicates that out of the 49 documents included in the review $n=28$ demonstrated research focused on a large or capital city compared with only $n=2$ focused on medium cities and $n=2$ small cities. The remaining total documents did not consider a specific city size typology and were instead concerned with academic theory or referenced towns not cities.

This provides further evidence of the gap in academic and practical research around the urban built environment of SMSCs and particularly the lived experience of everyday citizens. Moreover, in terms of considering small cities as a focus for built environment research, Neal et. al, (2016) highlight an important consideration in that “overcrowded” research geographies citing Hackney, London as their example, result in a bias towards evidence that is focused in one particular place to the detriment of other locations such as small cities. Grossman and Mallach (2021), who cite Wagner and Growe (2021), in their study of the role of small cities in complex urban systems go further to propose that small cities are often viewed by policy/decision makers as problematic, which is a strong argument for why they should be studied in greater detail:

“To be sure, small cities have problems, many of which reflect their role in the urban system, but it is necessary to understand how these problems evolve and why they reappear in different political and economic contexts, as well as the circumstances under which they take different forms, rather than problematize the cities...” (pg.173)

Gloucester is a historic city (continuously occupied since Roman times) located within south-west England in an area between Cheltenham, Tewkesbury and the River Severn with a population of 132,500 (ONS, 2021). It is classed as a small size city (Centre for Cities, 2022) and as such provides an opportunity to contribute to the gap in academic urban environment research within SMSCs specifically the investigation into the lived experience of everyday citizens in a small city undergoing change.

In the context of Gloucester, one can point to recent media reports, where even at national level the city has been identified as problematic particularly in relation to anti-social behaviour and violence (Townsend, 2022). This poignantly highlights the missing social element to Grossman and Mallach's (2021) study, which operates alongside the political and economic backdrop. Indeed, if we are to consider Halpern's (1995) assertion that urban design and placemaking are inherently tied to social change, then it is possible to argue that the absence of consideration for the everyday lived experience of citizens in changes to the urban environment has led to the exacerbation of the type of "problematic" small cities as represented in media by places such as Gloucester.

During 2022, there was a request from Gloucester City Centre Commission for people to submit a survey response to help guide development of the next 5-year city vision although out of the 31 questions included in the survey, none refer to everyday lived experience of the city (5).

Additionally, in a 2020 Gloucester City Council Cabinet meeting (6), the council resolved to adopt the recommendations for improving architectural design in the city. Despite this positive announcement, there is no direct acknowledgement in the recommendations of the deep connection between human-built environment interplay.

Moreover, both the Gloucester Heritage Strategy (2019) and Historic England Place Panel Report (2021) identify a particular issue with the tension between historic assets and new urban regeneration alongside issues around the authenticity of the city's identity. The following statement from the Gloucester Heritage Strategy (2019) highlights this tension and how new processes need to be introduced into urban design and planning processes specific to the city, which the everyday lived experience of ordinary citizens could contribute to, given the iterative people/place shaping processes that occur particularly in a city with the historic pedigree such as Gloucester:

"A step change in the quality of new development is necessary ... based on a thorough analysis and understanding of the historic environment and the process of ongoing change that created it. Gloucester's heritage is a mix of vernacular, functions, national and international influences. Change has created the historic environment. Continuity with the past requires that process to continue." (pg.28, Gloucester City Council, 2019)

Building upon the need for further investigation into small cities such as Gloucester, a 2021 report by Thinking Places (7) commissioned by Visit Gloucester has illustrated that the ordinary or everyday citizens of Gloucester have expressed that engagement with recent changes to the city is “not very collaborative” and ultimately in what has been delivered “residents don’t feel the place is for them” instead focused on visitors. As such, these sites offer the opportunity to explore urban design and placemaking at an everyday public realm level within distinct urban quarters and determine to what extent lived experience influenced the planning and design processes, where there is a city-wide focus on visitor attraction, if not why and perhaps how could it have been integrated.

Finally, reflecting upon my own constructivist knowledge, I personally know the city and have seen the temporal shifts in its regeneration over the past 30 years. This is important as the vast number of urban environment interventions in the city, that can be deemed urban placemaking, have taken place during this 30 year window. The following subsection sets out a brief history of the urban regeneration in Gloucester before outlining the background to the specific flagship development case study sites, which form the focus of this investigation.

(5) Gloucester City Centre Commission, (2022), Future of Gloucester Survey, (<https://forms.office.com/Pages/ResponsePage.aspx?id=U7fLnmoG0-yBpcWknmKZ9dpburvqKxNiRAXff6k-QFUN0NFTTg5WTY3OFUzVDIYWEFRVVU4OE5NVS4u>) Accessed 29/09/22

(6) Gloucester City Council Cabinet Meeting, 15th January 2020, (<https://democracy.gloucester.gov.uk/ieListDocuments.aspx?CId=129&MId=6625&Ver=4>) Accessed 29/09/22

(7) Thinking Places, (2021), Creating a place story and place marketing approach for Gloucester ([https://www.visitgloucester.co.uk/dbimgs/24_08_21%20-%20Gloucester%20steering%20group%202%20presentation%20\(low%20res\).pdf](https://www.visitgloucester.co.uk/dbimgs/24_08_21%20-%20Gloucester%20steering%20group%202%20presentation%20(low%20res).pdf)) Accessed 11/10/22

5.2 History of Urban Regeneration in Gloucester (1960s-Present)

As with the systematic literature review set out in Stage 1 of this investigation, the 1960s have been selected as a starting point for the historical overview given that the era is broadly considered the driver for urban design and within Gloucester this is no exception as 1961 saw the publication of Geoffery Jellicoe's "A comprehensive plan for the central area of the City of Gloucester, 1961'," (Gloucestershire Heritage Hub, 1966). Figure 5.0 below illustrates the city centre spatial plan for the urban regeneration of Gloucester as envisioned by Jellicoe.

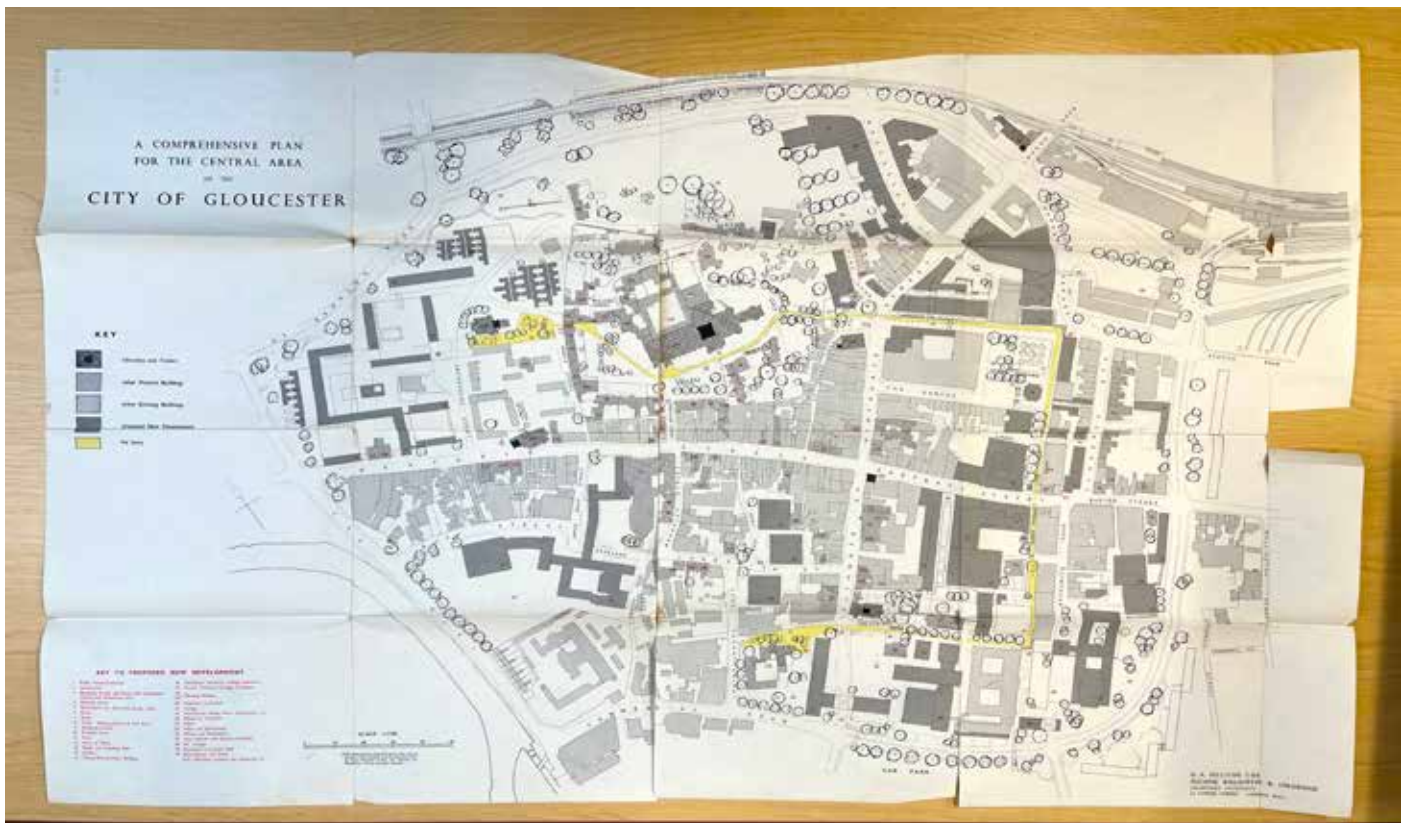


Figure 5.0 – City centre spatial plan as envisioned by G. Jellicoe in 1961 (Gloucester Heritage Hub, 1966 and image courtesy of A. Coleman, 2023)

It is not within the scope of this thesis to provide a detailed critique of Jellicoe's city centre plan, however, noting the lasting impact of his work on the built environment of Gloucester, several important features will be briefly outlined, which were included in the Gloucester Heritage Urban Regeneration Company (GHURC) 2006 Area Regeneration Framework (pg.28).

Firstly, it is clear from the plan that multi-storey car parks (identified on the plan as number 30) are a key physical feature of the city plan representing the importance placed on private transport to point of use. This is unsurprising given that Jellicoe penned a theoretical approach to city design named Motopia, which would see roads and parking on buildings brought directly into the city centre (Dunn, 2014). Carparking and car dominance are still a clear part of Gloucester's urban environment, which will be explored in greater detail under the following sub-section for the case study sites chosen as part of this investigation.

Secondly, with the exception of Kings Square and College Green (adjacent to Gloucester Cathedral) open space is largely absent from the city. Limited, connected open public realm is still an issue present within the city despite the investment in flagship urban regeneration sites.

Thirdly, there is very little provision in the plan for new city centre residential property with the exception of the small area in Greater Blackfriars (identified as numbers 18/19 on the plan). This has been partly addressed by the flagship sites, which all contain an element of residential development but this is a recent addition to the city centre and as such there is debate as to who this development is aimed at and ultimately the community it belongs to (Gloucester BID, 2022 and Williams, 2023). Economic decline of the docks and manufacturing industries fuelled a period of decline for the city during the 1980s and 1990s before renewed interest in urban regeneration began in the early 2000s with the site of Gloucester Docks/Quays.

Ultimately, it is during the past 30 years, which have seen the greatest urban regeneration intervention in the city. This has resulted in the flagship developments that are discussed under the following sub-section. However, it should be acknowledged that the ramifications of the 2021 cyberattack on GCC have meant that access to all historic planning documents pre-January 2022 was delayed until late 2023. As such, initial information on the case study sites has been informed from a number of external sources and where reasonably practicable, interviews with professionals who worked on the specific projects. From late 2023 some key planning documents e.g. DAS and Statements of Community Interest, relevant to the case study locations became available for public viewing and copies were taken that were appropriate for review. A key document has been the Gloucester Heritage Urban Regeneration Company (GHURC) 2006 Area Regeneration Framework (ARF), which sets out specific visions for each of the case study sites, prior to the actual realisation of the projects, and the area specific development principles set out accordingly in the following sub-section.

5.3 Case Study Site Background

Three urban quarter scale urban regeneration projects within Gloucester (Kings Square, Blackfriars and Gloucester Docks) have been selected as the urban case studies for this project. Approximate spatial boundaries are shown in the context of the city centre in Figure 5.2 with summer and winter baseline photography of the sites is shown in Figure 5.3. In the context of this project the term “urban quarter scale urban regeneration” is defined as projects that have: a distinct, discrete spatial and cultural boundary within the city that have undergone, are currently undergoing or have recently completed built environment changes where a key part of the vision for the area includes betterment of social/cultural conditions. In terms of focusing on these three sites, this can be justified as these sites represent the three key or flagship urban regeneration projects undertaken within the city.

Kings Square (recently complete but adjacent to on-going regeneration), Blackfriars (partially complete and alternate use from original plan) and Gloucester Docks (well established but with small scale additions) represent different temporal stages of the urban regeneration of central Gloucester with areas of everyday usage public realm and are intended to form a cohesive, interconnected development once complete according to the Gloucester Public Realm Strategy (Gloucester City Council, 2017). The inclusion of Westgate Street within the Cathedral Quarter has arisen as a result of investigation work during March 2023 where a proposal for the re-development of Westgate Street was identified from the city council (8). Given the role Westgate Street plays in the Gloucester Public Realm Strategy (2017) and importantly encouraging connection between the separate flagship sites as well as being on the precipice of change, reflexively a decision was made to incorporate it into this study.

This is important for the study of everyday lived experience given that the changes in the built environment of the city can either facilitate or block social cohesion (Jacobs, 1961). The sites also represent areas of cultural and heritage value to the city, a key point from Stage 1 systematic review and practitioner interviews, which predate the urban regeneration interventions, and results in an opportunity to study the human-environment interplay at the juxtaposition of heritage assets against modern development (see Figure 5.3 for baseline photography). Structured interviews comprising nine set questions with professionals involved with planning, design and delivery of the case study locations were conducted alongside the fieldwork with participants during 2023. The responses to these can be located under sub-section 5.3.4. The reasoning for the interviews was to provide greater context to the case study locations and explore topics relevant to the research questions of this project.

(8) Gloucester City Council, Cathedral Quarter (2023), (<https://www.cathedralquartergloucester.uk/street-scene/>), Accessed 20/03/23

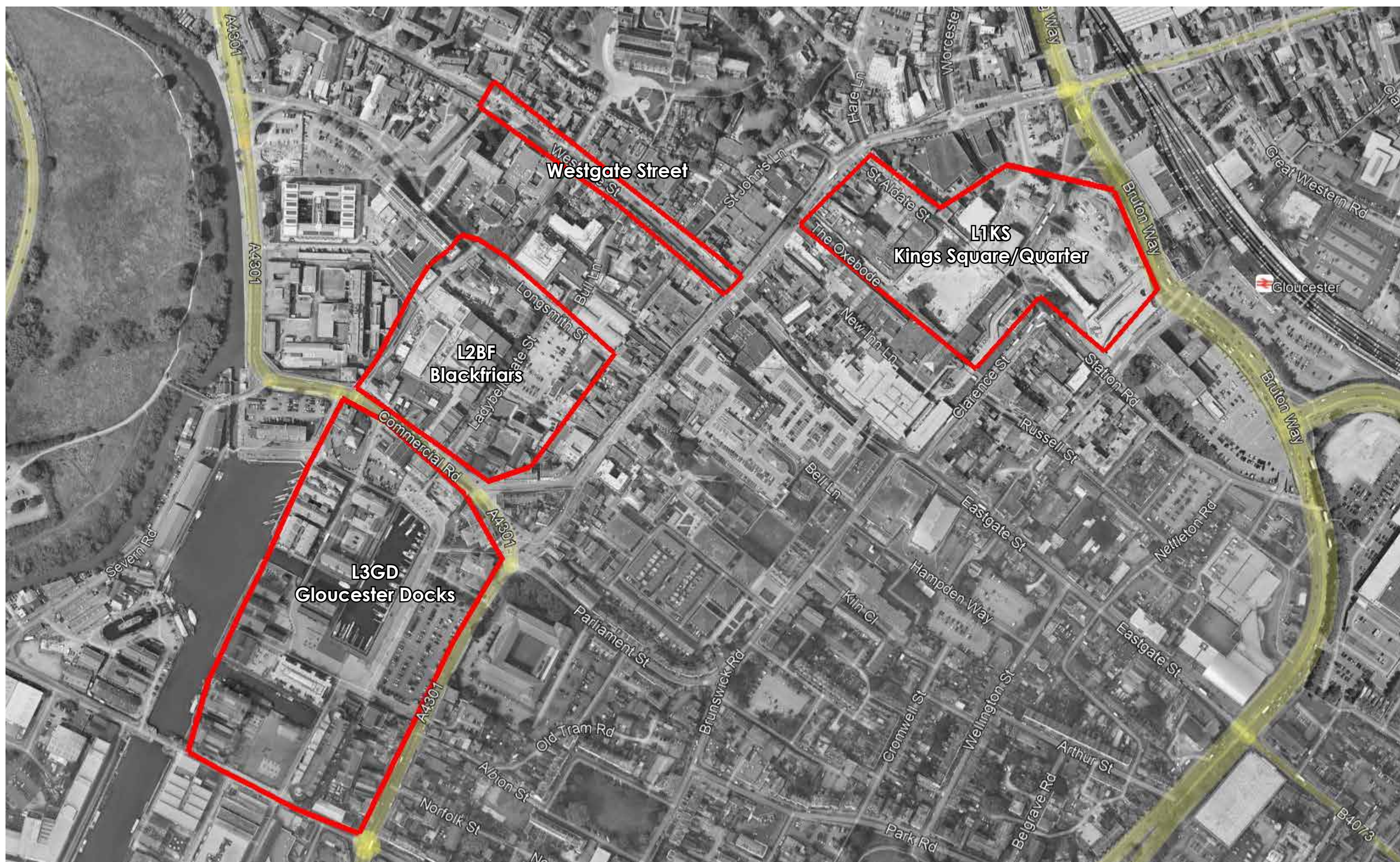


Figure 5.2 – Approximate spatial boundaries of four case study locations in the context of the wider Gloucester city centre (Google, 2025). Each location is connected via key and minor navigation routes as per Gloucester Public Realm Strategy, (2017).

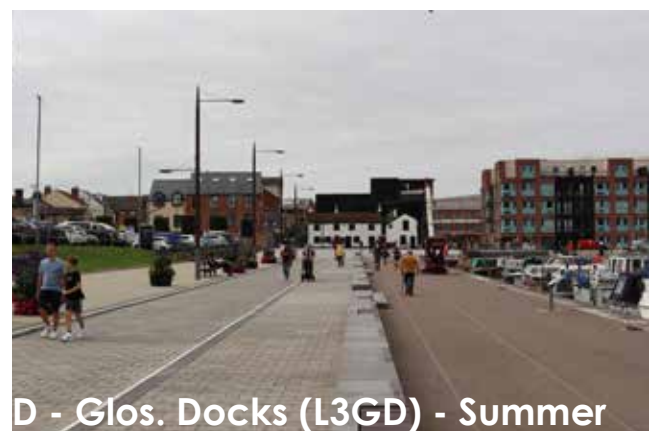


Figure 5.3 - Baseline seasonal photography taken to evidence the difference between winter and summer across the four case study sites in Gloucester, image by author (2023)

Questions were informed by work undertaken during Stage 1 of this project alongside initial findings from fieldwork (both participants interviews and online questionnaire). Additionally, interviews with business leaders in the city further provides context relevant to the case study locations separate from everyday citizens or professional/policy makers as a means of data triangulation. Responses to the structured interview questions specific to each case study location are set out under the corresponding sub-section.

5.3.1 Kings Square (L1KS)

The re-development of Kings Square from the design constructed from Jellicoe's 1961 plan (and later updated in the 1990s) forms part of the wider urban regeneration of the Kings Quarter with the square itself completed in 2022. Construction of the Forum alongside renovation of the Debenham's department store to serve the University of Gloucestershire and Kings Walk within Kings Quarter began in 2023. Kings Square functions as an area of open urban space within the centre of the city and is intended to be used for outdoor events as well as forming the setting of the Forum and University of Gloucestershire developments. Despite descriptions of the space as "public realm" it should be noted that the project has been funded by both private and public investment as part of the regeneration plan.

As such, the space can be closed to public for private paid events e.g. concerts therefore it is debatable as to whether Kings Square can truly be deemed public realm/open space. Based on a document review of the 2019 DAS submitted as part of the detailed planning application (18/01454/FUL) several aspirations, aims and objectives were identified. Figure 5.4 derived from discussions with GCC highlights the project aspirations although it is not clear from the DAS text the methodology used by the consultant to produce the word cloud. Prior to the 2019 planning application the earlier GHURC ARF (2006) described the area specific development principles for the site to be:

- *Creating a usable and flexible event space;*
- *Creating more active retail frontages;*
- *Increasing views into the Square,*
- *Encouraging activity into the Square;*
- *Creating a safe and accessible internal environment;*
- *Increasing the sense of enclosure to the Square;*
- *Removing poor quality buildings and enhancing the setting of notable buildings.*



Figure 5.4 – Word cloud representation of GCC aspirations for Kings Square regeneration project. The three notable word references (flexible, inspiring and relevant) have been used as a baseline context to compare responses from participants under Stage 3 Chapter 6 of this thesis.

Aims and objectives for the Kings Square project derived from the 2019 DAS document included the following points:

- *A place of arrival, orientation and connection*
- *A welcoming, accessible, flexible year-round destination*
- *A confident, vibrant, contemporary public space to amuse and delight*
- *A robust-safe, practical, future-proofed and sustainable design approach*
- *Respond to the wider Gloucester material context*
- *Promote a sense of community and generate a unique ‘sense of place’*
- *Encourage greater footfall through the development and promote ‘dwell-time’ of visitors to the Quarter*
- *Make the most of the inherent site opportunities and history*
- *Integrate seamlessly with the newly constructed bus station and further expand the high-quality public realm design for this next phase of regeneration*

As part of the public consultation exercise for the project 37 written responses were recorded and that the project website received more than 600 visitors although it does not state implicitly that these were unique views, which the Statement of Community Involvement states was 88.1% of 1769 views. An oddity in the data presented shows that 27.67% of visitors to the public website were based in London compared with 22.82% from Gloucester suggesting that developer views potentially contributed to website view count. Consultation took place for three days (27-29/09/2018) in three separate locations in the city based on staffed stand approaches. Comments from the public in terms of sentiment were described as “generally supportive”.

5.3.2 Blackfriars (L2BF)

The Blackfriars Quarter area despite containing the historic Blackfriars Priory is largely dominated by car parking. This is part of the legacy of Jellicoe's 1961 plan for the city as noted under the previous sub-section, which clearly identified the area for several multi-storey car parks. The original GCC regeneration plan for the area was to mirror the typology of development seen at Gloucester Docks/Quays and act as a continuation of this strategy within the city centre. However, socio-economic and political shifts in the city following the 2008 financial crash led to an abandonment of the original regeneration plan (planning reference 99/00029/FUL) and instead the large areas of open air carparking west of Ladybellegate Street were redeveloped as student accommodation (planning reference 16/01525/FUL Phase 1 and 18/00156/FUL Phase 2) to serve the University of Gloucestershire and Hartpury College. The Blackfriars quarter has limited public open space (restricted to small section along Via Sacra, Blackfriars Priory and between student accommodation blocks) and is primarily focused on office space alongside the new student residences. Prior to the 2016/2018 planning applications, the earlier GHURC ARF (2006) described the area specific development principles for the site to be:

- *Cultural, retail and leisure uses should be concentrated around the new space in Blackfriars. This is the priority for creating a new 'destination'.*
- *Lively frontages must be provided wherever new development fronts the square. New uses should be introduced into the Priory buildings and The Fleece Hotel which make them accessible to the public. The priory should be opened up to the new square and to Ladybellegate through the replacement of sections of the wall with railings. Redevelopment of The Fleece Hotel should provide lively ground floor uses.*
- *Residential use should be promoted at upper levels throughout the Blackfriars area. Office use should be promoted through the redevelopment of the existing county council buildings, with residential fronting the waterfront.*
- *A series of pedestrian connections must lie at the heart of any redevelopment proposals. The route connecting the docks to the Cathedral must have lively uses fronting it wherever possible. The streets connecting the city centre to the waterfront must have residential or office frontages to create safe and secure pedestrian routes.*

It is noted that the 2006 ARF also accounts for the creation of a new public square in the area comprising the open air carpark on Ladybellegate Street. This is an interesting fact to consider alongside participant responses in Stage 3 Chapter 6 of this thesis.

In light of the shift in masterplan strategy from 2006 ARF to the 2016/2018 detailed planning applications the updated overarching area specific development principles included:

- *Finalise the new network of streets and spaces designed to reflect the quieter more enclosed green lanes to the busier more open east west street completing the connection between Ladybellegate Street and Barbican Way*
- *Create a network of streets aligned to the wider urban design objectives and pedestrian desire lines of a scale to suit the urban grain*
- *Improve the frontage along Barbican Road with fully integrated screen and railing design wrapping the service stores and railing/upstands against the pavement boundary to complement the conservation area aesthetics*
- *Ensure maintenance and service access needs are accommodated through a shared surface approach to public realm*
- *Ensure a safe route is accommodated to access the music school carpark*
- *Support a sustainable water strategy through maximising planted areas and integration of planting*
- *Extend Phase 1 planting design palette to create a rich tapestry of native and biodiverse planting to support local wildlife and enhance visual amenity*
- *Provide a range of seating environments from the enclosed and intimate to the more open and communal*
- *Create clearly identifiable zones for public, semi-private and private users*

In terms of public consultation, the 2016 planning application DAS (and 2018 DAS) refer to a drop-in day at Blackfriars Priory on 20/09/2016 followed by a wider period from 20/09/2016 to 04/10/2016 for public comment. There are no specific references to the number of consultation responses from the public or how written responses have been translated into the presented design in either the DAS or Statement of Community Involvement.

5.3.3 Gloucester Docks/Quays (L3GD)

The Gloucester Docks/Quays Quarter is often heralded as the beacon of urban regeneration in the city and represents one of the first major interventions in the city centre change away from traditional heavy industry/manufacturing (Williams, 2023). Plans were put forward in early 2000s to redevelop the area under a complex funding model comprising public and private finance investment (Atkinson, 2019 and Williams, 2023) with the Gloucester Heritage Urban Regeneration Company (GHURC) at the heart of the structure. Indeed, a review of Atkinson's (2019) social network analysis model illustrates the degree of interconnectivity and complexity in the regeneration model for the city given the number of actors involved. The site, completed in 2009, comprises modern multi-use commercial, residential, retail and open space set against re-purposed docks warehouses, which were strongly advocated for as an important industrial heritage feature of the area. Similarly, to Kings Square, the term public has not been attributed to the open space given the public/private investment model used to fund the regeneration scheme. The earlier GHURC ARF (2006) describes the area specific design principles for the site to be:

- *New development should reflect the architectural style, scale and language of the buildings and spaces that contrast with the historic grain of the city centre without being pastiche;*
- *Appropriate new uses/conversion opportunities should be found for buildings at risk;*
- *Protection and enhancement of strategic views to the Cathedral;*
- *Protection and enhancement of long distance views across the water meadows;*
- *Quality of design of new buildings within the docks that are appropriate to the historic character;*
- *Retention and interpretation of traditional dock industries such as boat building and repair;*
- *Improving links between the docks and the city centre, and the docks and Gloucester Quays.*

Particular attention was paid to the role of public art installation within the 2007-2009 DAS, which sets out a further level of design considerations specific to the proposed public art:

- *The artwork should be very apparent to the eye, focusing attention on the docks. The scale of the artwork should relate to the overall scale of the surroundings and be appropriate for its dockside location;*
- *An original and innovative work, suggesting an Icon for the docks;*

- *Must clearly signify the relationship and axis between the dock and Kimbrose Triangle;*
- *Be of a scale that is clearly visible from Kimbrose Way/Triangle Acting as a waymarker along the dock edge;*
- *Take into account the significance of views within the docks especially to the Cathedral;*
- *Interact with the public (children and adults);*
- *Relate to the contextual space surrounding the artwork;*
- *Be visible both day and night;*
- *Robust, suitable for an external public environment, and requiring limited annual Maintenance;*
- *Be designed and manufactured in accordance with current H&S legislation;*
- *The artwork should not impede use of the dockside pedestrian route, or prevent access to the Victoria Dock.*
- *The envisioned lighting strategy will further endorse this through sensitive integral or uplighting of the artwork.*

5.3.4 Westgate Street (Cathedral Quarter)

The historic Westgate Street forms part of the central "Cross" of Gloucester alongside North, South and Eastgate Streets and is the main access route to Gloucester Cathedral. The density of historic listed buildings along Westgate Street (n=56) mean the route is of particular heritage significance to the city. However, in contrast, as with many other city centres around the UK the streetscape is occupied by empty shop fronts sitting adjacent to gambling and vape shops. Gloucester has been identified as a priority city as part of the UK Government Levelling Up strategy (9) and as such funding has been made available to improve the heritage and public realm assets of Westgate Street. This is important as it means that the site is on the precipice of change and currently is being consulted on with plans and interpretation strategies drawn up by McGregor Coxall and Wolfstrom Design respectively during February 2023 (10). The earlier GHURC ARF (2006) does not specifically separate out Westgate Street as an independent site but alludes to the need for public realm improvements and ensuring the promotion of the street as a key route through the city from the rail station to the docks.

(9) UK Government, (2023), Levelling Up Fund Round 2: updates to the Index of Priority Places, (<https://www.gov.uk/government/publications/levelling-up-fund-round-2-updates-to-the-index-of-priority-places>) , Accessed 31/03/23

(10) Gloucester City Council, (2023), Cathedral Quarter, (<https://www.cathedralquartergloucester.uk/street-scene/>), Accessed 31/03/23

The aims and objectives set out in the Westgate Street Interpretation Strategy (2023) included:

- Street identification
- Interpretation for heritage elements that exist incl. architectural building footprints and the mosaics
- Historical interpretation at location
- Historical interpretation that is not specific to location
- Cultural interpretation
- Community and artistic interpretation

The interpretation strategy fieldwork conducted in February 2023 involved discussions with 16 participants with an average age of 50. Four participants involved in public consultation were directly employed by the city council or private business connected to city regeneration. Previously consultations in 2022 were held online due to the on-going fallout of the COVID-19 pandemic. Work on Westgate Street streetscape improvements have now finished as of March 2024, post the period of fieldwork conducted in 2023 as part of this research project. Figure 5.4 comprises photographs taken in March 2024 available publicly from the Wolfstrome Design website and have been included for context and comparison with pre-intervention baselines in Figure 5.3. A post occupancy survey has been added to the Cathedral Quarter public website to collect feedback on works. No questions in the survey consider everyday lived experience of citizens but instead focused on specific feedback on interventions e.g. opinion on planters. It is not the position of this research project to undertake a critique of the inventions carried out on Westgate Street, however, from a purely visual analysis perspective, it is clear that the new additions are not immediately obvious when compared with photography of the street during Summer 2023 (Figure 5.3).



Figure 5.4 – Post-intervention photography (Spring/Summer 2024) of Westgate Street (Source: Wolfstrome Design, <https://wolfstrome.place/westgate-street>, Accessed 30/09/2024)

5.3.5 Case Study Professionals Interview Responses

The following sub-section presents the findings from the interviews conducted with case study professionals (CasePro) familiar with the individual locations. Responses have been summarised, extracting key phrases relevant to the question, by CasePro and case study location under each of the nine question headings for ease of review. Direct quotes from CasePros have been used where relevant to highlight key aspects of their response.

Question 1: Could you tell me briefly about the aims, objectives, guiding principles you were working towards as part of the project?

- CasePro1 (L1KS, L2BF) – Culture led regeneration, culture as an essential component of place, activated place
- CasePro2 (L1KS) – Voice to young people
- CasePro3 (Westgate) – High street regeneration, urban greening, climate change, reduce air pollution
- CasePro4 (L1KS) – Property led regeneration, economic regeneration, improvement of physical realm
- CasePro5 (L1KS, L2BF, L3GD) – Social value through physical regeneration, safety, city vibrancy, designing out crime

Question 2: In terms of public engagement and consultation, could you tell me at what point or points in the project timeline information from the public was collected? How was this data analysed and used to inform the aims, objectives, guiding principles for the project?

- CasePro1 (L1KS, L2BF) – Public consultation occurred but could not recall specific dates. Recognized difficulty in attracting young people to be part of process
- CasePro2 (L1KS) – Remembered a feedback event occurring in 2020 with developers and architects but only once design was underway for implementation
- CasePro3 (Westgate) – Started with a survey monkey online questionnaire, several in-person events at the Cathedral Quarters HQ on Westgate Street using postcard response capture. Quantitative focused approach no interviews used. Separate consultant used to create interpretation strategy although CasePro3 did not understand/questioned the applicability of approach used (e.g. if Westgate Street was an animal what animal would it be?)
- CasePro4 (L1KS) – Not directly involved in consultation work and referred me to developer
- CasePro5 (L1KS, L2BF, L3GD) – Public consultations held in empty shop units, felt that online only consultation would not work for demographic of the city

Question 3: Are you familiar with the phrase “lived experience”? (If yes, in your opinion, what is your understanding of the definition, is it important to integrate in urban placemaking and how might it happen?)

- CasePro1 (L1KS, L2BF) – Aware of the term (did not offer a definition) but did not feel that lived experience was considered in case studies, experience is just an afterthought. Felt the approach was focused on a new way of living and relationship with city
- CasePro2 (L1KS) – Aware of term (did not offer a definition) and how discussions around project focused on needs
- CasePro3 (Westgate) – Not specifically familiar with term (did not offer a definition) but related lived experience to usage of place and differences experienced between day/night
- CasePro4 (L1KS) – Aware of term and offered the definition of “so lived experience means designing places that are going to be enjoyed by users, and now whether those users are, are residents mm-hmm. <affirmative>, um, and residents are young people, old people. Mm-hmm. <affirmative>, uh, male, female, multi-ethnic, whatever, diverse, um, or whether they're visitors coming to the city or whether they're businesses mm-hmm. <affirmative>, but it's, it's, so it's designing spaces around the people will use, frankly. Sure. Uh, and that will take the city forward. Mm-hmm. <affirmative>, so that, that's the other thing. It's not just about here and now and what people will use it for today. Mm-hmm. <affirmative>, it's also about how they'll evolve, um, over the forthcoming years of the lifetime of that project.” Emphasised that cost was a driving factor in regeneration and being involved in the project was to provide leadership in city changes
- CasePro5 (L1KS, L2BF, L3GD) – Aware of term and offered the definition: “Well, it's how an individual subjectively experiences a, a space in a certain time and a, and a certain place in their life.” Recognised that there is an emotional component not just physical realm.

Question 4: To what extent do you agree that the project reflects the everyday experience of ordinary/everyday citizens? (Could you elaborate on your answer YES or NO)

- CasePro1 (L1KS, L2BF) – Doesn't reflect everyday experience of citizens but emphasised that it was not for lack of trying by designers. Felt that team could have gone deeper to try and understand citizens and the reasons for disconnect between people and city. Acknowledge that many decision makers do not live in city so debated extent of psychological investment in city and changes that need to happen
- CasePro2 (L1KS) – Felt it aimed to but ultimately does not reflect experience of citizens. Believed project just became a cut through without any public ownership of space

- CasePro3 (Westgate) – Felt they tried to incorporate it into project and spent time looking at details e.g. where would planting block key views. Believed that there are a mishmash of many factors that impacted space and considering everything was “*like trying to shove an octopus in a box*”. Stated that they were doing the work for the people that might use the street
- CasePro4 (L1KS) – Response highlighted role of designer as leader of change rather than lived experience as driver: “*I don't think they have to reflect the everyday experience... So I think our role as a placemaker is, is to take those, those lived experience or those views mm-hmm. <affirmative> from the public, from users, and actually shape them into where we want the city to go. Mm-hmm. <affirmative> now that's not intended to be very sort of top down Machiavellian mm-hmm. <affirmative> that we know best. Sure. But it's, it's just trying to look across the UK at good practise. It's seeing the other demands, the other, um, needs of that space. I talked about climate change mm-hmm. <affirmative>, you know, how do we make this space, uh, resilient in, in climate change terms mm-hmm. <affirmative>, how do we make it affordable?*” Emphasised that looking to the future of the place was key despite views of everyday citizens
- CasePro5 (L1KS, L2BF, L3GD) – Aware that despite demographic of city that designs largely respond to the minority and that many people still feel that place isn't for them: “*I think however meaningful we try to make it is that there are still going to be a vast majority of people that feel like they didn't input into the design scheme, that don't have a stake in the regeneration and probably don't feel the city centre is still for them*”.

Question 5: During the course of the project, were creative language-based approaches used to capture information from the public about the project? Were you aware of any researchers/research company specialising in creative research approaches being involved with the project (If yes at what point)?

- CasePro1 (L1KS, L2BF) – Not aware of research or companies
- CasePro2 (L1KS) – Not aware of research or companies
- CasePro3 (Westgate) – Consultant working on interpretation strategy undertook creative approach but CasePro3 did not understand how that would translate into project on the ground. Emphasised that they were bound by procurement rules in terms of selection of consultants
- CasePro4 (L1KS) – Aware of a company engaged for L1KS but unable to recall name or what they produced. No recollection for other sites.
- CasePro5 (L1KS, L2BF, L3GD) – Not aware of any research or companies. Emphasised that consultation/engagement was driven by a deficit or negative approach (e.g. what don't you like?) and other side of approach was set in the future (e.g. what do you want to see?)

Question 6: To what extent do you agree that having a “middle ground” in urban planning and design as opposed to top-down v bottom-up and using professionals as “facilitators” would yield a better form urban placemaking rooted in human value(s)?

- CasePro1 (L1KS, L2BF) – Agreed with concept and would like to implement it in the city to but unsure on how it would work. Concerned that “usual suspects” or white, elderly and retired citizens that are a loud minority would upset process. Need to represent “today’s ordinary citizen not yesterday’s.” Believed that in the city it is the financial approach more than top-down where developers are given control due to private investment. Role for a type of “facilitator to work with both sides and seen as independent
- CasePro2 (L1KS) – Felt that balance is needed between top-down rigidity and bottom up imagination to deliver projects
- CasePro3 (Westgate) – Highlighted the tension between everyday citizens and use of consultants: “Um, and in terms of managing this, I have found that a tricky thing actually because I can imagine, I think the consultants feel that we are consulting far too much. I think the local people don’t feel we’re consulting enough or not taking their views into account enough. Sure. Um, so I think I’d like to think we have stuck a really good balance on this.” Role for a type of facilitator to work with both sides and seen as independent
- CasePro4 (L1KS) – Understands need for middle ground but ultimately it is private finance that will deliver new places. Felt that within council there is lack of co-ordination to achieve this approach. Additionally, timescales for policy documents leads them to become almost irrelevant once published compared with reality
- CasePro5 (L1KS, L2BF, L3GD) – Agreed that the approach should be used and there is value in role of “facilitator” due to mindsets of professionals: “So I think an answer to your question is yes, I do think that, um, in order to make sure people are involved and those lived experiences are captured and informed design, it is helpful to bring in somebody that acts as a mediator between the two, because quite often you can’t reach people with the right mindset. Mm-hmm. <affirmative>, I think in urban design and planning. Sure. You know, they are very process driven by nature. Um, whereas, you know, what we’re, what we are thinking about is sort of social science and, and, you know, sociological outcomes and, and actually the two mindsets don’t always necessarily match that well mm-hmm.” Emphasised that there is a lack of focus on research and different approaches in urban design and placemaking training: “by the time you arrive in your career destination, you have been programmed to design and think in a certain way. Yeah. And actually there isn’t really any room for subjectivity in design planning by this stage, because that’s not your job”

Question 7: Have post-occupancy surveys or interviews been used as part of the project to gather reflexive information on the changes to the site? (If yes are the results available to share?)

- CasePro1 (L1KS, L2BF) – Not aware of project specific post-occupancy research
- CasePro2 (L1KS) – Not aware of project specific post-occupancy research. Felt that there was a lot of informal discussions e.g. on social media or in the street, which is not captured
- CasePro3 (Westgate) – Will be conducting post-project implementation survey but questions are focused on material issues as opposed to subjective experience
- CasePro4 (L1KS) – Not aware of project specific post-occupancy research. Referenced a longer term creation of residents association set up in L3GD. Highlighted the mindset of decision makers: *"That's always the fear, isn't it, from a, from a policymaker's point of view, you, you've received the funding, you've spent that, you've designed the project, you've delivered it, done it. Yeah. Move on to the next one. So actually, if the public told the manager, said it was completely awful, and, and wrongly, there's a sort of, so what could we do about it?"*
- CasePro5 (L1KS, L2BF, L3GD) – Not aware of project specific post-occupancy research. Believes not much effort put into post-occupancy due to impact of 5 year political cycles and mindset of it being a *"nice to have"* as opposed to important part of reflexive thinking

Question 8: In your opinion, how successful was the project in regards to meeting the aims, objectives and guiding principles? Were there any key obstacles or lessons for future projects?

- CasePro1 (L1KS, L2BF) – Stated in their opinion 50% successful. Delivery of new space not enough if the wider area stands in contrast due to budget cuts e.g. surrounding buildings left unclad and detract from new square. Highlighted tension between private investment that allows for public closure for paid events and free publicly run council events in the context of an already underfunded event programme. Commentary on the absence of nighttime economy in city centre and knock on effects to case study locations
- CasePro2 (L1KS) – Felt it was a success in terms of raising voice of young people in city but contrasted against managing expectations e.g. over promising change and not delivering. Believed it would be better to capture lived experience of citizens before design stage of project

- CasePro3 (Westgate) – Believed project did meet aims and objectives but accepted that inflation costs would result in a pairing back of deliverables. Felt that one failure was the lack of engagement from young people in project
- CasePro4 (L1KS) – Felt L1KS was successful despite issues surrounding use of space for events e.g. poor sound amplification, seating causes separation when large number of people present. Emphasised the wider impact of future scenarios such as opening of University of Gloucestershire city campus and the aspiration of student numbers.
- CasePro5 (L1KS, L2BF, L3GD) – Highlighted L3GD as example of successfully meeting aims and objectives but contrasted with problem of creating footfall through rest of city centre. Felt that projects have been delivered in isolation without considering experience between locations: "I think in terms of urban design and planning, nobody sort of thought, well, let's have a look at the city as a blueprint and what we wanna achieve. Projects have been done in isolation." Believed that regeneration will have lasting affect but it would come at the cost to local people in short/medium term: *"It's already punching well above its weight mm-hmm and it's doing that because it is so meaningful for the city, and it will have a long lasting effect, but it does mean now that everything else will go on the back burner mm-hmm. <affirmative>. And so, you know, things that maybe wouldn't be a priority, walkways, pathways, you know, cultural lamination, housing, those actually things that are more important to the residents of Gloucester than necessarily the tourist destinations and everything else. Mm-hmm. <affirmative>, they won't be the priority necessarily."*

Question 9: Have you heard of the urban room network? (If YES is this something you would consider developing for Gloucester, If NO offer definition and then query)

- CasePro1 (L1KS, L2BF) – Not aware of concept
- CasePro2 (L1KS) – Not aware of concept
- CasePro3 (Westgate) – Not aware of concept
- CasePro4 (L1KS) – Not aware of concept. Believed that the council needs to adapt as an organisation to be more receptive to listening
- CasePro5 (L1KS, L2BF, L3GD) – Not aware of concept. Receptive to idea and promoting it to ex-colleagues still in GCC

5.4 Response to Research Questions and Implications

The information set out within this chapter has been presented to address the aim of examining the application of lived experience in a small city urban case study. This has been achieved through a combination of document review, fieldwork and structured interviews with professionals directly involved with the four case study locations in the city. The evidence gathered from this work stream contributes to answering the research question established in Table 1.0 of Chapter 1 RQ – Why is lived experience not actively being appropriately considered in the urban placemaking process small cities in the following ways.

Firstly, based on the document review and interview findings it is apparent that lived experience in the context of urban placemaking was not incorporated into the case study projects. This is evident from the absence of textual references in planning documents to the term and the difficulty CasePros had in providing a definition. However, when queried about the application of lived experience within the projects CasePros responded from a stand point that the projects had attempted to incorporate the concept although with varying levels of success in reflecting the day to day experience of everyday citizens. This raises an interesting dichotomy in the respect that despite limited understanding of the concept, CasePros defended that their project did respond to the lived experience of everyday citizens, which alludes to a professional defensiveness of work and a desire to portray successful social outcomes as stated implicitly by CasePro4 in Q7. This echoes the work in Stage 1 with urban placemaking and design professional across the UK who also did not demonstrate a coherent understanding of the definition of lived experience or how it should or could be applied to urban placemaking in the UK.

Secondly, it is evident from the CasePro interview findings that macro-economic impacts have led to an obscuring affect on micro-social considerations such as the lived experience of everyday citizens in the planning/design process of professionals. The importance attached to “property led development” or the built environment in the city reflects the findings of Stage 1 at the wider national level in the UK in that human experience is subordinate to physical development. It can be argued that this singular focus on project cost/financing has driven the “islanding” effect of urban regeneration in the city with little to no consideration of the paths and journey between sites, which CasePro5 refers to implicitly in Q8.

Lastly, the absence of creative research companies and approaches to capturing data at the everyday experience level in the city prior to the commencement of the projects, whilst in part related to the dominance of macro-economic aspects, highlights a clear gap for methodological innovation in researching human-environment interactions in small cities or in the context of this project, Gloucester. In order to understand the engagement methods employed within the four case study locations relative to the methods employed in this investigation, Table 5.0 provides a comparative review. The evidence illustrates that normative engagement methods that do not challenge traditional views or utilise lived experience are the dominant approaches.

In terms of implications for the other stages of this research project, there are two key areas for consideration. From a methodological perspective, the processes used for both data collection and analysis need to be easily communicable to decision makers and professionals to prove the “value” in application of lived experience of everyday citizens to ultimately deliver more human-centric places both pre and post project delivery. This should therefore entail fieldwork to examine the how and why of everyday citizens’ experience day to day at the four case study locations. Participants should be selected as representing those who live/work/play in city centre with direct experience of the case study locations as opposed to tourists or temporary visitors. The data collection methods should also take into account the lived experience of everyday citizens whilst journeying between cases study locations to build a more complete understanding of human-city interactions beyond examining the case study locations in isolation as they have been delivered as part of the city regeneration.

From a project proposal perspective covered in Stage 3 of this thesis, the urban case study research has shown that the development of a mediator or facilitator role in urban placemaking is a key aspect that is largely missing in human-environment research in small cities.

This marks the end of the presentation of the case study locations with the following Chapter 6 setting out the findings of the field work conducted during 2023 alongside preliminary interpretative work with summaries following each level of data abstraction. The full detailed interpretative discussion can be found within Chapter 7.

Table 5.0 – Comparison of engagement methods used within the four Gloucester urban case study locations and the method employed as part of this research project

Comparison Criteria	L1KS	L2BF	L3GD	Westgate Street	PhD Method
Duration and Timing	Post policy adoption. Consultation began at RIBA Work Stage 1/2. Three days of public consultation in September 2018	Post policy adoption. Information available from 20/09/2016 to 04/10/2016. Half day of public consultation in September 2016	Post policy adoption. Consultation began at RIBA Work Stage 1/2. One day of public consultation 11/12/2008	Post policy adoption. Consultation began at RIBA Work Stage 1/2. One day of public consultation in February 2023	Method can be used to inform planning policy, RIBA Work Stages 0/1/2 and post occupancy. Work carried out in city centre from February to October 2023
Conducted By	LDA, Consensus and GCC	GCC	LDA	Wolfstrome Design, GCC	Independent Researcher (DM)
Locality of Engagement Consultancy	Private companies not local to Gloucester	Public body based in city but not clear if staff live in city	Private companies not local to Gloucester	Private companies not local to Gloucester. Public body based in city but not clear if staff live in city	Independent Researcher (DM) local to city
Quantitative or Qualitative	Some evidence of qualitative methods in use of word clouds but primarily quantitative, passive survey work	Unable to determine from available planning information	Quantitative survey	Mixed approach with quantitative survey (online) and qualitative fieldwork techniques	Mixed approach with quantitative survey (online) and qualitative fieldwork techniques
Creative or Traditional Approach (McGillivray et al. 2023)	Traditional approach, which did not disrupt normative engagement methods. Workshops with stakeholders not public	Traditional approach, which did not disrupt normative engagement methods	Traditional approach, which did not disrupt normative engagement methods	Creative approach, however, it was not well understood in translating findings into on the ground applicability by GCC or public	Creative approach, which was well received by participants
Target Participants	Public bodies, private organisations and public. 37 written responses to survey	Public bodies, private organisations and public. Unclear numbers reached	Public bodies, private organisations and public. 120 attended one day event although unclear division but stakeholders and public	Public bodies, private organisations and public. 16 participants with an average age of 50. Four participants involved in public consultation were directly employed by the city council or private business connected to city regeneration.	DM worked with 14 participants, 5 case study professionals, 4 community leaders, 3 academics, 3 policy makers, 2 business leaders and 1 MP's office across 2023. Average age of participants was 33 (see Table 5.0 for further details). Method driven by lived experience of individual everyday citizens.
Focus of Questions	Future aspirational asking participants about what they want to see in regeneration	Unclear as no information available on planning portal or from consultants	Future aspirational asking participants about what they want to see in regeneration	Mixed focus with future aspirational combined with figurative imagineering e.g. if this place was an animal what would it be?	Focus on everyday lived experience
Top-Down or Bottom-Up Approach	Top-down	Top-down	Top-down	Top-down	Middle ground facilitator

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Stage 3

Chapter 6

Language of Lived Experience: *Applying the TULE Framework*

6.1 Research Findings and Initial Interpretative Discourse

Working within the structure of the TULE Framework presented in Chapter 4, research findings are presented in this section of this chapter organized by three distinct levels of abstraction: 1) Individual 2) Place Specific and 3) Wider City Level. The RQ governing the direction of data analysis is how can we understand what it is like to be an everyday citizen in a small city undergoing urban placemaking change? Whilst Chapter 6 provides an initial interpretative discourse across the three levels of abstraction it is Chapter 7 that provides the full detailed discussion of findings drawing together the key findings of Chapter 6.

The rationale for the presentation of findings across three levels of abstraction has been derived from preliminary analysis work of field data that highlighted that all participants to greater or lesser extents oscillated in the description/interpretation of their lived experience of Gloucester. This micro/macro interplay at a city level is described by Sepe (2013) and underlines a need to understand this within the context of urban environments. This early analysis was important because it acknowledged that even when focusing on specific locations, people use psychological distance/construal as a means by which to position themselves and make sense of the urban lifeworld. As such, in order for others to understand this particular oscillation in experience scale a presentation of findings should follow from individual to wider city level.

6.1.1 Individual Urban Psychological Distance Pattern (UPDP) Analysis

The aim of the individual level of analysis abstraction is to demonstrate the value in capturing rich detail of day to day lived experience of everyday citizens. The information also provides context to the findings of the second and third levels of analysis abstraction. Deductive themes of abstract and concrete experience and their corresponding psychological distances have been used as a framework from which to organise responses. A clear visual representation of the construal/psychological distance pattern exhibited by each participant across all case study sites and seasons has been set out in Figure 6.1. Within this first level of abstraction and to inform the IPA process, individual participant profiles have been set out in the following sub-section along with relevant quotations to offer unique insight into each participant.

Further interpreting the findings presented in Figure 6.1, there are several important features of the patterns. Firstly, the evidence indicates a strong focus on abstract social construal/distance despite differences across all individual situations. This is followed by a concentration of responses around concrete spatial.

This specific pattern across individuals highlights that there are concrete aspects of everyday city life that have an impact on individual social construal. These themes are explored in detail across each level of abstraction. Secondly, it is possible using this level of analysis to identify the lived experience of specific individuals and the influence this has on their construal of the city. By way of example, P10 was a participant with a registered disability affecting mobility and their repeated responses lead to an analysis that revealed a focus on concrete hypothetical and spatial categories. A more detailed examination of their responses highlighted that concrete aspects of the city that affect mobility are concentrated in their lifeworld so that decisions are pre-planned, such as simply which route to take or avoid.

Lastly, the patterns highlight a means by which to understand that temporality or time is represented as experienced by individuals rather than scientific precision reflecting work by Lucas and Romice (2010) in presenting sensory notation. This is particularly evident for longer term everyday citizens e.g. P2 who traverse psychological distance to position their current experience relative to the past or future of the city.

6.1.2 Participant Profiles

The following sub-section sets out the individual participant profiles relevant to the qualitative investigation and builds on the presentation of individual UPDPs set out in Figure 6.1. This has been achieved through presenting anonymised participant information, specific supporting quotations and initial researcher interpretation of their profile on aspects which are considered to influence their construal of day to day experiences in the city. This step is valuable to overall understanding of lived experience of both place and wider city because it provides context to the supporting quotations that evidence the identified themes. Information presented here elaborates on the basic research recruitment data outlined in Table 4.0 of Chapter 4 and is designed to illustrate the heterogeneity of participants within a group who all have experience as everyday citizens of Gloucester city centre and the changes it has undergone at the four case study locations. Given the embodied common lived experience I and the participants had of day to day life in the city whilst conducting the fieldwork it is not possible to “bracket” my own perceptions and background whilst considering participant responses in isolation and instead follows a Heideggerian interpretative phenomenological approach (Macquarrie ed. *Being and Time* by Martin Heidegger, 1962). As such, the last profile presented in this sub-section refers specifically to my positionality as the project researcher.

Combined Urban Psychological Distance Patterns (UPDP) for all participants comparing normalised interview data analysis for each case study locations across 2023

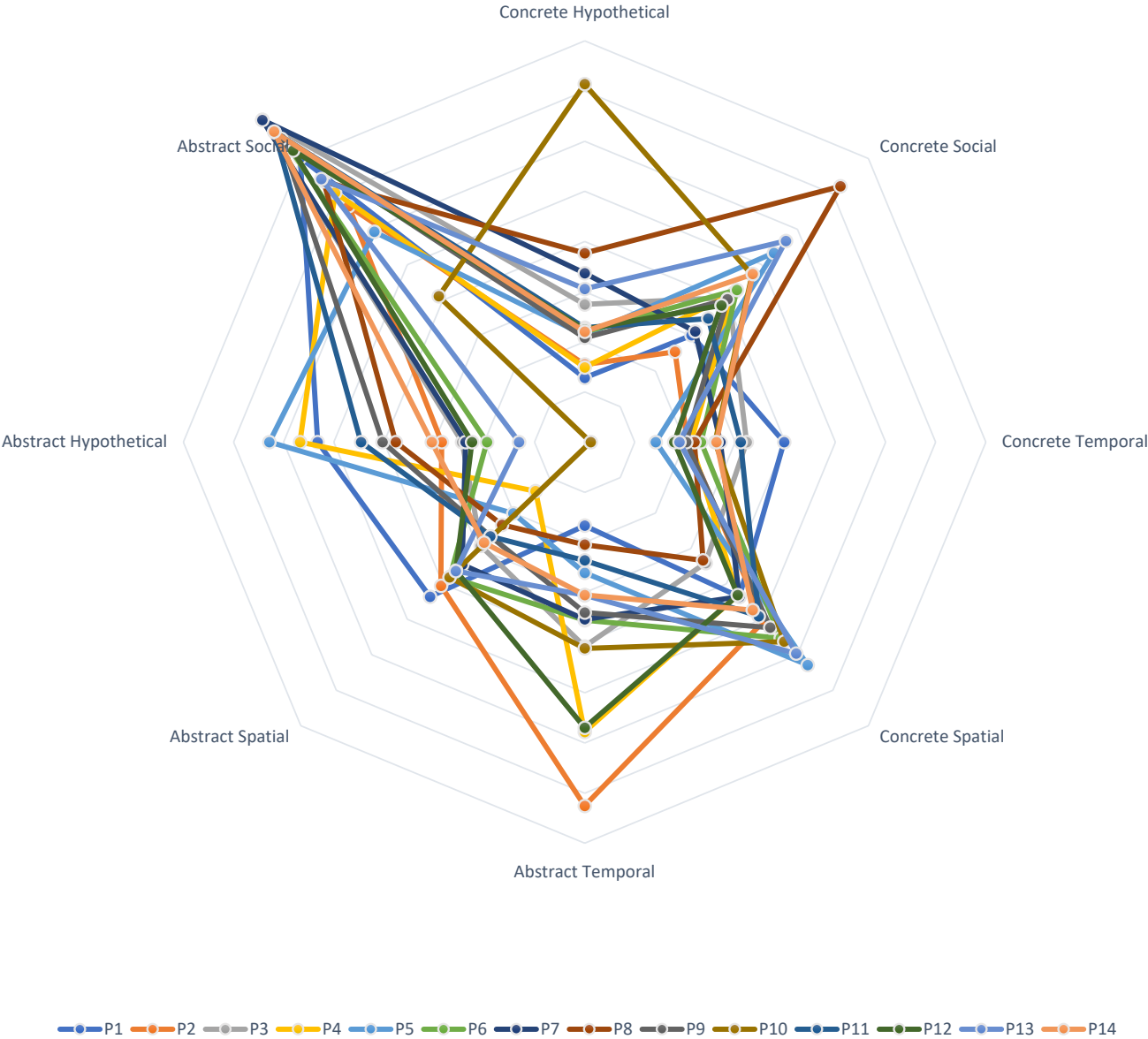


Figure 6.1 – Combined UPDP for all participants across case study sites and seasons. Data was normalised to account for differing interview length and category count. The dominant focus towards Abstract Social for the majority of participants indicates a greater social distance from the self in their responses, alluding to a higher level construal of day to day social city experiences, which suggests a particular impact of other groups e.g. decision makers on their lived experience.

P1 Profile and Interpretation of Lived Experience

Participant P1 is a graphic designer working from a free public co-working facility located at Kings Square. They are a recent everyday citizen to the city centre and made clear during the fieldwork that it was a conscious choice to base themselves in Gloucester as the city aligns with their personal values:

"I want them to be places that sort of like align with my personal aesthetic and visual like mm-hmm. <affirmative>, um, preferences. Yeah. Yeah. Um, and I think if, if, you know, if Gloucester had maybe looked a bit like Swindon, I probably wouldn't have been as interested in getting a workspace here ... This is a cool place"

Building on the description of Gloucester as a "cool place" P1 actively seeks "joy" in their journey through the city responding to the visual cues and prompts the urban environment provides:

"So quite often when I take time, go for to get lunch or whatever mm-hmm. <affirmative>, I will take pleasure in navigating the city in maybe ways that I didn't previously before. So I find another way to go somewhere mm-hmm. <affirmative>, um, when I can do that. Yeah. It feels, it brings me a lot of joy..."

As a self-confessed "city lover" with a strong predilection for the visual, P1 provided an interesting visually aware journey through the city. The act of walking along the route resonated with many day to day experiences for P1 and they were able to articulate this confidently. The particular focus on why/how a journey should elicit joy or fun and the urban social consequences of this perspective strongly correlates with their background in design e.g. construction of graphic stories.

Contrasting this joyful slow journey concept, P1 refers to the idea of how being in a vehicle is akin to "teleporting" through a city. Experiencing the city at speed detracts from P1's day to day lived experience and in part contributed to their switch to public transport during Summer 2023. Knox (2005) contends that this idea of slowness and respect for urban patterns e.g. day to day community life should be respected by designers and actively integrated into urban placemaking processes:

"Elements of daily rhythms ... are all critical to the density of routine encounters and shared experiences that underpin the intersubjectivity that is the basis both for a sense of place and for a structure of feeling within a community." (pg.8)

If the urban environment of Gloucester had an affordance that could allow P1 to experience a deliberate or slow city this would likely increase positivity in longer term abstract beliefs.

P2 Profile and Interpretation of Lived Experience

Participant P2 is a writer working from a free public co-working facility located at Kings Square. They are a long standing citizen having lived and worked in the city centre for extended periods of time over the past 25 years despite breaks in residency. They are nostalgic about their childhood in the city centre contrasting feelings of freedom with the troubled or lacking aspects of the city:

"... but like my means of forgetting them is walking around this kind of urban environment, which I say does kinda represent freedom to me in a weird way. Mm-hmm. Mm-hmm. <affirmative>. But it's also like, I don't know ... You can't really imagine anything fantastic happening here, or I couldn't at the time at least"

These more abstract concepts also contribute to P2 engaging in many discussions related to the concepts of "fairness" in the urban regeneration often questioning who the changes were for and whether it reflected the everyday citizens of the city centre:

"Um, but it's like, well, what are students gonna wanna see? Are students gonna wanna see like a local pub for local people? Are they gonna want see something a bit more studenty? So there's almost more of an incentive to get more modern Yeah. Amenities in, but it's also like, but is that what the locals need? Is that what the locals deserve? Is that fair? I don't, I don't know really..."

As a long-standing everyday citizen of the city centre, P2 offers a distinct temporal perception of the urban regeneration. Due to P2's ability to traverse temporal psychological distance, they were able to integrate abstract concepts such as fairness into the discussion of regeneration because they inherently understood that displacement of everyday citizens is or could be possible having experienced places prior to change.

A particularly interesting interaction with P2 during the course of the fieldwork sessions was when they used the fictional word "Urbomancer" to describe DM's role as an urban researcher. Delving into the meaning of this word it was apparent that P2 valued the research and that it was to imply a sense of trying to "bring to life" hidden aspects of the city across time and space, playing on the meaning of a similar figurative/fantastical role the "Necromancer". There is an intrinsic knowledge seeking aspect to this fictional role, which parallels work by Barbehon et al. (2016) who discuss cities in terms of places of knowledge transfer.

P3 Profile and Interpretation of Lived Experience

Participant P3 is an administrator working for a local public organisation. P3 is a recent everyday citizen of the city centre with a mixed African and Portuguese heritage. English is not their first language but time at international schools means their proficiency is good. They are particularly concerned with local community and feel the loss when it is no longer available or positivity when they do encounter it:

"The, the food van in front of M and S is honestly my lifesaver. <laugh>. I only go here for lunch and like, even though there's M and S right in front of it, I'm like, nah. Mm-hmm. <affirmative>, this lady is independent, she cooks it all fresh, she knows my orders. Mm-hmm. <affirmative>, I love, love, love buying from people. Mm-hmm. <affirmative> who know the city who know everyone, literally everyone..."

P3 contrasts these concrete social examples of positive responses to sense of community with more negative abstract construal of those in "power" in the city and often linked this to the retail presence/offer:

"Yeah. It just needs better people to manage it and sadly enough, the people who manage it, they don't care about the people living here because they never come out to see it. Majority of the people in positions of power in the city don't even live in the city. And I think that's really kind of bad."

Field sessions with P3 highlighted a degree of searching for a place to call home, which is evident in the positive response to community experiences. Their background illustrates numerous significant moves between different countries thus it is understandable that people and community would be an anchoring factor. Conversely, where P3 observed and then later construed power imbalance in Gloucester that impacted their sense of community, which elicited a strong negative reaction against those in power.

This sense of power imbalance between everyday citizens and policy makers speaks to an appearance of general misunderstanding of the impact of decisions on day to day experience in the city and reinforcing a dominant top-down model of place (Platt and Medway, 2022). It could be argued that the nature of small cities exacerbates this imbalance due to their closer spatial and social construction.

P4 Profile and Interpretation of Lived Experience

Participant P4 is a semi-retired office worker working in the city centre. They are a long standing everyday citizen of the city centre and have a particular interest in the urban regeneration that has taken place over the past 30 years in Gloucester and derive appreciation from changes but frustration when it is not realised:

"But again, it seems to take an age to um, you get the sort of frustration and disappointment now. Things do take too long ... But when you get certain projects, yeah. That seems to take sort of an extraordinary long time ..."

However, P4 counters their frustration with an expectation that the future will bring positivity to the city through the act of regeneration:

"I see that it's both very positive, so I do see the future as being sort of positive for this area of the city."

Building on the idea of temporality beyond discussions of the future, as a long standing everyday citizen of Gloucester, P4 provided valuable insight into the temporal/spatial changes to the city over the past 30 years. However, when traversing temporal psychological distance they tended to project into the future instead of regressing to past events. This likely corresponds to their frustration with the length of time involved in changing the city thus they contrast known negative past events with a more positive construal of the future.

P4's active support and prediction of future positivity through regeneration is suggestive of a form of "renewed right to urban life" as considered by Lefebvre in their Writings on Cities (Kofman, 1996). In the context of Gloucester, which as a small city has experienced a prolonged period of urban decline and associated social issues, investment in urban placemaking schemes is a physical manifestation of renewal.

P5 Profile and Interpretation of Lived Experience

Participant P5 is a personal trainer who until recently worked in the city centre. They are a long standing everyday citizen of the city centre and have a goal orientated mind set and that there should be more focus on “teamwork” due to their job:

“...my job is to create communities of excellence and people come and share performance knowledge. Yeah. And they all grow together. Mm-hmm. <affirmative>, they, we, we've come up with a philosophy that they are, if I do well mm-hmm. <affirmative> I'll do well, but actually if I help my teammate out, we'll do even better. Yeah. And it's like common, common sharing. I feel it's kind of been lost a little bit...”

This idea of common sharing raised by P5 also relates to the regular responses to the tangible physical realm identifying various features of the city along the route associating new works with the concept of “care” as this implies a shared endeavour to improve and help everyday citizens:

“Yeah. Um, yeah. It's nice to see. It's, yeah. You walk through here every day, it does feel like it's cared for. It doesn't feel like it's mm-hmm. <affirmative> messy”

The use of the word “messy” to as a counter point emphasises the fact that P5 concretely experiences the disorganisation of space in other parts of the city such as the Gate Streets. Initially P5 was relatively reserved in their engagement with the fieldwork often focusing purely on concrete spatial aspects of the city with closed body language. However, through careful questioning and prompts it was possible to elicit deeper responses linking to their particular interests and work experience. This was noticeable when P5 linked new works to feeling of “caring” for the city, which could be understood in the context of their personal training work that focuses on acts of self-care e.g. diet, exercise.

Building on this concept of “caring”, Viderman and Knierbeln (2019) argue that urban placemaking should seek to value caring and inclusive social relationships over imposed or trivial design at an everyday level. In the context of P5's day to day experience of Gloucester witnessing works that are not “messy” fosters this feeling of city care and an intrinsic acceptance of the acts of those in power to make change. Low (2017) refers to this nexus of place, person and politics as “embodied space”.

P6 Profile and Interpretation of Lived Experience

Participant P6 is a data scientist working from a free public co-working facility located in L1KS. P6 is a recent everyday citizen of the city centre with a Turkish heritage. English is not their first language but time at international schools means their proficiency is good. Their educational background makes them focus on issues around street safety:

"Cuz all my engineer and big brother type of like protective or danger associated senses, all of those senses are triggered by that corner and there's a wheelchair access as well. Mm-hmm. Uh, it's like just a chaos without enough space. Yeah. Next to the T junction."

In contrast to the negative construal of potentially dangerous aspects of public realm, P6 often took time to emphasise the pleasure they derived from aspects of the city and their place in UK life:

"I also tried to live, uh, in a country where, where noises were so disturbing to me personally mm-hmm. <affirmative>, um, so I never really felt that in the UK since, so I moved here mm-hmm. <affirmative> like two and a half years ago. Yeah. So it's been, it's been very pleasant..."

Field sessions with P6 highlighted a degree of searching for a place to call home, which is evident in the positive response to day to day experiences of a small UK city e.g. less noisy than car dominant American cities and less socially intense than Middle Eastern cities. Their background illustrates numerous significant moves between different countries thus it is understandable that identifying positive attributes of a city would be an anchoring factor. Time spent with P6 across 2023 revealed a shifting position on the city particularly as social issues known to impact Gloucester (Townsend, 2022) started to collide with P6's day to day experience of the city centre e.g. drug dealing, knife crime and homelessness.

P6's focus on urban audio cues presents an interesting consideration of Gloucester city centre in terms of multi-sensory experience of urban placemaking. Whilst Jackson et al., (2021) identified physical, sensory and cultural boundaries and sources of social exclusion across the verticality of Peckham, the horizontal nature of Gloucester due to absence of tall buildings/spaces means that everyday citizens and visitors all experience the city from a multi-sensory shared street level. P6's responses to the noises present across the city centre reflect these horizontal boundaries e.g. sounds of day to day activity on gate streets versus a peace and tranquillity at Gloucester Docks.

P7 Profile and Interpretation of Lived Experience

Participant P7 is an accounts manager working for a local public organisation. They are a long standing everyday citizen of the city centre having lived and completed education in Gloucester without moving/living elsewhere thus have a strong understanding of the urban regeneration over past 20 years. They have a youth perspective on city changes and support change that resonates with their values:

"I like to kind of watch the construction just because of the scale of it and mm-hmm. <affirmative> especially the, the forum being built there. Yeah. Um, it's kind of a megalithic structure that is kind of way out of scale of the city..."

In contrast to the macro scale changes to the city, P7 responds positively to the micro areas with graffiti and link this to the concept of "permission" in regards to how they feel those in "power" don't reflect young people thus needing to take matters into their own hands:

"I think, yeah, the idea of permission I think is where as a resident, I don't feel that some of the decisions made mm-hmm. <affirmative> reflect mine or young people's kind of Yeah. Needs and lived experience of the city mm-hmm"

P7 represented the younger end of the participant demographic yet still a long standing everyday citizen through virtue of always having had lived in Gloucester. They are aware of the social issues of the city centre and responding positively to activities such as graffiti, which GCC take a strong standpoint against due to anti-social behaviour. P7 re-framed the "anti-social" aspect to the concept of "permission" suggestive of their own feelings of powerless against decisions of those in "power".

Work by Jungfer et al., (2022) into socio-spatial mapping of local knowledge of Dalston echoes the sentiment expressed by P7, where graffiti gave a voice or permission to express the feelings of powerlessness everyday citizens impacted by decisions of urban regeneration:

"the widely visible graffiti "DALSTON! WHO ASKED U?" was also removed ... It gave expression to public discontent with local policymaking and the processes through which decisions had been made by the authorities." (pg.191)

Just as the sentiment of Jungfer's Dalston quote implies a negative abstract social construal based on distance between policy makers and everyday citizens this is a core theme of P7's lived experience of the city on a day to day basis.

P8 Profile and Interpretation of Lived Experience

Participant P8 is a shop assistant and freelance photographer working in the city centre. P8 is a recent everyday citizen of the city centre with a Brazilian heritage. English is not their first language but time at international schools means their proficiency is good although they accept there is more to learn in order to integrate into local community:

"I feel better. Um, you know, I feel like I'm developing in the language and I can express myself better mm-hmm. <affirmative> and I feel more belonging to the place..."

However, contrasting this sense of community building through language, P8 regularly made reference to the sense of feeling unsafe in the city as a female particularly when walking alone:

"Cuz you know, being a woman, uh, we all, you know, all the time we need to assess the street mm-hmm. Assess the space and assess, uh, the people who are walking..."

Field sessions with P8 highlighted a degree of searching for a place to call home, which is evident in the positive response to community experiences. Their background illustrates numerous significant moves between different countries thus it is understandable that people and community would be an anchoring factor. Conversely, feelings of being unsafe in the city spanned 2023 and contributed to P8 actively looking elsewhere for a place to live. This was exacerbated by negative experiences with access to affordable, quality rental housing. P8 actively construed thoughts and actions of men in the city centre as looking to "target" them. Early shop and café closing times in the city contributed to the sense of being unable to escape situations.

Ross (2016) in their investigation of the lived experiences of women in urban spaces highlighted the role of cultural capital in how women may perceive, feel and interact with public areas leading to avoidance or anxiety if there was misalignment in capital. From time spent with P8 it is apparent there is a disconnect between their own cultural capital and that of the city centre, which likely contributes to the sense of being a "target" beyond that experienced day to day by women in public settings. However, responses of positive experience in Gloucester Docks, which is regarded as being separate to the city centre, illustrate the influence of design choices and on-going private management and maintenance on participant experience e.g. in the case of P8 presence of security

P9 Profile and Interpretation of Lived Experience

Participant P9 is a social worker/team leader for a vulnerable young people's centre in the city. They are a medium duration everyday citizen to the city centre and more familiar with recent changes to the city. Their difficult financial situation causes personal angst, depression and frustrates their ability to interact with city. Their social work gives a focus on many of the wider social issues facing the city with a degree of empathy due to their own situation:

"if you're a gambling addict, I'm luckily I'm not mm-hmm. <affirmative>, you'd have an awful time trying to, um, abstain and walk down South Gate because you've got power, Patty's power on one side, Lad Brooks on the other side, um, to some extent, when you've got, you've got problems of homelessness and drug, serious drug problems and the centre of Gloucester sometimes feels like a trap set, set for hedonists..."

Describing their own feelings of needing to escape their current situation, P9 responded each session to what they describe as their "sacred route" through the city (along Berkeley Street):

"But I can walk down this quiet strip and I can forget it is, it's like a meditation mm-hmm. <affirmative> of sorts to walk along these old buildings, you know, and a sort of a, uh, a sense of, uh, times that have been forgotten, but certainly shouldn't be..."

P9's personal financial and mental health situation directly affects their ability to engage with the city as a consumer, which given the absence of community spaces and strong retail presence in the city centre means limited options for day to day experiences. As a consequence, P9's day to day experiences focus on their journey through the city centre and finding joy in the hidden heritage often diverging into concepts such as escapism and fiction.

P9's thought processes that connected the impact of the physical spaces on social well-being and to extent erosion of the individual echo findings by Lennon (2020) that illustrate feelings by everyday citizens that they are being left behind compared to the physical objects that comprise urban placemaking.

P10 Profile and Interpretation of Lived Experience

Participant P10 is a tattoo artist based at a free public co-working facility located at L1KS. They are a recent everyday citizen to the city centre. Their difficult financial situation and need to work causes personal angst and frustrates their ability to interact with city as they would like to alongside a registered disability that limits mobility, which means a strong focus on how the city is designed:

"I love cobble stones. I think they're beautiful. Mm-hmm. They are just very annoying when trying to get around. Mm-hmm ... the pattern can be distracting in the floor sometimes especially if I'm talking multitasking ..."

P10 regularly identified the need for using a car to navigate the city as someone with a disability and actively avoiding walking short distances because of the design of the route:

"And there's not really much attachment you get from town to the quays. Mm-hmm. <affirmative>, we don't walk it ever. Yeah. We just drive here when we need to."

The combination of personal circumstances and disability strongly influence the day to day experience of the city centre for P10. Initially, discussions were quite difficult with P10 with few deeper responses, however, reflecting on this it was likely that it was in part related to a potential sense of embarrassment due to a perceived lack of interesting activities and restricted mobility. They regularly expressed frustration at their own lack of mobility as well as how the city does not respond to needs of those with limited mobility. P10's day to day experience highlighted the dichotomy in the city of the need to simultaneously reduce cars, improve the urban environment but design inclusively.

Focusing on P10's discussion of mobility raises the concept of the body and movement in day to day lived experience of the city. Kwon and Iedema (2022) propose a kinesthetic approach to design thinking where designers go beyond considering movement as a singular experience and instead look to mind-body connectivity.

P11 Profile and Interpretation of Lived Experience

Participant P11 is a freelance illustrator working part-time from a free public co-working facility located at L1KS. They are a recent everyday citizen to the city centre although grew up attending school in Gloucester. Their experiences living in other countries before returning to Gloucester shape their perception of the city from a negative point of view:

"It's just really frustrating and I, I think I've said this again, but I honestly with, with Gloucester, I just kind of go around in spirals around how frustrating it is that it's not living up to the potential <affirmative> that it makes you feel not at home when you live here ..."

P11 elaborates on this frustration and makes the connection to the role of those in "power", their decision making and the consequence for day to day life:

"I think, you know, that's something that Gloucester city council don't seem to value. Yeah. Or at least address when they're designing spaces mm-hmm. <affirmative>, they're thinking about how to bring people into the city, but not how to actually shape the experience of those people when they're here..."

Across all sessions P11 was able to confidently articulate their day to day lived experience of the city. They often oscillated between the concrete spatial and abstract social highlighting the interconnected nature of the design of places and their social impact. Analysis of their language leads to a suggestion that their frustration is derived from the city not responding to their social needs despite significant urban regeneration investment yet they are not able to physically leave and start elsewhere due to personal constraints and mental health issues.

Exploring the negative abstract construal P11 adopts of those in "power" there is an interpretative stance that considers that they believe the wrong questions are being asked of the city and urban placemaking. This concept of orientation of questioning is examined by Lennon (2020) in their application of Arendtian phenomenology of politics, arguing for equal weighting of other Socratic questions when engaging in urban placemaking:

"Hence, an Arendtian reading of placemaking moves beyond calls for 'dialogue' ... towards a deeper reflection on the importance of world-making ... and consequence of ... transforming the public realm into a commons ... This reading requires greater attention to the ... ways we ask questions about attempts to create and improve place ... for 'how' placemaking should be done is inseparable from ... 'who' does it and 'why'." (pg.463)

This reading on how, who, what and why of placemaking resonates with the understanding of the role of psychological distance and construal undertaken in this investigation.

P12 Profile and Interpretation of Lived Experience

Participant P12 is a student living in the city and studying for a law qualification. They are a medium duration everyday citizen to the city centre but acknowledge that they have moved around a lot when younger due to being a military family. This makes them feel like they do not have a fixed home and that the city design can exacerbate feelings of being an outsider:

"I felt like I couldn't really relate in that way. Mm-hmm. <affirmative>, and I guess that goes to the spaces as well that they create, like if they made more spaces where people were able to interact, get to know each other mm-hmm. <affirmative>, um, then maybe it would make the transition a bit easier for people moving into the city ..."

Limited access to urban green space was an issue that P12 raised repeatedly with comparisons to other cities (Bristol) that had a direct impact on their feelings towards Gloucester:

"... sad to see Gloucester, but you'd think the Gloucester would have more greenery because it's like people who are from outside of Glos think of Glos, the countryside. Um, but it just doesn't reflect that. Yeah. And then Gloucester Park you've got, but that's not that great either..."

It is likely that in this absence of greenspace and the value it has for P12, despite strong connections to the Gloucester they are unable to resolve their identity with that of the city. Their words suggest a desire to belong to a place due to the transient nature of their childhood. They link city design with social impact but from a negative construal of decision makers who in their opinion should do more to invest in people orientated spaces in the city. During the fieldwork P12 was relaxed and spoke fluently about their experiences.

Two key interpretative strands can be derived from P12's responses particularly around city loneliness and the availability of urban green spaces, which Jamalishahni et al., (2023) suggest are interrelated. The lack of both quality community and urban green spaces in the relatively small area of Gloucester city centre clearly affects P12 and their day to day lived experience of the city. This also echoes work by Piga et al., (2023) demonstrating the importance of greenery to the emotional urban experience. Indeed, Heatherwick's (2022) observation that: *"the smaller a place is, the more interesting it is, and the more it engages your emotions and your senses"* can work conversely if places convey a day to day negativity compounding negative emotions.

P13 Profile and Interpretation of Lived Experience

Participant P13 is unemployed and recent returning student to the family home in the city. A long-standing everyday citizen to the city centre despite a brief break whilst at university in Falmouth. They have a particular youth perception of the city and the feeling of social injustice in the changes happening:

"Like you have absolutely no say. Mm-hmm. Or does it feel like you do, maybe you do if you actually seek it out, but most people are just trying to get on with their lives and survive <laugh> mm-hmm. <affirmative>. Um, it feels like a luxury to even be able to think about it ... Like, that's often how I feel walking through here ..."

Limited access to urban green space was an issue that P13 raised repeatedly in regard to the how nature is isolated in the city and how an intentional journey is needed to find larger green spaces to connect with nature:

"But to be honest, usually why I'm going in this direction is because I'm trying to get to only island <laugh>. Okay. Because that's like the nature of it. Like that's the closest bit mm-hmm. <affirmative>, um, where you can actually access a space that feels like an ecosystem rather than just isolated plants."

The absence of greenspace, following time spent with P13, illustrated a confident discussion of the connected social issues of spatiality and power imbalance in the city. P13 believes that investment in the physical realm has come at the expense of creating new green or open spaces in order for people to connect with nature. This echoes work by Church (2018) in their study of retrofitting cities to prompt connection to nature who identifies this disconnect in urban development at the cost of human connection to nature. Initially, their body language was closed in an attempt to appear smaller possibly linked to not wanting to give me the "wrong" answer. However, the act of walking and discussing informally resulting in a more relaxed manner becoming more animated when social injustice or natural world topics surfaced. Exploring P13's responses around access to urban green space and social injustice there is a suggestion that the city's attitude (policy makers) to nature is to isolate and contain it as a setting for development as opposed to a crucial city feature to support both human and natural system wellbeing. Pettorelli et al., (2022) in their report on urban rewilding highlight issues around attitudes to urban green spaces particularly in the creation of more biodiverse spaces over visually manicured amenity facilities. Pettorelli et al., (2022) also present the term "green gentrification" as a concept that could lead to the exacerbation of existing social barriers through the creation of new green spaces. In the context of Gloucester city centre, which already experiences issues with closing existing public open spaces due to anti-social behaviour (e.g. Greyfriars Churchyard), there is capacity for further social division with privately funded new spaces.

P14 Profile and Interpretation of Lived Experience

Participant P14 is a local community worker working with various organisations across the city centre. They are a long-standing everyday citizen of the city centre although strongly believe that their Afro-Caribbean heritage contributes to feeling separate or excluded from the city:

"Well, speaking from the black community or the Caribbean community, we have no political representation at all. So in regards to decision making or anything, we're overlooked and we've always been overlooked."

The sense of separation experienced by P14 is further exacerbated by physical aspects to the city, which in turn speak to a feeling of needing to leave:

"But there's no nothing that brings everything together, whether that be shopping, whether that be art, whether that be events happening or anything. Nothing. Well, I feel that things or people or whatever it is doesn't work together in Gloucester. Everyone's doing their own things or using it as somewhere to just, I don't know, bounce from as a stepping stone. It doesn't feel like a united space."

This defence construal by P14 was initially represented in a wider slightly defensive stance despite agreeing to be part of the fieldwork sessions. Their body language was closed and there was a sense of deflecting personal responses. However, tapping into the under current of social isolation and rejection experienced by P14 (and by extension their community) a deeper degree of feeling became apparent. Following work with P14 they invited DM to attend a Windrush community event (Da Front Room) where the opportunity to speak with ethnic community leaders (who did not want to be formally interviewed) reinforced the findings and observations of P14.

P14's experience of feeling that the city lacks cohesion as seen in their negative construal of *"things or people or whatever"*, speaks to an individual and community disaffection with place. Erfani (2022) highlights that sense of place as a concept is broadly used in a positive manner but equally can be negative if a place does not reflect an individual's values. Time with P14 illustrated varying negative to ambivalent sense of place. Given that P14 refused to use the digital tools to express their day to day experience because they felt very strongly the city did not respond to or reflect them is further evidence of this concept of negative sense of place.

Researcher (DM) Profile and Interpretation of Lived Experience

DM is the project researcher familiar with Gloucester and its urban regeneration having lived locally at various points in time over the past 30 years. DM has also lived away from the area both in the UK and internationally facilitated by having higher levels of academic qualifications and professional experience. The 3 year period of the worst of COVID-19 ramifications led to a combination of professional stress induced burnout and depression, which forced DM to re-evaluate priorities and ultimately choose to pursue the research presented in this PhD thesis.

Addressing the point around ethical research and being an ethical researcher (Vodicka and Risbeth, 2022), DM acknowledges his “privilege” in the respect of the time and resources required to undertake a full time PhD particularly in contrast to those participants suffering financially. DM's experience and education also contribute to this positionality of “white, educated male”. DM was conscious of this throughout the design of the field methodology, participant recruitment and being on site with participants. As such, there was a greater focus on the individual being the source/driver of insight without external unfamiliar factors or equipment that could have introduced a greater distance between participant and researcher. DM's own struggle with mental health led to an intrinsic empathy with participants communicating their own experiences and a constructivist approach to the direction of questioning when emotional responses were expressed.

6.1.3 Individual Level Abstraction Interpretative Summary

By way of drawing an initial interpretation of the findings from the individual level, there are several areas of commonality despite the heterogeneous nature of the participants. Firstly, there are specific repeated instances of concrete spatial references directly relating to the day to day lived experience of participants, particularly from P2, P3, P7, P8, P9, P11, P13 and P14 although present to a lesser degree in others, which can be linked to negative abstract social construal of those in power. For example the concrete spatial description used by P9 whilst we stood near Wetherspoons in Kings Square illustrates how day to day exposure to a particular dominate brand associated with discounted products/service leads to more abstract social negative construal:

“but what Wetherspoons do very well is find, uh, buildings that do have a soul, do have a history, and then gut it and turn it into what is undeniably just the Wetherspoons. I could be in any, spoons in the country and know exactly where I am.” (Extract from P9)

These links are important from the perspective of the feeling of distance between social groups in the city. Related to this are observations participants made to the consequences of poor physical spaces and features within the city on social cohesion and mental health not just individually but on the other social groups separated from them by psychological distance despite being physically present in participant lifeworlds. An example of this link is evident from P3 whilst we walked along Westgate Street who made the connection on the presence of large companies compared with independent businesses and the unbalancing effect on the experience of everyday citizens:

“And the retail and the commerce, they don't prioritise independent thinking compared to what they prioritise big, large corporations. Yeah. And these large corporations are the ones that are just one day gonna take all the money and shut down ...” (Extract from P3)

At a smaller scale of urban experience, participant interactions with myself as the researcher, a notable position of power/responsibility, was interesting in the respect that simply being present with them and employing active listening acted to reduce psychological distance. This resulted in many instances with participants e.g. P6 and P9 feeling a sense of therapy from the sessions.

Secondly, the presentation of experienced time or temporality was an interesting observation where longer term everyday citizens e.g. P2 and P4 placed greater emphasis on abstract past or future experience in comparison to newer everyday citizens e.g. P3, P6, P8, P10 who focused more concretely.

Comparing the experienced time of Kings Square by P2 and P3 despite standing in the same open area at the centre of the square, it is possible to see this difference in temporal distance/construal:

"I got a lot of good memories from hanging out with my friends here and everything, but there was always like there, you know, for every good memory there was maybe like a slight memory of Yeah ..." (Extract from P2)

"Yeah. It's all being ripped out, so it just doesn't give the same energy in the evenings as before where it kind of just fades out a little bit at night. Yeah. It just becomes like a, a walking path." (Extract from P3)

This difference is important in the respect that despite common, here and now, temporal experience for all participants, the longer term everyday citizens are able to temper expectations of change, where newer everyday citizens have greater expectations for changes thus feel more keenly perceptions of being "let down" by regeneration. As an embedded researcher with experience of the changes in the city over the past 30 years, I also understood the tempering effect of lived time but equally through undertaking the investigation how lack of short term interventions left a feeling of continual development without benefit to those of us impacted day to day.

Lastly, experiences of the lack of inclusive social spaces available in day to day life emphasise the impact on longer term negative abstract social construal of the city particularly on P3, P7, P8, P9, P11, P12, P13 and P14. This led to interpreting many responses from participants as experiencing loneliness, which was exacerbating for many individuals where linked to the relative absence of quality urban green space outside of any need for a maintained physical community space. An example of this link between greenspace and isolation was evident during a session with P13 in Gloucester Docks:

"Like that's the closest bit, um, where you can actually access a space that feels like an ecosystem rather than just isolated plants." (Extract from P13)

By interpreting P13's language where "ecosystem" represents social cohesion and "isolated plants" the individual it is possible to derive an appreciation of the sense of loneliness set against the spatial realm. Indeed, my own awareness of urban green spaces meant I had access to respite when needed although due to the poor understanding of these spaces by participants, it was often experienced alone despite being within walking distance (15min) of the city centre.

6.1.4 Place Response Pattern (PRP) and Sentiment Analysis

The following sub-section represents the second “place” level of data abstraction and is organised by case study location presenting the relevant PRP with core/sub-theme quadrants alongside the place sentiment analysis. A full table with thematic descriptions is located in Appendix G of this thesis. Relevant baseline activity panoramic photography for each study location can be found within the corresponding figures adjacent to the site section. Appendix H contains the full urban haiku booklet produced to provide participants with a lasting memory of the project although site specific collections are given under each case study sub-section.

Figure 6.2 below provides an overview of the PRPs for each case study location for ease of direct comparison between sites. Each location PRP is then separately presented alongside the corresponding thematic quadrant, findings, baseline panoramic photography and urban haikus.

Comparative Place Response Pattern (PRP) for all sites and wider city level derived from all participant responses (normalised) recorded during 2023

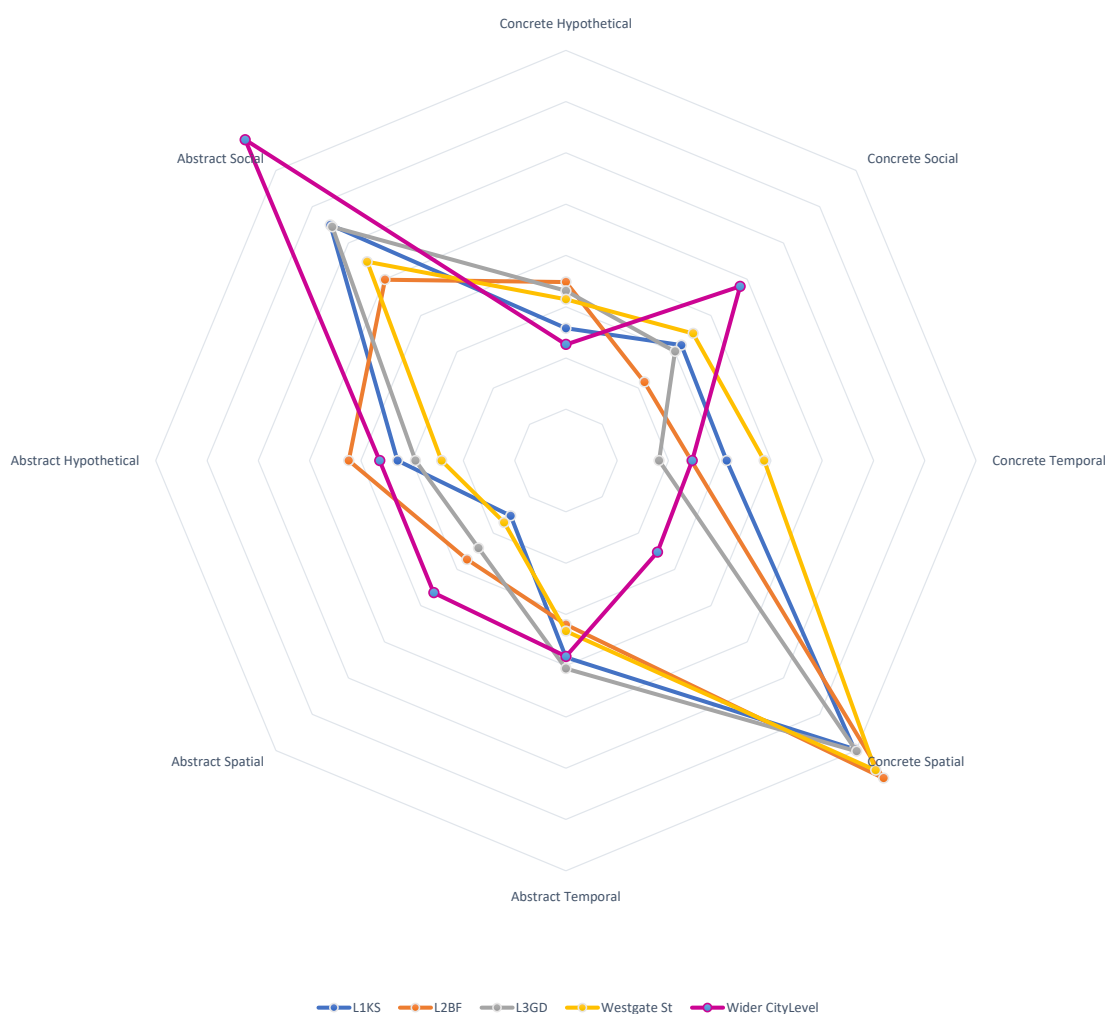


Figure 6.2 - Comparative PRP presenting an overview of each case study location

6.1.4.1 Kings Square (L1KS) Place Response Pattern

The following sub-section sets out the how participants responded in their day to day lived experience of case study location Kings Square (L1KS). Baseline activity panoramic photography is provided in Figure 6.3 below. Figure 6.4 (right) illustrates both the PRP and contextual thematic quadrants relevant to the site.



Figure 6.3 - Example of panoramic photography taken to evidence the activity of people in L1KS across a typical working day, image by author (2023)

Place Response Pattern (PRP) for L1KS derived from all participant responses (normalised) recorded during 2023

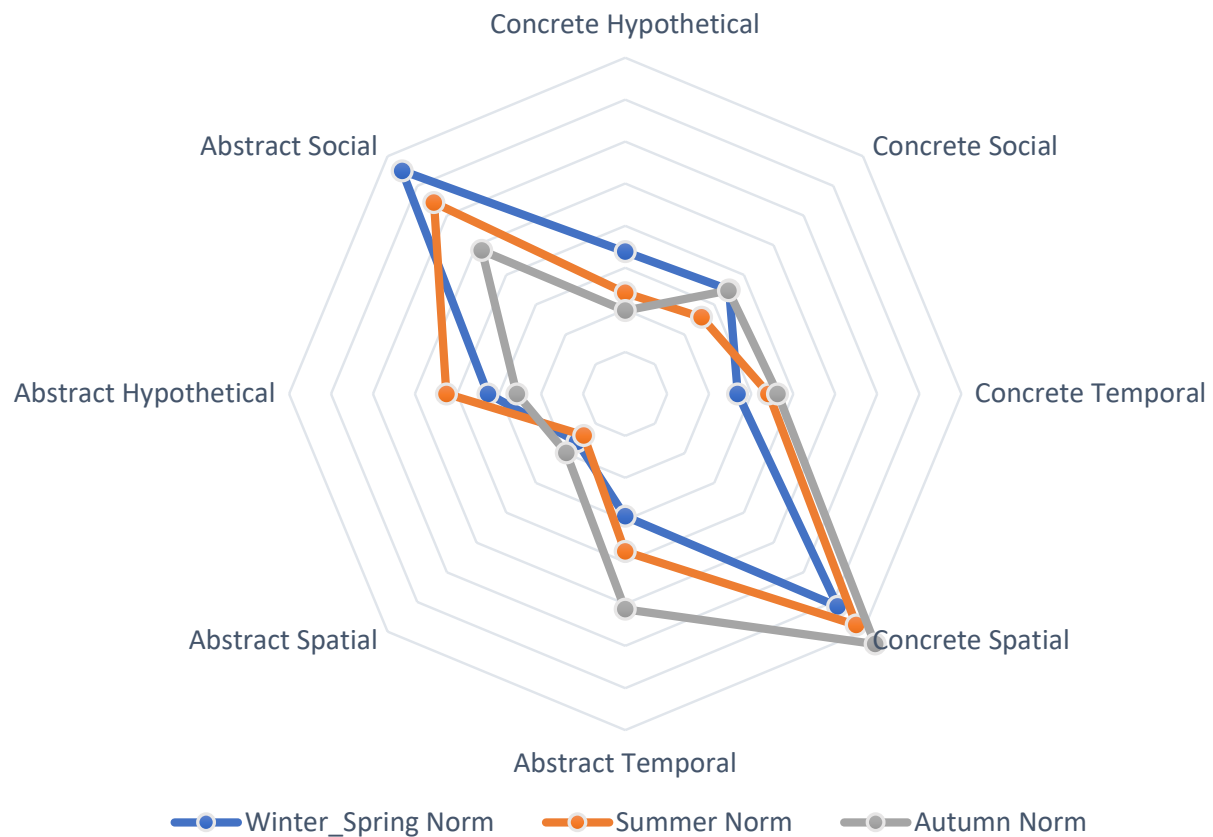
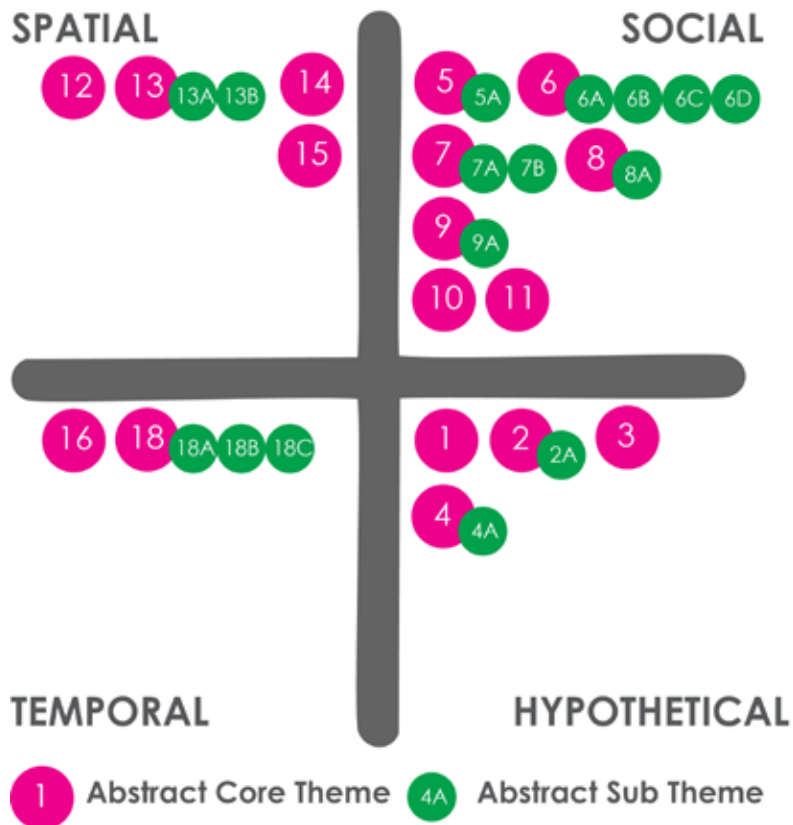
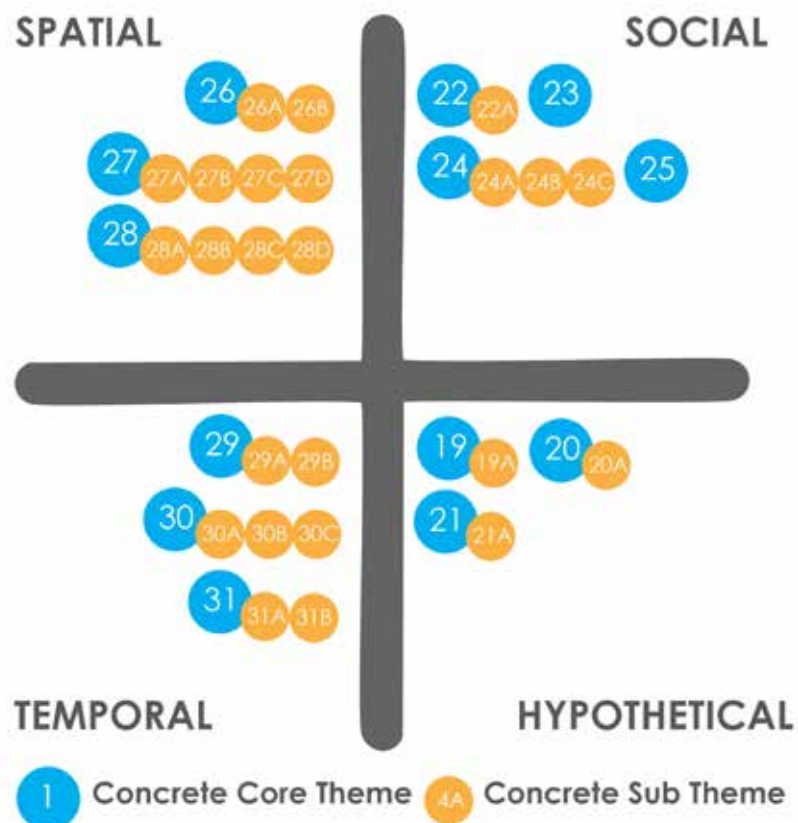


Figure 6.4 – PRP and theme quadrants for case study location L1KS. Numerical values refer to the theme number and are discussed in the subsequent text with full descriptions provided in Appendix G. A high level review of the PRP and thematic quadrants demonstrates a pattern of clustering around the distance/construal categories of abstract social and concrete spatial. This pattern remains broadly consistent across the observed seasons. A detailed reporting of findings organised by psychological distance are set out under the following headings.

L1KS - ABSTRACT



L1KS - CONCRETE



Kings Square (L1KS) Spatial

Core abstract construal themes with responses coded to spatial psychological distance included: 12 – Identity and Purpose, 13 – Space Comparison, 14 – Spatial Memory and 15 – Socio-Spatial Commentary.

Identity and Purpose

Responses from participants alluding to abstract concepts of identity and purpose of L1KS focused on the how the space adapted with seasonal changes and that the generalised concept of non-designated space was important. Shifting across the seasons participants responded to the affordance of L1KS to allow people to imprint their own identity and purpose due to the relative absence of day to day events/activities but availability of non-designated space. Whilst standing in the central open area of L1KS with P1 during the summer session this was evident from their act of sense making:

“And there’s space there and I guess it has made me look at King Square in a slightly different light because maybe what matters is space, if we have the, so so much of like a city is governed by what, what it’s useful for, you know, specifically whether it be business or transport or whatever...” (Extract from P1)

Work by Stevenson (2019) in their study of place based sense of community as a result of street parties echoes the sense making exercise of P1 in that conviviality outside of designated places contributes to social cohesion.

Space Comparison

Responses from participants comparing L1KS to other locations (distant or theoretical) focused on what was perceived as missing from the site (sub-theme 13A) and what other cities (in UK, internationally or theoretically) possess (sub-theme 13B). Nature or general greenery in the context of limited urban presence was identified as a key missing feature of the space despite planting being present within the design of L1KS (see Figure 6.3 for baseline photography). This particularly resonated with P8, P12 and P13 while passing the small planted areas of L1KS:

“What is it? Um, yeah, I think even though there’s like some greenery, it’s all kind of isolated from each other. There’s no like sense of an ecosystem...” (Extract from P13)

Interpreting the language used by P13 there is also a link to more abstract social commentary where isolated greenery is analogous to loneliness as an individual in place.

Where participants used other cities as comparisons with L1KS they would refer to large cities (Birmingham, Liverpool, Bristol) in the context of the scale of the urban regeneration works relative to the size of Gloucester city centre. On-going construction across 2023 in L1KS resulted in an unavoidable day to day influence on participant's lived experience of location.

"um, development like that university campus would've much more impact on the city here than it would sort of planted in the middle of Liverpool or Birmingham ... Whereas you wouldn't notice that such a huge difference in a big city ..." (Extract from P4)

P4's attention to the presence of development in a small city like Gloucester is important in the respect that it highlights a cognisance by everyday citizens of the impact of regeneration particularly form and scale.

Spatial Memory

Responses from participants where they traversed spatial psychological distance to a memory of being in another location focused on not being in L1KS at a non-specific point in time. This was a more nuanced theme and connected to longer standing everyday citizens where change is relative to other places or time periods:

"But I think I picked up on, even as a kid that there was something a little depressing about Gloucester in the nineties. Yeah. Yeah, and I just remember like, this was, it was, it looked so tired..." (Extract from P2)

P2's observation of the state of the physical realm in L1KS at an unspecified time in the past illustrates a more general link between physical environments and their influence on emotional state. This point is further emphasised by the choice of the word "tired" to describe the physical buildings in a way anthropomorphising place as a means of construal.

Socio-Spatial Commentary

Responses from participants invoking a construal that extends from the current spatial location to make a wider commentary on social issues related to L1KS focused on the effect of perceived corporate activity. Brand name companies referenced by participants are located in L1KS but their UK distribution makes the commentary more focused on wider social issues e.g. homogenisation of cities despite the effect on participant's day to day experience. The experience of P9 whilst standing on the opposite side of L1KS looking towards Wetherspoons highlights this influence of brands:

“but what Wetherspoons do very well is find, uh, buildings that do have a soul, do have a history, and then gut it and turn it into what is undeniably just the Wetherspoons. I could be in any, spoons in the country and know exactly where I am.” (Extract from P9)

P9's use of the word “soul” in the context of buildings again is an example of the use of anthropomorphising language to convey an abstract spatial construal as well as the strength of feeling towards spatial elements seen as valuable in the urban lifeworld.

Core concrete construal themes with responses coded to spatial psychological distance included: 26 – Moving Around Space, 27 – Observing The Space and 28 – Reaction To Space.

Moving Around Space

Responses from participants discussing their movements and interactions with the immediate environment of L1KS raised two sides to day to day experience, where an appreciation of the walk through the space as suggested by P1 (sub-theme 26A) was contrasted with statements that the space was just a cut through as suggested by P7. Field observations and people activity tallies of L1KS undertaken across 2023 (Figure 6.5) demonstrated a predominant edge transit pattern (defined as pedestrians walking around edge of site as opposed to through open centre) to people's movement through the space, which would support the suggestion that the space is being used as a cut through:

“So I actually always kind of like getting to this point because for the first time, even though, you know, Kings Square has its issues maybe. Yeah. Um, I'm not just in a transport area...” (Extract from P1)

“I kind of mentioned that I see it more as a transitional pathway and cut through. Yeah. Um, as that's the only use I've actually used it for ...” (Extract from P7)

Exploring the experiences of P1 and P7 whilst moving through L1KS despite the differing sentiment towards the space the language is similar in the respect that it is less humanised and more technical in description. This is relevant to placemaking as it suggests a more abstract psychological distance from L1KS as a result of the concrete spatial experience.

Chart illustrating the change in numbers of people and primary activity in L1KS (Kings Square) across the standard working day based on average values for morning, lunchtime and early evening observations

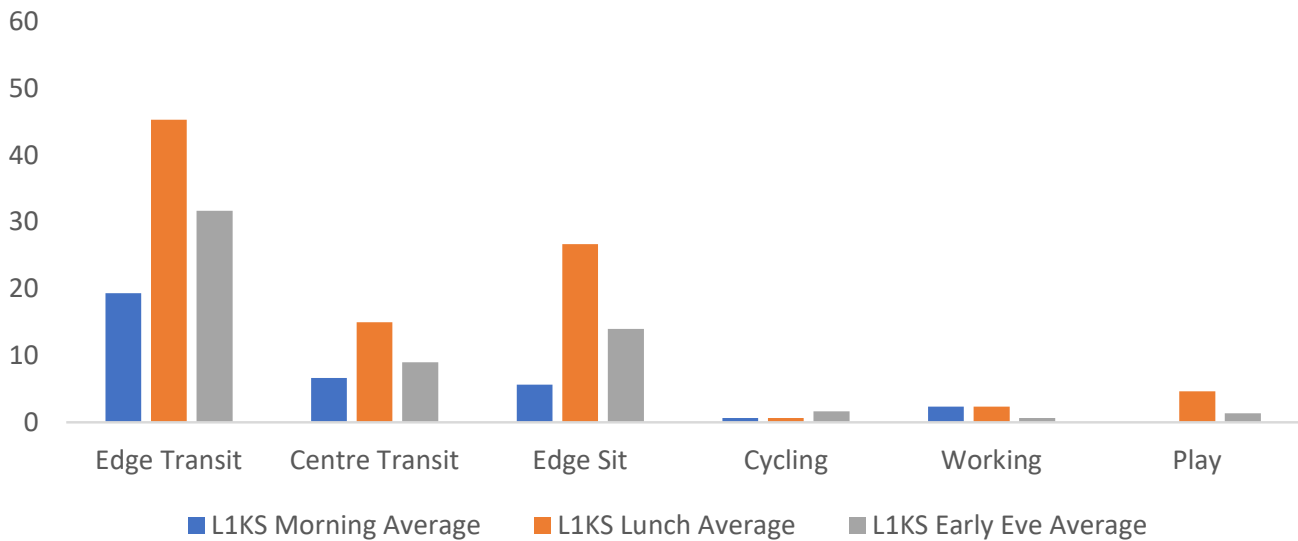


Figure 6.5 – Graphical representation of average people activity in L1KS derived from field observations across 2023. Refer to Figure 6.3 for supporting panoramic photographs of the site

Observing The Space

Responses from participants where they are describing their immediate spatial surroundings of L1KS focused on current conditions (sub-theme 27A), the transformation of the space (sub-theme 27B) and contrasting positions on both active (sub-theme 27C) and inactive (sub-theme 27D) space. Statements concerning current conditions showed simpler linguistic statements and concrete construal of L1KS, however, provided insight into the day to day physical components of the space. Observations such as lack of shelter, architectural features and material use connect to participant day to day lived experience and in turn longer term abstract construal of L1KS usage.

Figures 6.10 and 6.11 present the urban haikus created from the three word hashtags participants recorded during field sessions in L1KS as means of generating a co-created discourse to support the deeper interview audio. The urban haikus reflect findings that participants were naturally drawn to discussions on the changes but despite obvious improvement works participants still felt a sense of emptiness with repeated language of empty, bare and lacking people, which is illustrated in the excerpt shown in Figure 6.6:

“Um, yeah, so as we can see right now, there’s a lack of shelter. Yeah. As we’re walking across the square’s, a big open space, um, the, the fountains are still running...” (Extract from P7)



Figure 6.6 - Excerpt from the wider urban haiku collection in Figure 6.10 illustrating the negative construal of the space through use of language

Both the language in P7's observation and the haiku in Figure 6.6 also suggest that despite the regeneration work simple design features such as shelter have been missed. Further observations of conditions made in the context of L1KS showed that participants notice concrete language and colour associations with budget or sale items.

"Bright red and yellow, that's the colours associated with value and discounts and they're red so they stand out ... also red writing, and there's also a discount brand ..." (Extract from P11)

This is important not just in the context of attempts to improve urban spaces but also the day to day impact on the lived experience of everyday citizens with exposure to concrete negative imagery/language as illustrated by P11 during a winter session near to Iceland in L1KS. Field observations made through the city along the route of the Gloucester Public Realm Strategy (2017) highlighted a recurring pattern of concrete language/visuals that reinforced negative perceptions of the city centre (see Figure 6.40 for photography overlay on city map).

The number of responses focusing specifically on transforming place in L1KS increased across 2023 correlating with the evolving construction process that revealed greater sections of new form. Participants responded predominantly to the materiality, scale of construction and the presence of development:

"It's changing, isn't it? I think it's changing a lot. Where we are now is what a lot of new and developments happening..." (Extract from P13)

P13's concrete construal of the changes echoes other neutral sentiments about L1KS, which is interesting in the respect that it suggests that only physical development is not sufficient to elicit emotional connection.

In terms of observations of activity levels in L1KS, participants predominantly focused across 2023 on how the space was perceived to be inactive. Referring to Figure 6.5 despite the greater activity during lunchtime hours in L1KS without day to day events or active frontages, usage appears low and transient in relation to the available space.

“Yeah, I really do. There’s nothing going on here. So dead” (Extract from P3)

The particular repetition of the word “dead” as seen as P3 is an interesting abstract construal in its own right and suggests a strength of feeling for why there is an absence as opposed to just a statement of fact.

Reaction To Space

Responses from participants eliciting reactions to specific spatial features in L1KS coded within four sub-themes of liking (sub-theme 28A), not liking (sub-theme 28B) feeling of emptiness (sub-theme 28C) and feeling of neutrality (sub-theme 28D). Responses that showed a liking or preference towards specific spatial features focused on the new changes to L1KS particularly the manmade elements as opposed to planting. Given the visual predominance of physical construction and materials in L1KS (see Figure 6.3) for baseline photography) over planting it is unsurprising that participants responded to the spatial features most readily perceivable despite changes in season:

“While you were asking the question, I just took a photo of, uh, the near university building ‘cause it does, it looks nice...” (Extract from P11)

The positive sentiment of P11 towards the evident changes to the old Debenham’s store is suggestive an agreement with the principle of regeneration, which lies at odds with the abstract social Us V Them theme.

Similarly, where responses showed a disliking or rejection of specific spatial features the focus was on the result of the lack of maintenance following delivery of the project. Presence of seagulls, dirty surfaces/buildings and dead plants were all identified by participants in L1KS.

“It’s only because we’ve, that’s a, like, bird poo just as we were walking in. So it’s like, oh, I, I don’t wanna get caught in that. Yeah. But yeah, I still think the shelter’s issue’s still a bit of an issue...” (Extract from P5)

This concrete construal shares properties with abstract social themes of Us V Them as the state of the space is interpreted by participants such as P5, P8 and P9 as intrinsically connected to the “They” groups in charge of the city.

Reactions from participants expressing feelings of emptiness or neutrality were notable across all seasons but particularly in winter/spring directed towards the open area at the centre of L1KS. Figure 6.7 is an excerpt from the wider urban haikus, which also reflects findings of sense of emptiness in participant reactions to the space alongside the audio responses from P1 and P5.

"But the middle feels very empty. Although people are like heading through. It's very, it's very much like a sort of on the way sort of thing rather than, there's no real sense of space..."
(Extract from P1)

"I'm not, I'm still not lured to be here. Yeah. But it's not unpleasant either..." (Extract from P5)



Figure 6.7 - Excerpt from wider urban haiku collection in Figure 6.11 illustrating the reaction of emptiness and neutrality towards L1KS

The use of the language by P1 and P5 alongside the haiku excerpt echoes other distance/construal categories, which add to the wider picture of a space that lacks the affordance for emotional connection as a result of a combination of several aspects from design through to maintenance.

Kings Square (L1KS) Social

Core abstract construal themes with responses coded to social psychological distance included: 5 – Social Commentary, 6 – Us Versus Them, 7 – What Are They Doing, 8 – Who Is This Place For, 9 – Who Made This, 10 – Social Comparison and 11 – They Believe.

Social Commentary

Responses from participants discussing wider social issues as a construal of how other groups are affected in the context of L1KS highlighted the impact of closures (sub-theme 5A) as relevant to day to day lived experience. There exists a cross over with spatial distance as participants particularly P3, P11 and P14 responded to the concrete language/ visuals present in empty units e.g. To Let, For Sale, Closing Down and construed a wider abstract social impact (see Figure 6.40 for photography overlay on city map) by way of communicating their point:

“Again, there’s all these empty shops and I don’t think it’s even set up for local businesses to even be able to get set up in these spaces as it just seems like whoever’s in charge wants to make as much money as they can. So for people to start up, I think it’s very difficult and I think people would rather have the shops empty than give people a chance or try and find a way around it.” (Extract from P14)

As P14’s reference to “people” illustrates is that observed concrete effects of policy on the urban environment have longer term abstract impacts on beliefs of everyday citizens.

Us Versus Them

Responses from participants where their specific use of language e.g. They highlights a construal that other groups are creating a power imbalance or driving separation in the context of L1KS covered four distinct sub-themes of Council V The People (sub-theme 6A), Corporates V Independents (sub-theme 6B), City Maintenance (sub-theme 6C) and Development V The People (sub-theme 6D).

Where participants spoke about their feelings of a perceived power imbalance, the “Council” (often referred to as “They” to imply abstract social distance from participants) was tied to decision making about changes to L1KS both physically and socially. This also has important implications for responses along other psychological distance/construal axis given the intrinsic connections between politics/power and the day to day urban lifeworld.

"And then the council decided to increase their rent and shutdown, which is a slap on the face..." (Extract from P3)

Those participants who used abstract social construal to make sense of perceived decisions of groups in power like P3 focused on the emotive impact on lived experience particularly erosion of community.

Despite anchoring and familiarisation effects of brand/corporate name retail units there was a notable construal of corporate entities unbalancing the urban environment preventing independents gaining representation. This is an issue which is particularly prevalent in small cities due to the relatively small city centre footprint and as such brand/corporate dominance is not easily diluted compared with larger cities. Work by Ekstron and Jonsson (2022) echoes this and suggests that small cities need to lean into their unique selling point as opposed to being reliant models of retail that work for larger cities.

"but it does worry me that in potentially trying to modernise the place, I'm glad that someone's trying on paper, but it's this idea that if you are, I don't know, what do we think of as modern and modern might be like trendy pubs, gastro pubs, trendy retail stores. And I'm like, yeah, but what do the locals actually want or need? I don't know. I mean, you've got Jane's Pantry there, which is a local company selling cakes, old fashioned in terms of the modern high street. And it's like, I dunno, I can't help but think that this row will be the next to go of this row of shops." (Extract from P2)

Interpreting P2's expression of concern about the decisions on changes to L1KS, their use of the word "modernise" highlights the dichotomy of the outcome of regeneration modernisation reflects the pursuit of the new, which conversely sets the scene for existing everyday citizens to be represented as the past. As such, in this polarised language it is understandable where likely feelings of conflict and being erased from place by everyday citizens arise.

City maintenance falls within the core theme of Us Versus Them as it is a specific day to day intervention by the council and private sector, which participants construe as affecting their lived experience because they have no control over the situation but are impacted by whether works are undertaken. In the context of L1KS there is an overlap between this sub-theme and the core theme 9 - Who Made This due to the association with maintenance and place design:

“Oh yeah, absolutely. Like even right now there’s like people cleaning the square, like for tiny, tiny little bits. Even though there’s like gum everywhere, there is like shells everywhere...”
(Extract from P3).

As P3 alludes to in their concrete observation of cleaning of L1KS, the root of the response lies in the negative construal of decisions about the design made by those in power and the consequences for on-going maintenance. A secondary reading of this type of response is how the cleaning of spaces, largely due to private investment, acts a form of invisible barrier to everyday citizens as the act of cleaning is a form of control.

Responses that cite a construal of development acting against everyday citizens is relevant to L1KS due to on-going regeneration works on and adjacent to the site. Participants referred to the effect of construction and change on day to day experience of L1KS.

“But it’s really interesting when you have that battle between when the square is really busy, people, uh, here making noise cuz they’re with their kids or, you know, chatting but still in the background there is that constant construction, so Yeah. Yeah. There, there’s almost a war, a battle between the, the, the citizens making their noise and kind of yeah. Owning the space but drowned out by the, the construction...” (Extract from P7)

The use of the word “war” or “battle” by P7 is in itself an abstract construal around the interpretation of social interaction between groups. Moreover, a further interpretation of P7’s construal is that conflict arises as a consequence of competing interests between groups in the city particularly where those in power are perceived to dominate the space.

What Are They Doing

Responses where participants provided a commentary on the actions of other groups in relation to L1KS focused on either people transiting (sub-theme 7A) or not using the space (sub-theme 7B), which is suggestive of a day to day experience of the place not responding to everyday citizens. This is contrasted with field observations of activity (Figure 6.5) that identified families playing in the L1KS fountains, however, this was limited to days of fine weather and school holidays as opposed to participant day to day experience where participants such as P4 specifically notice the transitory behaviour of others:

“Um, I think the company could have done more to make it more interactive, but yeah. I don’t know why people are just walking through it, like, I guess the, the crap weather. Does it really help that? But yeah, even on a decent day, it’s, it’s not really being, people aren’t being in it. They’re going through it...” (Extract from P4)

P4's observation of the transitory activity of others shares similarities with spatial observations of L1KS adding support to the concept of lack of affordance of L1KS in allowing connections or interactions.

Who Is This Place For

Responses framed as wider statements or questions about the nature of for who L1KS has been designed/built showed participants construed a mental image of new people (sub-theme 8A) as opposed to everyday citizens as it stems from specific experiences. This echoes the broadly negative abstract negative sentiment observed at the wider city level suggesting a commonality in lived experience of urban placemaking in the city:

"I mean, I think all of the building and stuff is not done in a direction that actually considers the people who live here..." (Extract from P11)

The construal of the actions of other groups by P11 echoes findings along other distance/construal axis further emphasising the evident link between the perceived distance between everyday citizens and those in power with the resulting reinforcing of longer term beliefs that places are not for them.

Who Made This

Responses from participants questioning the design and implementation of L1KS in the context of the impact this has on the day to day lived experience of everyday citizens. Participant use of the word They shares similarities with core theme 6 – Us Versus Them in establishing social psychological distance but is specifically construing the thought process (sub-theme 9A) of groups involved in the design and build of L1KS. The completion date for L1KS was May 2022 (wider Kings Quarter on-going) therefore design issues that have developed in the short post-occupancy time offer context to the feelings of participants that learning from the day to day experience would have been important:

"And I'm guessing the same person that made that decision was the same person that made the decision to put the same sort of lights Yeah. In, in, um in King Square. King Square, sorry. Yeah. And it's sort of, uh, it's, it shows how mindless, how out thoughtless it is. It's because Oh, you didn't learn then from the docks..." (Extract from P9)

P9's specific use of the word "thoughtless" is important in two respects, firstly in conveying the strength of feeling towards the consequences of design decisions taken outside of their control but secondly, in the concrete experiences leading to abstract social negative construal of other groups.

Social Comparison

In the context of L1KS, where participants compared social groups or cultures the focus was around how public spaces and citizens interact in other countries relative to the current situation in L1KS.

"Yeah. You know, and this whole square would be intruded upon, but not in a bad way. by cafes and all this kind of stuff. And I was like, yeah, that would be, that would be really, really cool. And I always love that about Paris. And whenever I visit France and visit them, the streets are so much more alive. I mean, partly because French people stop to have coffee every like hour or something. <laugh> and there are places for them to do it..."
(Extract from P1)

The language used by participants suggests a construal of the social affordance a space can offer as suggested by P1 when standing near to Costa Coffee in L1KS in comparison to the present reality.

They Believe

Where participants construed the thought processes of other groups in the context of L1KS this focused on the belief of participants that other groups were largely against the regeneration of the site. This shares similarities in participant construal with core theme 8 – Who Is This Place For but from the perspective of the perceived beliefs of other groups, which are used as a counter stance to that of participant:

"... sort of cost of living or whatever, but there was about, um, the forum development about the hotel, um, and there were people sort of commenting, oh, well what, what's good? What good is that gonna be to us or me ..." (Extract from P4)

A further interpretation of P4's construal of the thoughts of others relates to the idea that everyday citizens are questioning and comparing the value of regeneration relative to their beliefs potentially stemming from a fear of being replaced or displaced.

Core concrete construal themes with responses coded to social psychological distance included: 22 – I Notice, 23 – It Happened To Us, 24 – My Personal Opinion and 25 – Why I Use.

I Notice

Where participants made personal observations about the immediate environment of L1KS, sharing similarities with concrete spatial sub-theme 27A Current Conditions, the focus was on materiality (sub-theme 22A):

"Yeah. There's, it is mostly like rocks and, well, oh, shells. I didn't even realise it was like shells..." (Extract from P8)

The act of noticing the small mundane aspects of the urban lifeworld helped P8 to expand their understanding but also reveals that a design choice was made without consideration of day to day lived experience in the way people interact with the space.

It Happened To Us

Place responses triggered by specific events that happened to participants or their close social group were strongly contextual and in relation to L1KS events involving participants although different across seasons shared a common negative construal e.g. threats of violence, being excluded, problems with pests:

"...we had, uh, slightly unpleasant interaction just a couple of weeks ago where um, uh, someone who was drinking in the Regal chose to uh, uh, kind of took, took issue with one of our, one of the people we share studio space with Yeah. And, uh, led to a slightly, potentially not violent, but there was an altercation, but there were certainly threats of violence ..." (Extract from P2)

By drawing attention to the undesirable aspects of urban life through recounting close personal experience with others, P2 offers a glimpse into another form of conflict between "us" and "them" where opposing elements of existing lifeworlds collide with the erosive effect of regeneration and the changes it brings to place.

My Personal Opinion

Where participants directly expressed their personal opinion or feelings towards L1KS or features within the site these focused on liking because of specific reasons (sub-theme 24A), not liking because of specific reasons (sub-theme 24B) and a neutral expression that something was just OK (sub-theme 24C). A pattern of shifting negative reactions (winter/spring) to more neutral expressions (autumn) was observed across seasons. Positive opinions of participants were justified with reasoning that connected the physical space to its influence on their feelings:

"... but what I do really like is the seating because I like the expanding and contracting thing ... I just think it's like, it makes me feel something <laugh>" (Extract from P13)

P13's positive sentiment whilst not elaborating on the specific feeling was understood to be positive from their body language and laughter. However, it does illustrate that design does exert influence on emotional state.

Negative opinions of participants were justified with reasoning that focused on the consequence of design choices on their day to day lived experience:

"it's not that aesthetically pleasing. Mm. It's just a very flat, dry, grey concrete slab to me ... Um, but ultimately it just seems like a waste of money to me ..." (Extract from P9)

The connection P9 makes between the delivery of L1KS, its design and economic cost is important as it adds evidence to the impact on the abstract social construal beliefs about the place and city.

Neutral expressions of opinion from participants identifiable from their specific use of language and actions during the fieldwork e.g. shrugged shoulders showed a connection between participant feelings and a wider sense of space comprising L1KS:

"... at least here it's, I don't know, I can keep in my own thoughts I suppose to go through the space, so hence it's a neutral space. It's not putting me in that thought process, but it's not pulling me out either ..." (Extract from P5)

The word "neutral" was repeatedly used by P5 to convey their opinion, which speaks to the wider issue concerning lack of affordance for emotional connection.

Why I Use

Where participants expressly stated a reason for using L1KS it focused on the ordinary or daily task of somewhere to have lunch and the positive affect of communal eating/sharing time with close social group. Repeated patterns or routines of behaviour are a double edged sword with positive effects of connecting with others contrasted against the compounding effect of experiencing negative spatial features everyday:

"See, funnily enough, I've not been skating ... but we've been coming here for as a community a lot more. Yeah. And now it's more like an exciting thing. Like we take out, uh, the studio dog down for his regular lunch walk, and then we all come down and eat together. We've had some birthdays down here. We've had some ice cream afternoons, we've had some celebration. Yeah. So I feel like it's coming towards more of a positive ..." (Extract from P3)

P3's positive sentiment in their concrete construal of the lunchtime routine echoes the value they place on the experience of community in place. Whilst P3 and other participants acknowledge the general lack of activity/people in L1KS, by placing intent through community interaction they are able to derive value from the space.

Kings Square (L1KS) Temporal

Core abstract construal themes with responses coded to temporal psychological distance included: 16 – Imagining the Future and 18 – Place Memory.

Imagining the Future

Where participants traversed temporal psychological distance from their current situation to construe future changes to L1KS the focus was on what the urban regeneration would deliver in terms of physical elements but how that would positively influence their future day to day lived experience. Observing this in longer standing everyday citizens such as P2 and P4 they were able to temper expectations of change, where newer everyday citizens have greater expectations for changes thus feel more keenly perceptions of being “let down” by regeneration:

“When the university students start coming through there, I think it would change quite significantly. And the forum. Yeah. So it’d be interesting to see what would happen with this space. Yeah. Going forward ...” (Extract from P4)

Traversing temporal distance into the future is important to understand as it sets P4's present and past lived experience in context. Additionally, there is a link to the more abstract social discussion in that a positive future state is tied to the presence of other groups e.g. students.

Place Memory

Where participants recalled place memories of L1KS without specific temporal indication the focus was on comments on progress of change relative to the past (sub-theme 18A), how for some participants the on-going duration of works gave a sense of lack of change (sub-theme 18B) and that specific good memories of L1KS were recounted although tempered with counter view point (sub-theme 18C).

Commentary on progress of the urban regeneration relative to the past showed an understanding by participants of the length of time involved in changing the site illustrating a need to consider the effect of regeneration temporality:

“... Yeah, because when I left my day job a year or so ago, one of the last things I did in that job was get a tour of the Debenham's building as it had just been purchased. So gutted, abandoned, weirdly, the cafe was still laid out as if no one someone had left five minutes ago. There's still mustard on the table ... There's been a lot of work on it for ages ...” (Extract from P2)

P2's abstract temporal observation of the experience of the duration of works is relevant as it highlights that everyday citizens have an inherent cognisance of the longevity of development, which is often set against promises of short term interventions that are not realised.

Despite obvious on-going re-development within L1KS some participants highlighted how there was a sense of stasis, which similarly to sub-theme 18A raises the need to consider temporality in regeneration and the social consequences of perceived slow progress:

"But sadly there's still a bunch of closed shops. It's like kind of surreal that after all this time, like nothing really has changed in that sense ..." (Extract from P3)

The use of the word "surreal" by P3 is interesting to describe the experience of high street decline as despite being a concrete reality their language implies a strange or dreamlike state where decline is almost normalised by those in power.

Longer standing everyday citizens were able to draw on place memories across a greater psychological distance but specific good memories of L1KS were tied to the social interaction afforded by the site in the past yet countered with the negative construal of the place:

"And I think I just, I, in a weird moment I was like, oh man, that's so in keeping with some of my memories of this area, cuz like, like I said, I got a lot of good memories from hanging out with my friends here and everything, but there was always like there, you know, for every good memory there was maybe like a slight memory of Yeah ..." (Extract from P2)

By contrasting positive place memories with the undertone of negative experience, P2 is conveying the suggestion of duality of place identity echoing findings along other distance/construal axis.

Core concrete construal themes with responses coded to temporal psychological distance included: 29 – Day or Night, 30 – What Is Here Now and 31 – Where Are They Now.

Day or Night

Where participants provided commentary on the diurnal aspects of L1KS day time responses to place (sub-theme 29A) are contrasted and compared with night time (sub-theme 29B).

During day light hours participants responded primarily in regards to the seasonal influence in that summer was key to changing place perception:

"... but if anything, summer, this time of people coming out and being sociable and being more present in the city, which is definitely noticeable from the King square site ..." (Extract from P1)

P1's observation of the importance of seasonal shift illustrates that everyday citizens are aware of the presence of the patterns/routines of other groups in their urban lifeworld, which can also influence personal construal of place e.g. more people, more interaction and increased positivity.

In contrast, commentary on night time hours in L1KS reinforced for participants the sense the area is empty regardless of the influence of seasons and that the physical components of the space were more relevant:

"Yeah. It's all being ripped out, so it just doesn't give the same energy in the evenings as before where it kind of just fades out a little bit at night. Yeah. It just becomes like a, a walking path." (Extract from P3)

Night time shifts in activity patterns of L1KS are part of a wider issue for Gloucester. This is despite the city winning numerous purple flag awards for safety, which is curious given the low levels of activity described by P3. The use of the word "fades" is suggestive of a gradual shift in place identity from day to night.

What Is Here Now

The act of being present in L1KS and observing their immediate surroundings, participants focused on the presence of people (sub-theme 30A), events on the immediate weekend (sub-theme 30B) and the construction work immediately visible (sub-theme 30C). This theme shares similarities with concrete spatial sub-theme 27A Current Conditions but language used by from participants are temporally specific e.g. now, at the moment:

"I'm starting to see a lot more people um, like even right now, like, it's like 11.30 and there's like people already sat here with their kids having some breakfast and stuff ..." (Extract from P3)

The presence of people observed in the immediate present by participants reflects the sense of emptiness that they experience at other points during the day. Figure 6.5 corroborates these observations as it shows how outside of lunchtime hours the activity levels of L1KS are lower:

Given the limited number of public events held in L1KS where field sessions coincided with temporally adjacent activity participants raised this as an observation:

“Was it Saturday before last when there was that giant fox?” (Extract from P4)

Many of the participants in the study were present at the same event recalled by P4 with the “giant fox” as well as myself. The event was from an external company and although there was a sense of gratitude towards GCC for the event it was contrasted with the criticism of reliance on spending funds on companies outside of the city.

The influence of active construction is an aspect of L1KS that impacts day to day lived experience of participants and was raised as an observation across 2023:

“But if it's clearly a new area that, you know, at the moment we're surrounded by construction...” (Extract from P11)

On-going construction was an intrinsic part of the everyday experience of all participants. However, P11's specific use of the word “surrounded” emphasises the extent of the feeling of enclosure by works.

Where Are They Now

In contrast to observing activity in the L1KS immediate present, participants were aware of when there was an absence of people (sub-theme 31A) and the comparison of weekday/ weekend activity situations (sub-theme 31B).

“You know, I quite regularly see it day in, day out during the week and it's not as populated” (Extract from P7)

Absence of activity in the immediate present was a feature across the urban lifeworld of participants and suggests that despite regeneration the lack of focus on short term interventions has on-going impacts on capacity for social interaction.

Kings Square (L1KS) Hypothetical

Core abstract construal themes with responses coded to hypothetical psychological distance included: 1 – Figurative Descriptions, 2 – Speculative Questions, 3 – Suggestion of Change and 4 – Unlikely or Irregular.

Figurative Descriptions

Where participants used figurative language to connect distant concepts to their current location in L1KS by way of expressing their day to day feelings there was a focus on describing the site as like a prison.

"...it looks like a prison actually. So that's very strange. And, and if I may say, although I appreciate this, it's probably not the best harmony between the square itself and its surrounding buildings..." (Extract from P6)

This language by P6 is suggestive of a sense of entrapment which runs counter to the project aim to create a social, convivial place. Indeed, this can be contrasted to the language used to describe Gloucester Docks (L3GD), which saw repeated reference to openness, tranquillity and general niceness.

Speculative Questions

Musings by participants in form of speculative or rhetorical questions/statements concerning L1KS echoed findings from other psychological distances that the place feels empty and lacks activity. Questioning how to generate more use of the space (sub-theme 2A) was noted across seasons:

"I guess in, if you look at it in terms of if that wasn't gonna happen Yeah. And Debenhams was still there, this would probably still be a dead space. Look at other things to how do, how do you engage it..." (Extract from P5)

P5's rhetorical pondering around engagement of space illustrates that everyday citizens are aware in the lived experience of place where an aspect of the design does not resonate or afford value.

Suggestion of Change

Invariably in the course of discussion of urban change despite not directly asking participants future aspirational questions there were suggestions of elements that they would like to change, which were specific to each location. In the context of L1KS the focus was on the desire for greater natural features to balance the hard materials that dominate the space. This echoes responses captured through the urban haikus (see Figure 6.8 excerpt) and baseline photography (Figure 6.3), which shows evidence of the dominance of hard materials in L1KS but also speaks to a wider issue of lack of greenspace in the city:



Figure 6.8 - Excerpt from wider urban haiku collection in Figure 6.10 that illustrates the focus on lack of nature and dominance of hard materials

"Yeah. Like literally like flowers everywhere designed in. I don't know, like it would just be nice to have something to walk through where it's greenery, but it's just all concrete and it feels like a bit of a waste..." (Extract from P12)

P12's suggestion that hard materials are of lower value to nature highlights issues of conflict between "us" and "them" on other axis where expectations of each group do not align.

Unlikely or Irregular

Where participants construed the response of L1KS to usage the focus was on the absence of events or daily forms of visual interest. Participants did not suggest what types of event or daily entertainment should be used but instead spoke more generally of the effect of the absence suggesting L1KS was not being used (sub-theme 4A):

"...but the interesting thing is it's not a daily or perpetual thing Yeah. That, you know, there's, the space isn't perpetually filled with, with different activities and, and kind of intrigue in what's going on..." (Extract from P7)

The irregularity of events in day to day city life correlates with other psychological distances that suggest emptiness or feeling of lack of social connectedness.

Core concrete construal themes with responses coded to hypothetical psychological distance included: 19 – Activity in Place, 20 – Likely Change to Place and 21 – Likely Impact of Weather.

Activity in Place

Where participants were able to concretely describe their activities in L1KS the focus was on how they would just transit through the space (sub-theme 19A).

This correlates with other psychological distances where the impacts of closures, absence of activity and lack of social interaction create day to day situations where participants operate automatically walking through L1KS without consciously engaging with the space. Field observations presented in Figure 6.5 corroborate participant experiences with people transiting along the edges of L1KS being the dominant activity:

"...it feels longer than it is when you're walking across it. Yeah. When you start walking, you're like, oh yeah, it's just across the square and then you're halfway and you're like, oh my God, the square..." (Extract from P10)

P10's mobility issues highlight that there are groups whose everyday lived experience of the space is almost hidden to groups in power, which is even more acute when those without mobility issues raise similar concerns about space design.

Likely Change to Place

In the context of L1KS the impact of new development (sub-theme 20A) was the focus for likely changes to the site. On-going development across 2023 and during each field session was evident and offers an explanation for participant responses:

"And the forum behind is nearly built, so it's a bit less of an eyesore and more of a, a hope for something..." (Extract from P3)

Expectation of the near completion of works and the start of a new period of urban life emphasises the daily impact of construction on everyday citizens.

Likely Impact of Weather

Where participants concretely construed the impact of the weather it revealed a particular focus on the affect of poor weather (sub-theme 21A). The physical open design of L1KS meant that during field sessions where the weather was poor it resonated with the day to day experiences of participants who were unable to interact with the space as they would have wanted e.g. due to lack of shelter:

"It's just very windy. It's an open space and uh, you know, there's no protection or anything if you want to spend some time here..." (Extract from P8)

For those participants who referred to the importance of social interaction such as P8, the impact of the physical environment on the affordance of social cohesion is particularly evident.

6.1.4.2 Kings Square (L1KS) Sentiment Analysis

The sentiment pattern for L1KS illustrates a broadly similar pattern across winter/spring and summer with dominant foci on abstract negative and concrete negative construal/distance. A combination of factors evident within the abstract and concrete psychological distance categories likely contributed to the negative construal of L1KS such as observing the space being empty, lack of shelter during inclement weather, design choices and perception of lack of care for everyday citizens by decision makers. The shift from overt negative sentiment towards concrete neutral during autumn is an interesting evolution of the response towards L1KS. Examining external factors, Autumn 2023 experienced a longer period of warmer weather which allowed more interaction with the largely open, exposed design of L1KS. Specifically, the interaction with the site was social in nature as opposed to the influence of events, activities or new retail offering, which had remained unchanged (and limited) across the fieldwork period.

Sentiment analysis by concrete and abstract construal category for L1KS derived from all participant responses accounting for seasonal change across 2023 (normalised data)

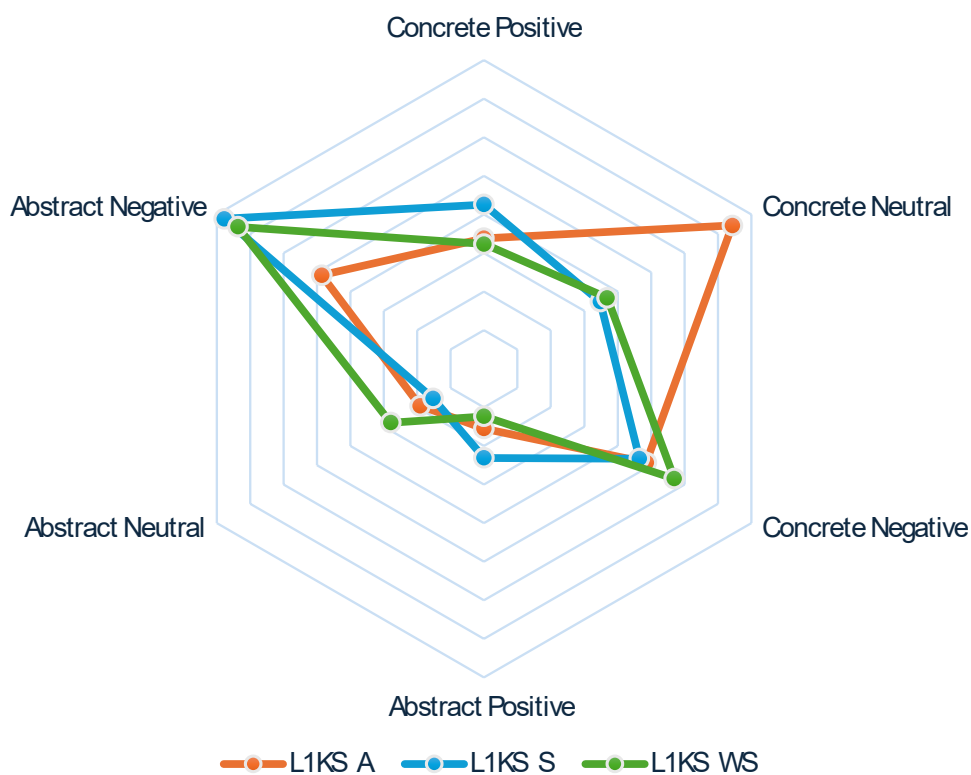


Figure 6.9 – Sentiment analysis for case study location L1KS. The pattern of sentiment is broadly similar during winter/spring and summer split between foci at abstract negative and concrete negative construal/distance yet shifts to being more concrete neutral during autumn.



Cold evening chill
Grey buildings hide life
Wet concrete underfoot



Freedom remembered
Disconnect from the here and now
Strange juxtaposition



Kings Square finished
Skate routes unplanned but found
Corner marks start



Bland urban scenes
Concrete dominates eye lines
Iceland clings on



New obstacles created
Restriction where once flow
Meandering only option



Continental cafe culture
Social life a pleasant distraction
Intrudes on function



Contrast hidden
In changing weather revealed
Colour appears

Figure 6.10 - Urban haikus created from the three word hashtags written to accompany the site photography by participants for L1KS (Winter/Spring). The first word of each line of the haiku reflects the hashtag choice by participants

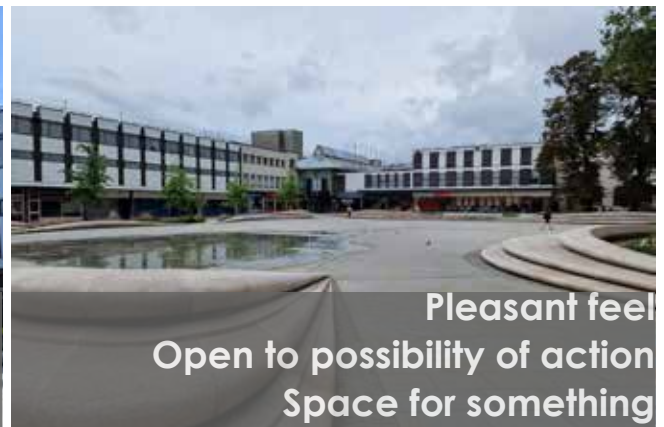


Figure 6.11 - Urban haikus created from the three word hashtags written to accompany the site photography by participants for L1KS (Summer/Autumn). The first word of each line of the haiku reflects the hashtag choice by participants



Figure 6.11 - Urban haikus created from the three word hashtags written to accompany the site photography by participants for L1KS (Summer/Autumn). The first word of each line of the haiku reflects the hashtag choice by participants

6.1.4.3 Kings Square (LKS) Place Level Abstraction Interpretative Summary

The following sub-section presents a summary of the key interpretative findings relevant to Kings Square. Firstly, the repetition of the emptiness associated with the site across all seasons from a range of participants speaks to deeper experience of pre-reflective choice to avoid using the site beyond automatic day to day needs e.g. going to lunch. This is supported by the complementary sentiment analysis that illustrates a broadly negative sentiment to the responses recorded and illustrated by P7 whilst describing their usage of the space:

"I kind of mentioned that I see it more as a transitional pathway and cut through. Yeah. Um, as that's the only use I've actually used it for ..." (Extract from P7)

Additionally, referring to Figures 6.10 and 6.11 setting out the urban haikus relevant to Kings Square, it is possible through the language used by participants, alongside my own interpretative CAP construction of the haiku to capture their sentiment in the moment, to see the direct concrete construal of a space not being used. Crippen (2017) in their consideration of intuitive cities and study of pre-reflective response to urban environments argues that individuals value different features depending on what can be characterized as aligning with the four psychological distances of CLT. Indeed, earlier work by Jelic, (2015) also supports the need to consider the pre-reflective and that it is our embodied selves that allow for emotional connectivity to architectural features.

Secondly, day to day direct experience and concrete construal of the on-going construction work across participants and seasons highlighted an imbalance in short term benefits versus long term delivery of urban regeneration. This was evident across the temporal psychological distance category leading to a necessary projection into the future by most participants as an exercise in "imagineering" a better future when Kings Square is experienced as complete and delivering the affordance of emotional connectivity. Referring to Figure 6.12 from the urban haikus the language used by participants emphasises this construal of gradual, slow or even static change to place.



Figure 6.12 - Urban haiku excerpt from wider collection in Figure 6.11 to illustrate temporal experience of regeneration by participants.

Thirdly, the recurring focus on abstract social psychological distance between everyday citizens and those in power (including corporate entities) was strongly evident for Kings Square. This is evident in P14's description of the impact of closures and their construal of why this continues to affect everyday citizens:

"Again, there's all these empty shops and I don't think it's even set up for local businesses to even be able to get set up in these spaces as it just seems like whoever's in charge wants to make as much money as they can. So for people to start up, I think it's very difficult and I think people would rather have the shops empty than give people a chance or try and find a way around it." (Extract from P14)

By linking decisions by those in power to the delivery or management of the space, participants again were demonstrating the evolution of direct negative concrete spatial construal of Kings Square into longer term abstract negative social beliefs. This is important from the perspective of decision makers because it illustrates in a manner that can be tracked across time that even small design decisions can have lasted impacts on the lived experience of everyday citizens.

Lastly, the way in which participants interact with the space and the way they describe this through their linguistic responses and media captures also serves to reinforce the largely negative construal of Kings Square, which is an important point by Dines (2018) in their urban ethnography of street language:

"People's multiple uses of urban space are articulated through their active use of language, which in turn is rendered intelligible by the broader practices and beliefs that shape urban life in a given time and place." (pg.965)

Dines reference to beliefs is important as it has been through the use of CLT as a complementary technique in the overall methodology to reveal how concrete day to day construal leads to longer term beliefs about the city.

6.1.4.4 Blackfriars (L2BF) Place Response Pattern

The following sub-section sets out the how participants responded in their day to day lived experience of case study location L2BF. Baseline activity panoramic photography is provided in Figure 6.13 below. Figure 6.14 (overleaf) illustrates both the PRP and contextual thematic quadrants relevant to the site.

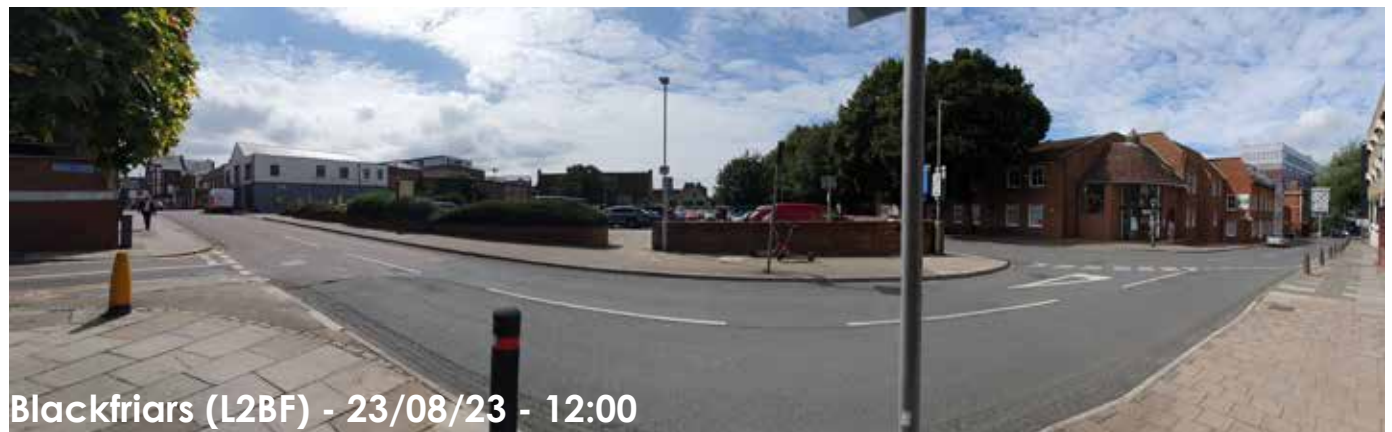


Figure 6.13 - Example of panoramic photography taken to evidence the activity of people in L2BF across a typical working day, image by author (2023)

Place Response Pattern (PRP) for L2BF derived from all participant responses (normalised) recorded during 2023

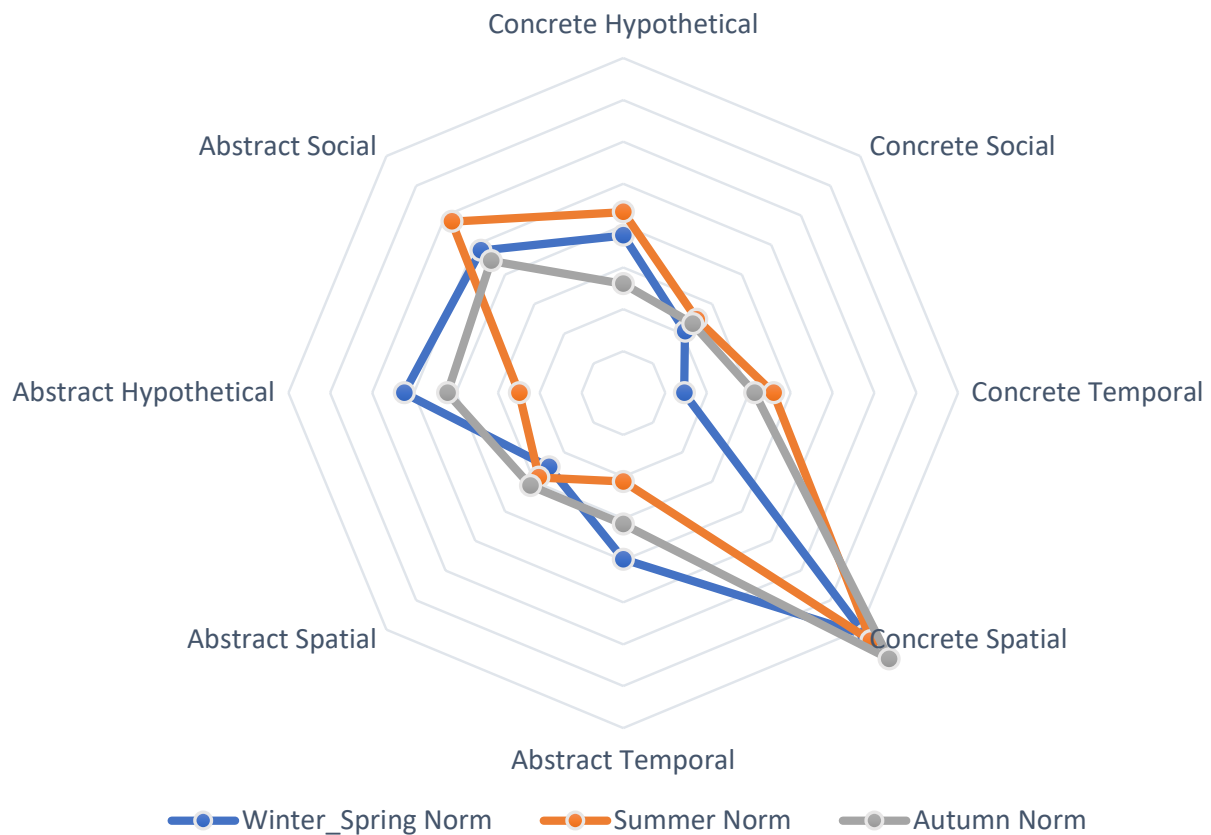
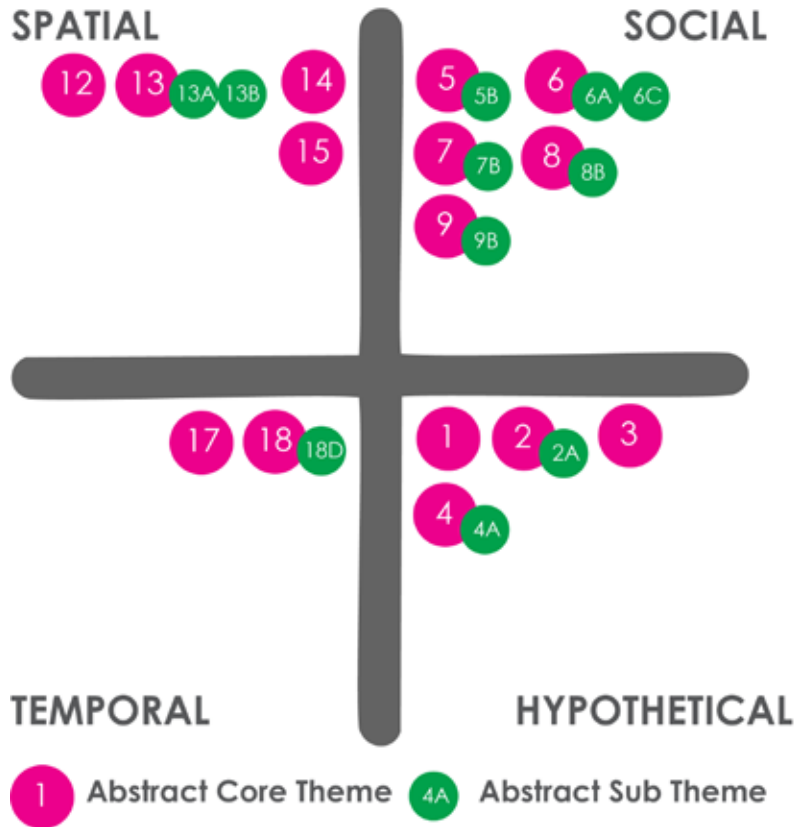
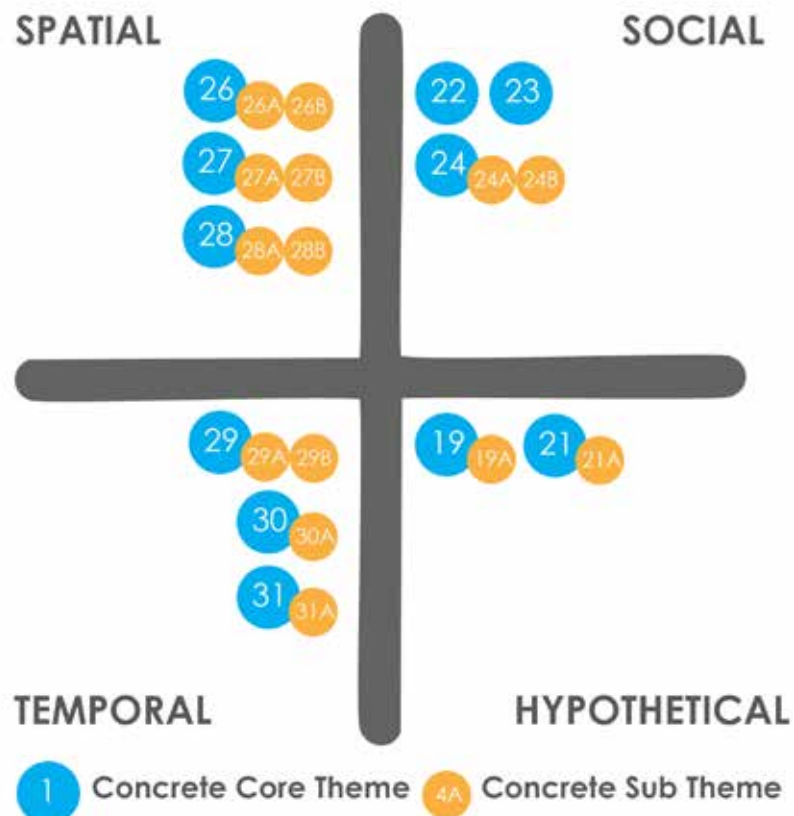


Figure 6.14 – PRP and theme quadrants (overleaf) for case study location L2BF. Numerical values refer to the theme number and are discussed in the subsequent text with full descriptions provided in Appendix G. A high level review of the PRP and thematic quadrants demonstrates a pattern of clustering around the distance/construal category of concrete spatial. This pattern remains broadly consistent across the observed seasons. A detailed reporting of findings organised by psychological distance are set out under the following headings.

L2BF - ABSTRACT



L2BF - CONCRETE



Blackfriars (L2BF) Spatial

Core abstract construal themes with responses coded to spatial psychological distance included: 12 – Identity and Purpose, 13 – Space Comparison, 14 – Spatial Memory and 15 – Socio-Spatial Commentary

Identity and Purpose

Responses from participants alluding to abstract concepts of identity and purpose of L2BF focused on the perceived hidden nature of the heritage of the area despite overall lack of purpose or identity. Reflecting on the choice of hashtag words used to describe day to day experience of L2BF a connection between the perceived hidden heritage and its potential for placemaking is revealed and illustrated in Figure 6.15 as an excerpt for the wider haiku collection:



Figure 6.15 - Excerpt from urban haiku collection in Figure 6.22 to illustrate use of language to describe perceived hidden nature of L2BF

"...it was completely hidden. You know, I just walked past it and why I don't think, you know, and then it's so weird when you go like, there's these, these these places of like quite intense history and a very, very nice physically beautiful buildings and they're kind of oddly invisible even though I'm kind of staring right at it." (Extract from P2)

Interpreting the language of the urban haikus and P2's construal of L2BF in contrast to the historic Blackfriars building, it is possible to understand that despite the surrounding negatively perceived urban environment there are specific elements of value. This value then extends to a construal of potential that could be achieved if this hidden nature was revealed.

Space Comparison

Responses from participants comparing L2BF to other locations (distant or theoretical) focused on what was perceived as missing from the site (sub-theme 13A) and what other cities (in UK, internationally or theoretically) possess (sub-theme 13B). The lack of colour was identified as a missing feature of L2BF, which is evident from field observations with a limited colour palette in the site (Figure 6.9):

"Cuz there's so much concrete, there's so much brick there's so much gravel yet there's so little colours..." (Extract from P3)

Lack of colour was particularly relevant in the lived experience of participants who were from other countries such as P3, P6 and P8 and illustrates the impact of negative concrete construal on longer term belief about a place.

The dominance of carparking in L2BF relative to other purposes focused discussions with participants who used examples of other cities with similar carparking issues to emphasize their experience:

"It's an ugly space. It's a between space, it's a wasted space. And car parks are what happened. When you've run out of ideas, there's nothing else to do, basically it's cheap. I went to Christchurch in New Zealand after the earthquake and they've got some buildings toppled and so didn't have the money to build new ones. So they're just car parks. It's more car park, one of the smallest populations on the planet and more car parks and they know what to do with..." (Extract from P2)

P2's strength of reaction towards the carparking facility e.g. ugly, cheap, wasted echoes many other reactions from participants. The fact they use a physically distant example to make their point is interesting but does not detract from the negative sentiment directed towards those responsible for its implementation.

Spatial Memory

Responses from participants where they traversed spatial psychological distance to a memory of being in another location focused on not being in L2BF at a non-specific point in time. This was a more nuanced theme and connected to longer standing everyday citizens where change is relative to other places or time periods but the influence of carparking on L2BF is recurrent across distance categories:

"I don't know, that's just one of my memories of Gloucester. It's like a lot of these kind of like, like almost like nobody's spaces where I'm like, well, who, who is this for?, you know, well, apart from cars really, which of course is, you know, you can't escape." (Extract from P2)

The description of the space belonging to cars as stated by P2 is important in respect to the affordance of L2BF to accommodate a new identity and values more aligned to human activity.

Socio-Spatial Commentary

Responses from participants invoking a construal that extends from the current spatial location to make a wider commentary on social issues related to L2BF focused on the effect of walls acting as psychological barriers. This is relevant to L2BF due to the separation created by walls around the carparking areas but more widely as an urban feature acting as socio-spatial boundaries:

"Yeah, it is. I cuz I think, um, I say about walls being barriers, which is obvious you know, the, the height of it, psychologically..." (Extract from P4)

P4's commentary relating to psychological barriers is important as it relates to the wider discussion of the site and contributes to the sense of placelessness.

Core concrete construal themes with responses coded to spatial psychological distance included: 26 – Moving Around Space, 27 – Observing The Space and 28 – Reaction To Space.

Moving Around Space

Responses from participants discussing their movements and interactions with the immediate environment of L2BF raised two sides to day to day experience, where an appreciation of the walk through the space (sub-theme 26A) was contrasted with statements that the space was just a cut through:

"It feels very car based rather than pedestrian based here rather than at the crossing. Um, yeah, it does feel like this is where you drive to and then you go somewhere else rather than you just walking around here." (Extract from P10)

Field observations and people activity tallies of L2BF undertaken across 2023 (Figure 6.16) demonstrated a predominant edge transit and driving pattern to people's movement through the space, which would support participant experiences like P10 that the space is being used as a cut through with a focus on vehicles

Chart illustrating the change in numbers of people and primary activity in L2BF (Blackfriars) across the standard working day based on average values for morning, lunchtime and early evening observations

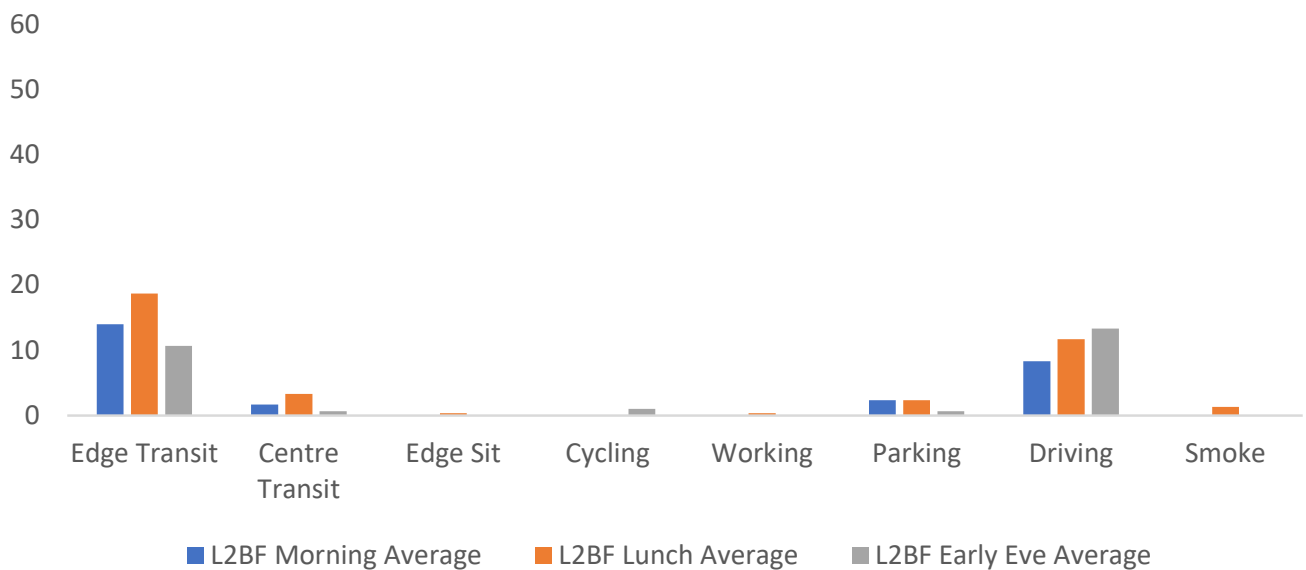


Figure 6.16 - Graphical representation of average people activity in L2BF derived from field observations across 2023. Refer to Figure 6.13 for supporting panoramic photographs of the site

Observing The Space

Responses from participants where they are describing their immediate spatial surroundings of L1KS focused on current conditions (sub-theme 27A) and the transformation of the space (sub-theme 27B). Statements concerning current conditions showed simpler linguistic statements and concrete construal of L2BF, however, provided insight into the day to day physical components of the space. The impact of the central Ladybellegate Street carpark was evident on participants, which is mirrored in other psychological distance responses. Further supporting this observation, the urban haikus and participant photography in the excerpt in Figure 6.17 reflects findings that participants were focused on the concrete spatial when distilling their lived experience of L2BF into hashtag words, which were predominantly negative in connotation.

"You know, just a car park. Yeah. There's a wall around it, which is very uninviting. There are some bigger hedges, which means you can't see quite as much..." (Extract from P11)

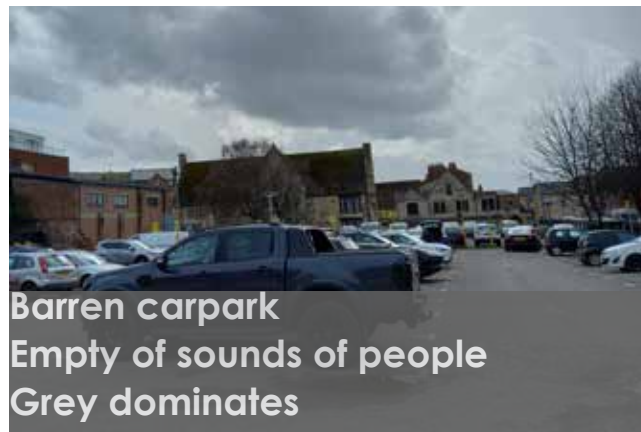


Figure 6.17 - Excerpt from wider urban haikus in Figure 6.21 illustrating the concrete spatial focus on the carparking area

As P11 reiterates the focus here is around the carpark area and how the small areas of planting perform a more valuable function in masking the area rather than nature services. Where participants construed the evident impact of changes to the urban environment it was in the context of how the transformation was detracting from the heritage and particularly Blackfriars Priory in L2BF:

"But all the nice bits of Gloucester that remain or the interesting bits are buried or covered up or hidden behind other things. I mean, we're kind of walking past Blackfriars building now..." (Extract from P2)

Interpreting the comments by P2 there is a wider point about the reason why heritage is "hidden" that is suggestive of further connection between concrete construal and more abstract social aspects.

Reaction To Space

Responses from participants eliciting reactions to specific spatial features in L2BF coded within the binary sub-themes of liking (sub-theme 28A) and not liking (sub-theme 28B). Responses that showed a liking or preference towards specific spatial features focused on the entrance to L2BF via Berkeley Street particularly an appreciation for the period architectural features:

"The telephone exchange building's really pretty, and then these, these buildings next to it..." (Extract from P9)

Given the clustering of historic buildings along Berkeley Street relative to the rest of L2BF (see Figure 6.13 for baseline photography) participant reactions such as P9 to its architectural features are understandable.

Expressions of dislike for spatial features in L2BF were greater and predominantly focused on the state of the site and the lack of maintenance contrasted against the newer developments. Participants displayed distinct changes in tone and body language when expressing negative concrete construal of L2BF, which is also echoed in choice of hashtags used to compile the urban haikus (see Figure 6.18):



Figure 6.18 - Excerpt from wider collection of haikus in Figure 6.22 illustrating the negative sentiment expressed on L2BF

"And then you've got the new uni apartments and stuff. You've got the new buildings going around it and it's just this horrible brick wall dead space. Yeah. And the car park that's not even looked after properly..." (Extract from P5)

The concrete spatial focus on lack of maintenance as remarked by P5 and in the excerpt of Figure 6.19 has wider implications to the more abstract social construal of Us V Them and the sub-theme of City Maintenance. The use of the word "dead" as with other locations that share this adjective reflects the absence of people but also a belief that it is a permanent state as opposed to something alterable.

Blackfriars (L2BF) Social

Core abstract construal themes with responses coded to social psychological distance included: 5 – Social Commentary, 6 – Us Versus Them, 7 – What Are They Doing, 8 – Who Is This Place For, 9 – Who Made This.

Social Commentary

Responses from participants discussing wider social issues as a construal of how other groups are affected in the context of L2BF highlighted wider problems with the city (sub-theme 5B) specifically with how the city presents itself and the connection to social experience. There exists a cross over within social distance to the core theme of Us Versus Them as participants construe the effect of other groups, namely decision makers responsible for city marketing, on the social experience:

"it's an interesting kind of place to put it. off of, off of a main street. Um, and if we wanna celebrate things like pride and, and kind of decorate the streets, why is it on a, a, a, a site, a what, a shortcut through a very vacant street that nobody really uses..." (Extract from P7)

P7's veiled commentary on the reasoning behind the perceived odd location for an important social event reflects a wider commentary on the decision making by those in power who are not readily visible or available to answer questions on outcomes.

Us Versus Them

Responses from participants where their specific use of language e.g. They highlights a construal that other groups are creating a power imbalance or driving separation in the context of L2BF covered sub-themes of Council V The People (sub-theme 6A) and City Maintenance (sub-theme 6C).

Where participants spoke about their feelings of a perceived power imbalance, the "Council" (often referred to as They to imply abstract social distance from participants) was tied to decision making about changes to L2BF both physically and socially:

"...like, it's so much how they're like, oh we are spending all these millions and making the city better, but I literally look around and I'm like, where, you know, I just think that the city council has like clapped itself on the back a lot for doing the bare minimum..." (Extract from P3)

An imbalance in the sense of how different groups view themselves and their work was also alluded to by P3 reinforcing the sense of conflict between "us" and "them".

City maintenance in the context of L2BF contributed to the feelings of participants that the state of the area affected their day to day experience from the perspective of defining an area as separate from the rest of the city. There is an overlap between this sub-theme and the core theme 9 - Who Made This due to the association with maintenance and place design:

"There's, there's no purpose or responsibility and I think you can see that in the built environment that, you know, the, even just the, the pavements and stuff. Mm. They don't feel like they fit with the rest of the city centre." (Extract from P7)

The specific use of the word "responsibility" by P7 highlights that everyday citizens actively assign responsibility for city maintenance whilst moving through space to other groups and perceive lack of maintenance as impacting on place identity.

What Are They Doing

Responses where participants provided a commentary on the actions of other groups in relation to L1KS focused people not using the space (sub-theme 7B), which is suggestive of a day to day experience of the place not responding to everyday citizens. This is supported with field observations of activity (Figure 6.11) that illustrate low numbers and a car focus:

"...it doesn't feel like, uh, anywhere except somewhere that people can park up so they can walk around a small part of the city. Yeah. Probably the Docks and then leave..."
(Extract from P11)

P11's observations on how people are simply transiting out of the space speaks to the wider issues with place identity and the fact that L2BF is performing a purely functional purpose e.g. carparking when it was intended to form a key part of the public realm strategy.

Who Is This Place For

Responses framed as wider statements or questions about the nature of for who L2BF has been designed/built showed participants construed a sense of it not being for everyday citizens (sub-theme 8B) particularly connected with the Blackfriars Priory. Field observations did not record any people entering or exiting the priory (main entrance often fully closed) and very low numbers using the adjacent student living space across 2023:

"And you feel like this is the sort of place that's just gonna be quite expensive to hire for your wedding reception. Not something that's sort of like, I'm obliged and I'm, I'm, you know, I'm completely, uh, free to just enjoy it. And, and why shouldn't, why shouldn't the citizens here Yeah. Enjoy, enjoy this area. Yeah. Yeah. You know, it's part of their city." (Extract from P9)

As P9 states regarding the priory and others such as P4 about the student accommodation, the presence of these two specific typologies of building use in L2BF, which do not actively cater for everyday citizens in a day to day capacity, would serve to reinforce the sense of exclusion in everyday citizens.

Who Made This

Responses from participants questioning the design and implementation of L2BF in the context of the impact this has on the day to day lived experience of everyday citizens. Participant use of the word They shares similarities with core theme 6 – Us Versus Them in establishing social psychological distance but is specifically focused on perceptions of poor design (sub-theme 9B) as a result of groups involved in the design, build and maintenance of L2BF:

"I guess it's a, it's a shared experience as everyone who lives here uh, in the city that uses this kind of path or this route because it's, I, I think everyone is still confused about how it works and Yeah. You know, the cars do they know that it's a shared way, which part is the shared ... Cuz there, there's this bit here with the dropped curb, but there's no crossing. Yeah. So, you know, a lot of people are confused. Can you just walk out in front of the cars <laugh>? Should they, should they wait for you here? Or is it only at the crossing at the top? Sure. Um, and it's also interesting you see kind of lines like ants of people crossing and cars piling up back, you know, back down the road." (Extract from P7)

The student living buildings were the most recent designed addition to L2BF, however, it is the day to day design of pedestrian routes that feature more predominantly in participant construal process particularly the conflict between cars and people as stated by P7 through rhetorical questioning of the function. Field observations noted several cases where I as the researcher using the route through L2BF to walk through the city needed to swiftly move to avoid cars cutting corners of the shared space between L2BF and L3GD.

Core concrete construal themes with responses coded to social psychological distance included: 22 – I Notice, 23 – It Happened To Us, 24 – My Personal Opinion and 25 – Why I Use

I Notice

In the context of L2BF participants referred concretely to Blackfriars Priory as a noticeable feature. There is a cross reference with core theme 12 Identity and Purpose as there is a suggestion of hidden nature of heritage despite its physical presence in L2BF:

"Well, and also as well, I mean, I've only, I've seen one event here ... And, um, yeah, I did, I didn't even know it really existed until I came to that ..." (Extract from P9)

Interpreting P9's comments on the hidden presence of the priory, it is clear that it is also a social function that drives discovery and interaction with heritage and that a building alone is not sufficient to foster connection i.e. inclusive social events.

It Happened To Us

Place responses triggered by specific events that happened to participants or their close social group were strongly contextual and in relation to L2BF events involving participants although different across seasons shared a common negative construal e.g. avoiding spaces:

“And people who I know that live nearby, who tell me, yeah. I wouldn’t walk there at night and I’m like, oh no, I used to walk there at night all the time. Yeah. Yeah. So now more people telling me to be wary of certain locations ...” (Extract from P3)

Warnings of avoidance of L2BF in the evening hours echo the wider problematic small city narrative discussed by Grossman and Mallach (2021) and mirror other shorter term everyday citizen experiences such as P6 and P8.

My Personal Opinion

Where participants directly expressed their personal opinion or feelings towards L2BF or features within the site these focused either on liking because of specific reasons (sub-theme 24A) or not liking because of specific reasons (sub-theme 24B). The pattern of sentiment did not vary greatly across 2023. Positive opinions of participants were justified with reasoning that connected the physical space to the feeling that these features expressly benefit their surroundings:

“... Um, quite like the colour of the doors. I love, I like green doors. I think they make a difference ...” (Extract from P3)

Lack of colour was particularly relevant in the lived experience of participants who were from other countries such as P3, P6 and P8 therefore within this perceived monochromatic scene, colour splashes were focal points.

Negative opinions of participants were justified with reasoning that focused on the consequence of the predominance of carparking and the negative impact on their experience moving through the space:

“Yeah. This bit. I don’t think I really like it at all ... I’ll take a photo to remind me that I hate this place ...” (Extract from P13)

P13’s use of the word “hate” reflects the strength of feeling towards the importance given to carparking by decision makers and can be contextualised by their desire for access to greenspace as with the case of P12.

Blackfriars (L2BF) Temporal

Core abstract construal themes with responses coded to temporal psychological distance included: 17 – Echoes of the Past and 18 – Place Memory.

Echoes of the Past

Where participants commented on specific historic features within L2BF the focus was around the Blackfriars Priory and its surroundings. Participants did not give any temporal indications in their commentary but instead made more generalised points on the historical features, which often contained factual inaccuracies:

“Blackfriars is just beautiful. It's gorgeous um, the history behind it is so fun that every single part of it's so different. Yeah. Um, it started as this man's house, but having this place as a house is insane. And then it developed into like, monasteries and now it's just a place where people can come and experience culture and events.” (Extract from P3)

Where participants such as P3 saw past the immediate issues associated with the poorly maintained carpark and lack of place identity, there was a focus on the historic elements that underpin the city as a whole. The use of words like “gorgeous” emphasise the positive sentiment attached to heritage features and in turn the value in its presence in the urban lifeworld.

Place Memory

Where participants recalled place memories of L2BF without temporal indication the focus was on previous experiences of the site (sub-theme 18D) at non-specific times e.g. language suggestive of past activity. Experiences were contextualised to the site and ranged from memories of going to the carpark to finding Blackfriars Priory:

“There was still a lot of cars. So I don't know. This is unpredictable for me. I don't know. I walked here like different times, and I don't know...” (Extract from P8)

Car dominance and lack of cohesive identity pervade place memory of L2BF and result in a more abstract generalised construal of place.

Core concrete construal themes with responses coded to temporal psychological distance included: 29 – Day or Night, 30 – What Is Here Now and 31 – Where Are They Now.

Day or Night

Where participants provided commentary on the diurnal aspects of L2BF day time responses to place (sub-theme 29A) are contrasted and compared with night time (sub-theme 29B).

"I think the parking lot because there's a space that you can see full of cars and everything during the day. But as people go, uh, back, you know, at home, this is kind of like an empty dark space." (Extract from P8)

During day light hours participants responded primarily in regards to the presence of cars and people whereas during night time hours emphasised the emptiness and darkness suggestive of feelings of being less safe as alluded to by P8.

What Is Here Now

The act of being present in L2BF and observing their immediate surroundings, participants focused on the presence of people (sub-theme 30A) but as with findings from other psychological distances the core element was the counter stance of participants when seeing activity suggestive of a regularity in low use:

"Well, even so, I mean we were walking past the student accommodation yesterday, and that's the first time I've actually seen life in there. I mean, admittedly, yes, the term is starting up again and it wasn't like an explosion of life. It wasn't like, oh good god, students everywhere, living, learning." (Extract from P2)

P2's observation of the lack of regularity of movement of students, despite the accommodation block raises the question about whether L2BF is performing its limited functions as intended or as evidence suggests there is a failure due to the lack of cohesive plan for the area.

Where Are They Now

In contrast to observing activity in the L2BF immediate present, participants were also aware of when there was an absence of people (sub-theme 31A).

"I think what's remarkable to note about stepping into this area, again, I don't really remember it from last time. Yeah ... This is just quiet. This is just really, really empty" (Extract from P1)

As P1 emphasises the area of L2BF is lacking in the vitality which would otherwise be expected from a key destination and route of the public realm strategy.

Blackfriars (L2BF) Hypothetical

Core abstract construal themes with responses coded to hypothetical psychological distance included: 1 – Figurative Descriptions, 2 – Speculative Questions, 3 – Suggestion of Change and 4 – Unlikely or Irregular.

Figurative Descriptions

Where participants used figurative language to connect distant concepts to their current location in L2BF by way of expressing their day to day feelings there was a focus on the positivity elicited by the heritage associated with the site in terms of its cinematic qualities and the fact it has been surrounded by development. This also includes Berkeley Street as the entrance route to L2BF.

"Yeah, yeah. Yeah. I it's got, you know, some of the, some of the, some of their buildings here do have film equality, you know? Mm. You know, wouldn't be that hard to, to at least make a scene for a Sherlock or a Dickens film down here..." (Extract from P9)

"And there's again, this real knot of old up buildings there kind all kind of clambering over a top of each other and it's real ... But of course it's kind of dead and forgotten. It's nice, but it's not really serving a purpose. But yeah, it'd be nice if we could somehow look at it, even if it isn't serving a purpose, we've kind of boxed it in so it doesn't escape ..." (Extract from P2)

Despite the differing use of figurative descriptions, both P2 and P9 allude to a sense of heritage being encroached upon by poorly designed modern development, becoming islands within the city, which then fade from the memory of everyday citizens as they lose visibility.

Speculative Questions

Musings by participants in form of speculative or rhetorical questions/statements concerning L2BF echoed findings from other psychological distances that the place feels empty and lacks activity.

"To bring up, oh, this space would be good again, because we've got loads of students here. So the reason for them to be here is for lectures and university and learning and then you go, well how do you support that in their general day-to-day behaviour? And then you go, well what's gonna keep 'em here? How do they have a relaxed experience?" (Extract from P5)

Questioning how to generate more use of the space was noted across seasons suggesting a sense of permanence to the state of L2BF both in development and activity.

Suggestion of Change

Where participants used future aspirational questions or language there were suggestions of elements that they would like to change, which were specific to each location. In the context of L2BF the focus was on the desire for the space to become a “nice” space.



Figure 6.19 - Excerpt from wider haiku collection in Figure 6.22 highlighting the focus on how L2BF has potential beyond its current form

"It, it would be nice as some sort of public square, wouldn't it? I, I understand why it's a car park functionally wise, but it could be really, really pleasant public square or at least if just half of it was." (Extract from P5)

Participants were unaware that there were plans in the original 2006 Gloucester Heritage Urban Regeneration Company Area Regeneration Framework for Ladybellegate Carpark to be a public square. Despite this, responses such as those by P5 and captured through the urban haikus and shown in the excerpt on Figure 6.19 illustrate that everyday citizens do comprehend local urban form sufficiently to see the potential for positive change and can articulate the desired outcome without the need of “expert” intervention.

Unlikely or Irregular

Where participants construed the response of L2BF to usage the focus was on the absence of daily forms of interaction with the site and it was just a transit route. Participants did not suggest what types of interaction should be experienced in the site but instead spoke more generally of the effect of the absence suggesting L2BF was not being used (sub-theme 4A). This correlates with other psychological distances that suggest emptiness or feeling of a negative unresponsive space:

"Yeah, we're here, but we're moving. We're here, but we are leaving basically because assuming that they are heading to or from lectures and their accommodation, because I'd be honest with you, aside from a corner shop, I can't imagine there's much here that would catch a student going about their business in the middle of the day..." (Extract from P2)

P2's observation of the lack of regularity of movement of students, despite the accommodation block raises the question about whether L2BF is performing its limited functions as intended or as evidence suggests there is a failure due to the lack of cohesive plan for the area.

Core concrete construal themes with responses coded to hypothetical psychological distance included: 19 – Activity in Place and 21 – Likely Impact of Weather.

Activity in Place

Where participants were able to concretely describe their activities in L2BF the focus was on how they would just transit through the space (sub-theme 19A):

"Like, anytime I come down here, I'm quite keen to like, move out of the space" (Extract from P13)

"To getting to the docks itself you know, I'd regularly come and meet friends here at the docks and this is the route I take after work. Yeah. Um, and I think it, it's, again, it is that it's just a cut through so there isn't anything on offer here. Um, you know, it's just traffic coming through that dominates the kind of audio and then you have the, the student that housing to our right um, which is always really quiet. It's interestingly as a, as someone who kind of comes through here a lot." (Extract from P7)

These responses by P7 and P13 correlate with other psychological distances where the absence of activity and lack of social interaction alongside feelings of being unsafe create day to day situations where participants operate automatically walking through L2BF without consciously engaging with the space. This differs from responses in L1KS about transiting, which are more focused on lack of interaction/street level activation. Field observations presented in Figure 6.16 corroborate participant experiences with people transiting along the edges of L2BF or driving being the dominant activities. P7's specific reference to the aural qualities of L2BF is interesting particularly the day to day experience of a "quiet" student block as it further supports a sense of isolation or unease in the space.

Likely Impact of Weather

Where participants concretely construed the impact of the weather it revealed a particular focus on the affect of poor weather (sub-theme 21A).

"I can make a little video of like stepping on the, the puddle. Yeah. Yeah, sure. Yeah. Just because I thought was gonna be funny <laugh> and it is something that we have to deal with it like every single time cuz there's so many puddles around and then that's why I'm like always wearing boots..." (Extract from P8)

The physical open street and carpark layout of L2BF meant that during field sessions where the weather was poor it resonated with the day to day experiences of participants such as P8 who have to adapt to the conditions of the city rather than the city supporting them e.g. having to wear specific shoes due to poor pavement maintenance. However, lack of shelter along the route of public realm strategy and in each location means this is a common experience across everyday citizens.

6.1.4.5 Blackfriars (L2BF) Sentiment Analysis

The sentiment pattern for L2BF illustrates a broadly similar pattern across winter/spring and summer with dominant foci on abstract negative and concrete negative construal/distance. Exploring this pattern further the lack of activity and perceived positive urban changes in L2BF across 2023 had a noticeable affect on the use of language by participants to convey their day to day lived experience of the site. Despite positive references to the hidden heritage of the site the impact of the current function of the area i.e. car focused was sufficient to present a dominate negative construal.

Sentiment analysis by concrete and abstract construal category for L2BF derived from all participant responses accounting for seasonal change across 2023 (normalised data)

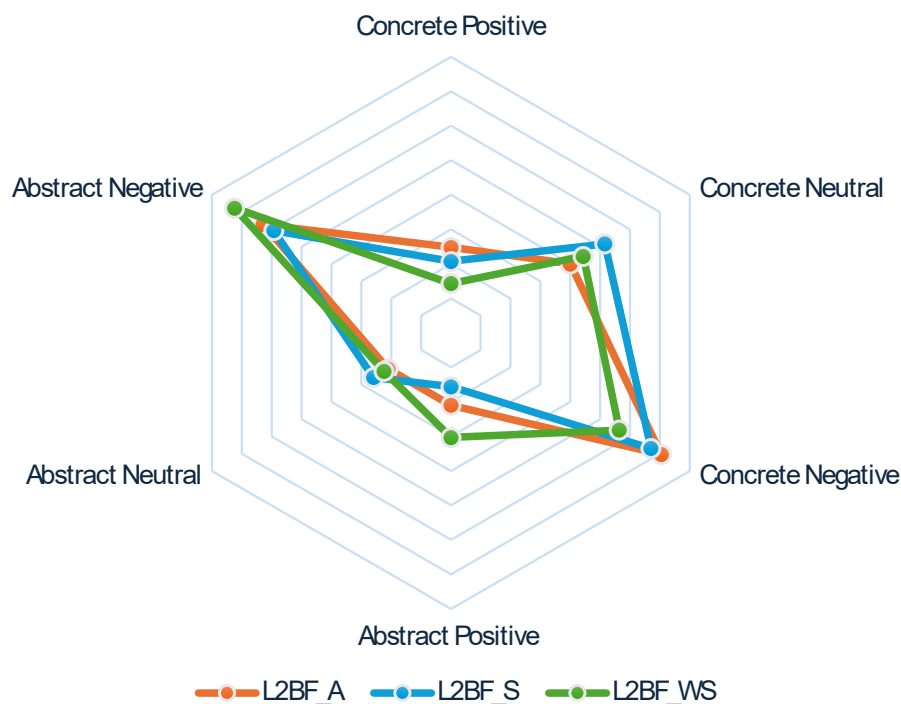


Figure 6.20 - Sentiment analysis for case study location L2BF. The pattern of sentiment is broadly similar across all seasons with the dominant foci split between abstract negative and concrete negative construal distance.



Figure 6.21 - Urban haikus created from the three word hashtags written to accompany the site photography by participants for L2BF (Winter/Spring). The first word of each line of the haiku reflects the hashtag choice by participants



Nothing interesting
Between spaces a liminal boundary
Empty of life



Amazing discovery
Organic growth a fusion of time
Meeting in space



No change here
Boring space devoid of life
Expensive parking



Nothing happening
Could be much better between
Carpark is horrible



Carpark existing
Misused space without identity
Lost potential



Fast food chain
Pretty building disagreeable purpose
Hidden treasure



Rainbow bollards
Making the most of a dead space
Too hidden



Dumping the car
Non interesting journey ensues
Between zones

Figure 6.22 - Urban haikus created from the three word hashtags written to accompany the site photography by participants for L2BF (Summer/Autumn). The first word of each line of the haiku reflects the hashtag choice by participants



Figure 6.22 - Urban haikus created from the three word hashtags written to accompany the site photography by participants for L2BF (Summer/Autumn). The first word of each line of the haiku reflects the hashtag choice by participants

6.1.4.6 Blackfriars (L2BF) Place Level Abstraction Interpretative Summary

The following sub-section presents a summary of the key interpretative findings relevant to Blackfriars. Firstly, the most evident finding was the strength of feeling from participants against the use of the area as predominantly for parking or driving. Responses were not simply descriptions of the state of L2BF but were emotionally charged in respect of negative sentiment. Exploring beyond the initial negative language of participants e.g. ugly, hate, dangerous as used by P3, P5, P6, P8, P9, P13 in reaction to the concrete spatial elements, there is an evident undertone of resentment towards the decisions of those in power not just in allowing L2BF to exist as it does but to not actively pursue other design avenues that could improve the lived experience of everyday citizens e.g. installation of public square. This can be evidenced in a response from P13 whilst we passed Ladybellegate carpark during a summer session:

“Yeah. This bit. I don't think I really like it at all ... I'll take a photo to remind me that I hate this place ...” (Extract from P13)

Secondly, and conversely to the negativity targeted at the current function of the site, the presence of the “hidden” heritage resonated strongly with all participants even if they were simply passive bystanders rather than active users of the buildings. The act of noticing through the walking interviews allowed participants to respond to features that they have observed but never discussed with an interesting collection of linguistic expressions captured particularly in the urban haikus as in Figure 6.23 below:



Figure 6.23 - Excerpt from wider haiku collection in Figure 6.22 that illustrates that even the smallest details in L2BF resonated with participants

The temporal language of Figure 6.23 is relevant given the wider implications of the encroachment of modern development on a city that has been continuously occupied for 2000 years and the erosive effect this has had on heritage with a subsequent reaction of policy makers to then target heritage/tourism preservation over social interaction.

Thirdly, participants were aware of the confused or absent identity of L2BF despite the fact that the site is a key node on the route of the public realm strategy. This faltering identity has longer term consequences leading to the negative abstract social construal seen elsewhere within the city particularly around beliefs that the place is not for everyday citizens or that they are not deserving of public realm improvements rather subjects of private investment. This is evident in the way that P9 responded to the fact the priory was closed whilst we passed during a summer session:

"And you feel like this is the sort of place that's just gonna be quite expensive to hire for your wedding reception. Not something that's sort of like, I'm obliged and I'm, I'm, you know, I'm completely, uh, free to just enjoy it. And, and why shouldn't, why shouldn't the citizens here Yeah. Enjoy, enjoy this area. Yeah. Yeah. You know, it's part of their city." (Extract from P9)

The specific rhetorical question from P9 on why citizens cannot enjoy a public space further illustrates the abstract social conflict between everyday citizens and those in power where decisions not only impact day to day lived experience but then longer term construal of place.

Lastly, the experienced conflict between vehicles and people is further exacerbating the problems with the site, which is discouraging current usage and preventing a conversation about creating a more socially interactive place.

6.1.4.7 Gloucester Docks (L3GD) Place Response Pattern

The following sub-section sets out the how participants responded in their day to day lived experience of case study location L3GD. Baseline activity panoramic photography is provided in Figure 6.24 below. Figure 6.25 (overleaf) illustrates both the PRP and contextual thematic quadrants relevant to the site.



Figure 6.24 - Example of panoramic photography taken to evidence the activity of people in L3GD across a typical working day, image by author (2023)

Place Response Pattern (PRP) for L3GD derived from all participant responses (normalised) recorded during 2023

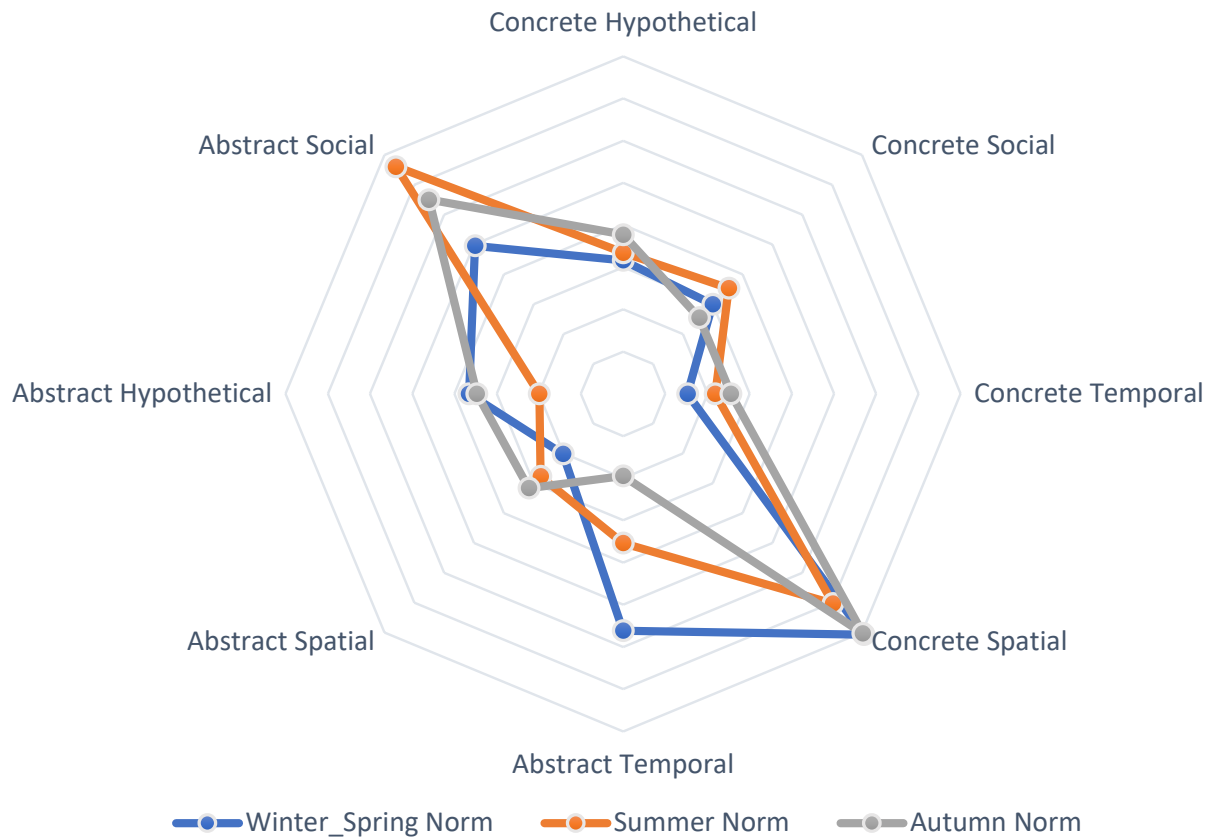
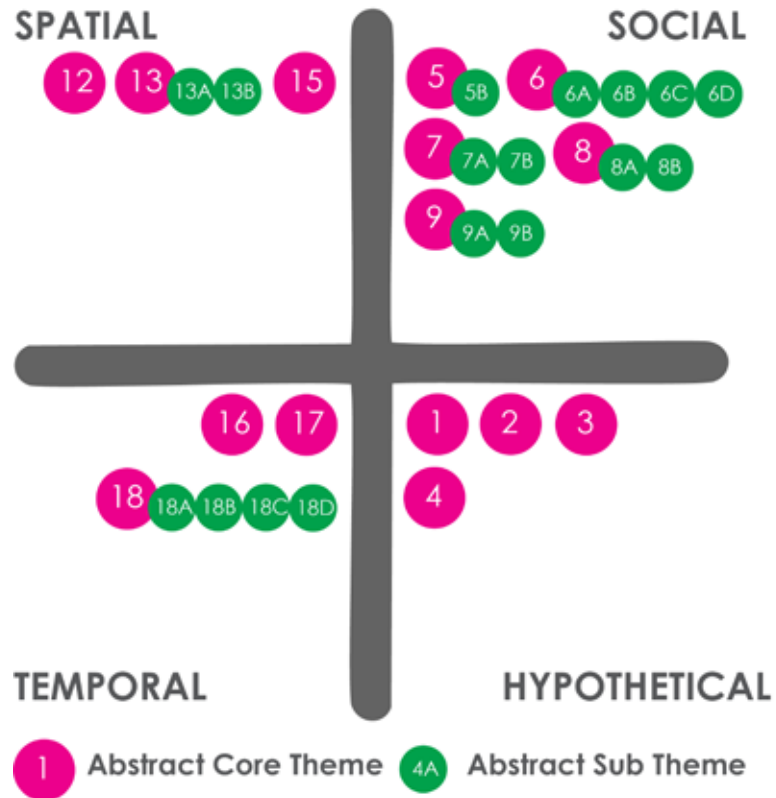
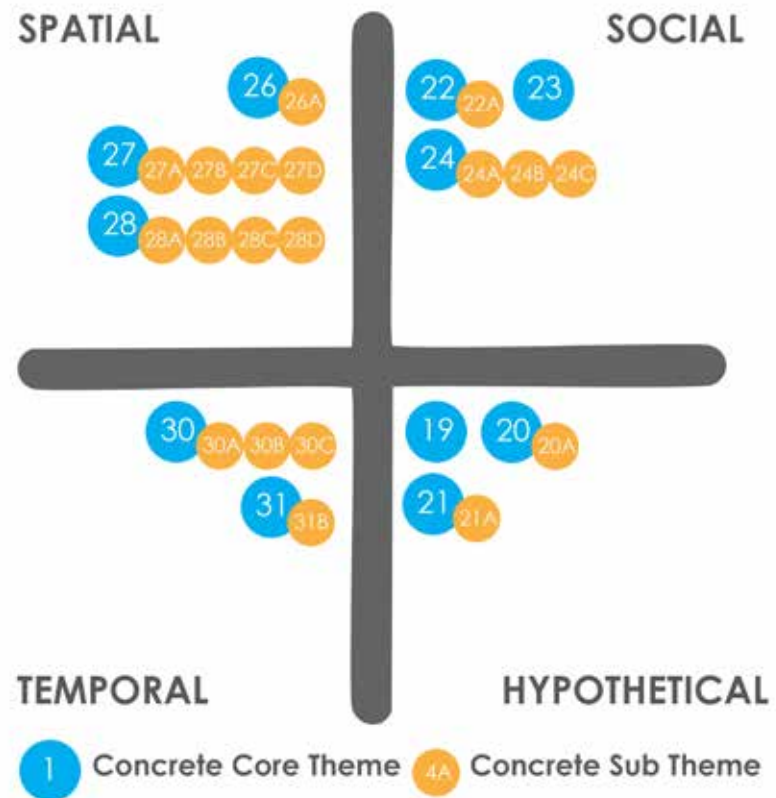


Figure 6.25 – PRP and theme quadrants (overleaf) for case study location L3GD. Numerical values refer to the theme number and are discussed in the subsequent text with full descriptions provided in Appendix G. A high level review of the PRP and thematic quadrants demonstrates a pattern of clustering around the distance/construal categories of abstract social and concrete spatial. This pattern remains broadly consistent across the observed seasons. A detailed reporting of findings organised by psychological distance are set out under the following headings.

L3GD - ABSTRACT



L3GD - CONCRETE



Gloucester Docks (L3GD) Spatial

Core abstract construal themes with responses coded to spatial psychological distance included: 12 – Identity and Purpose, 13 – Space Comparison and 15 – Socio-Spatial Commentary.

Identity and Purpose

Responses from participants alluding to abstract concepts of identity and purpose of L3GD focused on the how the space felt like it had a clear purpose and identity but not specific details surrounding this construal:

“... so there’s a sense of it, but again, at the same time, this isn’t, this isn’t the city centre in some way ... I know it’s not, I know it’s not far, but like you know, people are coming here to visit ...” (Extract from P2)

The construal of L3GD despite being within the physical boundary of the city centre ward, as a centre in its own right with invisible boundaries was evident from discussions with P2. The construal of L3GD as separate is important relative to other locations in the city because it creates both a spatial and social tension and links to abstract social themes such as Who Is This Place For.

Space Comparison

Responses from participants comparing L3GD to other locations (distant or theoretical) focused on what was perceived as missing from the site (sub-theme 13A) and what other cities (in UK, internationally or theoretically) possess (sub-theme 13B). Where participants identified missing features it highlighted the general lack of pleasant connections, including absence of planting, between urban spaces in order to improve the journey to L3GD:

“And I worry that because of the penning that we were talking about earlier, and the fact that there’s these channels that you run through the city are all because the environments between cities are unpleasant or traffic filled or just places to dump cars that people are just like a laser, just like, oh, I need to go to the docks, and off they go, and that’s it...” (Extract from P1)

The use of the word “worry” by P1 to convey their concern for the journey between places is interesting as it demonstrates a cognisance by everyday citizens of the importance of “between spaces” that often form key parts of public realm routes yet do not attract the same level of investment as seen in L3GD and other case study locations.

Where participants used other cities as comparisons with L3GD they would refer to large cities (London, Cardiff) in the context of the way the space affords a sense of greater affluence and the resulting socio-economic effects.

"Yeah. And like none of us could even have as much food or as much fun in the Quays as we could in, in like city centre. Yeah. Because of the price disparity. Yeah. The price disparity. It literally felt like I was paying London prices for like churros, which was like 10 pounds mm- for three churros. I was like, what? Yeah. But our dog was allowed in, you know, so it is kind of really frustrating ..." (Extract from P3)

The presence of higher end retail and hospitality in L3GD (and immediately adjacent Quays site) relative to the other case study locations and gate streets would support P3's feelings of socio-economic divisions described during a summer session walking through the site.

Socio-Spatial Commentary

Responses from participants invoking a construal that extends from the current spatial location to make a wider commentary on social issues related to L3GD focused on the perceived invisible boundaries between L3GD and the rest of the city centre.

"Um, and I think that's an important thing to mention about the, the kind of invisible dividing line between the city centre and the Gloucester docks is that there is a natural feel that feels different as soon as you cross that line and come down the stairs, it, it really feels different whether it's, you know, even the type of people that are around the surrounding areas." (Extract from P7)

By choosing to highlight the difference in demographic between L3GD and the rest of the city centre P7 is suggesting that there exists a socio-economic boundary, which directly influences the wider perception of the site. This echoes the way in which participants construed their experience of L3GD coded under core themes 12 Identity and Purpose and 13 Space Comparison.

Core concrete construal themes with responses coded to spatial psychological distance included: 26 – Moving Around Space, 27 – Observing The Space and 28 – Reaction To Space

Moving Around Space

Responses from participants discussing their movements and interactions with the immediate environment of L3GD raised an appreciation of the walk through the site (sub-theme 26A) as relevant to their day to day experience. Language used by participants suggests that the act of being on foot is valuable to contributing to their sense of appreciation. Field observations and people activity tallies of L3GD undertaken across 2023 (Figure 6.26) demonstrated a notable pattern of people transiting through the site although it is not possible to comment on their individual experience to determine level of appreciation as they were not part of the investigation:

“Cause we’re trying to have a nice city, right? And in the middle of the city almost. Cause this is in my book, this is still central. We’re like two minutes walking distance ...” (Extract from P6)

The importance of the act of walking to P6 highlights two aspects, firstly that everyday citizens appreciate the ability to move through the city at a slower pace and secondly that spatially L3GD is not so separate from the centre and that there exists an abstract belief of invisible boundaries.

Chart illustrating the change in numbers of people and primary activity in L3GD (Gloucester Docks) across the standard working day based on average values for morning, lunchtime and early evening observations

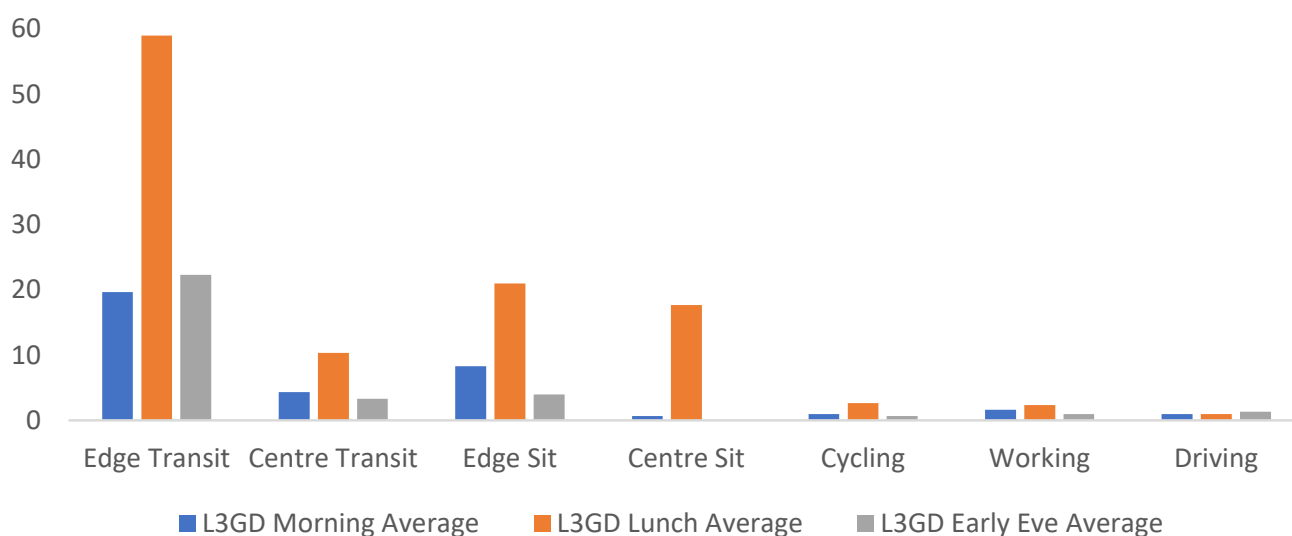


Figure 6.26 – Graphical representation of average people activity in L3GD derived from field observations across 2023. Refer to Figure 6.24 for supporting panoramic photographs of the site

Observing The Space

Responses from participants where they are describing their immediate spatial surroundings of L3GD focused on current conditions (sub-theme 27A), the transformation of the space (sub-theme 27B) and contrasting positions on both active (sub-theme 27C) and inactive (sub-theme 27D) space. Statements concerning current conditions showed simpler linguistic statements and concrete construal of L3GD, however, provided insight into the day to day physical components of the space.

Observations such as the presence of open space alongside the interaction between public realm and water connect to participant day to day lived experience and in turn longer term abstract construal of L3GD usage. Language used by participants to construct the urban haikus as illustrated by the excerpt in Figure 6.27 representing their everyday lived experience of the site echo the suggestion that the composition of the physical, concretely experience spatial elements of L3GD elicit positive construal as opposed to individual elements. This was more evident during periods of good weather in summer/autumn 2023, which conversely highlights the impact of the lack of shelter on site usage during winter/spring:



Figure 6.27 - Excerpt from wider haiku collection in Figure 6.32 illustrating language focused on positive construal of the space

"Mm. I will say, I mean where we're walking at the moment is quite a nice view with the cathedral in the background. Again, there's the big open space with water in front of us and there's a, a weird pointy sculpture thing that has not discoloured like the other ones they put just at the top of the steps that I assume are gonna walk towards in a minute. Yep. Um, so some of it's nice, there's still a big carpark on the right, which is a shame..." (Extract from P11)

As both P11 and the haiku of Figure 6.27 demonstrate, the language used to convey lived experience of L3GD differs from that of the three other case study locations. The positive sentiment appears to be focused on the combination of spatial aspects and the vistas these create.

Where participants focused on the immediate transformation of L3GD it was limited to the on-going works surrounding the Food Dock development in the northern area of the site.

"It's quite significant. And the new, I don't know, it just could look clean anyway 'cause it, I know it's a building site but we say it's, oh, building site looks horrible, but it's not, you can see the kind of the clean, fresh building, building work and stuff on it. It's quite nice. Yeah. And it fits in, I say it fits in, it's a, a newish build within the rest of the area and you can see it. I don't know, it just looks like attention's being paid to it..." (Extract from P5)

P5's commentary cross references with the effect of city maintenance under social psychological distances where despite works the act of renovating spaces elicits a positive construal. The specific use of the word "attention" is important because it implies intentionality in the act of improving the area, which is positively construed by everyday citizens.

In terms of observations of activity levels in L3GD, participants predominantly focused across 2023 on how the space was perceived to be inactive only shifting to being seen as active in autumn. Referring to Figure 6.26 despite the greater activity during lunchtime hours in L3GD without day to day events or active frontages, usage appears low and transient in relation to the available space:

"Yeah. I noticed that. Uh, um, it's quieter than town there's no one busking here..." (Extract from P12)

The observation on space activation by P12 is interesting in the respect that it highlights a difference in usage by everyday citizens and how the identity of L3GD is one of leisure compared to day to day need exhibited by the gate streets. This also links to abstract social themes of Who Is This Place For as field observations during weekend visits demonstrated a greater visitor presence in L3GD and lower numbers in the centre.

Reaction To Space

Responses from participants eliciting reactions to specific spatial features in L3GD coded within four sub-themes of liking (sub-theme 28A), not liking (sub-theme 28B) feeling of emptiness (sub-theme 28C) and feeling of neutrality (sub-theme 28D). Responses that showed a liking or preference towards specific spatial features focused on the visual composition of the different physical elements of L3GD including combination of built environment and planting.

"I feel better because it's more opened even like you, you have more space between the buildings, which makes it better. And then you have more green because of, you know, trying to make it look nice for the tourists. So here feels slightly better. And, you know, having the boat, something different to have a look at and yeah. It's like a bigger open space..." (Extract from P8)

The visual composition of L3GD remained relatively static over 2023 (Figure 6.24) therefore elements that were construed positively were a constant presence, which P8 connects with greenery and more a more open streetscene.

Where responses showed a disliking or rejection of specific spatial features the focus was on the impact of the design choice of the feature on the participant's construal of L3GD e.g. over manicured planting:

"... and it looks very manufactured rather than I can see them trying to, it's like an attempt to try and integrate between nature and like current building and stuff like that. And it's just squaring the trees off just goes, it looks even more manufactured." (Extract from P5)

The specific use of the word "manufactured" by P5 is relevant as it speaks to a wider concern of this investigation that practices are treating place as a product over a space that will be lived day to day. As such, decisions taken by designers often lead to a result that can be perceived as artificially inserted meeting design aims and not responded to everyday citizens.

Reactions from participants expressing feelings of emptiness or neutrality were broadly connected to winter/spring or following periods of poor weather directed towards the open areas of public realm within L3GD.

"But definitely less populated. And I think it's because there's not much of an offer around it to sit and, and do something, there's not much of a reason for me to come and use this space. Mm. So it kind of feels a bit, bit of a wasted space..." (Extract from P7)

"It's a nice sunny day. It feels very grey here, doesn't it?" (Extract from P14)

Feelings of emptiness and lack of usage are echoed in P7 and P14's choice of language but were targeted at areas of wider open space that did not appear to engage or afford interaction.

Gloucester Docks (L3GD) Social

Core abstract construal themes with responses coded to social psychological distance included: 5 – Social Commentary, 6 – Us Versus Them, 7 – What Are They Doing, 8 – Who Is This Place For, 9 – Who Made This.

Social Commentary

Responses from participants discussing wider social issues as a construal of how other groups are affected in the context of L3GD highlighted wider problems with the city (sub-theme 5B) specifically with the design and use of space in relation to whether it reflects everyday citizens. There exists a cross over within social distance to the core theme 8 - Who Is This Place For as the language used by participants is suggestive of an attempt to reconcile or construe the positionality of place:

"And, and although it is luxury in my opinion and now here we're seeing that it's not even being utilised to the max and it's close proximity to the city centre, it's like insane. Mm. It's still empty. Mm. So there's then the, we have the demand question or maybe design as well. Maybe this is not the, what the Gloucester people's psyche are inclined to. Maybe they need more forests. I don't know." (Extract from P6)

P6's social quandary as to why a designed space is relatively empty of everyday citizens is interesting as it suggests that even a shorter term everyday citizen is cognisant of the difference between L3GD and the gate streets and exhibits an abstract construal of spatial elitism.

Us Versus Them

Responses from participants where their specific use of language e.g. They highlights a construal that other groups are creating a power imbalance or driving separation in the context of L3GD covered four distinct sub-themes of Council V The People (sub-theme 6A), Corporates V Independents (sub-theme 6B), City Maintenance (sub-theme 6C) and Development V The People (sub-theme 6D).

Where participants spoke about their feelings of a perceived power imbalance, the "Council" (often referred to as They to imply abstract social distance from participants) it was in the context of the cross over to private development with public bodies seen as less capable of delivering well maintained public spaces:

"And I think people just use it as they, as they please. So they assume it's public. but it is owned by the, the, the keys and the, the waterways, so it looks more cared for, which is an interesting concept that where you have private investment and it's not run by the local authority it seems more cared for and more planned and thought out." (Extract from P7)

P7's construal of the difference between public and private realm with the connection to maintenance is important in two regards. Firstly that the active presence of maintenance is a form of spatial control due to the relative lack of maintenance in public spaces in the city and secondly that by in large everyday citizens are not actively aware of crossing the invisible boundaries of ownership. This second point is of even greater relevance when set in context of the contextual "rules" of placemaking that we unconsciously or unwittingly engage with when moving around a city.

In the context of L3GD corporate versus independent tensions construed by participants manifested as specific commentary around the impact of drawing companies from outside the city to deliver events and the subsequent social consequences on independent local businesses. This sub-theme shares similarities with the construal of decision makers as being anti or obstructive to everyday citizens' attempts to form independent businesses:

"Like somewhere further north in Nottingham um, they just drive down to Gloucester to run the events like the, the Orchard Street market every month in the food festival. Yeah. They don't have any particular reason to try and attract people within Gloucester to the festival versus the many more people who are in Cheltenham and the surrounding countryside, you have more money than people who live in Gloucester. Yeah. Um, yeah. So I mean, events here tend to be very financially focused..." (Extract from P11)

A deeper interpretation of P11's recollection is a feeling of being economically displaced by the actions of other groups despite a positive sentiment towards the use of the space for events. This again is suggestive of a site that has been cultivated into a destination where the target is affluent visitors over the everyday citizens already present in the city centre.

City maintenance falls within the core theme of Us Versus Them as it is a specific day to day intervention by the council and private sector, which participants construe as affecting their lived experience because they have no control over the situation but are impacted by whether works are undertaken. In the context of L3GD there is an overlap between this sub-theme and the core theme 9 - Who Made This due to the association with maintenance and place design:

"There's always loads of gaps. And it's like, okay, well you've, you've, you know, I mean that's shortsighted for sure. Cause that's like you thought that looked pretty, didn't you? and as soon as it's broken, you probably realised how quickly it's gonna break again..." (Extract from P9).

The specific issue of under-seat lighting, which P9 is referring to whilst we passed through L3GD during a summer session, is repeated across other sites and the centre. It is within this fact that the reason that everyday citizens notice and feel aggrieved due to the construal of "thoughtless" design to allow a recurring mistake despite temporal differences between sites.

Responses that cite a construal of development acting against everyday citizens is relevant to L3GD due to the re-development of the Food Dock and the additional funds available from private development to deliver changes to the areas of open space within the site, which is not legally defined as public due to private ownership. Participants referred to the effect of observing the use of private funds to change the open spaces to attract visitors and their experience of L3GD:

"Yeah. Yeah. I think the flowers look nice, but mostly the amount of thousands they spent on these little outskirts where a select few people go, okay, we leave that now..." (Extract from P14)

Whilst like other participants P14 acknowledges the positive addition of planting and colour their background from an under represented community draws focus to the specific discrepancies that are evident in the distribution of funds for elective changes and the influence this has on day to day experience.

What Are They Doing

Responses where participants provided a commentary on the actions of other groups in relation to L3GD focused on either people transiting (sub-theme 7A) or not using the space (sub-theme 7B), which is suggestive of a day to day experience of the place not responding to everyday citizens.

"So I was uh, zooming with my friends and I was showing them around. Yeah. Yeah. And this happened multiple times and my counterparts were like, where are the people, <laugh>, where are all the people? Yeah, yeah. All these benches..." (Extract from P6)

This is supported with field observations of activity (Figure 6.26) that people were predominantly using the space day to day to transit through to other areas of the city as opposed to activity engaging with L3GD alongside periods of quieter usage.

Who Is This Place For

Responses framed as wider statements or questions about the nature of for who L3GD has been designed/built showed participants construed a mental image of new people (sub-theme 8A) and specifically not for everyday citizens (sub-theme 8B).

“Where you see a type of variety of people that you consider every day working people but then you go to the docks and it’s a completely different demographic. It’s like two different cities mashed up together into one.” (Extract from P3)

The socio-economic boundaries highlighted in spatial distance/construal offer evidence for the feeling of participants that L3GD is not for everyday citizens but instead visitors and the more affluent. This is particularly true of younger participants and those less financially stable such as P3. The description of the city as “mashed up together” speaks to a forced act of co-existence ultimately resulting from the decisions of those in power seen as psychologically distance from the everyday citizens impacted.

Who Made This

Responses from participants questioning the design and implementation of L3GD in the context of the impact this has on the day to day lived experience of everyday citizens. Participant use of the word They shares similarities with core theme 6 – Us Versus Them in establishing social psychological distance but is specifically construing the thought process (sub-theme 9A) of groups involved in the design and build of L3GD and the feeling that designs were poorly executed (sub-theme 9B).

“It’s like, yeah, we’ll put some trees in. It’s, I, I still think it’s just like an afterthought and just go, oh yeah, yeah. We need some trees in the space. We’ll stick ‘em there...” (Extract from P5)

L3GD is a long established urban regeneration project in the city as shown in Chapter 4 of this thesis, which highlights the idea that design choices, perceived as good or bad, have long term implications with consequences for impact on daily lived experience of everyday citizens. This is evidence through P5’s pointed criticism of the pleached trees in the open space of the docks and echoes other commentary on the feeling of places being “manufactured” as opposed to “lived”.

Core concrete construal themes with responses coded to social psychological distance included: 22 – I Notice, 23 – It Happened To Us and 24 – My Personal Opinion

I Notice

Where participants made personal observations about the immediate environment of L3GD, sharing similarities with concrete spatial sub-theme 27A Current Conditions, the focus was on materiality (sub-theme 22A) but in the context of the effect materiality had on participants who felt that it made a place feel cared for:

“Yeah. Yeah. And it, it, it, that would, that makes me feel like it’s somewhere you would want to be because it is cared for...” (Extract from P7)

The act of caring for a place encompasses an element of city maintenance but more deeply suggests a hopefulness that a place can be made to reflect the values of everyday citizens in the face of other areas of the city that reinforce a sense of deprivation.

It Happened To Us

Place responses triggered by specific events that happened to participants or their close social group were strongly contextual and in relation to L3GD events involving participants although different across seasons shared a common construal of the site in relation to events and hospitality. This is suggestive of a sense of L3GD representing visitor needs echoing statements by participants under sub-theme 8 Who Is This Place For:

“And suddenly, you know, there were pubs, <laugh>, there were pubs and restaurants. Um, and that was a reason Yeah. To come here. Because again, like when you’re in your early twenties, like you wanna drink, you wanna eat. And that’s why, that was why we came here.” (Extract from P2)

Beyond P2’s initial focus on the role of hospitality, there is a deeper construal of the role L3GD has played in establishing choice in a city that is widely perceived as declining.

My Personal Opinion

Where participants directly expressed their personal opinion or feelings towards L3GD or features within the site these focused on liking because of specific reasons (sub-theme 24A), not liking because of specific reasons (sub-theme 24B) and a neutral expression that something was just OK (sub-theme 24C). A pattern of shifting negative reactions (winter/spring) to more positive expressions (autumn) was observed across seasons.

Positive opinions of participants were justified with reasoning that connected the physical space to its influence on their feelings of comfortability and pleasantness. This is illustrated through the haiku excerpt in Figure 6.28:



Figure 6.28 - Excerpt from the wider haiku collection in Figure 6.31 illustrating the sense of comfort experienced in L3GD

"like the design of a lot of the city just makes me feel more removed from it. And that introduces a sense of unfamiliarity. Um, the docks which we're approaching at the moment is probably the, the space I feel the most comfortable in..." (Extract from P11)

By comparing and contrasting space in terms of comfort and familiarity P11 echoes the sentiment of Figure 6.28 but also highlights the issues experienced as a consequence of the isolated/fragmented nature of urban regeneration.

Negative opinions of participants were justified with reasoning that focused on the consequence of design choices on their day to day lived experience:

"I don't like them <laugh> the square trees, I hate the square trees..." (Extract from P10)

P10's feelings are relevant as it speaks to a wider concern of this investigation that practices are treating place as a product over a space that will be lived day to day.

Neutral expressions of opinion from participants identifiable from their specific use of language:

"Well, I like the, the, you know, more, um, how can I say? The, the restaurants, they have more options around that, that part. I do like it, but at the same time, because it's just like kinda, you know, boring to me..." (Extract from P8)

For example juxtaposed statements and actions during the fieldwork e.g. shrugged shoulders showed a connection between participant feelings, as P8 points out to be "bored" and a wider observation of the usage of the site.

Gloucester Docks (L3GD) Temporal

Core abstract construal themes with responses coded to temporal psychological distance included: 16 – Imagining the Future, 17 – Echoes of The Past and 18 – Place Memory.

Imagining the Future

Where participants traversed temporal psychological distance from their current situation to construe future changes to L3GD the focus was on what the urban regeneration, specifically the Food Dock, would deliver in terms of physical elements but how that would positively influence their future day to day lived experience. This is echoed in the urban haikus during the summer sessions and shown in Figure 6.29 below:



Figure 6.29 - Excerpt from wider haiku collection in Figure 6.32 highlighting the role of the Food Dock in encouraging positive sentiment towards a future state of place.

"Uh, it'd be nice to see the outdoor space use people sit sitting out there eating and drinking on the top deck and whatever..." (Extract from P4)

As P4 and Figure 6.29 illustrate is that the investment in the Food Dock is more than just delivery of physical buildings but the construal of the expectation of the positive social aspect that it will encourage.

Echoes of the Past

Where participants commented on specific historic features within L3GD the focus was around the industrial heritage and its interaction with new development designed to match the industrial aesthetic. Participants did not give any temporal indications in their commentary but instead made more generalised points on the historical features:

"Well the postmodernism, the designs and buildings, um, makes it look. It's a good interaction between all that that is old and new. Yeah. Um, but yeah, I find that Gloucester, especially with the Quays area and the Docks just try to make new things look off." (Extract from P5)

P5's observation of how architectural temporal styles interact is designed to highlight the tension between heritage and modern development present in L3GD and Gloucester in general. Despite a positive sentiment towards historical features there is a construal by everyday citizens that this can hinder progress both socially and in the urban scene.

Place Memory

Where participants recalled place memories of L3GD without specific temporal indication the focus was on comments on progress of change relative to the past (sub-theme 18A), how for some participants the on-going duration of works gave a sense of lack of change (sub-theme 18B), that specific good memories of L3GD were recounted (sub-theme 18C) and general memories of previous visits (sub-theme 18D):

"Um, the only thing that's really added to Gloucester's identity for a very long time is the Quays development." (Extract from P11)

Commentary on progress of the urban regeneration relative to the past showed an understanding by participants such as P11 of the length of time involved in changing the site and influencing the wider perceived identity of the city illustrating a need to consider the effect of regeneration temporality.

Despite evident on-going re-development within L3GD some participants highlighted how there was a sense of stasis with the works to the Food Dock, which similarly to sub-theme 18A raises the need to consider temporality in regeneration and the social consequences of perceived slow progress:

"I think it's not really changed since the last time we were here. Really. There's nothing, um, there's nothing..." (Extract from P9)

The sense of temporal stasis for P9 speaks to a wider impact of development particularly with the connection to abstract social themes such as social commentary.

Longer standing everyday citizens were able to draw on place memories across a greater psychological distance but specific good memories of L3GD were tied to the social interaction afforded by specific features of the site:

“...but being here reminds me of being younger and there used to be, which there isn't anymore, but there used to be like a train in there, I think and we used to go in there with my brother and then we used to come to this museum.” (Extract from P12)

The ability of longer standing everyday citizens to traverse temporal distance is important for setting context for responses of newer everyday citizens and also highlighting the extent of social or spatial change in a place. This is relevant to L3GD due to the significant shift from industrial to leisure function.

Core concrete construal themes with responses coded to temporal psychological distance included: 30 – What Is Here Now and 31 – Where Are They Now.

What Is Here Now

The act of being present in L3GD and observing their immediate surroundings, participants focused on the presence of people (sub-theme 30A), events on the immediate weekend (sub-theme 30B) and the construction work immediately visible (sub-theme 30C). This theme shares similarities with concrete spatial sub-theme 27A Current Conditions but language used by from participants are temporally specific e.g. now, at the moment:

“I'm looking now and there's, I take a picture actually, but there's, there's people everywhere. There's plants, there's people, there's people just sitting on benches...” (Extract from P1)

The presence of people observed in the immediate present by participants such as P1 reflects the sense of emptiness that they experience during winter/spring seasons and inclement weather. Figure 6.26 corroborates these observations as it shows how outside of lunchtime hours the activity levels of L1KS are lower. The greater usage of L3GD for events during summer/autumn, the field sessions coincided with temporally adjacent activity and as such participants raised this as an observation:

“And the recent days I saw lots of, kind of little festivals or marketplaces and then we have this coming now...” (Extract from P6)

Observations of immediate social activity were important in the construal of L3GD to P6 and other participants and offer evidence for the shift in positive sentiment towards the site as the year progressed.

The influence of active construction is an aspect of L3GD that impacts day to day lived experience of participants and was raised as an observation across 2023 in relation the perceived slow progress on the completion of the Food Dock:

“But I’d say I’ll look at this now and I think, oh, it’s nearly, nearly, nearly complete now you can actually see what the finished article would be...” (Extract from P4)

Despite P4’s inherent pro-development stance other participants also identified with the construal of expectation of positive outcomes as a result of the on-going works. This is relevant in respect of other locations under going change, which are negatively construed by everyday citizens.

Where Are They Now

Where participants were aware of when there was an absence of activity they made a comparison of weekday/weekend activity situations (sub-theme 31B).

“... with my friends cuz we wanted to go for a walk after we’d had a curry nearby and the only place we could think of to go for a walk was the Docks. We just walked around here about three times because it was, it’s the nicest part of Gloucester.” (Extract from P11)

P11’s recollection of greater weekend usage serves to highlight the perceived leisure function of L3GD in comparison to other locations in the city.

Gloucester Docks (L3GD) Hypothetical

Core abstract construal themes with responses coded to hypothetical psychological distance included: 1 – Figurative Descriptions, 2 – Speculative Questions, 3 – Suggestion of Change and 4 – Unlikely or Irregular.

Figurative Descriptions

Where participants used figurative language to connect distant concepts to their current location in L3GD by way of expressing their day to day feelings there was a focus on describing the site as like an island. This is suggestive of a sense of conviviality in L3GD but also means to contrast their day to day lived experience of the rest of the city centre:

“Think this is a much more pleasant island. This is, um, yeah. This is the island that you want to stay in and you’re never gonna arrive in the Docks and want to get on a boat and go and go to the island of the rest of Gloucester...” (Extract from P11)

The use of the word “island” to describe L3GD is interesting in the respect that it supports the findings of other distance/construal categories that despite physical proximity to the centre the site is viewed as separate spatially, socially, temporally and hypothetically. As such, this reinforces the idea of “invisible boundaries” to L3GD.

Speculative Questions

Musings by participants in form of speculative or rhetorical questions/statements e.g. using supposition “if” concerning L3GD were site specific although shared a common construal of the connection between place activity and the ability to use the space over seasons. Field observations of L3GD (Figure 6.24) did highlight a lack of shelter or accommodation for outdoor dining similar to other case study locations:

“Yeah. Um, if there was more accommodation, for the fact that, you know, eating out can be quite a pleasurable experience sometimes then I reckon it would happen more. Um, but because it's sort of, you know, it's only in these handful of places, you know, the Docks is lovely and everything, but like it's not happening anywhere else. Yeah. Um, it's always just a, well, what's the point? Let's not bother. You know, we don't need to worry because it's only hot like two, three weeks of the year um, fine. Okay. That's true. But then that means that when it comes to those two or three weeks in the year, you don't do anything...”
(Extract from P1)

Lack of shelter and general consideration of weather conditions is relevant not just to P1's experience of L3GD but also throughout the centre. These musings on what could be different highlight the link with abstract social themes such as Who Made This as participants attempt to reconcile why evidently simple design interventions have not been considered.

Suggestion of Change

Invariably in the course of discussion of urban change despite not directly asking participants future aspirational questions there were suggestions of elements that they would like to change, which were specific to each location. In the context of L3GD the focus was on the desire for more appropriate lighting and adaptations to other intrinsic architectural features:

“Um, the only thing I would criticise about that is the, the lighting. I dunno why you have white light, cuz at night it lights up and illuminates there. That's a good idea. But it's why the white light, when you've got all the white street lights, lights in the buildings are white. Why not have a sort of a warm, warm light...” (Extract from P4)

Lighting in the urban street scene is an important feature particularly in demarcating the day/night cycle and as P4 alludes to in their observation on light colour has an influence on the perceived night time character of L3GD. The use of the word “warm” suggests a desire for a more gentle or comfortable space, which strong white light otherwise renders more clinical.

Unlikely or Irregular

Where participants construed the response of L3GD to likely usage the focus was on the unlikelihood of living in the area. This echoes responses to other psychological distances that emphasised the socio-economic boundaries inherently perceived about L3GD:

"That's one of the reasons why I gave up on trying to live around here ... Yeah. I like this part of town, but, and it's, I prefer here, but I ended up not coming here, which is interesting."
(Extract from P8)

Despite the positive sentiment towards L3GD, participants such as P8 when describing their search for accommodation highlight the "invisible boundaries", which

Core concrete construal themes with responses coded to hypothetical psychological distance included: 19 – Activity in Place, 20 – Likely Change to Place and 21 – Likely Impact of Weather.

Activity in Place

Where participants were able to concretely describe their activities in L3GD the focus was on the site reflected leisure time.

"I don't just come to the Quays unless I'm going to either like the shops or the cinema or mostly to go on the island..." (Extract from P13)

This construal of a place that is leisure based, although described positively, is suggestive of a more negative construal of a place that does not reflect the perception of life for everyday citizens as seen with other distance responses.

Likely Change to Place

In the context of L3GD the impact of new development (sub-theme 20A) was the focus for likely changes to the site. On-going development of the Food Dock across 2023 as well as the historic shifts in land use offers an explanation for participant responses:

"But like, as I look ahead of me, like this entire expanse ahead of us is leading into this big shopping centre ... And it's like, it was so, it's, it's big. It's an expansive complex you know, like the transformation here. Like how many buildings got taken over or changed or maybe they were empty." (Extract from P2)

The on-going shift in character of L3GD from its industrial past is solidified in the completion of the works at the Food Dock, which longer-term everyday citizens such as P2 are able to contextualise. The use of the word "expansive" by P2 is a form of spatial construal to convey the degree of change observed over time.

Likely Impact of Weather

Where participants concretely construed the impact of the weather it revealed a particular focus on the affect of poor weather (sub-theme 21A).

"If it's raining, I've either got soaked and have to walk from A to B Yeah. Or if I'm in my flat, it will be getting a taxi even, you know, I'll get like a five minute, 10 minute taxi from my flat on London Road to here. Yeah. Uh, because there is that lack of shelter and you know, that I know there's also no transport links, I guess. It is quite a short journey." (Extract from P7)

The physical open design of L3GD meant that during field sessions where the weather was poor it resonated with the day to day experiences of participants who were unable to interact with the space as they would have wanted e.g. due to lack of shelter. P7's experience is common to most other participants and illustrates that simple design flaws have longer lasting abstract effects on beliefs, which in this instance is that vehicle usage is vital to city life despite the compact spatial arrangement of the city.

6.1.4.9 Gloucester Docks (L3GD) Sentiment Analysis

The sentiment pattern for L3GD illustrates an evolving situation across the seasons with a shift from abstract negative towards concrete positive construal/distance. Given the accepted connection between conviviality/events and improved perception of social situation, the fact that L3GD hosted a greater number of events across summer/autumn 2023, which all participants experienced at some point relative to the programmed field sessions meant they were able to articulate a concrete positive construal of their lived experience in the context of the site.

Sentiment analysis by concrete and abstract construal category for L3GD derived from all participant responses accounting for seasonal change across 2023 (normalised data)

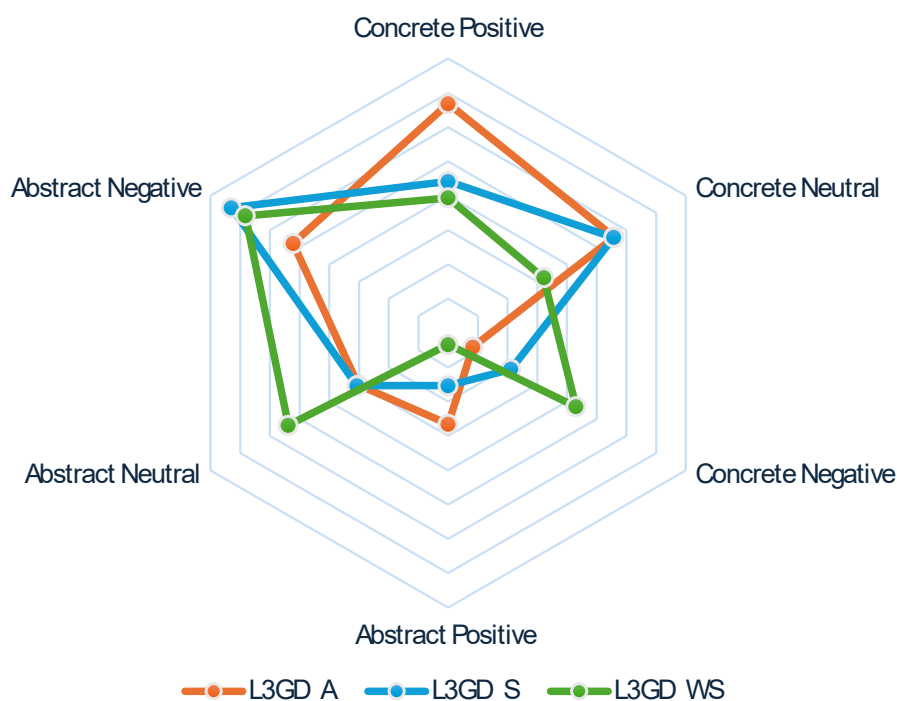


Figure 6.30 - Sentiment analysis for case study location L3GD. The pattern of sentiment illustrates a gradual seasonal shift abstract neutral and negative construal/distance towards a concrete positive construal/distance in autumn.



Figure 6.31 - Urban haikus created from the three word hashtags written to accompany the site photography by participants for L3GD (Winter/Spring). The first word of each line of the haiku reflects the hashtag choice by participants

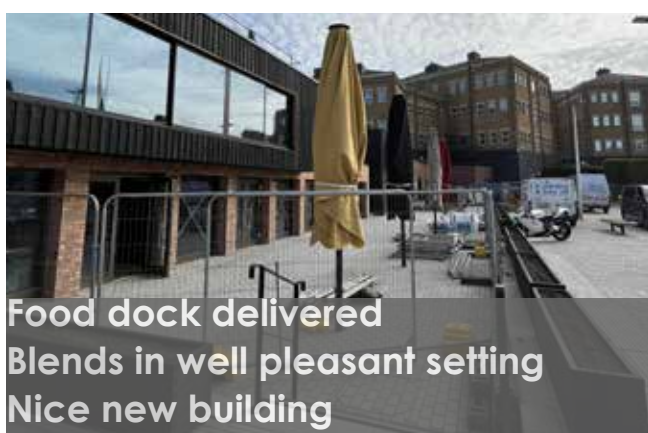


Figure 6.32 - Urban haikus created from the three word hashtags written to accompany the site photography by participants for L3GD (Summer/Autumn). The first word of each line of the haiku reflects the hashtag choice by participants

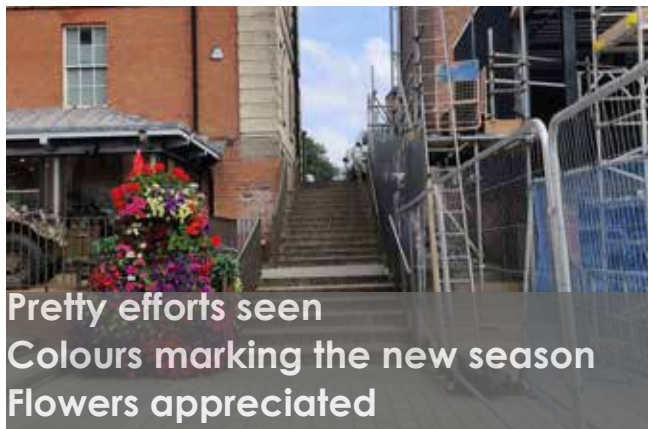


Figure 6.32 - Urban haikus created from the three word hashtags written to accompany the site photography by participants for L3GD (Summer/Autumn). The first word of each line of the haiku reflects the hashtag choice by participants

6.1.4.10 Gloucester Docks (L3GD) Place Level Abstraction Interpretative Summary

The following sub-section presents a summary of the key interpretative findings relevant to Gloucester Docks. Firstly, as evident from the shifting sentiment towards L3GD across 2023 in Figure 6.30, the place is viewed and construed more positively as the number of events increased leading to greater concrete social interaction. The presence of events is clearly linked to a concrete construal of conviviality as noted by Stevenson (2019) in their work on street parties. This is illustrated in P6's experience during a summer session temporally close to a number of events:

"And the recent days I saw lots of, kind of little festivals or marketplaces and then we have this coming now..." (Extract from P6)

P6's apparent excitement supports the construal of L3GD as a destination for convivial events. However, conversely L3GD is simultaneously perceived negatively as separate from the city centre despite its spatial proximity. This construal extends beyond concrete spatial observations to feelings of abstract social socio-economic boundaries by everyday citizens promoting the theme of for whom is L3GD designed. Experiences of younger participants P3 and P7 illustrate this point clearly:

"Where you see a type of variety of people that you consider every day working people but then you go to the docks and it's a completely different demographic. It's like two different cities mashed up together into one." (Extract from P3)

"Um, and I think that's an important thing to mention about the, the kind of invisible dividing line between the city centre and the Gloucester docks is that there is a natural feel that feels different as soon as you cross that line and come down the stairs, it, it really feels different whether it's, you know, even the type of people that are around the surrounding areas." (Extract from P7)

The descriptions from P3 and P7 of the city as "mashed up together" and "invisible dividing lines" speaks to a forced act of co-existence with affluent visitors and designated zones ultimately resulting from the decisions of those in power also seen as psychologically distance from the everyday citizens impacted.

Secondly, where investment/development is construed as aligning with the values of everyday citizens, even if there are delays in delivery, it is positively received and influences abstract beliefs about place. This is evident in the concrete spatial focus of the urban haikus in Figure 6.32 as the Food Dock development neared completion and also in the use of language such as "care" and "attention" to convey lived experience as used by P7:

"Yeah. Yeah. And it, it, it, that would, that makes me feel like it's somewhere you would want to be because it is cared for..." (Extract from P7)

The act of caring for a place encompasses an element of city maintenance but more deeply suggests a hopefulness that a place can be made to reflect the values of everyday citizens in the face of other areas of the city that reinforce a sense of deprivation.

Thirdly, despite the positive sentiment towards the composition of the collective urban scene of L3GD, there are specific elements that are negatively perceived and speak to wider issues across the city and other locations. Both P5's description of the use of pleached trees in the open space of L3GD as "manufactured" and P9's haiku observation (Figure 6.33) of the "thoughtless design" of under seat lighting are examples of this specificity:

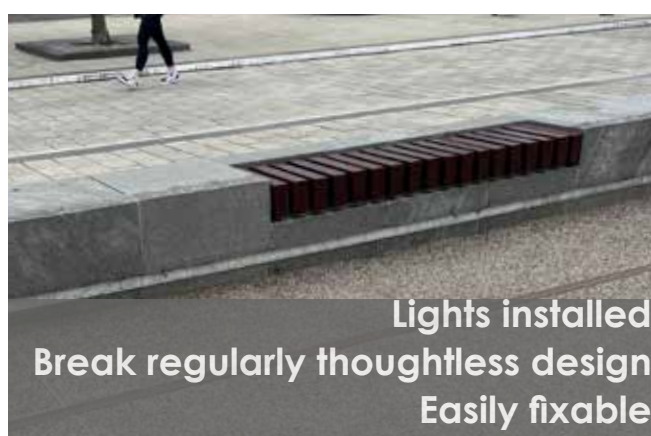


Figure 6.33 - Excerpt from wider haiku collection illustrating specific focus on poor design

"... and it looks very manufactured rather than I can see them trying to, it's like an attempt to try and integrate between nature and like current building and stuff like that. And it's just squaring the trees off just goes, it looks even more manufactured." (Extract from P5)

P5 and P9's concrete experience of these specific features is important, as it speaks to a wider concern of this investigation that practices are treating place as a product over a space that will be lived day to day. As such, decisions taken by designers often lead to a result that can be perceived as artificially inserted meeting design aims and not responding to everyday citizens.

Lastly, due to issues with the absence of shelter as with other routes/locations within the city, participants were able to highlight how this leads to longer term abstract construal of L3GD and the city being vehicle reliant.

6.1.4.11 Westgate Street Place Response Pattern

The following sub-section sets out the how participants responded in their day to day lived experience of case study location Westgate Street. Baseline activity panoramic photography is provided in Figure 6.33 below. Figure 6.34 (overleaf) illustrates both the PRP and contextual thematic quadrants relevant to the site.



Figure 6.34 - Example of panoramic photography taken to evidence the activity of people in Westgate St across a typical working day, image by author (2023)

Place Response Pattern (PRP) for Westgate St derived from all participant responses (normalised) recorded during 2023

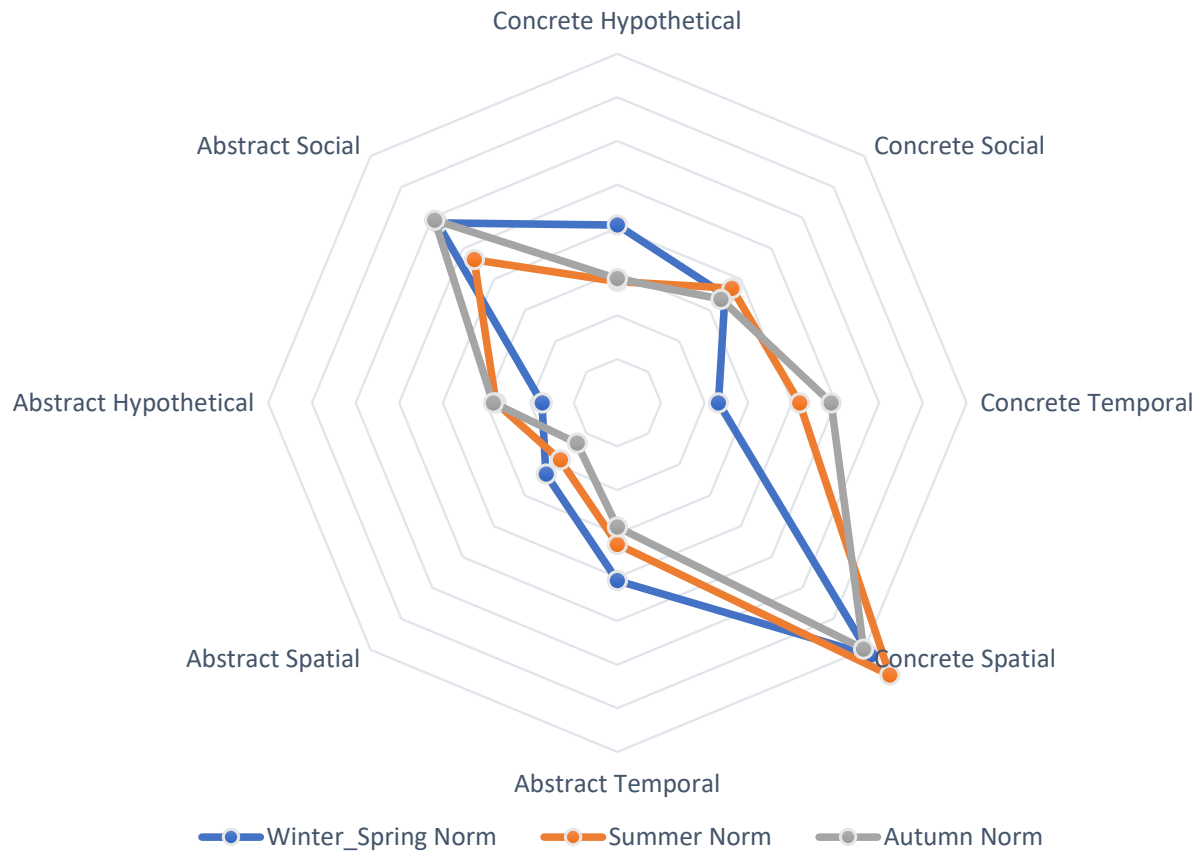
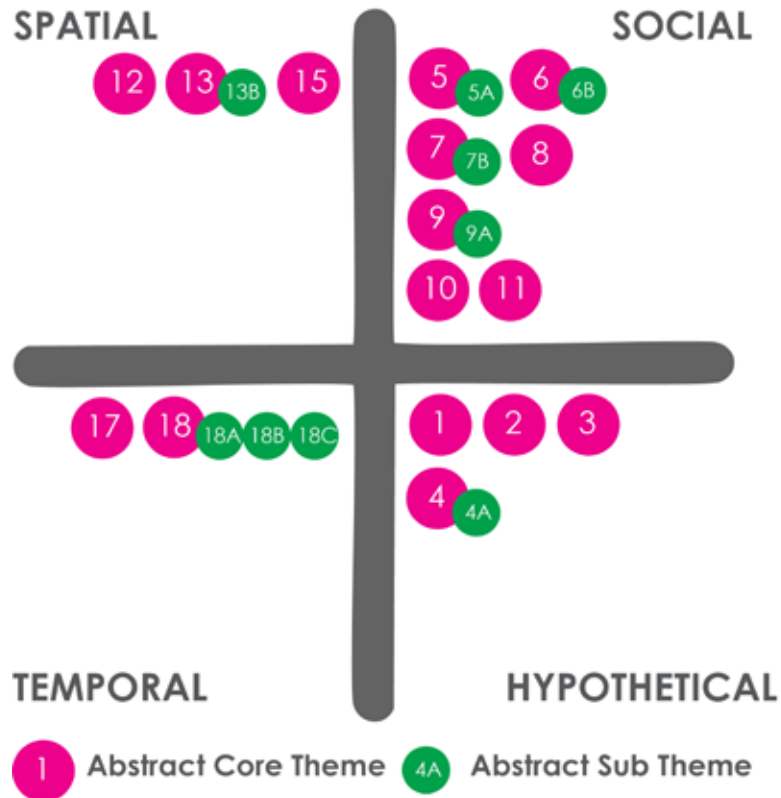
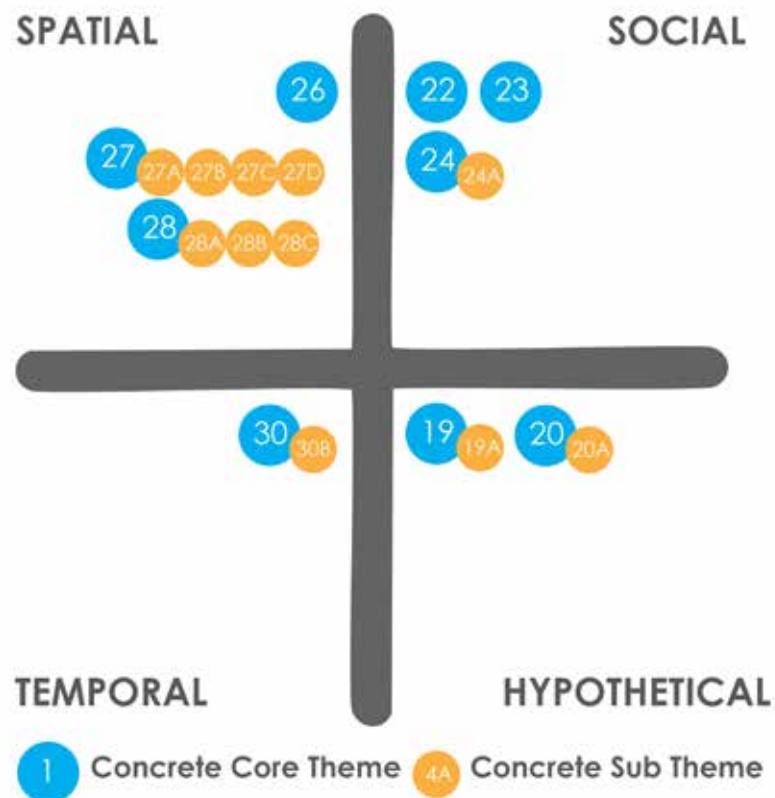


Figure 6.35 – PRP and thematic quadrants (overleaf) for case study location Westgate Street. Numerical values refer to the theme number and are discussed in the subsequent text with full descriptions provided in Appendix G. A high level review of the PRP and thematic quadrants demonstrates a pattern of clustering around the distance/construal category of concrete spatial. This pattern remains broadly consistent across the observed seasons. A detailed reporting of findings organised by psychological distance are set out under the following headings.

WEST - ABSTRACT



WEST - CONCRETE



Westgate Spatial

Core abstract construal themes with responses coded to spatial psychological distance included: 12 – Identity and Purpose, 13 – Space Comparison and 15 – Socio-Spatial Commentary.

Identity and Purpose

Responses from participants alluding to abstract concepts of identity and purpose of Westgate Street focused on the erosion of historical identity and replacement with retail units that reinforce feelings of negativity.

"There's more pound shops and phone repair shops than there's any signs of what any of the architecture's actually telling you. There's no signs towards these buildings or history or anything like that. It's almost like it's not proud of it." (Extract from P3)

This finding emphasises the link between participants, such as P3, observing day to day negative concrete language/imagery and wider abstract construal of lack of identity, purpose or pride in place. This can be seen as part of a wider pattern within the city centre as illustrated by Figure 6.40.

Space Comparison

Responses from participants comparing Westgate Street to other locations (distant or theoretical) focused on what other cities (in UK, internationally or theoretically) possess (sub-theme 13B). Comparisons of the city centre (including Westgate Street) were made with Cheltenham, which is not a city but is viewed by participants as being the locally affluent area.

"...like, in a weird way, Gloucester has got a better centre of the city. Even though it's a bit more, it's a bit more rough around the edge, it's a bit more deprived. Cheltenham's like, I don't know ... the centre's a bit more discombobulated cuz it's never had to kind of function like that." (Extract from P2)

However, despite participant observations as shown by P2 of Gloucester as being deprived their construal of the city centre was of spatially being superior to that of Cheltenham. Specifically P2's description suggest that the city centre of Gloucester better reflects everyday citizens through the act of high street usage.

Responses from participants invoking a construal that extends from the current spatial location to make a wider commentary on social issues related to Westgate Street focused on the perceived hidden nature of desirable features. This echoes the way in which participants construed their experience of Westgate Street coded under core themes 12 Identity and Purpose and 13 Space Comparison:

"Yeah. I really don't pay attention to any of the shops. It's really sad. Everything that's nice is like hidden. So I'm kind of like treasure hunting every time I walk around..." (Extract from P3)

P3's use of the phrase "treasure hunting" is important from two perspectives, firstly that their day to day experience is one dominated by concrete negative features and secondly that the features that have been diminished are sufficiently valuable to be described as "treasure".

Core concrete construal themes with responses coded to spatial psychological distance included: 26 – Moving Around Space, 27 – Observing The Space and 28 – Reaction To Space

Moving Around Space

Responses from participants discussing their movements and interactions with the immediate environment of Westgate Street were specifically contextual. Language used by participants suggests that the act of having to navigate streets where despite pedestrianisation there exists conflict with vehicles. Moreover, the street names were not immediately construed by participants when describing their experience and often prompted questioning of on which street they were currently located. Field observations noted that particularly during morning hours pedestrians and vehicles needed to co-exist in a space that from the design of the street appears to be pedestrian only (Figure 6.36):

"...we just walked down it and it was semi pedestrianised, but it was a road really. I think there were pavements, but maybe there weren't even. Yeah, we are navigating an environment designed for vehicles and we're butting up against it the entire time we do so..." (Extract from P1)

P1's concrete construal of the confusion in the act of navigating Westgate St highlights a wider conflict with the identity of the city centre particularly around the dominance of vehicles despite attempts of pedestrianisation.

Chart illustrating the change in numbers of people and primary activity in Westgate St across the standard working day based on average values for morning, lunchtime and early evening observations

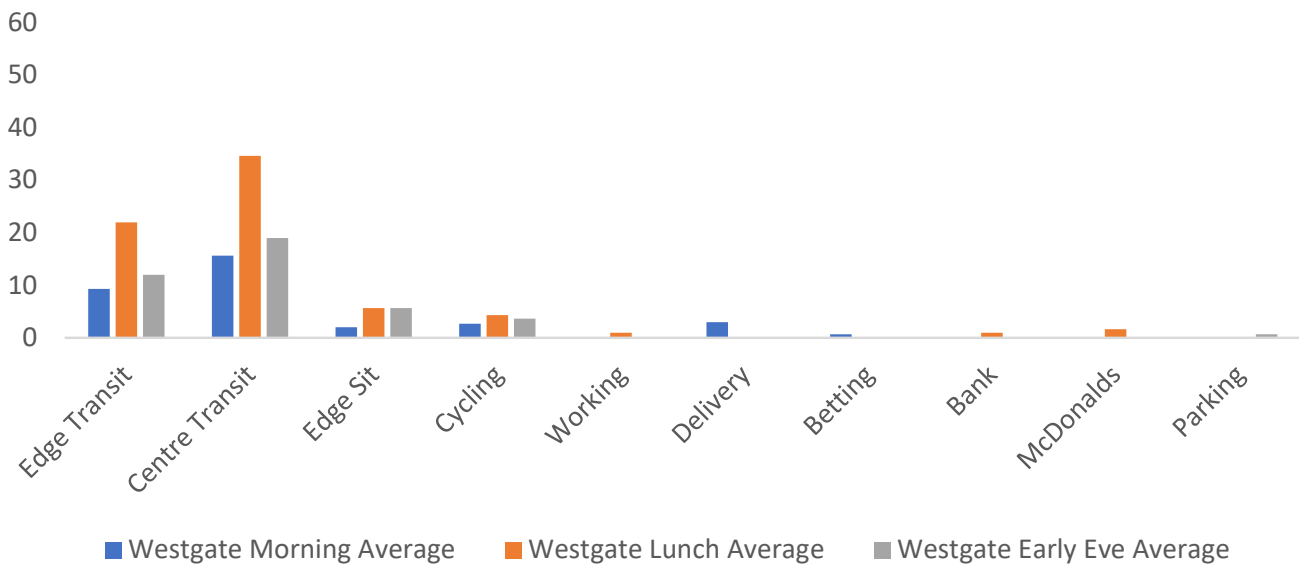


Figure 6.36 – Graphical representation of average people activity in Westgate Street derived from field observations across 2023. Refer to Figure 6.34 for supporting panoramic photographs of the site

Observing The Space

Responses from participants where they are describing their immediate spatial surroundings of Westgate Street focused on current conditions (sub-theme 27A), the transformation of the space (sub-theme 27B) and contrasting positions on both active (sub-theme 27C) and inactive (sub-theme 27D) space. Statements concerning current conditions showed simpler linguistic statements and concrete construal of Westgate Street, however, provided insight into the day to day physical components of the space. Observations such as the presence of empty shops (and associated negative concrete language e.g. closing down) were contrasted with observing the opening of an independent local Jamaican restaurant highlighting the positive effect on participant construal of place when new features that resonate with everyday citizens are established. Conversely, the presence of new features within a place is all the more evident when surrounding conditions are empty retail units (Figure 6.40):

"There's a Oh yeah, there's a new Jamaican. Yeah. It's so weird that Gloucester is really multicultural with a ginormous Jamaican community yet there's only two Jamaican restaurants Yeah. At completely different ends of the area. Yeah. And there's only one Jamaican restaurant in the city centre. And for some reason that's not been publicised at all ... and then you've got the shopping but all you see is like closing down discounts come here now ... all these kind of sites and that's where most people are." (Extract from P3)

By comparing and contrasting the positive sentiment towards independent businesses against the impact of closures, P3 is highlighting valuable aspects of lived experience. However, P3's observation of the singular ethnic minority business along the street speaks to a wider abstract social issues of the fragmented nature of community representation.

Where participants focused on the immediate transformation of Westgate Street it was limited to the presence of brands adopting previously empty retail units. This correlates with other findings within social psychological categories of concrete construal of brand or corporate presence influencing more abstract construal of the socio-economic consequences particularly on feeling of participants of erosion of independent retailers:

"But that didn't make me be like, oh, there's a K F C here. It's just like, oh, another big brand..." (Extract from P8)

Brand presence is a wider issue within the city centre due to the relatively compact urban scale and as illustrated by P8, everyday citizens are cognisant of the dominance of corporate activity over local independent business. This suggests a sense of devaluing of the place as the area is not resonating with individual values.

In terms of observations of activity levels in Westgate Street, participants predominantly focused across 2023 on how the space was perceived to be active during summer shifting to being seen as inactive in autumn. This correlates with other psychological distances that identify the presence of empty shops and negative concrete language as having an impact on abstract construal. Referring to Figure 6.36 despite the greater activity during lunchtime hours in Westgate Street without day to day events or active frontages, usage appears low and transient:

"And then you get to the end of Westgate, which is just shut down shops. You've got 14, independent shops shut down. You've got, freaking don't even know what this place is. And then you've got Hubba Bubble, one of the most loved coffee shops in this area. Again, shut down..." (Extract from P3)

P3's repetition of the words "shut down" beyond their initial meaning of observation speak to a sense of permanence and loss of valued features repeated throughout sessions.

Reaction To Space

Responses from participants eliciting reactions to specific spatial features in Westgate Street coded within four sub-themes of liking (sub-theme 28A), not liking (sub-theme 28B) and feeling of emptiness (sub-theme 28C). Responses that showed a liking or preference towards specific spatial features focused on smaller visual components within Westgate Street as opposed to the wider visual composition of the street:

"that's a wonderful building. And obviously this very pale sort of green, uh, roof here at the top of the HSBC..." (Extract from P9)

Specific architectural features were most valuable to P9's experience of the area, which is relevant as it both emphasises the inherent presence of heritage features but also conversely the relative absence of natural elements leading to a dominance of hard materials.

Where responses showed a disliking or rejection of specific spatial features the focus was on the perceived disjointed architectural styles of the area. The language used by participants focused on the concept of visual appeal and how this was disrupted by the different adjacent styles. Figure 6.34 illustrates the baseline photography for Westgate Street and the different architectural styles are evident particularly the more modern interventions set against heritage buildings:

"Yeah. It just looks like, like nothing matches. Like if you look at HSBC it looks like a completely different design to Yeah. The offices on top of here, on top of Card Factory and it's just not aesthetically pleasing..." (Extract from P12)

The counter point to P9's appreciation of individual heritage features is illustrated by P12's construal of collective architectural disorder along the streetscene. As demonstrated by Figure 6.34 there are many architectural styles along the gate streets largely as a consequence of decades of urban planning decisions stemming from Jellicoe's 1961 plan for Gloucester. This serves to highlight that everyday citizens are aware in their day to day lived experience of the effect of a disordered wider visual composition, which leads to wider abstract social themes such as Who Made This.

Westgate Social

Core abstract construal themes with responses coded to social psychological distance included: 5 – Social Commentary, 6 – Us Versus Them, 7 – What Are They Doing, 8 – Who Is This Place For, 9 – Who Made This, 10 – Social Comparison and 11 – They Believe.

Social Commentary

Responses from participants discussing wider social issues as a construal of how other groups are affected in the context of Westgate Street highlighted the impact of closures (sub-theme 5A) as relevant to day to day lived experience. There exists a cross over with spatial psychological distance as participants responded to the concrete language/ visuals present in empty units e.g. To Let, For Sale, Closing Down and construed a wider abstract social impact (see Figure 6.40 for photography overlay on city map) by way of communicating their point:

“but is it that they want people to like, go to the shops and stuff on Westgate Street as well? Or just experiences? (Extract from P13)

P13's social quandary about what other groups are imagining for the identity of Westgate St speaks to a wider conflict between everyday citizens and the perceived push for regeneration designed to attract “new people”.

Us Versus Them

Responses from participants where their specific use of language e.g. They highlights a construal that other groups are creating a power imbalance or driving separation in the context of Westgate Street focused on the tension between Corporates V Independents (sub-theme 6B). Despite anchoring and familiarisation effects of brand/corporate name retail units there was a notable construal of corporate entities unbalancing the urban environment preventing independents gaining representation. This is similar to findings in responses to L1KS.

“And the retail and the commerce, they don't prioritise independent thinking compared to what they prioritise big, large corporations. Yeah. And these large corporations are the ones that are just one day gonna take all the money and shut down ...” (Extract from P3)

The repeated theme of everyday citizens being impacted by decisions by a construed absent or distant group in power is illustrated by P3's language particularly their reference to the extraction of money. Given the wider social effect of closures beyond just empty units it is evident everyday citizens have an emotional response to the issue.

What Are They Doing

Responses where participants provided a commentary on the actions of other groups in relation to Westgate Street focused on people not using the space (sub-theme 7B) particularly during the weekend. This crosses over with findings from spatial distance/construal connecting the social impact of retail closures:

“Uh, about like the cleanness of the streets itself and the options for people to go around and do something more than ... um, how can I say, stores and things around here everything is more like, uh, what you gonna need throughout the week to work, to go to the bank to buy things that you need to do something. But then once the weekend, what do you have here? Just the McDonald's” (Extract from P8)

An additional point P8 alludes to is the lack of maintenance of the area, which lies in contrast to the constant cleaning observed in L1KS and L3GD highlighting the differences in public/private space.

Who Is This Place For

Responses framed as wider statements or questions about the nature of for who Westgate Street has been designed/built showed participants construed the site as being reflective of the everyday citizens of the city:

“And yeah, I think despite the troubles the city is having and trying to keep it active and alive, it's like there is still that kind of, I don't want you to even call it, I dunno if community is the word, but there's a footfall. There are people kind of moving through it because I think they live it. There is their life, they go into central town because that's where stuff is happening. And yeah, I dunno, maybe there's not the broadest selection of stuff for people who live here, but it's what they have...” (Extract from P2)

P2's concrete experience of the city centre as a place that is lived and almost a “community” of everyday citizens is relevant in the respect that it is the area that has received least investment particularly compared to the flagship sites of L1KS, L2BF and L3GD. As such, it further evidences the construal of those in power as acting against the community of everyday citizens.

Who Made This

Responses from participants questioning the design and implementation of Westgate Street in the context of the impact this has on the day to day lived experience of everyday citizens.

"... you know, you can see someone cared about that building, uh, the, the cherubs and stuff. You look up and you see something inspiring..." (Extract from P9)

"Um, but at least on West Gate Street they've tried to regenerate it a bit..." (Extract from P11)

P11's use of the word "They" shares similarities with core theme 6 – Us Versus Them in establishing social psychological distance but is specifically construing the thought process (sub-theme 9A) of groups involved in the design and build of Westgate. It is noted that participant responses reflect the pre-2024 design intervention so represent experiences on the precipice of change.

Social Comparison

In the context of Westgate Street, where participants compared social groups or cultures the focus was around certain areas along Westgate Street do not reflect the characteristics of the rest of the city.

"Bull Lane, yeah. Um, what's really interesting is it kind of doesn't reflect the rest of the city" (Extract from P7)

Specifically, the art and graffiti along Bull Lane, which is a minor route connecting Westgate Street with the L2BF site, was used as the starting point for comparison given the robust anti-graffiti stance of the city council. P7's construal of graffiti as a form of granting "permission" to everyday citizens seen in L2BF further supports their observation.

They Believe

Where participants construed the thought processes of other groups in the context of Westgate Street this focused on the idea of participants that other groups believed the area was deprived or "rough".

"...well, personally I do, but I know a lot of people don't sort of evening wise, some people say, well, I wouldn't, I wouldn't venture into the, the centre in darkness..." (Extract from P4)

There is a repeated interplay between concrete spatial and abstract social construal in the minds of participants, such as longer standing everyday citizens such as P4 around day to day witnessing negative language/streetscape. This in turn leads to more general negative beliefs about place, likely contributed to their reasoning about what other groups thought.

Core concrete construal themes with responses coded to social psychological distance included: 22 – I Notice, 23 – It Happened To Us and 24 – My Personal Opinion.

I Notice

Where participants made personal observations about the immediate environment of Westgate Street the focus was on small public realm interventions. This shares similarity with concrete spatial reactions to space where participants actively zoomed in to identify smaller features in the wider urban streetscape:

"...a mosaic that has very little context. Uh, yeah ... It's a bull. I love to see public art, but kind of lacks context or any interpretation..." (Extract from P7)

Beyond the initial concrete observation, P7's specific reference to the lack of interpretation was to be addressed by the Westgate St regeneration works identified in Chapter 5. However, it does highlight why/how features that do not have relevant affordance for value or emotional connection fail to contribute to a wider abstract positive construal of place.

It Happened To Us

Place responses triggered by specific events that happened to participants or their close social group were strongly contextual and in relation to Westgate Street events involving participants although different across seasons shared a common positive construal focused on interactions with local independent businesses and people:

"Yeah, we're heading down Westgate Street and, um, there's an amazing pizza place, independent pizza place down here. And we've gotten to know the, the owners ... and so like that and from the moment we walked in that door Yep. They've just welcomed us. Like, we were, like, we've been coming there for years..." (Extract from P2)

P2's expression of joy at the feeling of community illustrates the importance small acts of social interaction can have on interactions with place.

My Personal Opinion

Where participants directly expressed their personal opinion or feelings towards Westgate Street or features within the site these focused on liking because of specific reasons (sub-theme 24A). However, conversely there was a pattern of concrete negative sentiment across 2023 with a small increase towards concrete positive during summer. Positive opinions of participants were justified with reasoning that connected the physical space to its influence on their feelings:

"...Is lovely and the top of the building. Yeah. It's great. It's right up my alley, this sort of building." (Extract from P9)

P9's quote is in reference to the heritage buildings along Berkeley Street and highlights that despite being a less used route the more ordered streetscene helps everyday citizens interpret and respond to the urban environment.

Westgate Temporal

Core abstract construal themes with responses coded to temporal psychological distance included: 17 – Echoes of The Past and 18 – Place Memory.

Echoes of the Past

Where participants commented on specific historic features within Westgate the focus was around the heritage buildings and impacts of streetscape change over time. Participants did not give any temporal indications in their commentary but instead made more generalised points on the historical features:

"uh, was a really beautiful building that at some point in the last couple of hundred years was covered up." (Extract from P11)

Beyond P11's positive reaction to a building along Westgate St, there is a veiled discontent with those responsible for city maintenance for allowing elements of the streetscene to fall out of use.

Place Memory

Where participants recalled place memories of Westgate Street without specific temporal indication the focus was on comments on progress of change relative to the past (sub-theme 18A), how for some participants the on-going duration of works gave a sense of lack of change (sub-theme 18B) and that specific good memories of Westgate Street were recounted (sub-theme 18C):

"So for example, this, you know, Westgate Street, there's undergoing a lot of development, but it, to me it looks so different to, to when I grew up..." (Extract from P7)

Commentary on progress of the urban regeneration relative to the past showed an understanding by participants such as P7, of the length of time involved in changing the site and influencing the wider perceived identity of the city illustrating a need to consider the effect of regeneration temporality.

Despite obvious on-going renovation works to heritage assets along Westgate Street some participants highlighted how there was a sense of stasis to the connecting streets, which similarly to sub-theme 18A raises the need to consider temporality in regeneration and the social consequences of perceived slow progress:

“Hard to say, isn't it? I mean the weird thing about the King's walk is that it doesn't seem to have ever changed. It's been wrapped up in scaffolding and swaddling and it still seems exactly the same walking down Westgate Street now. And this doesn't feel like visually it's not too different how it was when I was a kid.” (Extract from P2)

The feeling of stasis in regeneration as highlighted by P2 is relevant because there is limited change within the gate streets so without short term intervention to improve the experience of everyday citizens there are longer term construal of lack of attention to place. Longer standing everyday citizens were able to draw on place memories across a greater psychological distance but specific good memories of Westgate Street were tied to the connection between independent businesses and interactions with everyday citizens:

“Yeah. Uh, we used to buy them, like whenever we used to go visit my nan, we'd buy flowers for her. So that's nice. Stable <laugh>. A stable business that's been there.” (Extract from P12)

The repetition of the word “stable” by P12, which initially appears positive, is interesting in the respect that it can be interpreted as a commentary on the perception of constantly failing businesses and a state of decline of the city as observed by other participants.

Core concrete construal themes with responses coded to temporal psychological distance included: 30 – What Is Here Now

What Is Here Now

The act of being present in Westgate Street and observing their immediate surroundings, participants focused on events on the immediate weekend (sub-theme 30B). There were several public events during summer/autumn, which the field sessions coincided with temporally and as such participants raised this as an observation:

“I mean, it was, it was an interesting, it was an interesting experience cuz you know, it was clearly meant to be, uh, an event for people, uh, of the city ... Uh, you know, an interesting, uh, parade along the, um, along this, uh, Westgate Street...” (Extract from P3)

Beyond the initial positive reaction to the recent events, P3's use of language implies a veiled criticism of what and who the event was meant to represent.

Westgate Hypothetical

Core abstract construal themes with responses coded to hypothetical psychological distance included: 1 – Figurative Descriptions, 2 – Speculative Questions, 3 – Suggestion of Change and 4 – Unlikely or Irregular.

Figurative Descriptions

Where participants used figurative language to connect distant concepts to their current location in Westgate Street by way of expressing their day to day feelings there was a focus on the retail components of the site and particularly brand orientation:

“It looks almost satanic, a black K F C. Yeah. I, I, I wonder if they are frying the chickens in a cauldron, but I look at that ... Uh, it's, it's just so odd...” (Extract from P9)

Whilst acknowledging the individualistic description of KFC by P9, the construal is one of the unintended consequences design choices by brands can have on the experience of the streetscene. As such, taking each of these examples across Westgate St it is possible to understand feelings of confusion and discomfort by everyday citizens.

Speculative Questions

Musings by participants in form of speculative or rhetorical questions/statements e.g. using supposition “if” concerning Westgate Street were site specific but as with findings from other psychological distance responses focused on increasing numbers of people using the area later in the day to reduce perceived negative impacts on social interactions:

“Um, and that reminded me of sort a lot the concerns that some people in Gloucester got. So yeah. If you can draw more people into the, into the sort of gate streets in the evenings and they feel comfortable. Yeah. Um, you get sort of a, a bit of a virtuous circle. Yeah. Started, um, but it's easy for things to slip the other way...” (Extract from P4)

As a longer standing everyday citizen P4 was able to reflect on the wider context the city centre is seen within but is also relevant in the respect that over the past 25 years there has not been a successful attempt to make greater numbers of people feel “comfortable” in using the centre at night as the situation still requires action.

Suggestion of Change

Invariably in the course of discussion of urban change despite not directly asking participants future aspirational questions there were suggestions of elements that they would like to change, which were specific to each location. In the context of Westgate Street the focus was expanding the number of summer planters to increase perception of colourfulness:

"...it would be nice if you have that throughout the whole street. Yeah. Then that would make a lot of like a visual impact. But it's just like a couple here and a couple at the end. Yeah. You know, it helps. But yeah. It still has something to go..." (Extract from P8)

P8's suggestion to increase colour is reflective of the value they place on colour but also illustrates the smallness of the scale of interventions relative to the overall streetscene.

Unlikely or Irregular

Where participants construed the response of Westgate Street to likely usage the focus was on the unlikelihood of activity in the area (sub-theme 4A). This echoes responses to other psychological distances that emphasised the connection between impact of retail closures and social interactions:

"...but there's not that everyday traffic or I don't think, it's not like a place where lots is happening" (Extract from P14)

P14 in highlighting the unlikely usage of place is making a wider connection to the on-going impacts of retail closure and the decline in footfall as a result. The long-term consequence is the construal of the belief the city is declining and people need to leave for opportunity.

Core concrete construal themes with responses coded to hypothetical psychological distance included: 19 – Activity in Place and 20 – Likely Change to Place

Activity in Place

Where participants were able to concretely describe their activities in Westgate Street the focus was on how they would just transit through the space (sub-theme 19A). This correlates with other psychological distances where the impacts of closures, absence of activity and lack of social interaction create day to day situations where participants operate automatically walking through Westgate Street without consciously engaging with the space:

"I love cobble stones. I think they're beautiful. They are just very annoying when trying to get around ... and the, the pattern can be distracting in the floor sometimes..." (Extract from P10)

A counter point to this automation was raised by P10 who with a registered disability needed to concretely construe the form and design of the streetscape in order to safely navigate. Field observations presented in Figure 6.36 corroborate participant experiences with people transiting through Westgate Street being the dominant activity.

Likely Change to Place

In the context of Westgate Street the impact of new development (sub-theme 20A) was the focus for likely changes to the site. Specifically, the renovation of retail units and occupation by perceived low end businesses was evident and offers an explanation for participant responses:

"And then you get vape shops and K F C moving. Yeah. And, uh, it's just a shame." (Extract from P11)

P11's use of the word "shame" highlights the sense of exasperation felt at the on-going likely changes to Westgate St. It also illustrates that unit occupancy is not viewed equally and that the perceived wrong choice can have lasted abstract social consequences.

6.1.4.12 Westgate Sentiment Analysis

The sentiment pattern for Westgate Street illustrates a broadly similar pattern across all seasons with dominant focus on concrete negative construal/distance. Evidence of the impact of retail closures and the concrete spatial negative language used e.g. closing down, everything must go, % Sale on the day to day experience of participants is clear and in turn influences longer term abstract social construal. However, where positive aspects of day to day experience are recorded they are strongly connected to the presence of independent businesses that reflect the values of participants.

Sentiment analysis by concrete and abstract construal category for Westgate St. derived from all participant responses accounting for seasonal change across 2023 (normalised data)

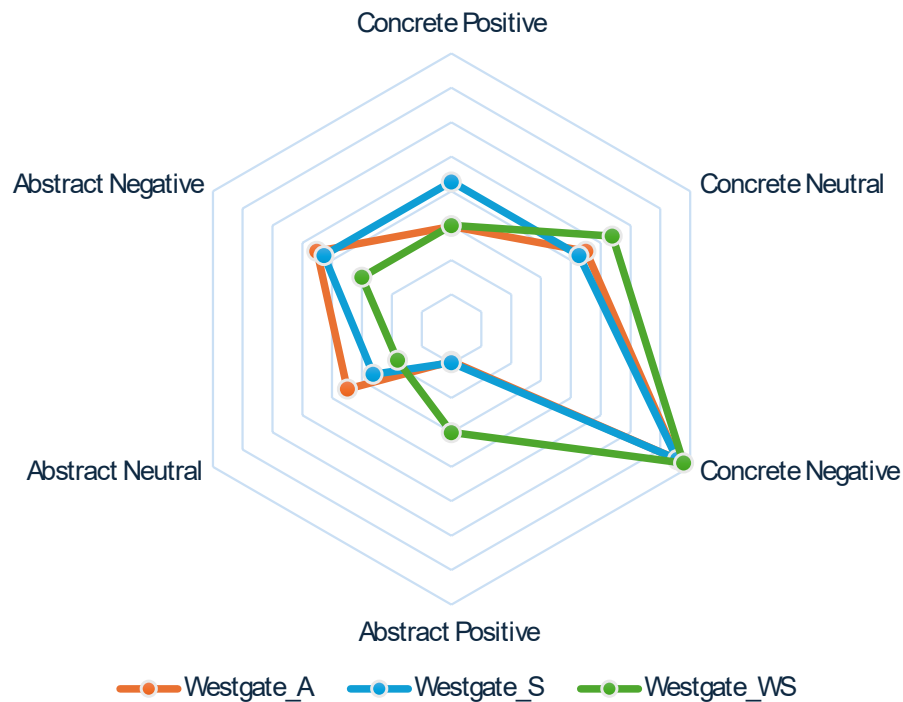


Figure 6.37 - Sentiment analysis for case study location Westgate Street. The pattern of sentiment illustrates a broadly similar pattern across all seasons with the dominant focus on concrete negative construal/distance.

6.1.4.13 Westgate Street Place Level Abstraction Interpretative Summary

The following sub-section presents a summary of the key interpretative findings relevant to Westgate Street. Firstly, the most key finding was the effect of the concrete construal of the negative aspects of the space e.g. repeated language/imagery of empty units and the link to wider abstract social construal of belief in the city i.e. declining city not helped by those in power. As such, this link is fuelling a continuing state of conflict between everyday citizens and those groups with power. P3's experience along the route of Westgate Street illustrates this point:

"And then you get to the end of Westgate, which is just shut down shops. You've got 14, independent shops shut down. You've got, freaking don't even know what this place is. And then you've got Hubba Bubble, one of the most loved coffee shops in this area. Again, shut down..." (Extract from P3)

P3's repetition of the words "shut down" beyond their initial meaning of observation speak to a sense of permanence and loss of valued features repeated throughout sessions.

Secondly, where empty units are being replaced in Westgate St, everyday citizens are cognisant of the unbalancing effect of corporate/brand presence especially in the face of lost independent businesses. As P8 illustrates in their experience of Westgate St day to day:

"But that didn't make me be like, oh, there's a K F C here. It's just like, oh, another big brand..." (Extract from P8)

Brand presence is a wider issue within the city centre due to the relatively compact urban scale. It also illustrates that unit occupancy is not viewed equally and that the perceived wrong choice can have lasted abstract social consequences.

Lastly, despite the largely negative concrete sentiment as a result of lack of investment, closures and poor maintenance (see Figure 6.37) there are glimpses of positive construal especially towards elements that appear to succeed and generate community in spite of the challenges, as described by P2:

"Yeah, we're heading down Westgate Street and, um, there's an amazing pizza place, independent pizza place down here. And we've gotten to know the, the owners ... and so like that and from the moment we walked in that door Yep. They've just welcomed us. Like, we were, like, we've been coming there for years..." (Extract from P2)

P2's expression of joy at the feeling of community illustrates the importance small acts of social interaction can have on interactions with place.

6.1.5 Wider City Level Analysis

Early analysis of the participant transcript whilst undertaking the PRPs revealed a greater number of possible responses that were not directly attributable to a case study location but instead reflected more macro scale lived experience or generalised participant thought processes. Figure 6.38 graphically illustrates the difference between the number of participant responses specific to case study locations and that of the wider city by way of communicating the importance to consider this information that could otherwise be lost or discounted from standard place specific analysis. As such, the following section considers the wider city level themes that became evident during analysis work.

**Graphical representation of distribution of total place specific
construal responses compared to the total number of wider city level
construal responses recorded during 2023**

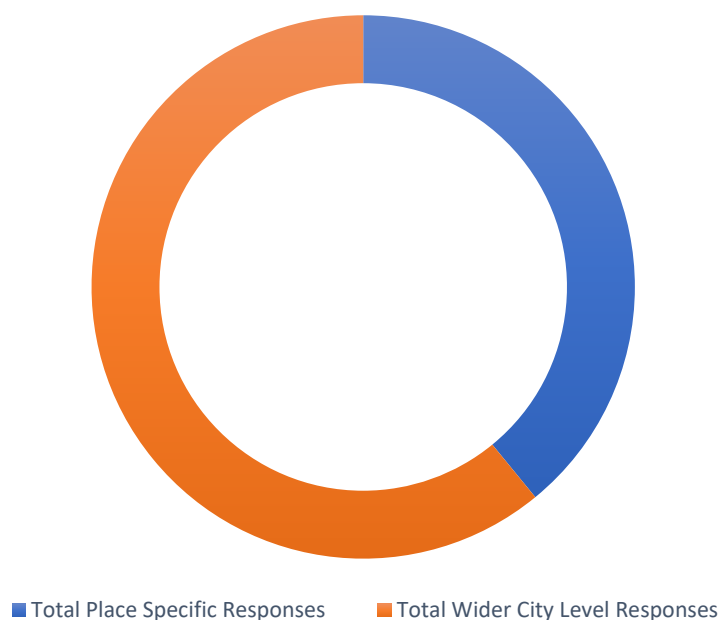


Figure 6.38 – Graphical representation of the difference between place specific and wider city level responses from all participants across 2023. It is clear there is a greater percentage of wider city responses that contain valuable insights that are not place attributable and as such could be lost from typical forms of place specific consultation.

6.1.5.1 Wider City Level Place Response Pattern

The following sub-section sets out the how participants responded in their day to day lived experience of the wider city or general thought process. Figure 6.39 illustrates the overall PRP. A high level review of the PRP demonstrates a dominant focus on the distance/construal category of abstract social. A detailed reporting of findings organised by psychological distance are set out under the following headings. A greater number of different themes emerged from examining the wider city level data set compared with place specific level, which is reflected in the presentation of findings below and the code prefix WCL (Wider City Level). However, where WCL themes shared similar properties with place level themes the same name was used for ease of comparison. By way of illustrating the connection between all four case study locations at a wider city level, Figure 6.40 demonstrates a spatial plan of the city centre with examples of the recurring negatively associated imagery/language seen along the route, which evidently alters the construal of urban lifeworlds of participants going about day to day city life.

Place Response Pattern (PRP) for the Wider City Level derived from all participant responses combined across seasons (normalised) recorded during 2023

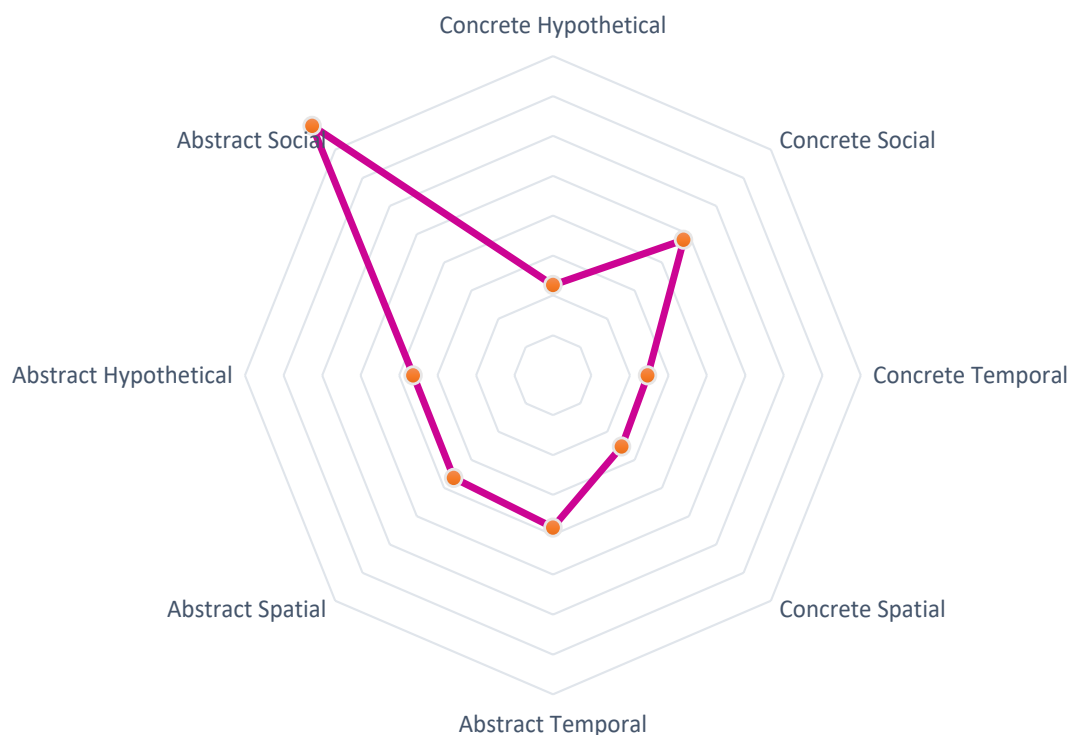


Figure 6.39 – PRP for the wider city level derived from data across all seasons



Figure 6.40 - Map of Gloucester (Google, 2023) illustrating a “typical” route through the city centre (as per the Gloucester City Public Realm Strategy, 2017), highlighted by pink dots connecting Gloucester Docks with the Kings Quarter, set against photographic evidence of examples of concrete language typology on display in retail units, which participants indicated contributes to the on-going negative perception of the city as well as their own emotional state.

Wider City Spatial

Core abstract construal themes with responses coded to spatial psychological distance included: WCL – Other Places, Cities and Countries, WCL – Identity and Purpose, WCL – Socio-Spatial Commentary and WCL – Psychology of Considering People.

WCL – Other Places, Cities and Countries

Similarly to place level thematic coding participants construed the current experience of the city using comparisons to other distant locations, however, this has evolved at a wider city level to a core theme due to repeated presence of other place references. Comparison references to other places focused on the relationship between Gloucester as a small city and Cheltenham as a large town often in the respect of the negative construal of Gloucester as being lesser or more deprived relative to the more affluent Cheltenham and the ensuing competition this elicits. A connection is evident with core theme WCL – Identity and Purpose due to the connotation that Gloucester as a city does not demonstrate a definable identity in the face of spatial pressure from Cheltenham:

"I mean, I do feel like Gloucester is trying to keep up with the Joneses with Cheltenham with the forum and stuff like that and that's not great." (Extract from P9)

"And I think that's the challenge in having competing neighbouring towns..." (Extract from P7)

P7 and P9's construal of a wider competition between Gloucester and Cheltenham is suggestive of the longer-term negative abstract beliefs about place, which are exacerbated by the concrete experiences day to day. Interestingly despite being a long-term everyday citizen P7 still accidentally refers to the city of Gloucester as a "town" highlighting again a confused identity. Where participants used city to city comparisons the focus was on the differences with other larger cities in the UK such as London, Birmingham, Liverpool and Bristol. From the perspective of participant day to day lived experience these comparisons were frequently framed as a negative construal of place experience and a reason to leave Gloucester:

"But I've always said I want wanna move to like Bristol again or Birmingham or Manchester because they, I don't know, they're just more of a city vibe than Gloucester is., it's like in between a town and a city, even though it is a city." (Extract from P12)

Similarly to the issue between town and city, the confusion of Gloucester's identity as a city is highlighted by P12. As with many other everyday citizens the abstract issue of identity and misalignment with personal value/experience leads to a belief of needing to leave.

WCL – Identity and Purpose

In the context of the wider city, where participants articulated a construal of identity or purpose the focus was why they felt Gloucester does not have a discernible identity or purpose to spaces and could be reflected in any small city.

“No, no, no, no. Yeah, there’s not that independent place. There’s nothing that makes this stand out from any other high street anywhere else in the country. There’s nothing unique about being here. It’s like Lloyd’s, shoe zone, pound shops, it’s the same everywhere...”
(Extract from P14)

“But maybe part of the problem is it’s not just about designing the space, it’s designing how that space interacts with all the others as well and brings the flow of people there.” (Extract from P1)

Closely related to the themes of city/town comparison the feeling by everyday citizens of a lack of cohesive identity or purpose to the city is illustrated by both short and longer term everyday citizens in P1 and P14. A connection with other psychological distances, specifically social, it is apparent that negative associations with decision makers and designers could be exacerbating day to day feelings of absence of identity through actions taken as part of the urban regeneration programme in the city.

WCL – Socio-Spatial Commentary

Responses from participants invoking a construal that extends from the current spatial location to make a wider commentary on social issues related to the wider city focused on the effect of perceived corporate activity.

“...we’ve got a cathedral, so we’re a city. No, it’s, it’s a, it is, it’s a, the city centre itself is a small space, so it needs to be used carefully. Mm. Um, it’s not, it’s not got enough space to dilute like the places like Primark.” (Extract from P9)

The fact that P9 is cognisant of the socio-spatial impact of brands in a compact urban centre is important given the increasing brand presence in the centre at the expense of independent businesses sharing similarities to findings at a place specific level. Their specific use of the word “carefully” illustrates a link to other themes such as Us V Them where the consequences of perceived “thoughtless” decisions goes beyond day to day concrete impact. Brand name companies and more generic references to gambling and vape shops used by participants are located throughout Gloucester city centre but their UK distribution makes the commentary more focused on wider social issues e.g. homogenisation of small cities despite the effect on participant’s day to day experience.

Where participants discussed more abstract psychological concepts relating to the perceived impact of considered design choices on day to day lived experience the focus was on how people use and move around space. This contrasts perceptions of participants at a place specific level where there existed a feeling that urban regeneration has been delivered in isolation:

“And maybe that's to say that literally every part of the city should be considered from the perspective of pedestrians and their journeys between locations... but that doesn't mean that everything has to be sacrificed in the pursuit of that easy access and navigation doesn't mean everything's a straight line. As long as we know where we're going and nothing is too far away from each other, it can still be an interesting navigator experience. And I think that adds life to a city.” (Extract from P1)

P1's construal of the role of considering why/how people interact with the city adds evidence to the wider need for decision makers to place greater emphasis on the between spaces that form the journey as opposed to isolated flagship developments.

Core concrete construal themes with responses coded to spatial psychological distance included: WCL – Reaction To Space, WCL – Observing The Space and WCL – Moving Around Space

WCL – Reaction To Space

Participant reactions to the immediate wider city space shared similarities with place specific level in respect to both the sub-themes of liking and disliking particular spatial elements in their immediate surroundings.

Spatial elements that elicited a positive construal and expressions of liking identifiable through use of language e.g. nice, great, beautiful focused on the heritage features within the city centre and buildings that contributed to social interaction:

“Change, change is a good thing. It's like Greyfriars is just there as we are walking past. It's nice to know that that is still looked after although I am not a religious person in any way, shape or form... But the building itself and the architecture around it, surrounded by new developments...” (Extract from P4)

Where development is construed as responding to its heritage setting without detracting from its value to the city and everyday citizens there is an inherent positive sentiment. P4's description of being “looked after” shares similarities with L3GD where participants perceive greater care for the urban environment.

Spatial elements that elicited a negative construal and expressions of disliking identifiable through use of language e.g. horrible, ugly, rundown focused on the interaction between modern architectural interventions and their perceived impact on heritage features:

"And that's, that's what a Gloucester does have. I'd say overall, Gloucester, unfortunately, there is the ratio between beautiful buildings and sort of ugly buildings is a bit off, especially in the centre..." (Extract from P9)

P9's observation of the architectural ratio echoes responses from Westgate St, which forms part of the city core, and highlights the problematic wider visual composition construed daily by everyday citizens despite specific positive reactions to individual built features e.g. copper roof of HSBC.

WCL – Observing The Space

In observing and construing their immediate environment participants focused on current conditions comprising architecture, function and materiality.

"I was literally about to say like I'm obsessed with flowers and like greenery and there's just none ... It's just concrete." (Extract from P12)

The use of the word of "obsession" by P12 highlights the strength of feeling towards urban greenery but conversely emphasises the effect the relative absence of green space in the city centre has on everyday citizens.

Within the sub-theme of observing current conditions, similarly to findings at place specific level, where participants identified negative concrete language/images it was associated with brand presence:

"It is really depressing that the Starbucks still has a way bigger and more shiny star than the Guildhall, which is right next to it. And if you look at both buildings at the top, they're both historical and none of it seems to have the attraction that they actually deserve for its history ... There is a hairdressers for a hair type that will never suit mine. There is a solicitors, they're continuously shut. I've never seen this place open." (Extract from P3)

This supports the interpretation that there is a conversion in participants from observing and construing concrete negative features in the immediate environment day to day to a more socially abstract negative construal. P3's specific reference to hairdressers that are not able to accommodate their hair type further suggests a disconnect between what is being delivered by regeneration and what is representative of the everyday citizens of the city centre.

WCL – Moving Around Space

Where participants described their movements through the city it was focused on why they moved predominantly directly to another space as opposed to dwelling.

“It’s, um, quite a lot of shops, uh, have ledges to get in, which is very annoying. Mm. Um, as we are just getting to, some of the cobblestones are starting, which are the worst.” (Extract from P10)

The act of construing concrete experience of moving was particularly relevant to participant P10 with a registered disability affecting mobility. However, even participants such as P1 who did not have mobility issues articulated a feeling of conflict with navigating the streetscene.

A sub-theme related to moving through the city and use of wayfinding aids was also identified specifically in the context of Gloucester being a small city where the perception was that everyday citizens inherently know their way so do not interact with forms of navigation.

“And I think it also links into the, the wayfinding that we spoke about Yeah. Earlier that, you know, as a, as a resident, I don’t really need to or look at signage and, and I know my way around...” (Extract from P7)

P7’s experience of not using wayfinding features in the city is interesting in two regards, firstly, that everyday citizens utilise a form of socio-spatial navigation but secondly that features that have been designed/installed by other groups clearly do not reflect the needs of everyday citizens suggesting greater focus on visitors. Indeed, Dalton et al., (2019) argue that wayfinding rather than belonging solely to the realm of the spatial has an intrinsic social component that should be considered.

Wider City Social

Core abstract construal themes with responses coded to social psychological distance included: WCL – Social Commentary, WCL – Us Versus Them, WCL – Who Makes A City, WCL – They Believe They Feel They Know and WCL – People Make Cities Come Alive.

WCL – Social Commentary

Where participants discussed wider social issues in the context of being in a small city there were several sub-themes within the findings covering impact of regeneration, socio-economic constraints and need for empowerment of everyday citizens:

"You want people to have nice opportunities, but it's like, I don't necessarily know if knocking everything down and building like yet another brew house or yet another kind of very fancy cocktail bar is necessarily the way, the way to, to solve it ... And I dunno, maybe people need low architecture, they need low cities, they don't need conceptually great cities. They need cities that actually give people what they want." (Extract from P2)

"But at the same time, when you go to other really large kind of cities, you have spaces like that after a while end up being not used. Yeah. Because the people, the city cannot afford to use those spaces. Yeah. So I kind of have a mild fear that this building is gonna get demolished and turned into something else." (Extract from P3)

"... people will lose, lose interest in it if it takes too long because Yeah. Because again, it's Yeah. Who's it for? And I think only people in the know really will benefit from it. Yeah. Um, it won't really benefit the everyday citizen..." (Extract from P7)

In terms of the impact of regeneration on the social fabric of the city participants such as P2, P3 and P7 construed the changes as exacerbating existing socio-economic boundaries with the suggestion that focusing on a pattern of delivering high end development over development that can respond to the day to day experience of everyday citizens. P2's use of the phrase "low cities" is interesting as it goes further to suggest that a focus on award-winning development is an irrelevance in the face of what should be delivered if cities were able to respond to the lived experience of everyday citizens.

Where participants construed the affects of socio-economic constraints on other groups the focus was how re-development and commercial composition of the city centre has led to the perception of compounding already existing socio-economic issues e.g. poverty, homelessness.

"... so much money is being spent on concrete, yet there's so many children without food. How, how does that make sense?" (Extract from P3)

"And because of the economic crisis, you can see that the people are feeling that, you know, um, results." (Extract from P8)

(additional quote overleaf...)

"... there's a lot of people I know people that walk around Gloucester and go, it's a dead city it's not even a city. Kind of a lot of negativity and, and that compacts a certain level of hopelessness ... Um, and, uh, yeah, like I said, you've got a vice of banks. If you walk down, uh, South Gate Street you've got a vice of, uh, if you're a gambling addict, I'm luckily I'm not you'd have an awful time trying to, um, abstain and walk down South Gate, because you've got Paddy Power on one side, Ladbrooks on the other side, um, to some extent, when you've got, you've got problems of homelessness and drug, serious drug problems here and the centre of Gloucester sometimes feels like a trap set for Hedonism." (Extract from P9)

All participants were able to articulate the sense of socio-economic decline and are illustrated clearly in the abstract construal of P3, P8 and P9, which imply a causal effect of decisions taken by those disconnected from the reality of everyday citizens. P3's pointed commentary on concrete use v child poverty is particularly poignant and raises questions around developer claims of social value delivery in the face of overall project costs. The need to empower everyday citizens is an abstract construal from participants that can be interpreted as a consequence of repeated exposure to negative concrete spatial factors, which ultimately leads to longer term beliefs of lacking value and belonging in the city:

"... that question has significance because if you can't escape when you need to because you're tired or whatever ... It's a need for everyone. Yeah. If you can't meet that, uh, need, then um, I think you might become escapist ... like, oh, um, maybe this is not a place for me and when I'm more, you know, uh, confident or more, uh, I have more resources then I can, uh, leave." (Extract from P6)

"I think that there are certain skills or there are, there's a certain knowledge that not everybody has. So when it comes to there has to be schemes to help young people or people, businesses or whatever ... And that's what I think Gloucester has become. People just get tired of trying. And so that's why it is just this place where you live or you reside or you bounce off of. It's just like a stepping stone or just a place to rest your head. There's no real attachment to the city or feeling of value or feeling of belonging." (Extract from P14)

P6 and P14 represent two ends of the everyday citizen temporal scale yet illustrate a construal of the need for escapism as a consequence of day to day impacts of city life on longer-term abstract construal of beliefs about the capacity of the city to accommodate their values.

Responses from participants where their specific use of language e.g. They highlights a construal that other groups are creating a power imbalance or driving separation in the context of the wider city covered sub-themes similar to the findings at place specific level but had a greater focus on the Council V The People and Corporates V Independents. Where participants spoke about their feelings of a perceived power imbalance, the "Council" (often referred to as They to imply abstract social distance from participants) was tied to decision making about changes to the wider city both physically and socially:

"You know, I as a citizen you don't have a mechanism to voice opinions on the city centre that aren't formalised through planning permission or anything like that. So there's no forum or anything to discuss the city centre and surrounding areas." (Extract from P7)

"And there's almost a part of me that wonders like, well, did they deliberately make gentrify areas of the city that are separated by a walk? (Extract from P1)

The absence of places for promoting social interaction through democratic discussion in the wider city were identified by participants P1 and P7 in contrast to spaces that promoted more automatic movement of people. This echoes, the results of the quantitative questionnaire that highlighted of 102 responses 49 respondents stated that a lack of dedicated space to talk with someone actively prevents lived experience being considered in Gloucester policy or planning decisions. Additionally, in response to the question (To what extent do you agree that the lived experience of everyday citizens has been taken into consideration in the urban regeneration/placemaking projects within Gloucester?) the mean Likert response was 2.647 suggesting respondents broadly disagree that decision makers did consider the lived experience of everyday citizens.

Despite anchoring and familiarisation effects of brand/corporate name retail units there was a notable construal of corporate entities unbalancing the urban environment preventing independents gaining representation. This is an issue which is particularly prevalent in small cities due to the relatively small city centre footprint and as such brand/corporate dominance is not easily diluted compared with larger cities. Findings coded under concrete spatial distance/construal also show the conversion from concrete observation to abstract social commentary impacts participants day to day:

"...but also if the only leisure activities here are ones that are owned by big chains, then, you know, that's kind of not giving people the option to say, well actually we do want independent businesses..." (Extract from P11)

(additional quote overleaf...)

"But that is definitely an outside force coming in and going we see an area which is being wasted because it's rundown buildings ... So of course we'll take it and we'll put money in and it'll be grand. But again, that's an outside force just looking for a patch to do their thing on. Again, who was asked, I imagine they may ask someone in authority, in a position of authority to say yes or no..." (Extract from P2)

Both P2 and P11 raise this point around brand presence but go further in their interpretation to suggest that these external forces are also affecting the ability of everyday citizens to exercise democratic choice about their daily lives.

WCL – Who Makes A City

Unlike responses at a place specific level, where participants construed the actions or thought processes of parties responsible for the design and construction of the city it was more generalised and conceptual.

"There's, there's nothing that when you see, see, you know, there is minimal, uh, communication of developments in the city, but when you do see stuff, it doesn't build excitement. And I think that's, that's a key to, to keeping happy citizens is building excitement in the development and letting people buy into that development." (Extract from P7)

How everyday citizens construe urban regeneration designs was identified as relevant to day to day experience highlighting the link between concrete spatial observations and longer term abstract social beliefs about the city. There are also similarities with temporal psychological distance themes such as Imagining the Future with the perception of the length of time involved in change, which P7 illustrates in their description of the need of "building excitement" towards development.

WCL – They Believe They Feel They Know

In the context of the wider city participants construed the beliefs of other people as being in general against urban regeneration. This is suggestive of a link with the core theme of Us Versus Them due to references to the formal process of interacting with development that currently exists in the city e.g. via council planning. Examining responses to the wider questionnaire, the mean Likert response to the question (To what extent do you agree that urban design and planning policy/processes in Gloucester are top-down (local authority or consultant) driven as opposed to bottom-up (community led)?)) was 4.001 indicating agreement that processes are seen as top-down and likely exclusionary to everyday citizens:

"I think one issue there is there in Gloucester, there it's sort of a, a hardcore of residents Yeah. That don't wanna see change or progress 'cause they want things to stay as either as they are or as they were." (Extract from P4)

P4 is alluding to the negatively perceived "usual suspects" in their construal of the beliefs of others, which are the group often with the loudest voices in the design/planning process yet do not reflect the wider cohort of everyday citizens who are not part of the process.

WCL – People Make Cities Come Alive

Where participants construed the importance of people to the vitality of cities it was in the context of activation of space and the positive nature of the presence of people. The absence of social spaces within the city was raised as a detracting point to the positive construal of people bringing life to Gloucester sharing similarities with responses under core theme Us Versus Them:

"Where particularly during the pandemic, whenever anyone said to someone else, oh, how you doing? Everyone would be like, well, I've been at home, I've had, I've had nothing to talk about. I've nothing to say. And everyone had the same story because of course they did. Yeah. And now we're of, we ha we almost had to go to this awful dearth of the anecdote to learn how important it was to all of us. Yeah. That actually we do want stories ... We do want things to talk about. We do want to, you know, when someone meets us, so we haven't seen 'em for a couple of days what happened, we have something to say..." (Extract from P1)

"Well, yeah, the city isn't just about the shops, is it? (Extract from P14)

As both P1 and P14 allude to the presence of people is vital to the positive construal of cities both in the concrete construal of activity and longer term abstract beliefs and goals.

Core concrete construal themes with responses coded to social psychological distance included: WCL – My Personal Opinion, WCL – My Interactions With The City, WCL – What I Care About and WCL – I Notice.

WCL – My Personal Opinion

Where participants directly expressed their personal opinion or feelings towards the wider city it was a broadly binary either liking because of specific reasons or not liking because of specific reasons. Outside of the focus on place specific responses participants trended towards a more positive construal.

Positive opinions of participants were justified with reasoning that connected visual and audio interest in the city to day to day experience and feelings of positivity:

"...for me, I think seeing a city that's lit up and looks kind of designed with aesthetics in purpose, it makes you prouder to be from here rather than Yeah. Looking quite rundown." (Extract from P7)

By linking city aesthetic quality and sense of pride, P7 is illustrating concerns raised by many of the participants particularly where the cumulative effect of a disordered streetscene detracts from day to day experience.

Negative opinions of participants were justified with reasoning that focused on the consequence of the concept of place not reflecting them or the aspects they value:

"This doesn't reflect me in any way or there's no sense of pride or belonging. Like I said, this is Gloucester. We are Gloucester. There's none of that." (Extract from P14)

Similarly to P7's positive stance, P14 uses the word "pride" although from a negative standpoint to highlight the absence of social cohesion in the wider city.

WCL – My Interactions With The City

Expressions of personal interactions with the city, highlighted by the use of personal pronoun "I" and possessive pronoun "my," were individualistic and contextual, however, there were commonalities in day to day experience focused around daily city usage:

"I must, I think I've been going out less, to be honest with you. And I don't know if that is, uh, it's probably got more to do with, uh, financial situation, you know?" (Extract from P9)

P9's financial instability is echoed by many other participants and illustrates a wider socio-economic constraint affecting everyday citizens and their ability to interact with the city. It also raises the link to abstract social theme of Who Is This Place For if regeneration is not accessible to all everyday citizens.

WCL – What I Care About

Expressions of personal value or importance, highlighted by the use of personal pronoun "I" and possessive pronoun "my," were individualistic and contextual, however, there were commonalities in day to day experience focused around participant occupation, personal well-being and the relationship with personal identity:

"Yeah. I just wanna be my own human being. Eat my own healthy food and just yeah. Be safe around people that make me feel safe." (Extract from P3)

"Very valuable. Cause I think I work hard and I, I did lots of sacrifices for, for, for personal causes..." (Extract from P6)

Both P3 and P6 represent short term everyday citizens but also a suggestion of shifting priorities that urban spaces in the city should account for such as space to cater for well-being.

WCL – I Notice

Where participants made personal observations about the immediate environment of the wider city, sharing similarities with concrete spatial distance/construal, the focus was on noticing their own insights or personal awareness. This is particularly relevant to how participants felt about the data collection methodology used in the fieldwork:

"I think it's changed my lived experience because I've started to become more aware of what it is that actually brings me joy. And then now, because like I said, I think a lot of people operate subconsciously and understandably, you are not present in moment of whatever you're doing when you're navigating or living in the city. You do just do the habit things or you do the beeline things or whatever. And I think when you start to really think about what it is you like or appreciate about navigating or living in a city, then you maybe start to seek those things out a little bit more." (Extract from P1)

"Yeah, I think so. Um, I think, I think, um, I mean it's a, it's quite cathartic anyway to, to walk around and breath. I notice that I'm perhaps exercising, uh, the subconscious..." (Extract from P9)

The act of noticing the invisible or subconscious elements of their lived experience was common across participants as a result of interacting with this investigation. As P1 and P9 both allude to, there is value placed on walking the city consciously by everyday citizens.

Wider City Temporal

Core abstract construal themes with responses coded to temporal psychological distance included: WCL – City Memory, WCL – Layered History, WCL – Long Term Works, WCL – What About The Seasons and WCL – Timeline of Life.

WCL – City Memory

Where participants recalled memories of the wider city without specific temporal indication longer term everyday citizens focused on time spent during younger years whilst newer everyday citizens focused on non-specific daily activities.

“I don’t know. I don’t know. It’s like, in many ways it’s just a place you live. Is it, what does it matter? But like, the story of Gloucester in my life is of it being on the decline you know, that’s like the story I’ve seen or maybe the story I’ve been told for like 30 years...” (Extract from P2)

“I haven’t actually spent that much time in the city, to be honest, um, I’ve not used my wheelchair at all.” (Extract from P10)

An interesting observation is the difference between P10’s concrete construal of their own personal circumstances in the city relative to the

WCL – Layered History

The overlapping heritage features, often generically referenced, and their interaction with modern development was construed by participants to be a valuable feature of the city. There is a connection with the abstract spatial theme of Identity and Purpose in the perceived contribution of heritage, despite the absence of specific temporal indication, to the uniqueness of city identity:

“Yeah. I think, um, yeah, I, identity and, and like real uniqueness of identity I think is really important to me because if we didn’t have the history that that is layered upon and layered upon, layered upon in all, in all of these lot towns in England, everything, I’m very conscious of the fact that everything would look the same and everything would just be concrete like cubes, <laugh>.” (Extract from P1)

By connecting identity and heritage P1 is highlighting an important abstract temporal consideration about place no matter the duration of time as an everyday citizen. As P1 states the presence of heritage acts as an anchor to identity that would otherwise be eroded by the impact of modern development.

WCL – Long Term Works

Participants construed longer than planned over running of regeneration works as a source of frustration that had a day to day impact on lived experience and longer term abstract negative beliefs about the city.

“But again, it seems to take an age to um, you get the sort of frustration and disappointment now. Things do take too long ... But when you get certain projects, yeah. That seems to take sort of an extraordinary long time without uh reason...” (Extract from P4)

This is relevant in the context of experiencing Gloucester due to the isolated areas of investment relative to the interconnecting routes through the city, which have not seen equal investment.

WCL – What About The Seasons

Where participants discussed seasons in the context of the wider city it was focused on non-specific summer or winter conditions. Beyond the surface level positive feelings towards summer conditions and negative feelings towards winter conditions an interpretation of why participants construed the seasons as affecting the city can be attributed to whether the design of spaces respond to everyday citizens' needs e.g. well-being:

“It's interesting to me cuz in this country most of the year, it's kind of raining now it's raining, it's cold. But a lot of these open spaces, they just look like they are made for the summer. But you only have two months a year. So how do you improve your, you know, mental health and getting out the entire year around. Yeah. You know, it's kind of, kind of weird to me to be honest. It makes no sense to me.” (Extract from P8)

Beyond P8's initial seasonal observation and link to the usability of urban spaces is a wider abstract social theme of Who Made This due to the decision making functions of other groups that determine implementation of simple interventions such as shelter.

WCL – Timeline of Life

Where participants discussed various individually contextual aspects of their life along non-specific temporal timelines three sub-themes of Where I Grew Up, Life As An Adult and Time Elsewhere were apparent. This information contributes to individual participant understanding and supports the suggestion that when discussing lived experience participants oscillate from micro to macro scale and in turn concrete to abstract construal, which is relevant in the context of deployment and refinement of research methodology.

Core concrete construal themes with responses coded to temporal psychological distance included: WCL – What Is Here Now, WCL – Seasonal Impact and WCL – Day To Day Changes.

WCL – What Is Here Now

The act of being present in the city and observing their immediate surroundings, participants focused on the presence of undesirable shops, architectural features and events. This theme shares similarities with concrete spatial observations but language used by participants are temporally specific e.g. now, at the moment:

“And also just like now there’s just more betting shops and stuff, so Yeah. No, no more community spaces that I can think of really...” (Extract from P11)

Where participants observed retail units in the immediate present there was a construal of undesirability where the units related to the negative social impact of their presence as P11 notes about “betting shops”. Conversely, where participants observed architectural features in the immediate present there was a construal of pleasure where the visual interest of the features aligned with participant preferences:

“That did not change... I still admire British heritage, uh, every single day.” (Extract from P6)

All participants from non-British backgrounds remarked on their appreciation of “British Heritage” from its contribution to day to day experience although not necessarily whether that heritage had specific connotations that might conflict with their values raising the question over effectiveness of education/interpretation work in the wider city.

WCL – Seasonal Changes Daily Impact

Day to day impacts of seasonal changes on experiences of participants in the wider city were construed as being interrelated to the responsiveness of the physical urban environment and whether it has the potential to adapt across the year.

“Then as far as I’m seeing here, nothing. I dunno for sure, but we’re entering into colder months now, and from what I can see, just looking around, people are just going to their destinations. We’ve got one pair sat there on a picnic bench, but even then, so I think they’re just resting. So isn’t that interesting. Is this being used all year round?” (Extract from P1)

This connects with the longer term abstract construal of seasonal change and whether those who have designed the city have considered responsiveness to the lived experience of everyday citizens, which P1 is cognisant of in their rhetorical question of year round use.

WCL – Day To Day Changes

Day to day changes in the wider city were construed to affect participant experience in the context of the contrast between regeneration works and the absence of city vitality reinforcing the link between the conversion of negative concrete spatial construal and longer term abstract negative social beliefs about Gloucester:

“So there’s all those changes, the work that’s happening now, but at the same time, there’s a lot of things not happening. So you notice a lot of empty shops.” (Extract from P14)

P14’s focus on “empty shops” over presence of people in their day to day experience whilst regeneration work was underway around the city is further suggestive of the impact of repeated patterns of negative language/imagery.

Wider City Hypothetical

Core abstract construal themes with responses coded to hypothetical psychological distance included: WCL – Speculative Questions, WCL – Figurative Descriptions, WCL – Unlikely or Irregular and WCL – Suggestion of Change.

WCL – Speculative Questions

Musings by participants in form of speculative or rhetorical questions/statements e.g. using supposition “if” concerning the wider city or generalised thoughts varied by participant experience although shared a common construal of the connection between the act of regeneration and social betterment:

“So there’s a few things here that I look and I’m like, this is gonna be cheap. Yeah. Uh, we are not going to need like, uh, a specialised person and you know, like, uh, two year project to do this just something that you can change now and it would benefit people already. So I don’t get why?” (Extract from P8)

P8’s abstract speculation speaks to the abstract temporal theme of Long Term Works in the respect that it raises the question of why there is not greater emphasis on short term interventions to improve the quality of the lived experience of everyday citizens. Their specific reference to the need for a “specialised person” also highlights the control that is exerted over design/planning processes by “experts”, which in turn effects the construal of everyday citizens of their ability to democratically participate.

WCL – Figurative Descriptions

Where participants used figurative language to connect distant concepts to their current location in the wider city there was a focus on the physical presentation of Gloucester. This reinforces the link between the conversion of negative concrete spatial construal and longer term abstract negative social beliefs about Gloucester as seen in responses to other distance/construal categories:

“I think that every empty shop is also a blank canvas. And if that canvas isn’t being painted on in a way that’s appealing, then it’s not gonna add anything to the city and it’s likely to take away from it ‘cause people much prefer a painting then than a canvas. That’s why people pay a lot for paintings and not much for empty canvases...” (Extract from P11)

P11’s poetic, figurative description of retail units as canvases serves two interpretative purposes, firstly, it illustrates the expectation of everyday citizens that the streetscene should contribute positively to the wider visual composition but secondly the recurring theme of “empty” highlights the negative significance on day to day experience.

WCL – Unlikely or Irregular

Where participants construed the response of the wider city to likely usage the focus was on the unlikelihood of encountering features or activities that resonated with participant personal values. This echoes responses to other psychological distances that emphasised the connection between impact of retail closures, absence of community spaces centrally to the city and social cohesion:

“It’s more that I, I see that it’s there, but because I work I cannot be there while it’s open. Yeah. So I lose the opportunity to have that experience and have that time that I really would like.” (Extract from P8)

As with the lived experience of participants, P8’s commentary on the inability to enjoy the city after the standard working day highlights a more general unresponsiveness of place to everyday citizens. However, more specifically the use of the word “lose” reflects a deeper sense of something valuable being taken from P8.

WCL – Suggestion of Change

Invariably in the course of discussion of urban change despite not directly asking participants future aspirational questions there were suggestions of elements that they would like to change, which were specific to each location. In the context of the wider city the focus was organised by participants construing an abstract desire for social change or physical architectural change:

"And Gloucester, if given a chance, could be a really vibrant, colourful city." (Extract from P9)

"And there could be like flower patches you could walk through like a botanical garden or something." (Extract from P12)

The connection between nature and colour with city vibrancy by P9 and P12 reflects the concrete spatial experiences of everyday citizens of a city dominated by hard materials, which lacks valued contributions of colour in the urban streetscene.

Core concrete construal themes with responses coded to hypothetical psychological distance included: WCL – Likely Activity in City, WCL – Likely Change to City and WCL – See Danger Think Danger.

WCL – Likely Activity in City

Where participants were able to concretely describe their activities in the wider city the focus was on their day to day movements.

"No. Um, until you get to your destination and, that's kind of where you, you are heading anyway. So you're just moving from point A to point B. To go and move into a restaurant and sit down or mm-hmm. Go into a shop and, and buy stuff." (Extract from P7)

This construal of the wider city as a pure transitory space to move through on the way to other areas reinforces the abstract negative construal of Gloucester as seen in responses to other distance/construal categories. A further interpretation of P7's experience is the sense of absence of engagement with the city as a result of the lack of affordance for positive interactions.

WCL – Likely Change in City

In the context of the wider city the focus for likely change was framed in respect of the absence of perceived positive change:

"...if you don't need a mobile phone, why would you ever go into the mobile phone shop? It's just a dead shop, isn't it? So I don't think there's anything here that is of any relevance to me." (Extract from P14)

The use of the word "dead" as with other locations that share this adjective reflects the absence of people but also a belief that it is a permanent state as opposed to something alterable.

When participants experienced uncomfortable or dangerous situations it led to a reinforcement of the negative construal of the wider city. Both male and female participants expressed feelings of danger, however, female experiences were more detailed in their description suggesting an added frequency to their unpleasant experiences:

"I kind of, sometimes I, I look at the street I'm going towards to see how many people are and then I choose if I'm gonna go through that or not. Yeah. What time of the day I am and then I choose. So sometimes I have to change my route so I can feel more comfortable."
(Extract from P8)

P8's description is relevant in demonstrating why/how construal is important to the understanding of lived experience because it illustrates an otherwise hidden aspect of sense making of everyday citizens as they move around the city. The fact that P8 believes they need to alter their movements due to a concrete construal of fear speaks to a reality separate from that presented by decision makers of a safe city.

6.1.5.2 Wider City Sentiment Analysis

The sentiment pattern for the wider city level illustrates dominant focus on abstract negative construal/distance. This pattern of negative abstract construal is suggestive of the compounding effects of the negative concrete observations participants experience in the wider city on a day to day basis.

Sentiment analysis by concrete and abstract construal category at wider city level derived from all participant responses across 2023 (normalised data)

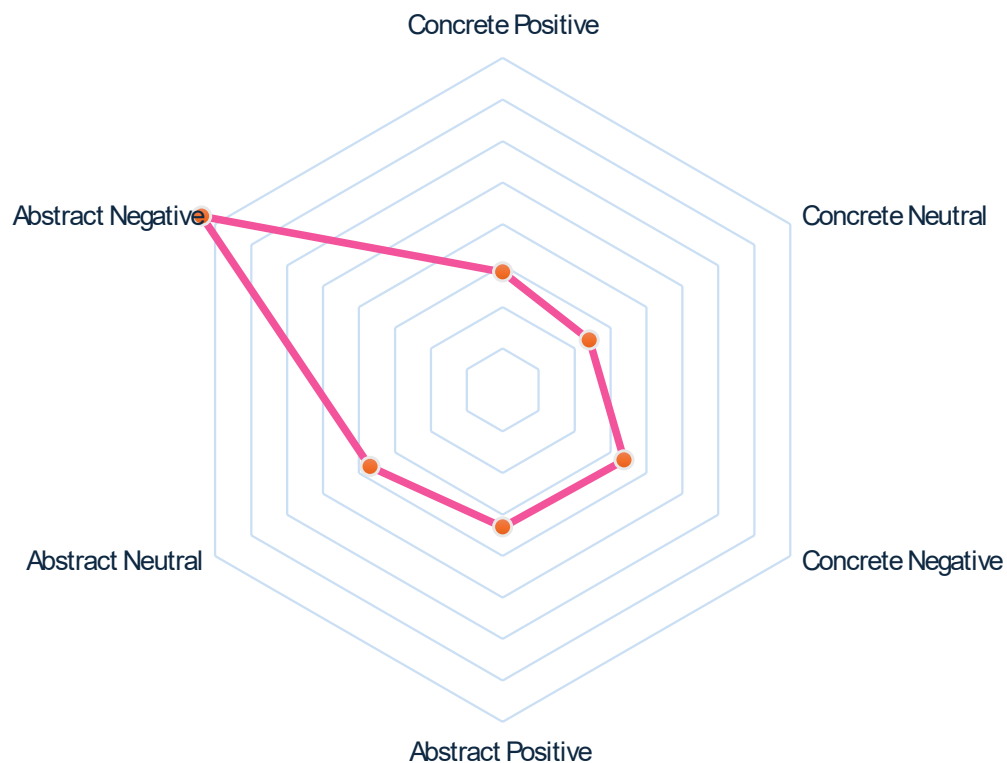


Figure 6.41 - Sentiment analysis for the wider city level. The pattern of sentiment illustrates a dominant focus on abstract negative construal/distance.

6.1.5.3 Wider City Level Abstraction Interpretative Summary

The following sub-section presents a summary of the key interpretative findings relevant to the wider city level. Firstly, the key most finding at the wider city level pertains to the abstract social theme of Us V Them, with all participants exhibiting a construal of the effect of the absence of physical spaces in the city to express their voices. This concrete experience of lack of space evolves into a longer-term abstract social belief that those in power do not care about everyday citizens. P7 and P11 provide examples of this finding during the last session in 2023:

"You know, I as a citizen you don't have a mechanism to voice opinions on the city centre that aren't formalised through planning permission or anything like that. So there's no forum or anything to discuss the city centre and surrounding areas." (Extract from P7)

"And also just like now there's just more betting shops and stuff, so Yeah. No, no more community spaces that I can think of really..." (Extract from P11)

The absence of places for promoting social interaction through democratic discussion in the wider city and the sense of fragmentation this elicits is evident in the language used by P7 and P11, particularly where highlighting the lack of informal channels/spaces.

Secondly, the repeated pattern of empty shops and the negative language/imagery associated with this issue has a profound impact on everyday citizens day to day and permeates across many distance/construal axis. Additionally, to this concrete experience is the effect of backfilling empty shops with perceived low value brands or functions as illustrated by P14's vivid description:

"...if you don't need a mobile phone, why would you ever go into the mobile phone shop? It's just a dead shop, isn't it? So I don't think there's anything here that is of any relevance to me." (Extract from P14)

The use of the word "dead" as with other case study locations that share this adjective reflects the absence of people but also a belief that it is a permanent state as opposed to something alterable.

Thirdly, the construal of the effects of socio-economic constraints on other groups particularly resulting from re-development and commercial composition of the city centre led to a perception of compounding already existing socio-economic issues e.g. poverty, homelessness. Examples of this finding are evident in the language of both P3 and P9 whilst walking through the city centre:

"... so much money is being spent on concrete, yet there's so many children without food. How, how does that make sense?" (Extract from P3)

"... there's a lot of people I know people that walk around Gloucester and go, it's a dead city it's not even a city. Kind of a lot of negativity and, and that compacts a certain level of hopelessness ... Um, and, uh, yeah, like I said, you've got a vice of banks. If you walk down, uh, South Gate Street you've got a vice of, uh, if you're a gambling addict, I'm luckily I'm not you'd have an awful time trying to, um, abstain and walk down South Gate, because you've got Paddy Power on one side, Ladbrooks on the other side, um, to some extent, when you've got, you've got problems of homelessness and drug, serious drug problems here and the centre of Gloucester sometimes feels like a trap set for Hedonism." (Extract from P9)

It is evident in the abstract construal of P3 and P9 that there is a perception of the causal effect of decisions taken by those disconnected from the reality of everyday citizens. P3's pointed commentary on concrete use v child poverty is particularly poignant and raises questions around developer/council claims of social value delivery in the face of overall project costs/funding.

Lastly, an important temporal finding in the lived experience of participants was the construal of longer than planned over running of regeneration works. As illustrated by P4 and P8, there is an evident frustration of the impact on day to day life:

"But again, it seems to take an age to um, you get the sort of frustration and disappointment now. Things do take too long ... But when you get certain projects, yeah. That seems to take sort of an extraordinary long time without uh reason..." (Extract from P4)

"So there's a few things here that I look and I'm like, this is gonna be cheap. Yeah. Uh, we are not going to need like, uh, a specialised person and you know, like, uh, two year project to do this just something that you can change now and it would benefit people already. So I don't get why?" (Extract from P8)

Both P4 and P8's commentary raises the question of why there is not greater emphasis on short term interventions to improve the quality of the lived experience of everyday citizens. P8's specific reference to the need for a "specialised person" also highlights the control that is exerted over design/planning processes by "experts", which in turn effects the construal of everyday citizens of their ability to democratically participate. This is relevant in the context of experiencing Gloucester due to the isolated areas of investment relative to the interconnecting routes through the city perceived as associated with everyday citizens that have not seen equal investment.

6.2 Response to Research Questions and Implications

The research methodology outlined in this chapter responds in part to the research question in Table 1.0 RQ – What methodology can assist in new understanding of lived experience of everyday citizens in small cities and demonstrated that a novel language based data analysis methodology does assist in eliciting new understanding of the lived experience of everyday day citizens.

In terms of implications for later stages of the investigation, there are several points for consideration. Firstly, the data analysis methodology has revealed a key connection between the observation of concrete spatial elements of the city, which then convert to longer term negative abstract construal of the concept of place. This forms a key consideration for the discussion in Chapter 7 of why this connection is relevant to urban placemaking.

Secondly, the innovative nature of the data analysis methodology offers a valuable contribution to the field of urban design both in terms of academic and professional standpoints. The fusion of both deductive and inductive approaches has allowed for the setting of commonalities between the lived experiences of a heterogeneous group of everyday citizens in a small city.

Thirdly, the hybrid deductive/inductive approach to the data analysis and presentation has highlighted the importance of accounting for the oscillation of participants from micro to macro scale of expression of lived experience i.e. individual to wider city level of abstraction. Working with multiple levels of abstraction also accounts for the way in which participants employ concrete or abstract construal along different axis of psychological distance to convey their lived experience of place.

This marks the end of the presentation of findings and the following Chapter 7 presents the detailed discussion of the importance of the information and to use this to establish the key principles for investigating and applying lived experience in UK urban placemaking processes.

Stage 3

Chapter 7

Applying Lived Experience in the UK Urban Placemaking Process

The following chapter of this thesis addresses several key aspects of this investigation while drawing together information from Stages 1-3. Firstly, whether the case study locations considered the day to day lived experience of everyday citizens. Secondly, a discussion of the findings presented in Chapter 6 and a synthesis of the information into a proposal for "gamification" of urban placemaking. Lastly, presenting key principles for applying lived experience in the UK urban placemaking process alongside a wider manifesto for change.

7.1 Have the Case Study Locations Considered the Lived Experience of Everyday Citizens?

In relation to the case study locations, the aims and objectives presented in their respective detailed planning documents alongside responses from professionals involved in the delivery of the projects, form the basis from which to consider to what extent they applied the lived experience of everyday citizens.

L1KS – Kings Square/Quarter

The aims taken from the 2019 DAS planning document relevant to the discussion of the site in the context of the responses of participants across 2023 include: 1) A welcoming, accessible, flexible year-round destination, 2) A confident, vibrant, contemporary public space to amuse and delight and 3) Promote a sense of community and generate a unique 'sense of place'.

From participant responses and field observations across 2023 it was apparent that the site is not responding to these aims and objectives. Additionally, interview responses from professionals involved in the project showed that the site was considered as development led regeneration and the lived experience of everyday citizens was not relevant. The creation of a "sense of place" as a positive objective is interesting from the perspective that sense of place can be viewed negatively Erfani (2022) if a place does not reflect an individual's values. This was a finding from participant responses in which concrete observations became longer-term abstract negative construal belief in the performance of L1KS as a place. Furthermore, the repetition of the emptiness associated with the site across all seasons from a range of participants speaks to deeper experience of pre-reflective choice to avoid using the site beyond automatic day to day needs e.g. going to lunch, which in their consideration of intuitive cities and study of pre-reflective response to urban environments Crippen (2017) argues that individuals value different features depending on what can be characterized as aligning with the four psychological distances of CLT. Indeed, earlier work by Jelic, (2015) also supports the need to consider the pre-reflective and that it is our embodied selves that allow for emotional connectivity to architectural features. To state simply the day to day lived and embodied experience of L1KS is of emptiness because the space did not offer an affordance to engage with participants emotionally.

Moreover, Yaffe and Langenthal (2025) make the point that this particular issue likely arises in the design process where focus on designing top-down, computer based takes precedence over the bodily experience of architecture and space on the ground.

L2BF - Blackfriars

The aims taken from the 2006 GHURC ARF relevant to the discussion of the site in the context of the responses of participants across 2023 include: 1) Cultural, retail and leisure uses should be concentrated around the new space in Blackfriars. This is the priority for creating a new 'destination' and 2) A series of pedestrian connections must lie at the heart of any redevelopment proposals. The route connecting the docks to the Cathedral must have lively uses fronting it wherever possible.

From participant responses and field observations across 2023 it was apparent that the site is not responding to these aims and objectives. Additionally, interview responses from professionals involved in the project showed that the site despite containing positively viewed heritage features was underutilised. The long-term abstract negative impact on participant construal of place appears to be driven by the city's focus on maintaining an open-air carpark over the original proposal for a public square despite participants being unaware of this early decision. The need to respond to everyday lived experience in spatial planning is raised in work by Maununaho et al., (2021), which in the context of L2BF would mean reacting to the negative experience of maintaining poor quality carparking and installing a new public space.

L3GD – Gloucester Docks

The aims taken from the 2007-2009 public realm works DAS relevant to the discussion of the site in the context of the responses of participants across 2023 include: 1) Creating an attractive and inviting public realm, 2) Establishing a shared space that reclaims the docks for pedestrians, 3) Creating a space which is accessible and legible, 4) Delivering a secure and safe environment and 5) Enhancing the space so that it unifies and reflects the surrounding historic environment.

From participant responses and field observations across 2023 there is evidence that broadly L3GD has met its aims and objectives. The observed shift in sentiment over 2023 from initially abstract negative/neutral to concrete positive correlates with participants personally experiencing perceived positive events, conditions and completion of the Food Dock all of which are suggestive of achieving the project aims. This is echoed in work by Wyer et al., (2021) that highlighted the observed connection between use of first person perspective and the closer psychological distance and more concrete construal of past events particularly when positively viewed.

Moreover, this shares similarities with the project aim to create a safe environment, which resonated with the experience of participants such as P8 who felt in comparison uncomfortable in other parts of the city, suggesting that the design of L3GD represents a safe haven allowing everyday citizens to pay greater attention to surroundings echoing work by Hollander et al., (2020) in their study of cognitive responses to urban environments. An important contextual factor for L3GD is the level of private investment from the primary investor (Peel Group), which secures the long term management and maintenance of the case study site. Additionally, the use of a specific company structure (GHURC) to establish and deliver the site makes the location distinct from the three other case study locations although the GHURC has since been dissolved as of 2012.

Westgate Street

The aims taken from the 2023 Westgate Street Interpretation Strategy relevant to the discussion of the site in the context of the responses of participants across 2023 include: 1) Street identification, 2) Historical interpretation at location, 3) Historical interpretation that is not specific to location, 4) Cultural interpretation and 5) Community and artistic interpretation.

As construction had not commenced by the end of the data collection period (October 2023) it is not possible to directly comment on the post-completion achievement of aims and objectives although images of completed works are visible on Google Street View (15) and under Figure 4.4 in Chapter 4 of this thesis. However, participant responses and field observations across 2023 suggest that although there is a positive construal of heritage and its role in the identity of Westgate Street the greater focus was the concrete negative observations and construal of place as a result of the repeated pattern of retail closures, loss of independent traders/community and impact of corporate presence. Interestingly in relation to Westgate Street and Gloucester, work by Scarpi and Raggiotto (2023) identified that a focus on heritage tourism led to increased psychological distance/construal level in tourists, which in turn led to a negative perception of place uniqueness, which was only tempered when combined with work to improve authenticity and engagement. From the perspective of everyday citizens and participants in this investigation as opposed to visitors, the perception of lack of context and engagement around heritage features was also present highlighting a potentially wider application of Scarpi and Raggiotto's (2023) findings. In this context, the aims and objectives of the project do not address the impacts on the daily lived experience of everyday citizens.

(15) Westgate Street (Post Completion), 2024, Google Street View, (<https://rb.gy/5h6usk>), Accessed 03/12/2024

Wider City Level

Despite the wider city not being a case study site in its own right the findings from the fieldwork showed participants oscillated between micro (place or individual) and macro (city or wider) scale illustrating a need to discuss the implications of their words. The evidently abstract negative sentiment combined with the abstract social construal/distance category shows that the lived experience at the wider city level for participants is one of increasing psychological distance and longer-term negative beliefs. Absence of specific physical spaces in the city centre that foster social cohesion alongside the repeated exposure to concrete negative language/imagery were key issues identified by participants. These types of issues elicit a need to discuss the effect of problematising small cities, such as Gloucester, which Grossman and Mallach (2021) suggest that discussions need to go beyond the basic size or population in order to really address underlying issues.

The isolated nature of the regeneration works within the case study locations within the context of the wider city centre due to the absence of investment in the connecting journey routes has an added effect of exacerbating "placelessness", (Relph, 1976), which is alluded to by participants when construing experience of place identity. Kortelainen and Albrecht (2021) highlight in their study of small towns that placelessness can be an unintended result of urban design and placemaking where key place generating factors are missed, which in relation to the lived experience of the participants in Gloucester is the socially important connections through the city to everyday citizens.

Repetition of the theme of power imbalance at case study and wider city level should also raise questions as to why everyday citizens are having to adapt expectations and day to day life (Butcher, 2019) while "new people" are brought into the city as part of the wider socio-economic regime for the area.

7.2 Discussion

Further to the findings presented in Chapter 6 there are several key areas of commonality that have arisen across the investigation that require discussion. The overarching point of unity for the discussion is that the findings add to the large body of existing literature that people make a city as saliently stated by Jane Jacobs, despite the fact that decision makers in a small city like Gloucester still view regeneration as building or development led and that the lived experience of everyday citizens does not factor into financial equations:

“There is no logic that can be superimposed on the city; people make it, and it is to them, not buildings, that we must fit our plans” (Jacobs, 1961)

7.2.1 Capturing, Interpreting and Applying Lived Experience

As a counter to the pressure of development first mentality, small and medium size cities need more urban environment research that focuses on the lived experience of everyday citizens. The methodological approach adopted for this investigation resonated with participants as well as identifying a need for the establishment of an urban room in the city centre of Gloucester to create the opportunity to conduct on-going socio-spatial research from a perceived independent social space where people can directly contribute to city policy. This physical space would contribute to bringing into reality the conceptually level democratic middle ground (Platt and Medway, 2020) to help everyday citizens meet the unacknowledged need for greater participation in city planning/placemaking (Inch, 2014) where everyday issues and language level the playing field.

Additionally, Boyask and Vigurs (2017) argue that researchers face difficulties in translating research to policy in areas such as social inclusion and participation thus reinforcing the proposal to create a space within cities to facilitate the confluence of relevant parties willing to engage. Building on this point, the urban walking ethnographic aspect of the methodology highlighted the importance of being “present” in place as an independent researcher facilitating discussions with a wider ranging of people in the city than singular visits would have allowed. Work by Zaleckis et al., (2023) into mapping city dweller experiences actively referred to their methodology as a “Present Map” in recognition of the importance of researcher and participant being present in the field to record experiences and reflect on changes.

Moving from data collection to analysis, the three levels of abstraction can be considered to respect the phenomenological background to research whilst allowing commonalities of lived experience to be taxonomically drawn between places and at wider city level.

Given there is no strict methodology for the undertaking of phenomenological investigation (Frechette et al., 2020), which allowed for greater flexibility in the exploration of the experience of everyday citizens in a small city undergoing change, attention was paid to work by van Manen (1984, 2017) who raises the question of what is phenomenological investigation?

Van Manen offers four key activities to undertaking phenomenological research a) turning to a phenomenon which seriously interests us and commits us to the world; b) investigating experience as we live it rather than as we conceptualize it; c) reflecting on the essential themes which characterize the phenomenon and d) describing the phenomenon through the art of writing and re writing. This investigation has a clear focus on the question of what it like to be an everyday citizen in a small city undergoing change and the methodology employed in data collection and analysis commits to understanding this experience. By being present with participants whilst experiencing the four case study locations and the journey between them it was possible to live and share the experience of the city without asking participants to conceptualise or imagine their own lived experience. However, it became apparent during the fieldwork sessions that participants did interpret their own experience through the acting of construing along different psychological distance axis thus raising the question of how you can separate out a personal construal of external factors when their impact influences participant direct lived experience e.g. construal of belief of the motivations of policy makers and the day to day impact of re-development policy decisions.

Indeed, working with participant's everyday language in a conversational format offered a more natural approach to research than attempting in-situ mapping or writing exercises whilst walking which they do not do day to day and could elicit a more reflective stance further from experience (van Manen, 1984). As such, van Manen (1984, 2017) acknowledges there is not a singular interpretation of the meaning derived from lived experience and there is potential for later re-examination. A distinction must also be drawn between what can be seen as pure philosophical phenomenology and that of interpretative phenomenology (van Manen, 2017) of which this investigation should be viewed of as the latter and such identifies with work of Smith (2011) as noted in Chapter 6 of this thesis.

An important phenomenological consideration of the methodology employed in this investigation was the fact that each UPDP was unique for each participant. This means that even though there exists commonalities in some distance/construal categories e.g. abstract social, the individual lived experience and the language used to communicate this during the fieldwork was inherently personal to each participant.

This shares similarities with work by Ivkovic and Arfin (2019) in their phenomenological study of “linguascapes” who conclude that the study of language as a means of conveying personal experience of the self or ego in a place has great capacity to capture idiosyncrasy. Additionally, the act of giving agency to the spoken words of participants that might otherwise be lost to the ether or never uttered at all echoes the writings of Tuan (1991) who identifies the need to preserve in written words the experience of place in order for them to endure. The deductive/inductive thematic analysis behind the UPDPs also allows retrieval of relevant narratives that are intended to form part of the process of gamification outlined in this chapter.

The preference of all participants for conversational method over digital method suggests people want to talk and be heard more than engage in novelty technological activities e.g. participants describing methodology of this study as “city therapy”. This echoes work by Wilson and Tewdwr-Jones (2019) that illustrates that online forms and response collection do not fully allow participants to express their themselves and their experiences in the planning process. Building from the individual level, using a combination of place response patterns and sentiment analysis can facilitate a more detailed understanding of place specific and wider city level than one technique alone. For example, the shift from abstract negative/neutral to concrete positive sentiment in L3GD over the course of 2023 is supported by the PRP, which indicates that the increased perception of social interaction experienced as a result of a more positive or desirable construal of place and participant personal interaction with events. Indeed, it was clear that participants oscillated between micro (concrete) and macro (abstract) scale during descriptions of day to day lived experience even within same conversational paragraph.

This micro/macro interplay at a city level is described by Sepe (2013) when considering how we examine complex urban systems. As such, it suggests that current place specific consultation and engagement likely miss the wider thought process of participants, which yields a wealth of relevant points that could be used to improve contribution of placemaking to a positive construal of sense of place. The three level abstraction used in the data analysis responds to the micro-macro interplay and where similarities appeared across the multiple place/season and the singular general wider city it is suggestive of an increased likelihood of having identifying commonalities of lived experience despite individual differences.

When everyday citizens are exposed to concrete negative language/images on day to day basis the immediate construal of disliking converts to a longer term negative abstract construal and belief about city prompting people to exhibit desire to leave or reject identity.

Indeed, place comprises concrete and abstract construal but people feel more psychologically distance from the sense of place when again the concrete negative language/imagery is present day to day. This in turn becomes problematic for placemaking and decision makers as everyday citizens do not buy into the project and as Hudak (2019) identifies, people are vital to the positive reception of place brand:

“Residents are the lifeblood of place brands. Their daily discourses and stories support, shape, uphold, or reject marketed place images and identities.” (pg.106)

Building on the idea of place branding or narrative, the CAP process (Richardson, 2005) employed as part of the data analysis in this investigation, of creating haikus from the three hashtag words (Bridges et al., 2013) alongside the postcard photos focused more on concrete spatial, immediate experience of participants. Interpreting the language of participants on a wider scale could give greater concrete examples of what could be specific perceived place problems converting into long term abstract negative beliefs about city. Carpenter (2022) highlights in their study using photovoice to understand lived experience of marginal neighbourhoods that the communication of these types of situated experience and have an impact on thinking and action at place level. Furthermore, Reczek et al., (2018) demonstrated the importance of considering abstract and concrete construal on the responses to eco-friendly products to traditional products, which although different from placemaking share similarities in the concept of marketing change, which is inherently a future focus. Their findings illustrated that by understanding the abstract or concrete construal mindset of individuals meant that targeted messaging was more effective in its appeal, which in terms of placemaking is important in helping decision makers convey effect change narratives and identify weaknesses.

Related to the idea of place brand is the importance participants placed on the presence or absence of independent retailers in the city and how this manifested in the recounting of day to day lived experience. This echoes work by Bonnin and Moore-Cherry (2023) that suggests that there should be a recognition of the everyday practices of place in the face of development encompassing corporate dominance/displacement of everyday business and commodification of only specific areas of heritage. Moreover, where participants disclosed personally close or concrete reactions to the loss of an independent retailer there was a sense of grief and attachment to the previously occupied space echoing findings by Maddrell (2016) in their work spatially mapping grief.

However, participants were not intrinsically anti-development or regeneration in the general sense of the changing nature of the city. Instead, it was the abstract negative construal of why and how those groups in power e.g. council, developers, corporate entities facilitated and delivered development often without recognition of valid localised opinions. These experienced tensions between everyday citizens and the vision of developers have been highlighted by Buys et al., (2021) in their study of the lived experience of residents in the masterplanning process. This negative construal is derived from an increased psychological distance between everyday citizens and other groups in power that over time undermines the social aims of the urban regeneration projects. Work by Abbot (2020) highlights this issue faced by everyday citizens where expertise and presence in the planning process delegitimises localised concerns.

Additionally, relating back to the language based CLT analysis framework used in this investigation, research into tourism planning by Lindblom et al., (2022) echoed this concept that CLT can help contribute to problem identification between planners and local people. This raises the question of the nature of temporality in urban regeneration and its impact on everyday citizens where they feel disconnected from the process over long and short periods.

The construal of temporality in place experience by participants, using the novel CLT analysis framework, is more abstract and psychologically distant than concrete. This links to Stage 1 findings that need to focus on how people use language to convey experience. Additionally, it is important from the perspective of considering the effect of long-term regeneration without perceived short-term benefits for everyday citizens. This leads to abstract long-term beliefs that regeneration not representative of everyday citizens and instead targeted at “new people”, as evident by the commercialising of place and “place masking” (Fincher et al., 2016).

Specifically, in the context of Gloucester it is the perception of the influx of affluence on a working class city that was raised as the key impact of new people, similar to findings of Ellis-Young and Doucet (2021) in their investigation of lived experience of gentrification in what they describe as “small-big city”. Additionally, work by Temelova and Novak, (2011) suggests that temporality is key to understanding the dynamics of cities and to elicit more intuitive understanding as to how places can be active and vibrant, which participants across 2023 identified as an aspect that affected their day to day lived experience. Indeed, later work by Wunderlich (2013) describes places as “temporal milieus” subject to constantly changing rhythms of everyday life but something not inherently rooted in urban design and placemaking. Building on the concept of the rhythms of everyday life (Lefebvre, 1991), the repeating theme of transiting through spaces identified in the analysis of participant responses, highlights the influence of habit on lived experience (Pearce, 2021).

This holds particularly significance to this investigation in terms of the impact of day to day exposure of concrete negative language/images whilst participants engage in habitual activity. Additionally, in their study of the lived experience of residents in declining neighbourhoods due for re-development Li et al., (2017) highlighted how critical the timing for gathering information was to the success of acceptance of change and that lived experience should be gathered before committing to re-development.

Overall, in terms of the methodology used in this investigation despite the detailed academic and philosophical background can be packaged for professional teaching purposes. However, existing educational courses and professional bodies should recognise lack of philosophical training that would imbue practitioners in urban placemaking with ability to critically question planning and design process. Indeed, Romice, et al., (2022) posit that urban design should go further as a discipline to be more explicit in its teaching of the understanding of human-environment relationships particularly emphasising the need for better forms of communication or a common language for all parties involved in urban design and placemaking. As such academic innovation into urban placemaking needs better representation in industry as discussed by King and Rivett (2015) describing the relationship as one directional. Additionally, this echoes work by Richardson and White (2021) in the context of the need to improve stronger relationships between all parties vested in the positive outcomes of urban design and placemaking.

Moreover, national and local placemaking policy in the UK needs to include the term lived experience (including definition) in order to increase familiarity for both professionals and public in order to move closer towards a situation that could be deemed co-creation (Matti and Rissola, 2022). Indeed, the Local Government Association (LGA) has published an article outlining the importance of lived experience to local policy making yet highlights the issues in collecting, interpreting and applying lived experience in practice (16). The use of qualitative data was specifically highlighted by the LGA as a barrier to greater use of lived experience in policy. The methodology employed as part of this investigation specifically presents qualitative data in a usable format for decision making alongside complementary analysis techniques to elicit new understanding or act as triangulation for improving likelihood of observations.

(16) Local Government Association, (2025), (<https://www.local.gov.uk/topics/culture-tourism-leisure-and-sport/culture-and-devolution-series-think-pieces/lived>) , Accessed 08/01/2025

7.2.2 Themes, Patterns and “Rules”

Whilst the n=75 place specific themes (n=31 core and n=34 sub) alongside the additional wider city themes (n=15) identified in Chapter 6 provide a useful place specific analysis considering those themes as a socially derived pattern language could offer potential applicability to applying day to day lived experience of everyday citizens in urban placemaking in other small cities. The following section outlines how these socially derived patterns can be translated into a form of language game, which in turn would form the foundation of an innovative placemaking game that seeks to create a democratic middle ground where everyday citizens, decision makers and industry professionals are able to participant as equals and all know the rules. As with other forms of engagement and consultation the purpose is to make the process of urban placemaking fairer and more representative of the lived experience of everyday citizens whilst offering a potential case study for other SMSCs in conducting and applying research. Work by Le Gouais et al., (2021) highlights the importance of locally relevant case studies to influencing policy/practice and that only through in-depth understanding of target audiences can support be built for effective change.

The implication of this proposal is that it would highlight a practical use of phenomenological methods and individual lived experience, which Dovey (1990) argues Alexander's (1977) pattern language is inherently phenomenological, to establish patterns that can be used to apply lived experience in urban placemaking processes. Moreover, using the experience of everyday citizens and their own language as a starting point it counters the criticism also highlighted by Dovey (1990) of Alexander's (1977) pattern language that it can be thought of as detached from societal and temporal processes alongside the insistence on “one right way of designing” (Dovey, 1990 pg.7). The methodology presented in this investigation actively affords everyday citizens the potential to contribute their own inherent “lived expertise” a term described by Sandhu (2017) in the social sector and could evolve depending on the city context.

So, if themes can be seen as social patterns, then the patterns in turn could help to bring to the fore rules for the language games of placemaking, which would otherwise be hidden but are revealed when examining the responses from participants. A practical fusion of the theory of Wittgenstein's language games and Alexander's pattern language unified by their shared intrinsic need of language to express why (problems) and how (solutions) information is communicated. The concrete/abstract duality of place means that the processes of placemaking are contextual or internal such as Wittgenstein's language game rules that are based on meaning making within the language game as opposed to seeking higher explanation external to the game (Inkpin, 2016), which would be the purpose of placemaking.

In Wittgenstein's Investigations (2009) the example he uses to illustrate a type of language game is the exclamation of the word "slab!", which depending on the internal context of the situation has different meanings for different parties e.g. to an engineer construction process, to a builder a construction material or an object to be moved, to a passer by a warning not to walk through. In the context of this investigation, an example using the Us Versus Them core theme to represent a pattern of place construal (Position) that in the internal context of placemaking language game rules means: depending on position decision makers/professionals and everyday citizens will always be set against each other while psychological distance is great. This sense of contextual opposition was evident from work with both participants and professionals involved with the case study locations. Therefore, if place is both an abstract and concrete concept with contextual sets of rules it is incumbent on us to change the language/construal/rules to find better outcomes?

By working with the pattern language solution based outcomes it is envisioned that the participants feel a greater sense of being present in urban placemaking policy and practice as a result of their own words forming the basis of the reflexive exercise as well as being able to visualise changes that come about from the interpretation of their own lived experience of the city. Additionally, the interconnected nature of psychological distance means there can be an inherent link between distances that could help decision makers in identifying problematic areas of placemaking (Lindblom et al., 2022), also lending weight to the contribution of CLT to pattern language and language game construction:

"CLT could help developers and planners uncover whether residents are actually against the proposed project in its entirety or because of more specific latent characteristics. Construal level theory may help unearth root causes of concern or dissatisfaction, opening necessary channels toward amendments or compromise." (pg.113)

It is Lindblom's reference to the "latent characteristics" that assists in highlighting the importance of gathering phenomenological and ethnographic data on the day to day lived experience of everyday citizens in order to comprehend their situation. The following is a list of proposed internal placemaking themes, patterns and language rules alongside their meaning in a small city, played with participants, professionals and a researcher, based on fieldwork findings. Indeed, as Peters (2020) notes on Lyotard's commentary on Wittgenstein's Language Games that: "if there are no rules, there is no game". In this respect by simply adhering to the walking route through a city set out in a local planning public realm strategy, one is subscribing to partake of the placemaking game whether knowingly or not thus highlighting the need to raise contextual rules to the fore for all to see and understanding as they present themselves.

A full table illustrating the process of moving from theme to solution is set out in Appendix I of this thesis:

1. **Position** - Decision makers/professionals and everyday citizens will always be set against each other while psychological distance is great and construal negative
2. **Eyeline** - Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise
3. **Time** - Daily exposure to long-term regeneration without short term benefits will result in abstract negative construal of placemaking
4. **Brands** - Corporate brands anchor high streets but independents are rooted in the soul of everyday citizens
5. **Democracy** - Top-down and bottom up are unhelpful constructs preventing middle ground placemaking with everyday citizens
6. **Navigate** - Everyday citizens don't get lost in a small city but you can find authentic situations in their linguistic expression and this leads to new understanding of lived experience
7. **Fairness** – Building places that require “new people” in order to succeed will lead to greater psychological distance and negative construal of sense of place for existing everyday citizens
8. **Placemaking** – Sense of place means something different depending on concrete or abstract construal/psychological distance nature of discussion
9. **Imagination** – Language helps everyday citizens traverse psychological distance and construal conveying hidden emotion in lived experience
10. **Daily** – Observations of the ordinary reveal forms of everyday life otherwise hidden
11. **Emotion** – Physical environment affects emotional state either concretely or abstractly
12. **Desirability** – Everyday citizens want what other places have and notice when they don't have it
13. **People** – Individuals and social groups co-exist simultaneously in places with common experiences but can't always recognise it
14. **Weather** – Good conditions more activity, bad conditions less activity but still need shelter
15. **History** – Lived or imagined the past effects the present for everyday citizens

It is proposed that using “gamification” as with other forms of engagement would be an effective tool for deployment of this language based proposal and follows others such as Muehlhaus et al., (2022) who demonstrate that gamification in the urban planning process elicits a change in the relationship between users and their participation. This finding is particularly relevant to the proposal of this investigation as the problem/rule/solution triad from the fusion of pattern language and language games seeks to help participants reflexively consider their position.

Additionally, as suggested by Alexander (1977) there is a need to consider the evolution of the patterns and consequently rules, which would be undertaking following work on a new project to account for new information specific to that location and people. This third step after gathering and interpreting lived experience would allow participants working with professionals on an urban regeneration project, as equals in a democratic middle ground, to then think more reflexively about their day to day lived experience through playing the game. The goal of this exercise would be to find design interventions or starting points for updating city policies truly rooted in the day to day experience of everyday citizens. An example of the proposed card based game is presented in Figure 7.0.



Figure 7.0 – Example card layout for language based placemaking game that uses themes, patterns and rules derived from lived experience research alongside proposed solutions to address the problem or “change the rules” of placemaking as they exist in the present context

The game with the working title of “Situation” in recognition of the Situationist desire to facilitate more authentic experiences outside of the proxies of information (Hill, 2003) and in recognition of Wittgenstein’s language games (situation meaning either physical location or one’s circumstances depending on the internal context of its usage) would be played as a physical board game that required participants to move through a deconstructed or re-imagined spatial map of a place (including key transit routes) and drawing cards from a set of 8 decks reflecting the 8 categories of distance/construal presented in Chapter 6 as a result of a dice roll to determine construal and spin device to determine distance category. Figure 7.1 illustrates an example game board that could be applied to the case study of Gloucester but would be created for each unique project or place.

The purpose of each stop and draw turn would be to reflexively respond to the experiences describing during their fieldwork sessions, which the researcher would convey as a narrative story, in order to develop concrete or abstract actions/examples for the solution presented on the card. It is then envisioned that this information be recorded, analysed and used to form key policy or design principles for a project or place before it undergoes change. Ultimately, at the end of the game there would be a collection of themes, patterns, rules and solutions conveying a form of simple social language with participants having contributed a list of example solution actions to improve day to day lived experience. Using the example card in Figure 7.0 as a way to demonstrate the play mechanism, a participant draws the card and is read a narrative relevant to the Pattern of “Position”, which has been derived from the interpretation of fieldwork findings in Themes. The participant is then asked what they would do to change the current Rule by providing an example of the Solution, which for the Position example given could entail having decision makers undertake city walks with everyday citizens on a regular basis.

Additionally, the game could also be deployed as a form of post-occupancy assessment in order for decision makers, professionals and everyday citizens to better understand the consequences of project or policy implementation. This would lend itself to improving the situation around the current lack of evidence from post-occupancy work in new developments highlighted in work by Serin et al., (2018). Full production, trial and implementation of this placemaking game falls outside the scope of this investigation and are intended as a direction for future research as set out in Chapter 8. However, the early potential for the game and the initial game board concept were discussed informally with participants during the course of 2023 who agreed that it could a useful application of the main research stream and would be willing to participate again in any later research stage to test the mechanisms of play.

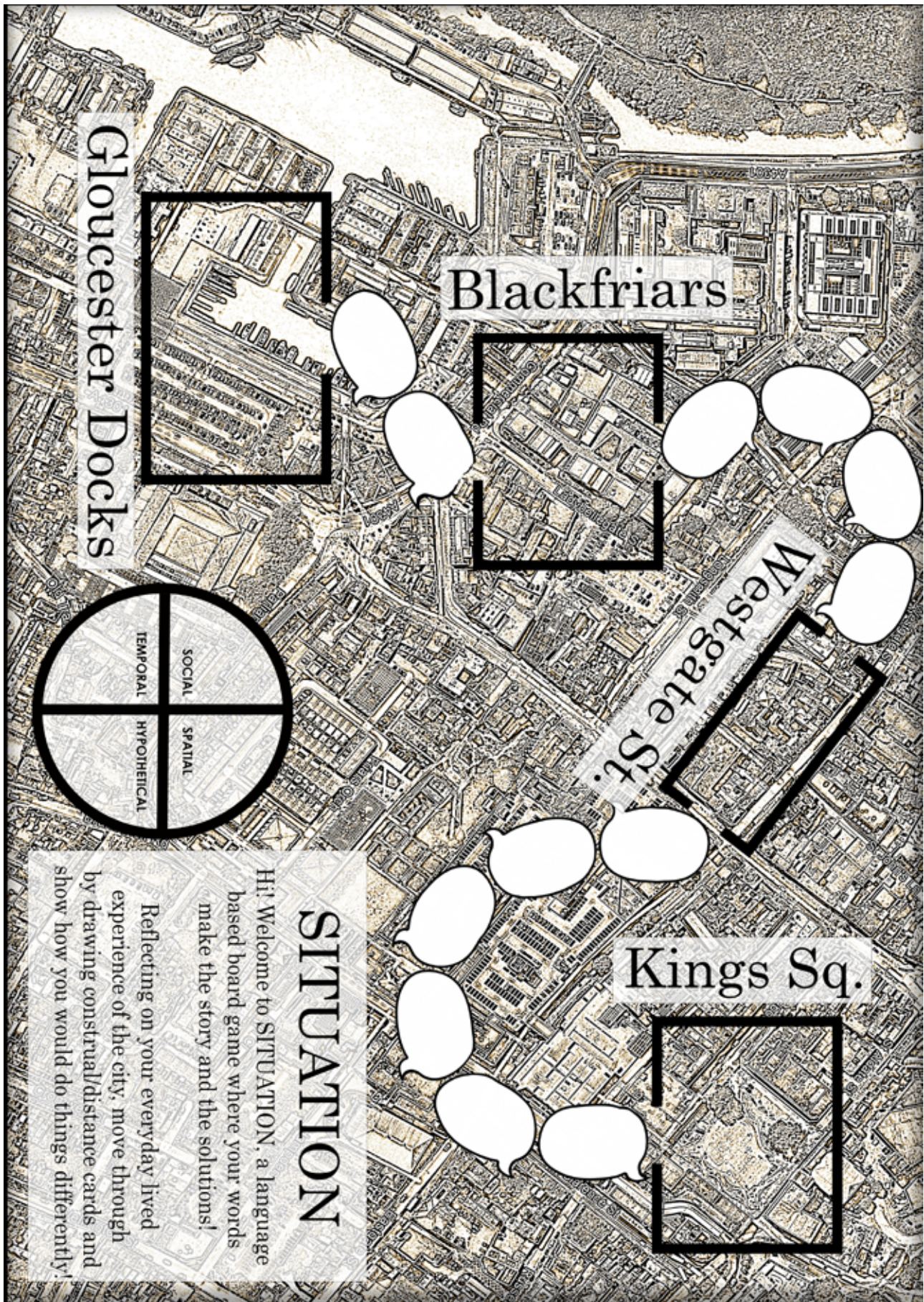


Figure 7.1 – Example board game that would allow participants to move through a project or place by responding to cards drawn from construal/distance category decks as a result of a dice throw to determine construal category and spin to determine distance.

7.3 Key Principles

Culminating from the findings of each stage of this thesis the following section outlines the recommended key principles for undertaking research and applying lived experience of everyday citizens in the UK placemaking process.

7.3.1 Key principles for undertaking lived experience research of everyday citizens in small city urban environments

1. Don't focus on future aspirational questions and language as it creates a starting point of psychological distance from place, which reinforces why people have existing abstract negative construal of beliefs about place
2. Be Present! Research needs local presence and local understanding to be effective with both researchers, participants and professionals all regularly visible over longer periods of time
3. People want to be heard. Digital methods provide useful context but the use of active listening and responding in a conversational format strongly resonates with people from all different backgrounds
4. Quality of interview data is more important than quantity therefore researchers should not be afraid to work one on one with participants if it elicits greater depth of data into lived experience that otherwise may be drowned out in larger groups
5. Talk with everyday citizens about your research whether they choose to participate or not because people are curious and appreciate an independent person undertaking research in their city/town
6. Think about research "products" early in the process of the investigation which can be shared with participants as a measure of gratitude beyond financial remuneration that demonstrate how their lived experience has been used and interpreted
7. Be aware of your own positionality as the researcher and acknowledge this in the analysis of field data
8. Levels of data abstraction are important due to the oscillation between micro and macro scale in participant recalling of lived experience in place

7.3.2 Key principles for applying lived experience findings in placemaking policy/practice

1. Implement more specific controls on the presentation of language/images in small cities. Mechanisms such as conservations area management plans already exist and provide guidance on suitability of external building facades as part of planning processes in the UK. These mechanisms, where they exist in small cities, which they do in the case study of Gloucester, could be amended so that building owners or retail unit rentals should be required to promote positive concrete messages e.g. something exciting coming soon and diminish the visual prominence of negative concrete messages e.g. closing down, everything must go. Similarly, reducing the influence of yellow/red sale branding, which was identified as reinforcing the construal of low value and in turn negative sense of place
2. Establish central city urban rooms to promote a democratic middle ground to discuss urban regeneration and act as a city policy research hub working directly with everyday citizens both qualitatively and quantitatively
3. Temporality of urban regeneration must respect the lived experience of everyday citizens. The past should be celebrated but not at the expense of everyday citizens where heritage assets take priority over social cohesion. Alternatively, the future as a temporal construct is aspirational and speculative so more focus needed on improving day to day lived experience of the city present. Short term benefits based on an understanding of the lived experience of everyday citizens should be used to catalyse long term positive construal of sense of place
4. City branding should be derived directly from the people that live in a place through research conducted from a blended approach both ethnographically and phenomenologically. Based on the findings of this investigation it is clear that participants feel psychologically distance from and negatively construe city identity where it is does not respond to their personal values and narratives
5. Increase visibility of staff working on placemaking projects in and around project sites and encourage active engagement with everyday citizens to help reduce negative construal resulting from greater psychological distance

7.3.3 Example Draft Local Placemaking Policy

Building on the key principles outlined in the previous sub-section and using the 75 planning and guidance documents identified in the document review under Chapter 2 of this thesis as examples, the following is a proposal for a section of draft local placemaking policy focused on lived experience. This also responds to the findings of Stage 1 that the definition and inclusion of lived experience is largely absent from UK national and local policy:

Table 7.0 – Example draft local placemaking policy derived from the key principles and background research of this investigation

Policy XX - Applying Lived Experience in Urban Placemaking	
The council will support development that can demonstrate that it has actively used the lived experience of everyday citizens in its design, which will contribute to the core principles of good placemaking and deliver places that respond to the day to day direct and emotional needs of people.	In the context of this policy lived experience is defined as: the everyday combination of direct sensory and emotionally felt experiences of individual citizens in the urban built environment
	Lived experience is about the everyday, about the individual, about wider society and should play a more important role in decision making processes, which ultimately is a core component of urban design and placemaking where decisions affect people in our cities
	The lived experience of everyday citizens represents an opportunity to better understand places before, during and after the delivery of development
	Fostering a democratic middle ground to use lived expertise of everyday citizens is vital to the long-term success of urban placemaking
Evidencing Policy Compliance	
To assist stakeholders in evidencing compliance with Policy XX the following information has been provided for guidance:	
• Research carried out by an independent body working in-situ in the city or project site depending on size of development • Research should be able to demonstrate recognised approaches appropriate for the collection and analysis of lived experience • Stakeholders should be able to demonstrate evidence of on-going relationships with everyday citizens affected by the proposed development including examples of how their lived experience has been interpreted e.g. creative narrative products • Stakeholders should be able to present a plan for the delivery of short term interventions based on lived experience of everyday citizens to offset long-term impacts of development • Stakeholders should demonstrate consideration of the impact of concrete negative aspects e.g. use of language and imagery on hoardings has on day to day experience	

7.4 Manifesto for Change

In line with findings of Chapter 2 systematic literature review, responses from urban design and placemaking professionals under Chapters 3 and 4 it is clear that there is need for a manifesto statement on the inclusion of lived experience of everyday citizens in the UK placemaking process. As with Wunderlich's (2013) argument for a new temporal urban design that goes beyond basic placemaking, it is envisioned this manifesto could form part of a wider call for a new urban design paradigm that re-centres placemaking on the lived experience of people not physical development. Furthermore, there is a need to re-think the role of language and philosophy in the urban placemaking education so that the next generation of professionals and academics are able as Jon (2021) states able to connect with critical and reflexive thinking without the tarnishing effect of the "reality" of practice. Drawing on example manifestos from similar groups in the field of urban design and placemaking, such as Urban Design Group and Academy of Urbanism (17), this project presents the following proposal.

It is the assertion that:

1. Day to day lived experience of everyday citizens represents the true human scale of place and should be integral to urban placemaking policy and subsequently practice
2. The role of professional placemakers should be as facilitators to establish a more democratic middle ground
3. Language, philosophy (e.g. (post) phenomenology) and social psychology are key educational areas that professional placemakers should be trained for, both in academia and practice, in order to understand then translate lived experience
4. Greater focus should be placed on the creation of physical, independent democratic spaces in urban areas e.g. urban rooms to assist everyday citizens in bringing their day to day lived experience to the fore and professionals to learn from it
5. Gathering research on lived experience is not a one shot goal rather an on-going conversation between people and place that accounts for the changing nature of urban centres

(Continued overleaf)

(17) Example Manifestos, Urban Design Group, (2024), (<https://www.udg.org.uk/about/manifesto>) and Academy of Urbanism, (2024), (<https://www.theaou.org/pages/20-manifesto>), Accessed 04/12/2024

6. Financial cost of lived experience research in urban placemaking should not be a burden to public bodies but an independent contribution by private companies and universities to the everyday common civic good
7. It is incumbent on all involved in urban placemaking to be cognisant of the “rules” in the internal context of the process of placemaking in a place and work to change these rules to benefit everyday citizens rather than exacerbate conflict
8. Everyday citizens are not inherently against regeneration but need to be shown short term concrete benefits whilst longer term abstract goals are achieved
9. Greater emphasis should be placed on urban environment research in small and medium sized cities in order to generate transferable practice relevant to small and medium size cities as opposed to trying to apply learning from larger cities
10. The individual everyday citizen does matter and time should be made available in policy and regeneration work to account for their lived experience, which can then be used alongside others to find commonalities of experience

The combination of effective research and delivery through policy/practice is vital for applying lived experience of everyday citizens in urban placemaking. It is hoped through the presentation of the findings of this investigation and the key principles set out in this section that the necessary steps can be taken to conduct wider trials in other SMSCs to benefit their everyday citizens and the places being created through urban regeneration projects.

This marks the end of the thesis proposal chapter with the following Chapter 8 summarising the work undertaken for this investigation, presentation of limitations and reflections on the project and suggestions for future direction of research.

Stage 3

Chapter 8

Conclusion

The following chapter of this thesis provides a summary of the key findings of the investigation, potential future directions for the research alongside a discussion of limitations and positive reflections.

8.1 What Is It About *Here*? Lived Experience, Everyday Citizens and Small Cities

8.1.1 Original Contribution to Knowledge

This thesis makes four key original contributions to field of knowledge within urban placemaking. Firstly, and the most key outcome of the investigation is that it demonstrates valuable methodological innovation through the establishment of a novel Trans-disciplinary Urban Lived Experience (TULE) framework for the capture, interpretation and presentation of lived experience of everyday citizens in a small city undergoing change. This framework brings together complementary aspects of phenomenology/(post) phenomenology, social psychology and placemaking united by the unique role of language to convey concrete/abstract experience of place. Currently, this particular use of complementary approaches has not been applied in urban placemaking yet offers value in terms of not just innovation but potential practical applications for practitioners and policy makers. The blended approach to the data analysis methodology specifically the incorporation of the principles of CLT and the four psychological distances (Spatial, Social, Temporal and Hypothetical) made it possible to draw out more embodied spatial aspects of the lived experience of everyday citizens but without detaching the human centric focus of phenomenology/(post)phenomenology and the embodied aspects of the urban walking ethnographic practices. Additionally, the act being present with participants whilst they described their experiences meant that as a researcher it was possible to be available to receive the emotion communicated through their body language (De Stefani et al., 2019).

Moreover, the addition of everyday, available technology through mobile phone use to capture photography and video assisted to hybridise the philosophical approach of phenomenology into a forward facing pragmatic post-phenomenology (Ihde, 2009). The key element of the use of technology in respect to the essence of experience is that it provided a snapshot of the here and now, concrete construal, which assisted in interpreting more abstract distance/construal responses from participants. As such, it can be argued that the methodology of this investigation as a whole represents a departure from traditional pure philosophical phenomenology and by embracing complementary techniques and approaches has crossed the threshold into a new type of hybrid interpretative post-phenomenology. However, it is acknowledged the time and resource effort involved in completing this investigation, which may hinder the application of the method in practice. Acknowledging this fact, section 8.2 considers the potential future research direction, which would utilise a more streamlined approach that could be used in practice/policy whilst maintaining core principles of this investigation.

Secondly, the investigation revealed notable gaps in the inclusion of lived experience in urban placemaking particularly in terms of academic definition as well as absence of understanding/inclusion in UK policy and practice. By developing a working definition and TULE framework this investigation makes a valuable contribution to raising the profile of lived experience and the need for its inclusion in urban placemaking practice as well as developing potential tools for practitioners/policymakers and everyday citizens to utilise. As such, beneficiaries of this research include everyday citizens through the elevation of their voices to professionals needing ways in which to capture, interpret and present lived experience establishing a more democratic middle ground in urban placemaking. There is an additional third group of beneficiaries in the form of academic researchers and educators given the extensive theoretical exploration involved in drawing together the complementary aspects of the key background disciplines as well as addressing the new definition of lived experience in the context of urban placemaking. In terms of academic education for future practitioners, by demonstrating the value of investing time in the study of philosophy and the potential for methodological integration there is a potential benefit for courses teaching disciplines involved in urban placemaking broadening the horizon of students before entering industry.

Thirdly, by undertaking built environment research within the case study location of Gloucester, which is defined as a small city part of the wider UK Key Cities network, this investigation directly contributes valuable knowledge and insight into the lived experience of everyday citizens in a small city, which is not currently well represented or explored in existing research where larger urban areas are favoured for study. Moreover, the investigation actively explores the lived experience of everyday citizens in a small city undergoing change and is able to articulate this in way that elevates the voices of the "silent majority" offering new insight into day to day experiences of the city, which at present do not inform policy or practice. This effort has led to attention from Gloucester City Council policy makers with preliminary findings helping to inform a Draft City Centre Growth Plan demonstrating valuable real world contribution of this investigation.

Indeed, by setting aside pre-determined agendas of policy and development and seeking authentic experiences of everyday citizens this investigation shows that best practice can be derived from the language of everyday citizens and their lived expertise (Sandhu, 2017). Indeed, Beza (2016) argues that a reliance on best practice can bring unintended assumptions about knowledge and use this to apply to a place where this knowledge is absent, setting the scene for conflict between everyday citizens and professionals. This is supported by the findings of this investigation within the theme of Us Versus Them where participants demonstrated a consistent negative abstract construal of those in power in Gloucester.

Building upon this idea of what constitutes “knowledge”, Dovey (2019) reminds us that the language of urban design can be a “slippery concept” and particularly that of what is Place, which retains its mantle in the urban lexicon due to continued repetition by professionals:

“If we were to look for the most prevalent keyword in urban design research that was not prevalent 25 years ago, I suspect it would be ‘place’ or ‘placemaking’. ‘Place’ is a slippery concept with which it is difficult to disagree; but it will not slip from the field because it is too deeply grounded in everyday urban life and has become geared to the discourses of practice. We have learnt that place is much more than a visual or sensory phenomenon; more process than product; not closed nor stable; not easily reduced to design formulae.” (pg.15)

Lastly, this investigation represents a practical attempt to demonstrate the value of lived experience of everyday citizens and means by which to format and package the qualitative information in a way that could be applied by decision makers. Additionally, the approach of the methodology employed in this investigation lends itself to being taught to industry professionals and peer researchers in other SMSCs due to the accessible nature of using the day to day language of everyday citizens as the starting point.

8.1.2 What is it like to be an everyday citizen in a small city undergoing change?

Turning to address the question of the sub-section in the context of this investigation, what is the phenomenological essence of experience of everyday citizens in a small city undergoing change? This key question was explored through a lens of the use of language by everyday citizens to reveal the hidden aspects of their day to day lived experience and how this in turn shapes longer term construal of belief about the city and the case study locations within Gloucester as a representation of an under researched SMSC in terms of built environment. The findings of this investigation in combination with the background theory identified in Stage 1 were then used to develop a theme-pattern-rule solution placemaking game that could be used to take the lived experience of everyday citizens and use it find ways by which to integrate into policy and practice.

A key strand of the essence of experience of everyday citizens was the sense of the compounding effect of daily exposure to concrete negative language/imagery on the longer-term abstract negative construal of belief in Gloucester. It is through a detailed understanding of the language used by participants and the abstract or concrete standpoint from which they adopt that elicits otherwise hidden details in their lived experience. It can be argued that what was revealed was the focus participants put on the abstract social distance/construal, which highlights a certain banality or mundane in the urban environment of Gloucester so that social attentiveness gains greater priority.

This echoes work by Bader and Bader (2017) who through their phenomenological consideration of everyday architecture demonstrate this heightened social state where everyday physical environments are not perceived to demand attention from citizens. Responses to the case study locations corroborate this argument particularly where there was a repeated theme of feeling empty, which has the dual interpretation of both physical i.e. lack of people/activity but also emotionally i.e. lack of emotional affordance by space. To place these findings in context, a study by Fetzer et al., (2025) of 83,000 empty units in cities found a significant correlation between empty high-streets and the rise in right wing populism. Relevance to this investigation is how the visual nature of closures acts as a robust proxy for evidencing socio-economic decline and loss of social cohesion. This right-wing populism is a symptom of persistent dissatisfaction with the status quo. Findings of this investigation revealed a similar dissatisfaction in the everyday citizens of Gloucester but from a deeper individual lived experience perspective. The increasing psychological distance and shift from concrete to abstract negative construal identified echoes the same drivers that lead to a rise in populism.

Despite the focus of the investigation on specific case study locations, the act of undertaking a linguistic derive through the day to day spaces of Gloucester and the differing "notice" given to the urban lifeworld of participants meant that participants oscillated between micro (place or individual) and macro (city or wider) scale. This illustrates in a wider sense the need to discuss the implications of the choice of language used by everyday citizens to convey their lived experience of urban environments. The evidently abstract negative sentiment combined with the abstract social construal/distance category shows that the lived experience at the wider city level for participants is one of increasing psychological distance and longer-term negative beliefs. Absence of specific physical spaces in the city centre that foster social cohesion alongside the repeated exposure to concrete negative language/imagery were key issues identified by participants. These types of issues elicit a need to discuss the effect of problematising small cities, such as Gloucester, which Grossman and Mallach (2021) suggest that discussions need to go beyond the basic size or population in order to really address underlying issues. The isolated nature of the regeneration works within the case study locations within the context of the wider city centre due to the absence of investment in the connecting journey routes has an added effect of exacerbating "placelessness", (Relph, 1976), which is alluded to by participants when construing experience of place identity. Kortelainen and Albrecht (2021) highlight in their study of small towns that placelessness can be an unintended result of urban design and placemaking where key place generating factors are missed, which in relation to the lived experience of the participants in Gloucester is the socially important connections through the city to everyday citizens. Here is where concepts such as the Urban Room Network could be established to help reduce the perceived psychological distance and negative construal of places particularly small cities.

Repetition of the theme of power imbalance at case study and wider city level should also raise questions as to why everyday citizens are having to adapt expectations and day to day life (Butcher, 2019) while “new people” are brought into the city as part of the wider socio-economic regime for the area. Evidently negative construal of “other groups” such as the council and developers by everyday citizens due to concretely noticed poor design, management or absence of sight of policy makers is fuelling longer term abstract beliefs that in turn reinforce the conflict between everyday citizens and those in power. Connected to this finding is the perceived control that is exerted over design/planning processes by “experts”, which in turn effects the construal of everyday citizens of their ability to democratically participate. This is relevant in the context of experiencing Gloucester due to the isolated areas of investment relative to the interconnecting routes through the city perceived as associated with everyday citizens that have not seen equal investment.

8.2 Potential Future Research Directions

Based on the findings and proposals of this investigation there are several areas that could form potential directions for future application of this research. Firstly, having achieved a successful study in the small UK city of Gloucester, a key area for future research would be to expand to other SMSCs in the UK also undergoing or planned to undergo urban regeneration works in order to establish whether there is applicability of both the methodology and findings. To achieve this wider study an approach used by Hewlett et al., (2024) to recruit peer researchers to undertake lived experience research on the effect of the cost of living crisis in the UK, could be used. In the context of this investigation peer researchers would mean everyday citizens with lived experience of place who could be trained using the methodology presented in this investigation. Looking to peer researchers is one approach but equally could be operated with in-situ everyday citizens as the following paragraph outlines.

Secondly, as noted in section 8.1 and acknowledging the time and resource cost of undertaking this investigation, which could potentially be difficult to achieve in practice/policy there would be an exercise to adjust the methodology to allow application within these constraints. As such, an example of how this future repackaging could operate where on-site time is restricted would be to utilise a model of requesting participants to individually record audio diaries of the day to day lived experience of the site alongside uploading relevant photos/videos and hashtags to a receiving platform.

In this regard, the source of data remains the same as that used in this investigation i.e. individual accounts of experience but would reduce the resource burden on the practice. This data would still allow for the analysis and presentation of information as demonstrated in this investigation e.g. radar patterns and haikus. However, whilst practice researchers can guide participants from a distance on why/how to conduct the audio diaries there is a limit to the depth of responses that may otherwise be derived if a researcher experienced in the methodology was present to engage in the in-situ interpretative follow up questioning. In this sense there would be a degree of compromise between data depth and resourcing. In order to achieve this approach, it would be necessary to invest in workshop days to explain the method process to participants, creating relevant crib sheets/audio records to provide a lasting reference following the workshops and developing a purpose built digital platform to receive media data e.g. akin to social media platforms for familiarity of everyday use. The establishment of a temporary urban room would be required or at least a calendar of rented space adjacent/within the site, so that participants have a physical space to connect with researchers during drop in sessions.

It was a key finding that physical spaces to foster community/connection remain important to everyday citizens thus it is a vital component alongside any digital investment. Work to produce suitable training materials e.g. CPD, training booklets/videos for practitioners prior to undertaking this type of research would also be required so that adequate understanding for practitioners is embedded to enable confidence when offering support/workshops on site. Additionally, it is noted that whilst this investigation undertook analysis of four locations, in reality it is likely that a practice would be focused on one location greatly reducing the data collection and analysis burden.

Thirdly, acknowledging the importance of language to the investigation future research could also consider attempting to undertake the same methodology but in a SMSC of a non-English language country e.g. Spain. This would require greater resource planning and likely partnership with local university services in order to access appropriate support.

Fourthly, as per the placemaking game proposal presented in Chapter 7 there would exist future research in the full production, trial and implementation of the game. Given the importance of being present as a part of the research methodology the game would need to be played, ideally, in-situ or within a physical space near the project or case study location thus requiring hard copies of materials to be produced. Lastly, a quantitative CLT investigation in line with the other studies cited in Chapter 6 could be undertaken with the corresponding cues to manipulate psychological distance/construal to understand how everyday citizens react on a wider scale to changes in the urban environment.

8.3 Research Limitations and Positive Reflections

The following sub-section outlines areas of research limitations and positive reflections as a result of conducting this investigation. Consideration is given by project stage to the limitations or reflections relevant to that stage.

8.3.1 Limitations

Over the course of this investigation there were several areas that can be interpreted as limitations to the project. Firstly, in terms of Stage 1 of the project covering the systematic review, policy review and work with practitioners, it is acknowledged that the primary source of academic literature sources has been referenced from the StarPlus University Discovery System, which does not extract grey literature from around the internet thus potentially missing some entries, which are not covered by peer-review journals or published book titles. However, it can be argued that the quality of entries from StarPlus (sourcing from wider international databases such as SCOPUS), outweighs the potential benefit of the extensive and resource intensive search that would be required to track down relevant 'grey' literature that meets the criteria outlined in this article.

Potentially there is a degree of subjectivity in the literature selection and subsequent thematic analysis process. However, it is the opinion of the researcher that a rigorous methodology has been applied (PRISMA) and presented in this investigation alongside robust internal quality assurance checks. Additionally, confining the date range between 1960 and 2022 could be argued to reject earlier urban design theories/researchers, however, given the rapid technological and environmental shifts globally over the past 50 years, which form the backdrop to this research, it is apparent that entries located within this date range do acknowledge to varying degrees this global change and thus justify the decision on date selection. In terms of the policy review, not all councils in the UK have specific, publicly available urban design and placemaking guidance. Similarly, other councils only post a small written statement on their public facing website with no elaboration on the commitments to follow good urban design practice.

The work of Carmona and Giordano (2021) provides some indication as to the reason behind the limits in urban design and placemaking guidance following research conducted via Freedom of Information (FOI) requests to 322 English councils enquiring as to level of access to design services (of which 235 councils responded to the FOI request). From the results of the survey Carmona and Giordano (2021) conclude:

“More worryingly, 41% had no access to specific urban design advice (equivalent to 133 local authorities across England)” ... comments accompanying the data also revealed that the headline figures are likely to significantly overestimate the actual numbers of qualified design professionals working for local authorities. As one officer commented – There has been no actual reduction in number of staff but that resource is now shared across two councils, not one”.

Additionally, the absence of a unified UK wide database for urban design and placemaking guidance means that the most efficient investigation method is to use online search engines to locate publicly available documents. There is potential for some information to be missed from councils who have older less well organised and indexed websites. However, from experience of locating documents as part of this investigation, as well as from professional experience in consultancy, councils representing more urban areas tend to have better quality website layout and design making acquisition of documents far easier. Additionally, as the search parameters were designed to focus on urban councils the likelihood of having gathered representative information is greater.

The use of NVivo to focus on exact search terms as opposed to aggregated sentences could potentially mean that some words were missed as part of the analysis as they were discussed in the round rather than exactly stated. However, given that the aim of the investigation was to identify specific references to lived experience in urban placemaking policy and guidance documents, it can be argued that the choice of exact search terms was an appropriate method for this analysis.

In relation to Stage 1 work with practitioners, examining the questionnaire response rate of five percent, which on initial observation may appear low but is in line with the expectations for online questionnaires, in which response rates are subject to affects such as interest in the subject (Dillman, 2007). This is also supported by the results of the questionnaire and interviews in themselves where knowledge around phenomenology and lived experience proved to be low amongst urban design practitioners. As such, it could be considered that an extrapolation of this point across the wider urban design industry would lead to the assumption that because the subject of lived experience in urban placemaking is little understood it is not of immediate interest to potential participants. Where the interest and understanding of the subject were apparent this enabled a more detailed, thorough and more valuable response through the interview stage questions. However, it should be noted that Stage 1 was designed as an initial scoping stage to lay the foundation for later more in-depth investigation.

The interview participant diversity it could be argued was a limiting factor for the data, however, there was representation across experience and education levels, company size and discipline, which from personal experience in urban design and landscape architecture industries does reflect the broader picture of the current workforce. Addressing the recruitment of professional practitioners for the Stage 1 questionnaire and interviews, there exists a key organisation acting as a professional body for urban design (Urban Design Group), which lists publicly the members who are registered as urban design practitioners. However, on consulting this list of members ($n = 198$), it was determined that this was a potentially limited sample pool with those displaying information largely associated with architects or urban planners. Indeed, further research into this database illustrated that out of $n = 198$ members listed, 40% ($n = 76$) did not contain any publicly available contact details thus no means by which to recruit. As such, it was determined that recruitment via LinkedIn (using the secure UoS Google account to deploy and collect data) would enable the questionnaire to reach a wider audience of professionals (with up-to-date profile information) from a greater variety of disciplines involved in urban design e.g. heritage, stakeholder engagement, engineers via my professional network that includes greater than $n = 500$ individuals situated across all four countries of the UK.

Secondly, in terms of Stage 2 data collection methodology, there were several limitations that require recording and reflection upon for transparency of research. Firstly, the number of participants within the qualitative study was less than the planned 25 proposed for confirmation review. This is despite the wide ranging and inclusive recruitment process detailed previously in Chapter 4 using multiple inclusive methods cited by Patel et al, (2018) in their work on the difficulties experienced by social science researchers in recruiting participants. As such, the project cannot claim to represent all groups present with day to day experience of the city and case study locations although participant profiles were sufficiently different within the wider homogeneous group of everyday citizens with experience of placemaking in the city. In terms of explanation, following discussions with participants and my own experience in the city there is a particular distrust or disinterest in research being conducted by an unknown entity let alone public bodies or developers. It appears that everyday citizens in the city have a sense of being “used” to compile “tick box” consultation responses for regeneration projects with one community leader, who wished to remain anonymous despite strong interest in the project, stating that: “all consultation starts with a con” (own emphasis).

However, given the phenomenological focus of the research the number of participants still meets the general conditions set out by Morse (1994) and Cresswell (2013). Bartholomew et al., (2021) also identified through systematic review that smaller phenomenological studies with specific methodological approaches yielded better quality outputs. Responses to the online questionnaire reached over 100 from a wide range of everyday citizens but similarly to the qualitative study there was a sense that people do not want to engage to become just another number and as Wu et al., (2022) identified increasing the number of online survey requests does not yield an increase in response rate. This is also supported by a parallel study launched by Gloucester City Council asking for participant feedback on street safety using the Commonplace online mapping platform, which garnered from October 2023 to August 2024 only 167 responses despite the reach and resources of a public body (18).

In terms of the professionals involved with the planning, design and construction of the case study sites despite multiple approaches and attempts to contact the relevant people, uptake to participate in interviews by designers was non-existent. It should be noted that those involved in the design of the case study sites are not local companies. As such, those interviewed were local policy makers and planners who were aware of my research as a result of me being invited to city policy meetings.

Additionally, due to a cyber attack on the city council's website for the majority of the project (until late 2023) the historic planning information was not available, which hampered acquisition of details such as Design and Access Statements (DAS) and consultation responses. In terms of explanation, there appears to be a general high turnover of staff in private design/planning companies particularly with older sites and as such that knowledge is lost. This raises an interesting question around handling post-occupancy studies in that how is it truly possible to understand longitudinal success or failure if there is no data with which to compare the present or future? In the context of this investigation working with the four case study locations it made comparison more difficult and led to the absence of direct design roles informing the study.

(18) Gloucester City Council, 2024, Commonplace Safety Map, (<https://yourgloucester.commonplace.is/en-GB/map/sample-map>) , Accessed 22/08/2024

The digital photography and video element of the method was variable in its success. In reflection sessions with participants following fieldwork, it was often remarked that they simply forgot due to being positively engaged with the face to face conversation and wanting to simply talk about their day to day experiences. This echoes work by Verduyn et al., (2021) and Lobe et al., (2022) in their examination of the quality of online versus in-person interview data and use of mobile devices where face to face interactions yielded not only greater data volume but increase sense of positivity by participants. These sessions were helpful for a reflexive view on the method as it progressed across the three sessions with participants and contributed to the triangulation of understanding derived from the interim analysis of interview transcripts. From my own field observations, it was noticeable how the act of the participant stopping to take a photo or video then record three hashtags caused a distinct break in their stream of consciousness describing day to day experience.

However, in several moments some participants did take advantage of the freedom the technique offered to share information about the wider city level, which was an interesting on-site situation. As a result of this oscillation between conversation and momentary reflexive action there are gaps in the recording of hashtag words varying from zero records to near sentences, however, there were sufficient records to contribute to the data analysis. This raises two points for reflection in that potentially a dedicated platform to make taking photos and videos, similar to that of well-known social media sites, an easier process would help but more importantly everyday citizens want to talk face to face with someone who is genuinely interested in their experience! Several participants reflected on the research as being akin to "city therapy," which is interesting in the sense that people felt they were receiving a social service of sorts despite contributing to my research. However, as I was in situ and living the experience with participants, I must acknowledge the potential for my "voice" to influence conditions and is something to consider in the data analysis when interpreting transcripts.

It should be acknowledged that the Great British weather was a continual limitation especially when considered with the fact the route of the public realm strategy contains little to no shelter both in terms of good and poor weather. Anecdotally, on a number of occasions participants were enlisted to hold the golf umbrella so that I could have enough free hands to operate the Dictaphone and notebook! This meant often rearranging fieldwork and the obvious disruption that came with this issue, which is a fieldwork issue addressed by Flynn and Mathias (2020) in their investigation of the lived experience of young adults and place identity.

Lastly, in terms of Stage 3 data analysis were several limitations that require recording and reflection upon for transparency of research. Given the in-depth and open nature of the interview technique once participants began to elaborate on the semi-structured phenomenological questions, as well as digital methods, inevitably yielded a large data volume. As such, the time taken to analyse each participant across each of the three sessions followed by place specific and wider city levels of abstraction was greater than more quantitative focused studies. This specifically applies to the analysis of the data within the CLT based framework, which is not possible to automate due to the need of embodied understanding of the transcript. Building upon the time aspect of data analysis, the need for thematic coding, IPA and CAP to underpin the patterns added an additional layer of time intensity. However, in order to stay true to the recognised approaches of interpretive phenomenology and ethnography, it should be acknowledged that "thick" data requires time for analysis so that interpretative work is the closest to the true experience.

In terms of the generalisation that occurs at place and wider city level this does not detract from the quality of the thematic coding and IPA due to the iterative manner derived from the three level abstraction and repeated work with participants across case study locations and seasons in line with guidance from Nizza et al., 2021. Additionally, the novel language based analysis method represents research innovation, which naturally has a degree of trial and error to establish key principles that once implemented in practice would allow for faster analysis. Gaps in the participant site photography and three hashtag words (reasons discussed in Chapter 5 of this thesis) mean that the number of possible three-line haikus that could be constructed for analysis were limited. However, there were sufficient recordings to provide a richer qualitative context to the PRP and sentiment analysis.

8.3.2 Positive Reflections

Whilst acknowledging research limitations is important for demonstrating awareness of the process of conducting research, it is also equally important to highlight areas that were positive. Firstly, from Stage 1 work with practitioners, on reflection from a personal perspective, I believe that the investigation was a worthwhile endeavour, which elicited some interesting themes and corroborated a number of the overarching hypotheses of this thesis project, particularly around the fact that lived experience in urban placemaking is not well understood within the urban design industry. Also, from a professional perspective the process of this stage of the research has allowed me to build or re-affirm trust between me as an urban designer and other professionals, which will be invaluable as the research develops to provide me with a critical friendship to consider the overall proposals of this thesis project.

Secondly, in terms of Stage 2 data collection, given the longitudinal nature of the research there were a number of positive points that emerged and deserve reflection particularly for the encouraging affect they had on myself as a researcher. Firstly, all participants gave positive feedback after the sessions specifically because they felt the method allowed them to be “listened to without judgment”. I also believe that the level of trust that was built between myself as researcher and participants led to responses being true representations of everyday lived experience without the sense of participants just telling me what they think I want to hear. This sense of transparency and free exchange in information elicited by the methodology employed echoes work by Konsti-Laakso and Rantla (2018) who’s study highlighted that the inclusion of these features in engagement methodology within urban planning increases participant acceptance of outcomes even where disagreements exist.

This is important as it demonstrates the value for researchers or professionals in being present and that time is a valuable resource, which people appreciate when it is used positively. Indeed, it was this positively viewed “giving of time” that led to discussing my research on local (and national digital) BBC radio, which is not something that all PhD researchers can claim to have undertaken! Building on the concept of being present, the fact that I was asked to consult on the public Draft Gloucester City Centre Growth Plan by a high level GCC employee because of the in-person conversations about my research was extremely rewarding from a personal perspective.

As a researcher it is a great example of research impact and moving from theory to practice. This was also reflected in being invited to speak at local Pecha Kucha's and a seminar for place and event management academics within the city, which again arose from being present and communicating the purpose of the research in a clear and understandable manner.

Additionally, the ability to base myself at a free, public co-working facility within the city centre allowed for a greater researcher presence than might otherwise be achievable. From a logistical perspective, being able to regularly see participants (including outside field sessions) meant that participant retention and trust was improved and gave a me fixed location for people to gather before and after field sessions. Additionally, the use of the facility by high level policy makers from GCC to hold meetings contributed to the concept of presence and access to information mentioned in the earlier paragraph that again might otherwise have been difficult or not possible to obtain.

Repetition of the sessions across the year were received well with some participants stating they would like to continue with further sessions. As such, a minimum of three sessions spread across blocks of three to four months is shown to work and capture the changing seasons alongside changes to the urban fabric.

In relation to Stage 3 data analysis, whilst there are several limitations to the data analysis process, it is also important to reflect on the positive aspects of the research. The use of NVivo software as a means of organising data to extract new understanding is particularly efficient and powerful but not a platform I have encountered being used in private consultancy or public bodies engaged in urban placemaking. By way of explanation from personal experience it is not a process or software given publicity during university study, particularly below masters level, thus the importance to research is not carried through into the "professional" realm.

Additionally, beyond desktop studies or brief site visits the level of active place research is also limited, which would counter the cost of software licensing. Consideration of the data analysis presentation method as radar graph patterns and urban haikus are positive features because they are "products" of research in their own right, which can be shared with participants demonstrating how their urban lived experience has been used to produce a unique UPDP. The patterns also allow participants to understand the research in terms of abstract and concrete, which is important for the follow up stage of the research using the terms derived from the analysis method as part of a "gamified" consultation tool.

This marks the end of this PhD investigation with the following pages dedicated to presentation of references and necessary appendices to support relevant signposts in the corresponding chapters. A final note to end on comes in the form of a quote from Participant 1 from the fieldwork conducted during 2023 in Gloucester. It serves to highlight the reason why this investigation was so important to me, on visualising in their own words that everyday citizens notice in their observations of the urban world around them that people make place not buildings:

“But that’s an interesting thing to mention as well is that, you know, you build a load of buildings and they’re all sedentary and stationary and nothing will happen in those spaces until people are there. Yeah. And for the chaos theory, butterfly wings, that requires people, doesn’t it? And it’s like, well are they here? If they are, some weird shit might happen, I guess...” (Extract from P1)

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Appendices

LIST OF APPENDICES

APPENDIX A - Stage 1 Ethics Approval

APPENDIX B - Professional Practice Questionnaire/PICF

APPENDIX C - Professional Practice Code Book

APPENDIX D - Stage 2 Ethics Approval

APPENDIX E - My City, Your City Their City Urban Haiku Collection

APPENDIX F - Participant Questionnaire/PICF

APPENDIX G - Thematic Table

APPENDIX H - What Is It About Here? Participant Haiku Collection

APPENDIX I - Theme-Pattern-Rule-Solution Table

Appendix A



Downloaded: 24/03/2022

Approved: 24/03/2022

Daniel Mottram

Registration number: 210208106

Landscape

Programme: Landscape (PhD/Landscape FT)

Dear Daniel

PROJECT TITLE: What is it about here? A critical examination of the application of lived human experience in designing new urban places in the context of growing technological usage and global focus on the environment in urban place making today

APPLICATION: Reference Number 045255

On behalf of the University ethics reviewers who reviewed your project, I am pleased to inform you that on 24/03/2022 the above-named project was **approved** on ethics grounds, on the basis that you will adhere to the following documentation that you submitted for ethics review:

- University research ethics application form 045255 (form submission date: 23/03/2022); (expected project end date: 30/03/2023).
- Participant information sheet 1103133 version 2 (23/03/2022).
- Participant consent form 1103134 version 2 (23/03/2022).

If during the course of the project you need to [deviate significantly from the above-approved documentation](#) please inform me since written approval will be required.

Your responsibilities in delivering this research project are set out at the end of this letter.

Yours sincerely

James Simpson

Ethics Administrator

Landscape

Please note the following responsibilities of the researcher in delivering the research project:

- The project must abide by the University's Research Ethics Policy:
<https://www.sheffield.ac.uk/rs/ethicsandintegrity/ethicspolicy/approval-procedure>
- The project must abide by the University's Good Research & Innovation Practices Policy:
https://www.sheffield.ac.uk/polopoly_fs/1.671066!/file/GRIPPolicy.pdf
- The researcher must inform their supervisor (in the case of a student) or Ethics Administrator (in the case of a member of staff) of any significant changes to the project or the approved documentation.
- The researcher must comply with the requirements of the law and relevant guidelines relating to security and confidentiality of personal data.
- The researcher is responsible for effectively managing the data collected both during and after the end of the project in line with best practice, and any relevant legislative, regulatory or contractual requirements.

Appendix B

Practitioner Participant Information and Consent Form - What is it about Here? Gloucester Urban Regeneration

This online form outlines important information in regard to your participation and consent as part of this research project. Please take time to read through this information before completing. If you have any questions before wanting to complete this form you can reach Daniel Mottram (named researcher) at (Email: drmottam1@sheffield.ac.uk). You will be provided with a copy of this form via email (or hard copy on specific request) for your records.

This is a University of Sheffield PhD research project concerning case study research for the sites of Kings Square, Blackfriars and Gloucester Docks as part of the urban regeneration programme within Gloucester. By agreeing to be part of this research, your data will be used in the following ways; 1) help guide the direction of on-going research, 2) the development of the final PhD products, 3) in research publications/conferences/seminars and 4) in teaching context.

You will be participating in an online structured interview with questions asked by the named researcher. Audio data only will be collected. This information will be used to help understand the urban design, planning and placemaking processes that contributed to the delivery/on-going delivery of the case study sites. If you require any additional support in order to fully participate with the interview, please do let the named researcher know in advance.

Participants who engage with this research are not anticipated to be affected by physical or psychological harm/distress. However, as with any interview style format there exists the potential that you may feel uncomfortable providing answers particularly if you feel that the topic is outside of your immediate knowledge area, or your answers are contrary to assumed social/commercial convention(s). You reserve the right to terminate the interview at any point and withdraw completely from the research. There are no immediate benefits for participating in the project but it is hoped that collectively this work will help contribute to the furtherment of better urban placemaking.

All the information that we collect about you during the course of the research will be kept strictly confidential and will only be accessible to members of the research team. You will not be able to be identified in any reports or publications unless you have given your explicit consent for this. If you agree to us sharing the information you provide with other researchers (e.g. by making it available in a data archive) then your personal details will not be included unless you explicitly request this. Your data will be actively used by the named researcher over the course of the 3 year PhD programme before being moved to the University of Sheffield's ORDA Data Archive.

Your information will be handled in accordance with the University of Sheffield's Ethics Policy and GDPR and in line with the project Data Management Plan. According to data protection legislation, we are required to inform you that the legal basis we are applying in order to process your personal data is that 'processing is necessary for the

performance of a task carried out in the public interest' (Article 6(1)(e)). Further information can be found in the University's Privacy Notice <https://www.sheffield.ac.uk/govern/data-protection/privacy/general>. The University of Sheffield will act as the Data Controller under GDPR. Any audio and/or video recordings of your activities made during this research will be used only for analysis as part of this project. No other use will be made of them without your written permission, and no one outside the project will be allowed access to the original recordings.

As a participant you reserve the right to request the withdrawal of your response or data at any time. Should you have any concerns, queries or would like to withdraw your response/contact details please respond to Daniel Mottram (Email: drmottram1@sheffield.ac.uk). If you would like to raise any concerns about the research, use of data or conduct of the research team, independently of the named researcher then please contact the Department of Landscape Architecture at the University of Sheffield (Email: landscape@sheffield.ac.uk) stating the name of the project, researcher and the nature of concern, who will then be able to handle the matter in accordance with the university's Preventing Harm in Research & Innovation (Safeguarding) Policy. If your concern is specific to the handling of your data in terms of GDPR then you can contact The University of Sheffield Data Protection Officer, Luke Thompson – luke.thompson@sheffield.ac.uk. Further information about how to raise a complaint can be found in the University's Privacy Notice: <https://www.sheffield.ac.uk/govern/data-protection/privacy/general>. If your complaint has not been handled to satisfactorily, you can also contact the Information Commissioner's Office.

In the event that you are unable to reach the named researcher either prior or following participation then please contact a member of the supervisory team; Dr Kevin Thwaites (k.thwaites@sheffield.ac.uk) or Dr James Simpson (j.c.simpson@sheffield.ac.uk).

The following section of this form contains the relevant consent information you are required to provide in agreeing to engage with this research project.

Finally, thank you for spending the time to be part of this exciting research project!

***Required**

1. Please state your name in the box below (feel free to include specific pronouns if they are an important identity association): *

2. Please provide a valid email address in the box below, which you are happy to use as main form of correspondence: *

3. Date participant information read, understood and consent given (use the calendar selector below): *

Example: 7 January 2019

4. I have read and understood the project information outlined above as dated. (If you answer No to this question please do not proceed with this consent form until you are fully aware of what your participation in the project will mean): *

Mark only one oval.

☐ Yes

☐ No

5. I have been given the opportunity to ask questions about the research :

Mark only one oval.

☐ Yes

☐ No

6. I agree to take part in the project. I understand that taking part in the project will * include the following and indicate my consent:

Tick all that apply.

	Yes	No
I agree to take part in the research	☐	☐
I understand and agree that taking part in the project will include: participating in an interview and providing feedback on the later research analysis	☐	☐
I agree that whilst I am participating in this interview audio recordings will be made. I agree to being audio recorded and for transcripts of these anonymised audio recordings to be used in the research.	☐	☐

7. I understand that by choosing to participate as a volunteer in this research, this does not create a legally binding agreement nor is it intended to create an employment relationship with the University of Sheffield: *

Mark only one oval.

☐ Yes

☐ No

8. I understand that I can withdraw from the research/study, with or without notice, at any time. I understand that I do not have to give any reasons for why I no longer want to take part and there will be no adverse consequences if I choose to withdraw: *

Mark only one oval.

☐ Yes

☐ No

9. I understand my personal details such as name, phone number, address and email address etc. will not be revealed to people outside the project: *

Mark only one oval.

☐ Yes

☐ No

10. I understand and agree that my words may be quoted in publications, reports, web pages, and other research outputs. I understand that I will not be named in these outputs unless I specifically request this: *

Mark only one oval.

☐ Yes

☐ No

11. I understand and agree that other authorised researchers will have access to this data only if they agree to preserve the confidentiality of the information as requested in this form: *

Mark only one oval.

☐ Yes

☐ No

12. I understand and agree that other authorised researchers may use my data in publications, reports, web pages, and other research outputs, only if they agree to preserve the confidentiality of the information as requested in this form: *

Mark only one oval.

☐ Yes

☐ No

13. I give permission for the interview audio and transcript of the interview to be deposited in the University of Sheffield ORDA archive so it can be used for future research and learning: *

Mark only one oval.

☐ Yes

☐ No

14. I agree to assign the copyright I hold in any materials generated as part of this project to The University of Sheffield: *

Mark only one oval.

☐ Yes

☐ No

☐ N/A

15. Participant Signature (*by entering your name this constitutes a digital signature*): *

16. Date of Form Completion (use the calendar selector below): *

Example: 7 January 2019

17. Name of Researcher



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What is it about Here? Lived Experience and Urban Placemaking Today

This questionnaire is designed to gather quantitative and qualitative data as part of a University of Sheffield PhD research project concerning the application of lived experience in urban planning and design disciplines who are involved in urban placemaking today. The data will be used in the following ways; 1) help guide the direction of on-going research, 2) the development of the final PhD products, 3) in research publications/conferences/seminars and 4) in teaching context. The data collected from this questionnaire is anonymised by default and by participating in this survey you are deemed to be consenting to the use of the response data as part of this PhD research project.

An option to provide contact details is set out at the end of this questionnaire if you would like to take part in further stages of this research project (e.g. interviews, feedback etc). If you would like to participate in follow up interviews relating to this questionnaire, please could you complete the separate Participant Information and Consent Form prior to the interview stage taking place. A link is provided at the bottom of this questionnaire and will be provided again via email for ease as part of the interview setup process.

The questionnaire should take approximately 10-15min to complete and questions indicate whether they are optional or required. Thank you in advance for assisting in this research project.

All contact information will be handled in accordance with the University of Sheffield's Ethics Policy and GDPR and in line with the project Data Management Plan. According to data protection legislation, we are required to inform you that the legal basis we are applying in order to process your personal data is that 'processing is necessary for the performance of a task carried out in the public interest' (Article 6(1)(e)). Further information can be found in the University's Privacy Notice <https://www.sheffield.ac.uk/govern/data-protection/privacy/general>. The University of Sheffield will act as the Data Controller under GDPR. Any audio and/or video recordings of your activities made during this research will be used only for analysis as part of this project. No other use will be made of them without your written permission, and no one outside the project will be allowed access to the original recordings

As a participant you reserve the right to request the withdrawal of your response at any time unless the data has been provided anonymously where it would not be possible to identify/retrieve your data. Should you have any concerns, queries or would like to withdraw your response/contact details please respond to the questionnaire owner Daniel Mottram (Email: drmottram1@sheffield.ac.uk). If you would like to raise any concerns about the research, use of data or conduct of the research team, independently of the named researcher then please contact the Department of Landscape Architecture at the University of Sheffield (Email: landscape@sheffield.ac.uk) stating the name of the project, researcher and the nature of concern, who will then be able to handle the matter in accordance with the university's Preventing Harm in Research & Innovation (Safeguarding) Policy.

*Required

1. Please select from the list below, which area best describes your current company/employment (tick all relevant): *

Tick all that apply.

- ☐ Architecture
- ☐ Art and Design
- ☐ Engineering
- ☐ Environmental
- ☐ Heritage/Archaeology
- ☐ Landscape Architecture
- ☐ Local Government
- ☐ Project Management
- ☐ Site Contractor
- ☐ Stakeholder Engagement
- ☐ Town Planning
- ☐ Urban Design
- ☐ Other

2. Please select from the list below the country or countries you are currently employed/engaged with work within: *

If you work outside of the UK countries listed below, please check 'Other' and enter the country name in the description box.

Tick all that apply.

- ☐ England
- ☐ Northern Ireland
- ☐ Scotland
- ☐ Wales

Other: ☐ _____

3. Please select from the drop down list the size that best describes your current company: *

Mark only one oval.

- ☐ Micro Business (less than 10 employees)
- ☐ Small Business (10 to 49 employees)
- ☐ Medium Business (49 to 250 employees)
- ☐ Large Business (greater than 250 employees)

4. Please select from the drop down list the number of years experience you have in professional practice: *

Mark only one oval.

- ☐ 0 - 2 years
- ☐ 2 - 5 years
- ☐ 5 - 10 years
- ☐ 10 -15 years
- ☐ 15 - 20 years
- ☐ Greater than 20 years

5. Please select from the choices below all relevant levels of educational qualification you currently hold (can select more than one): *

Tick all that apply.

- ☐ GCSE/A-Level
- ☐ Diploma/Vocational Qualifications
- ☐ Bachelors Degree
- ☐ Post Graduate Diploma
- ☐ Masters Degree
- ☐ PhD

Other: ☐ _____

6. Do you belong to a recognised professional body? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe
- ☐ Other: _____

7. Do you currently hold chartership with your professional body?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe
- ☐ Other: _____

8. Are you familiar with the research terms 'Phenomenology' and 'Post-Phenomenology'? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe
- ☐ Other: _____

9. Are you familiar with the research terms 'Semiotics', 'Semantics' and 'Language Games'? *

Mark only one oval.

☐ Yes

☐ No

☐ Maybe

☐ Other: _____

10. What is your understanding of the term 'Lived Experience' in the context of urban place making? *

11. To what extent do you agree that current site analysis methods capture lived experience of place? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

12. Please use the following paragraph box to add any additional comments, which you feel would help explain your choice to the question above (optional):

13. To what extent do you agree that lived experience is an important factor in urban place making? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

14. Please use the following paragraph box to add any additional comments, which you feel would help explain your choice to the question above (optional):

15. Have you previously or are you currently working on urban place making projects that are guided by lived experience research? *

Mark only one oval.

☐ Yes

☐ No

☐ N/A

☐ Other: _____

16. If you have worked or are working on a project that makes use of lived experience research would you be willing to discuss in more detail as part of on-going research? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ N/A
- ☐ Other: _____

17. To what extent do you agree that Local Plans should offer a more rounded vision that accounts for the lived experience of people alongside traditional technical spatial/ecosystems approaches? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

18. To what extent do you agree that Local Plans should offer a more rounded vision that accounts for the lived experience of people alongside traditional technical spatial/ecosystems approaches? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

19. Please use the following paragraph box to add any additional comments, which you feel would help explain your choice to the question above (optional):

20. To what extent do you agree that urban planning and design policy and process making are top-down driven? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

21. Please use the following paragraph box to add any additional comments, which you feel would help explain your choice to the question above (optional):

22. To what extent do you agree that art based and creative research methods are important in guiding professional practices engaged in urban place making? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

23. Please use the following paragraph box to add any additional comments, which you feel would help explain your choice to the question above (optional):

24. To what extent do you agree that there is a knowledge gap/disconnect between academic research and professional practice in the field of urban design? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

25. Please use the following paragraph box to add any additional comments, which you feel would help explain your choice to the question above (optional):

26. To what extent do you agree that professional practice would benefit from a toolkit to assist in the capture of lived experience of place at the early design intervention stage? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

27. Please use the following paragraph box to add any additional comments, which you feel would help explain your choice to the question above (optional):

28. To what extent do you agree that integration of new technology is an important factor in urban place making? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

29. Please use the following paragraph box to add any additional comments, which you feel would help explain your choice to the question above (optional):

30. To what extent do you agree that environmental and climate improvements are an important factor in urban place making? *

Mark only one oval.

	1	2	3	4	5	
Strongly Disagree	☐	☐	☐	☐	☐	Strongly Agree

31. Please use the following paragraph box to add any additional comments, which you feel would help explain your choice to the question above (optional):

32. Please indicate whether you consent or not to the storage and use of contact details as part of this questionnaire and on-going research associated with this project. *

Tick all that apply.

☐ I grant consent for my contact details to be handled, in line with the University of Sheffield's Ethics Policy and GDPR and the project Data Management Plan requirements, and I would like to be contacted to be part of further research associated with this project.

☐ I do not grant consent for my details to be handled or used as part of on-going research associated with this project.

Other: ☐ _____

33. If you are happy to provide your contact details and be part of further research associated with this project, please enter your name, email address and/or telephone number (optional) in the box below:

34. Please find enclosed a link to the Participant Information and Consent Form, which will need to be completed prior to engaging with any interview stages of this project (<https://forms.gle/hgMV7CWmu3xZ1aUJA>). A copy of this link will be re-sent as part of the interview setup process for ease.



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Appendix C

Professional Practice Research Interview Coding

Codebook

NAME	DESCRIPTION	REFERENCES
BARRIERS TO INTEGRATION	PERCEIVED BARRIERS TO LIVED EXPERIENCE BEING IMPLEMENTED	33
Lack of Resources	Defined commonly in responses as time, cost, skills and number of people	7
People	Barrier can take the form of clients, local authorities, and differences between people	9
Clients	Clients identified as a barrier and commonly identified as developers	7
Demographics	References to young v old, the 'usual suspects'	1
Local Authority	Local authority identified as a barrier	1
Understanding of Lived Experience	Barrier comes from lack of awareness and understanding of subject of lived experience	17
Difficult to Express Lived Experience	Perceived issues with articulating lived experience by people	3
Gap Between Academia and Industry	Flow of research in the field of lived experience not making its way from academia to industry	1
Methods	No clear method for capturing lived experience and subsequently being able to demonstrate use in projects	3
Not a Current Requirement	Lived experience is not a current policy requirement	1
Perception of Idealism	Lived experience is perceived as being idealistic and not workable in 'real' world	2
Unfamiliar Term	Lived experience is not commonly known, understood or defined in terms of urban placemaking	4
What Point to Integrate Lived Experience	Uncertainty as to when to integrate lived experience in the project process	3

DOCUMENT STRUCTURE	RECOMMENDATIONS FOR STRUCTURING A PRACTICE GUIDANCE DOCUMENT	44
Inclusive by Design	Documents should be inclusive by design so to be accessible to widest audience	20
Attention Span	Impact of constant incursion of digital world affecting people's attention span	1
Digital Focus	Using digital tools/software to make document interactive	2
Mental Voice	Consideration for how the audience will internalise the reading of the document	1
Thematically Organised	Structuring document around themes generated from research	2
User Friendly and Inclusive	Document structured to be user friendly	10
Video Commentary	Incorporating video to convey important messages in document	1
Visual Communication	Document should be visually engaging	3
Informed by Policy	Document should be informed by national and local policy	4
Heritage Consideration	Importance of heritage to lived experience	1
National Policy	Inclusion of national policy	3
Narrative Approach	Document should look to art, narratives, stories etc to formulate structure	6
Art Engages Us	Look to art for inspiration for engagement	1
Document Branding	Consideration of how document should be branded and lessons from visual comms	1
Narratives and Stories	Structure document to convey stories	4
Research Led	Content of document should be led by research/pilot studies	14
Clear Methodology	Establishing and presenting a clear methodology for the reader to follow	1
Combined Approach	Structuring document to bring together different comms methods	2
Need for Research	Research needs to feature strongly to counter arguments from 'loud voices'	3
Precedents	Inclusion of precedents to set document in context	4

Success and Failure	Inclusion of success and failure for integrating lived experience research in projects	3
Upfront Synopsis	Upfront synopsis in document so people can easily identify what the purpose relates to	1
EMPHASIS ON RESEARCH LINKS	HOW SHOULD URBAN DESIGN PROFESSIONAL BODIES INCLUDE RESEARCH IN CHARTERSHIP	37
Long-Term Approach	Academia and urban design industry to look to longer term when deciding education, syllabus, chartership processes	15
Changes to Syllabus	Adding lived experience theory/research topic into chartership process	7
Legal Requirement	Moving lived experience from a voluntary subject to one enshrined in legal terms like BNG	1
Limit Political Influence	Limit the impact of political cycles on urban design profession and give academics platform to ground industry against political shifts	2
Longer Term Thinking	Having a longer term thought process with urban design	3
Opening Up Routes	Creation of new routes into urban design to increase diversity	2
Outside the Box	Look to innovative and 'outside the box' thinking and thinkers to help improve processes	7
Challenge the Norm	New ways of thinking mean we should challenge traditional models of working	1
Go Beyond the Generic	Efforts should be made to go beyond the generic assumptions about people and place	2
Importance of History	Importance of historical urban environments and what they can teach new practitioners	1
Is Chartership Needed	Urban design not a chartered body but provides a broad coalition of disciplines to come together	2
Self-Reflect on Experience	Need to consider reflexivity in design to account for our own bias and look to experience of others	1
Short-Term Approach	Shorter scale interventions that can increase flow of information between academia and urban design industry	10

Access to Journals	Professional bodies should have access to journals and allow access for members	1
Accessible Information	Making research clear, concise and easy to digest	1
Better Engagement	Better engagement from professional bodies with universities	1
Conferences	Conferences that include both academics and practitioners	2
CPD	Shifting requirements in CPD to include theory learning	4
Pooling Research	Pooling research from all urban design disciplines to create something new	1
Use of Research	Where and how is research used and what impact does it have?	5
Behind on Research	Belief that areas of urban design are behind in research	3
Impact of Research	How can research impact current practice approaches and attitudes?	2
KNOWLEDGE GAP	PERCEIVED KNOWLEDGE GAP BETWEEN ACADEMIA AND PRACTITIONERS	28
Differences between Academia and Industry	Current differences between academia and urban design industry seen as affecting knowledge transfer	5
Different Thought Processes	Academics and practitioners think differently	1
Differing Experience	Academics without professional practice experience and practitioners with no higher academic record e.g. PGdip and not Masters	3
Too Philosophical	Research perceived as sometimes too philosophical and not practical on the ground	1
Issues within Industry	Specific issues within urban design industry and its professional bodies prevent them from adapting to new ideas	9
Absence of Presence	Lack of presence from academics in professional bodies to disseminate latest thinking	1
Loss of Connection to Theory	Focus more on 'doing' the job rather than integrating new theories	1
Need for Leadership	Perception that there needs to be a figure head or group taking lead on urban design	1

Nervousness	Nervousness around asking questions and potentially being perceived as asking the wrong thing	1
Profession Still Young	Perception that urban design is a young profession and founders may be inhibiting research exploration	3
Professional Bodies	Professional bodies should do more to foster academic/industry relationship	2
Moving Forward	Solutions moving forward to issues of knowledge gaps	14
Collaboration	Increase academic and industry contact time in urban design	2
Common Language	Need for common language for urban design between academia and industry	1
Create Partnerships	Creation of industry partnerships with universities	3
Creation of Urban Design Hub	One university to specialise in urban design and form focal hub for research and communication with professional bodies	2
In Person, On Site	Create opportunities for academics and practitioners and public to meet on site and discuss	2
New Role	Creation of a new role to help translate academic research into professional practice	3
Witnessing Effects	Importance of witnessing attempts to make research a reality in practice	1
LIVED EXPERIENCE IN ACTION	EXAMPLES OF WHERE LIVED EXPERIENCE RESEARCH HAS BEEN APPLIED TO A PROJECT	7
Accounting for the Unknown	How does lived experience research work when potential residents do not exist yet?	1
Approaches	Approaches taken in project setting to capturing lived experience	1
Collaborative Experience	Example where practitioner collaborated with someone from a different background	1
Everyday Experiences	Looking at the everyday experiences of people affected by the project	1
Example Where Method Would Assist	Example where practitioner raises the point that a method for capturing lived experience in relation to existing work flows would be useful	1

People over Buildings	Examples where people see greater value in community than improvements to built environment	1
Reflection by Practitioner	Specific reflexive account by practitioner on an event	1
LIVED EXPERIENCE IN POLICY	WHAT IS NEEDED TO BRING LIVED EXPERIENCE INTO LOCAL PLANS AND POLICIES?	44
Currently Built Environment Led	Policies currently focused on built environment over lived experience of people	3
Focus on Aesthetics	Focus on aesthetics, visual, beauty for the sake of award rather than experience	1
Focus on Built Environment	Focus in urban design and placemaking defaults to built form over people	2
Decision Making Hierarchy	Top down v bottom up decision making affecting policy creation	5
Disconnect between Public and Policy	People do not have the education or awareness of policy and the processes or time required. Current consultation on policy poor	3
Start from Community Level	Start policy process at community level and influence higher policy. Bottom up v top down.	2
Need for Research	Research needed to help challenge and inform policies	7
Disconnect between Research and Policy	Academic research failing to reach and influence policy in urban design and placemaking	6
Lived Experience Not Understood	Lived experience as a term not well defined or understood in policy terms	1
Need for Specific Policy	Specific policy needed to reflect lived experience, which is not generic	4
Lack of Urban Specific Policy	Absence of urban specific information when compared to suburban or rural areas	1
Policies are Generic	Policies lack attention to specific details	2
Requirement for Policy	If policy exists then there is an automatic mechanism to guide designs	1
People in Policy	How are people truly considered in policy? Are people valued?	8
Diversity	Diversity in local authorities and policies	2

Locality	How do you capture lived experience in policy relevant to the local area?	1
Policy Not Accessible	Policy document format not easily understandable and also forms evidence base for practitioners who then design from the documents	3
Value of Lived Experience	How can lived experience be valued so that clients can demonstrate benefit?	2
SEP Impact	Socio, economic and political influences on ability to change or create new policy	17
Additional Resources	Additional resources should be allowed in plan and policy development to engage with lived experience. Local authorities struggling with resources	5
Cycle of Politics	Frequent political changes at local and national level affecting implementation of policies and bodies that oversee them	2
Influence on Policy by Specific Groups	Perception that due to lack of public education on planning process the same people comment and influence policy e.g. old v young	3
Market Influence	Financial and housing markets influence how developers respond to placemaking	4
Resistance to Change	People whether public or policy makers resistance to changes	3
USEFUL TOOLKIT FEATURES	FEATURES IDENTIFIED THAT ARE SEEN AS BEING USEFUL FOR A TOOLKIT TO CAPTURE LIVED EXPERIENCE	49
Inclusively Designed Tools	Tools in toolkit should be inclusively designed so to be accessible for widest audience	8
Easily Accessible	Tools that are easily accessible and understandable by public, practitioner and policy maker	3
Forgotten Voices	Need to capture forgotten voices in process	1
Inclusive Design	Inclusive design of tools to reflect spectrum of experiences of society	3
Personality Based	Record personalities to compare reactions and experience	1
Methods	How should or could lived experience be utilised in a project	34

Approach	How to approach capturing lived experience e.g. systematic or mimic bodily reactions	10
Digital Tools	Digital platforms for creating and communicating information	5
Events	Capturing lived experience should consider events	1
Innovation	Tools should be innovative to help drive changes in placemaking	1
Interviews	Interviews with people	1
Keywords	Reducing input to a collection of keywords to make it easier for people to convey experiences	1
Mapping	Mapping experiences	1
Matrix Scale	Weighted matrix or sliding scale for practitioners to decide how much weight to assign lived experience	1
Photography	Photographic tool to capture discrete moments or views	2
Public Promotion	Tools need to be promoted so people are aware they exist and should be used in placemaking	1
Questioning	Being able to raise questions easily in process	1
Questionnaires	Quantitative survey approach	2
Research Based	Tools should be grounded in research into lived experience	1
Stories	Written and spoken stories of experience of place	1
Talking	Tools that enable talking with people to capture lived experience	1
To Avoid	Recommendations for things to avoid in toolkit	2
Walkabouts	Physically walking site with people	1
Workshopping	Workshops to gather people together to discuss information	1
Timing	When to deploy lived experience capturing and the subsequent influence on project	3
Who and When	Toolkit to outline who and when to engage people in process to best capture lived experience	3
Use Locality	Use local knowledge and conditions as part of toolkit	4
Acknowledge Locality	Toolkit should acknowledge local conditions and heritage and provide guidance of how to examine locality	2

Consideration of Change	Tools to help consider and reflect on changing urban environments	1
People as Experts	Acknowledge that people are experts in their own places	1

Appendix D



Downloaded: 12/01/2023

Approved: 12/01/2023

Daniel Mottram

Registration number: 210208106

Landscape

Programme: Landscape (PhD/Landscape FT)

Dear Daniel

PROJECT TITLE: What is it about Here? Applying lived experience in the UK Placemaking Process

APPLICATION: Reference Number 050516

On behalf of the University ethics reviewers who reviewed your project, I am pleased to inform you that on 12/01/2023 the above-named project was **approved** on ethics grounds, on the basis that you will adhere to the following documentation that you submitted for ethics review:

- University research ethics application form 050516 (form submission date: 12/01/2023); (expected project end date: 30/03/2023).
- Participant information sheet 1115340 version 1 (13/12/2022).
- Participant information sheet 1115342 version 1 (13/12/2022).
- Participant consent form 1115343 version 1 (13/12/2022).
- Participant consent form 1115344 version 1 (13/12/2022).

If during the course of the project you need to [deviate significantly from the above-approved documentation](#) please inform me since written approval will be required.

Your responsibilities in delivering this research project are set out at the end of this letter.

Yours sincerely

James Simpson

Ethics Administrator

Landscape

Please note the following responsibilities of the researcher in delivering the research project:

- The project must abide by the University's Research Ethics Policy: <https://www.sheffield.ac.uk/research-services/ethics-integrity/policy>
- The project must abide by the University's Good Research & Innovation Practices Policy: https://www.sheffield.ac.uk/polopoly_fs/1.671066!/file/GRIPPpolicy.pdf
- The researcher must inform their supervisor (in the case of a student) or Ethics Administrator (in the case of a member of staff) of any significant changes to the project or the approved documentation.
- The researcher must comply with the requirements of the law and relevant guidelines relating to security and confidentiality of personal data.
- The researcher is responsible for effectively managing the data collected both during and after the end of the project in line with best practice, and any relevant legislative, regulatory or contractual requirements.

Appendix E

My City, Your City, Their City



**A collection of
modern haiku
on urban lived
experience**

D.R.Mottram

This haiku collection represents the lowly attempts of a PhD Researcher to make sense of their own urban lived experience whilst undertaking a year of fieldwork in a small English city...

Keeping the following definition of ***“urban lived experience”*** in mind whilst contemplating the words written, my hope is that you the reader share a sense of common understanding no matter in which city you may live, work or play...

“the everyday combination of direct sensory and emotionally felt experiences of individual citizens in the urban built environment...”

The following six icons that appear through this book are designed to help visually convey the definition and give context to the pages of the haiku they sit alongside...



Individuality



Sensory



***Built
Environment***



Feeling



Everyday



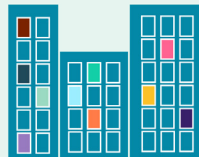
***Direct
Experience***

WINTER

SPRING

17.01.23
14.24

*What is it about Here?
Something beyond the tangible
Beyond, the grey space.*



17.01.23
14.29

*Standing block by block
The everyday experience
Falls, enter next step.*



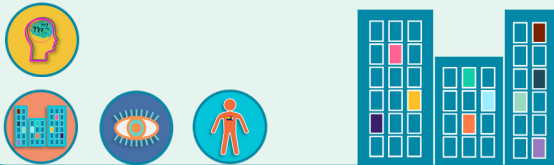
25.01.23
10.21

*Crowds surge through streets
Eyes fixed on screens glowing
Collides, mumbled apologies.*



25.01.23
10.26

*Youths huddled in corners
People actively turn heads away
Shriek, another post like.*



15.02.23
13.46

*Empty spaces planned
Empty spaces ultimately built
Where, did people go?*



15.02.23
13.49

*A sculpture of knives
Fear in physical form
Click, another photograph.*



15.02.23
13.58

*Pride in the re-purposed
An eclectic cohort found
Hiss, the next americano.*



04.03.23
14.18

*Closed meetings held
Decisions taken agendas agreed
Information, but only for some.*



08.03.23
10.47

*Bodies sheltered in doorways
Seen then forgotten passing by
Sorry, no cash on me.*



17.03.23
09.15

*Façades stripped back
Previous occupants priced out
Bang, the sound of change.*



22.03.23
12.38

*A shared city walk
Exchange of day to day life
Trips, pavement cracked*



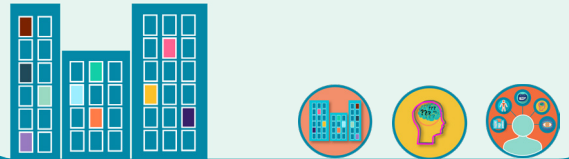
22.03.23
12.39

*Shelter from the weather
Space for illicit activities
Shouts, glass bottle shatters.*



29.03.23
10.36

*Buildings broken and bent
New forms crafted stronger
What about the flaws?*



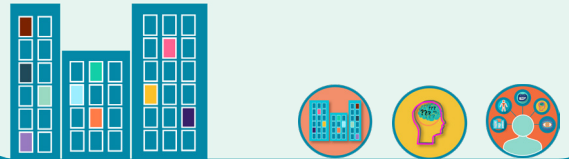
04.04.23
11.07

*Vapour cloud spreading
Rapid puffs of e-cigarettes
Strawberry, offensive sweetness.*



12.04.23
10.00

*Streets hollowed out
Absent stores dominate now
Emptiness, the loudest sound.*



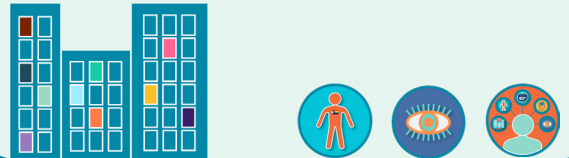
12.04.23
10.07

*Everyday citizens make place
Identity crafted from small acts
Where are our leaders from?*



25.04.23
10.05

*Raised voices holler out
On one side law the other disorder
Argh, struggle ensues.*



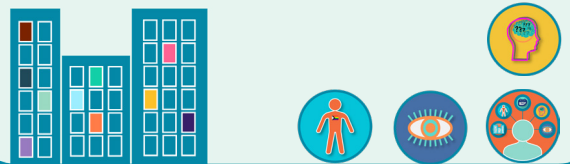
02.05.23
09.55

*Flags and bunting raised
A celebration in full public view
Bells, sounds of the past.*



23.05.23
10.32

*A detour to a deli
Luxury in a simple baked treat
Next please, the line moves.*

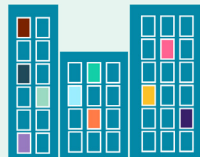


SUMMER

AUTUMN

22.06.23
14.00

The hidden made visible
Memories both sad and joyful
Laughter, a community healing.



18.07.23
12.30

*Reflecting on voices heard
Day to day lives played out loud
Thoughts, from past to future.*



20.07.23
09.15

*Cranes sweep skylines
Progress measured in storeys
Stop, next pallet arrives.*



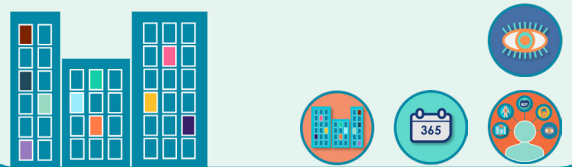
01.08.23
10.31

*Gulls cry and circle
A new space open to their needs
Oi! A sandwich stolen.*



01.08.23
10.36

*A new square forged
Traces of past designs erased
Drones, next cleaning cycle.*



03.08.23
10.28

*Worry over progress
How do you demonstrate value?
Sighs, pushes on.*



03.08.23
10.36

*Rain persistent drizzle
Shelter needed but not found
Splash, puddle deeper.*



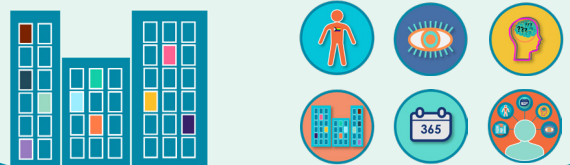
22.08.23
09.03

*A small act observed
Kindness without expectation
Thanks, goes about day.*



22.08.23
10.57

*Shared surface designed
Good intentions for all users
Conflict, almost inevitable.*



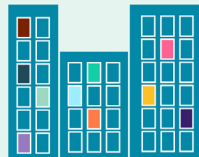
19.09.23
10.02

*Shifting city seasons
Islands of nature changing colour
Howls, urban wind tunnel.*



27.09.23
09.23

*Broken glass shattered
An antisocial mosaic created
Crunch, a piece underfoot.*



11.10.23
14.00

*A last walk taken
Movement slow attention focused
Smiles, fond memories.*



Appendix F

Participant Questionnaire - What is it about Here? Your Lived Experience of Gloucester and Urban Placemaking Processes

This questionnaire is designed to gather quantitative or numerical data as part of a University of Sheffield PhD research project concerning the everyday lived experience of the citizens of Gloucester and Urban Placemaking Processes. By agreeing to be part of this research, your data will be used in the following ways; 1) help guide the direction of on-going research, 2) the development of the final PhD products, 3) in research publications/conferences/seminars and 4) in teaching context. If you have any questions before completing this questionnaire, please do reach out to Daniel Mottram (Email: drmotttram1@sheffield.ac.uk).

The questionnaire should take approximately 5 - 10 minutes to complete and questions indicate whether they are optional or required. A separate link to the Participant Information and Consent Form (PICF) will be provided and relates to the on-site research activities, which are described in more detail within the PICF.

All contact information will be handled in accordance with the University of Sheffield's Ethics Policy and GDPR and in line with the project Data Management Plan. According to data protection legislation, we are required to inform you that the legal basis we are applying in order to process your personal data is that 'processing is necessary for the performance of a task carried out in the public interest' (Article 6(1)(e)). Further information can be found in the University's Privacy

Notice <https://www.sheffield.ac.uk/govern/data-protection/privacy/general>. The University of Sheffield will act as the Data Controller under GDPR. Any audio and/or video recordings of your activities made during this research will be used only for analysis as part of this project. No other use will be made of them without your written permission, and no one outside the project will be allowed access to the original recordings

As a participant you reserve the right to request the withdrawal of your response at any time unless the data has been provided anonymously where it would not be possible to identify/retrieve your data. Should you have any concerns, queries or would like to withdraw your response/contact details please respond to the questionnaire owner Daniel Mottram (Email: drmotttram1@sheffield.ac.uk). If you would like to raise any concerns about the research, use of data or conduct of the research team, independently of the named researcher then please contact the Department of Landscape Architecture at the University of Sheffield (Email: landscape@sheffield.ac.uk) stating the name of the project, researcher and the nature of concern, who will then be able to handle the matter in accordance with the university's Preventing Harm in Research & Innovation (Safeguarding) Policy.

Finally, thank you for spending the time to be part of this exciting research project!

***Required**

1. Please enter your name in the box below (feel free to include specific pronouns * if they are an identity/gender association aid):

2. Please enter a valid email address in the box below: *

This email will be used as the main form of communication whilst participating in the research project

3. Please indicate using the tick boxes below, what gender best describes you: *

Tick all that apply.

- ☐ Female
☐ Male
☐ Prefer not to say
☐ Other: _____

4. Please select the relevant age group that best describes you from the drop down below: *

Mark only one oval.

- ☐ 18-24
☐ 25-31
☐ 32-38
☐ 39-45
☐ 46-52
☐ 53-59
☐ 60-66
☐ 67-73
☐ 74-80
☐ Greater than 80
☐ Prefer not to say

5. Please tick the box that matches the highest level of educational qualification you currently have: *

Tick all that apply.

- ☐ GCSE/O-Level
- ☐ A-Level/BTEC
- ☐ Vocational Training
- ☐ Bachelors Degree
- ☐ Masters Degree
- ☐ PhD/Medical Doctorate
- ☐ Prefer not to say
- ☐ Other: _____

6. Please indicate using the tick boxes below, which ethnic group best describes your background (ethnic group descriptions sourced from Office of National Statistics):

If you would prefer not to say, please do not tick any response from the choice below and proceed to the next question.

Tick all that apply.

	White	Mixed/Multiple ethnic groups	Asian/Asian British	Black/African/Caribbean/Black British
English/Welsh/Scottish/Northern Irish/British	☐	☐	☐	☐
Irish	☐	☐	☐	☐
Gypsy or Irish Traveller	☐	☐	☐	☐
Any other White background, please describe	☐	☐	☐	☐
White and Black Caribbean	☐	☐	☐	☐
White and Black African	☐	☐	☐	☐
White and Asian	☐	☐	☐	☐
Any other Mixed/Multiple ethnic background, please describe	☐	☐	☐	☐
Indian	☐	☐	☐	☐
Pakistani	☐	☐	☐	☐
Bangladeshi	☐	☐	☐	☐
Chinese	☐	☐	☐	☐
Any other Asian background, please describe	☐	☐	☐	☐
African	☐	☐	☐	☐
Caribbean	☐	☐	☐	☐

Any other**Black/African/Caribbean background, please describe**☐☐☐☐**Arab**☐☐☐☐**Any other ethnic group, please describe**☐☐☐☐

7. How long have you lived or worked in Gloucester? *

Mark only one oval.☐

0-1 Year

☐

1-2 Years

☐

2-5 Years

☐

5-10 Years

☐

10-15 Years

☐

15-25 Years

☐

Greater than 25 Years

8. If you live in Gloucester do you vote in local council elections? *

Mark only one oval.☐

Yes

☐

No

☐

N/A

☐

Other: _____

9. Since living or working in Gloucester, have you provided comments on any planning application, local planning policy or policies or any other public consultation matter e.g. high street shopping habit survey? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ N/A
- ☐ Other: _____

10. Please use the box below to add any comments relevant to the question above:

11. Did you attend any consultation events or provide written comments on the planning applications for Kings Square, Blackfriars or Gloucester Docks? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ N/A
- ☐ Other: _____

12. Please use the box below to add any comments relevant to the question above:

13. To what extent do you agree that the lived experience of everyday citizens has * been taken into consideration in the urban regeneration/placemaking projects within central Gloucester?

Lived Experience Definition: ***"the everyday combination of direct sensory and emotionally felt experiences of individual citizens in the urban built environment"***

Everyday Citizen Definition: ***"the 'silent majority', a group whose existence is impacted by the decisions of urban design and planning professionals yet lie on the periphery of the democratic processes that underpin urban placemaking. This is opposed to the often used, albeit loaded term, 'usual suspects'."***

Urban Placemaking Definition: ***"the art of planning, designing, creating and changing with time urban public places, which uses the lived experience and expertise of everyday citizens as a starting point to embody human value(s) in the built environment"***

Mark only one oval.

Strongly Disagree

1 ☐

2 ☐

3 ☐

4 ☐

5 ☐

Strongly Agree

14. Please use the box below to add any comments relevant to the question above (including your thoughts on the definitions provided):

15. To what extent do you agree that urban design and planning policy/processes * in Gloucester are top-down (local authority or consultant) driven as opposed to bottom-up (community led)?

Mark only one oval.

Strongly Disagree

1 ☐

2 ☐

3 ☐

4 ☐

5 ☐

Strongly Agree

16. Please use the box below to add any comments relevant to the question above:

17. To what extent do you agree that art based and creative research techniques are important for guiding building new urban places? *

Mark only one oval.

Strongly Disagree

1 ☐

2 ☐

3 ☐

4 ☐

5 ☐

Strongly Agree

18. Please use the box below to add any comments relevant to the question above:



The University Of Sheffield.

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Google Forms

Research Participant Information and Consent Form - What is it about Here? Your Lived Experience of Gloucester and Urban Placemaking Processes

This online form outlines important information in regard to your participation and consent as part of this research project. Please take time to read through this information before completing. If you have any questions before wanting to complete this form you can reach Daniel Mottram (named researcher) at (Email: drmottam1@sheffield.ac.uk) or in person prior to the site visits. You will be provided with a copy of this form via email (or hard copy on specific request) for your records.

This is a University of Sheffield PhD research project concerning the everyday lived experience of the citizens of Gloucester and Urban Placemaking Processes. By agreeing to be part of this research, your data will be used in the following ways; 1) help guide the direction of on-going research, 2) the development of the final PhD products, 3) in research publications/conferences/seminars and 4) in teaching context.

You will be participating in several on site research activities, which include: videos, photos and interview sessions with the named researcher. This information will be used to help understand the everyday lived experience of citizens in Gloucester and how this information could contribute to better urban design and planning of cities. If you require any additional support in order to access the site and participate fully in the research activities please do let me know in advance via email.

Participants who engage with this research are not anticipated to be affected by physical or psychological harm/distress. However, as with any interview style format there exists the potential that you may feel uncomfortable providing answers particularly if you feel that the topic is outside of your immediate knowledge area, or your answers are contrary to assumed social convention(s). You reserve the right to terminate the interview at any point and withdraw completely from the research. There are no immediate benefits for participating in the project but it is hoped that collectively this work will help contribute to the furtherment of better urban placemaking.

All the information that we collect about you during the course of the research will be kept strictly confidential and will only be accessible to members of the research team. You will not be able to be identified in any reports or publications unless you have given your explicit consent for this. If you agree to us sharing the information you provide with other researchers (e.g. by making it available in a data archive) then your personal details will not be included unless you explicitly request this. Your data will be actively used by the named researcher over the course of the 3 year PhD programme before being moved to the University of Sheffield's ORDA Data Archive.

Your information will be handled in accordance with the University of Sheffield's Ethics Policy and GDPR and in line with the project Data Management Plan. According to data protection legislation, we are required to inform you that the legal basis we are applying

in order to process your personal data is that 'processing is necessary for the performance of a task carried out in the public interest' (Article 6(1)(e)). Further information can be found in the University's Privacy Notice <https://www.sheffield.ac.uk/govern/data-protection/privacy/general>. The University of Sheffield will act as the Data Controller under GDPR. Any audio and/or video recordings of your activities made during this research will be used only for analysis as part of this project. No other use will be made of them without your written permission, and no one outside the project will be allowed access to the original recordings.

As a participant you reserve the right to request the withdrawal of your response or data at any time. Should you have any concerns, queries or would like to withdraw your response/contact details please respond to Daniel Mottram (Email: drmottam1@sheffield.ac.uk). If you would like to raise any concerns about the research, use of data or conduct of the research team, independently of the named researcher then please contact the Department of Landscape Architecture at the University of Sheffield (Email: landscape@sheffield.ac.uk) stating the name of the project, researcher and the nature of concern, who will then be able to handle the matter in accordance with the university's Preventing Harm in Research & Innovation (Safeguarding) Policy. If your concern is specific to the handling of your data in terms of GDPR then you can contact The University of Sheffield Data Protection Officer, Luke Thompson – luke.thompson@sheffield.ac.uk. Further information about how to raise a complaint can be found in the University's Privacy Notice: <https://www.sheffield.ac.uk/govern/data-protection/privacy/general>. If your complaint has not been handled to satisfactorily, you can also contact the Information Commissioner's Office.

In the event that you are unable to reach the named researcher either prior or following participation then please contact a member of the supervisory team; Dr Kevin Thwaites (k.thwaites@sheffield.ac.uk) or Dr James Simpson (j.c.simpson@sheffield.ac.uk).

The following section of this form contains the relevant consent information you are required to provide in agreeing to engage with this research project.

Finally, thank you for spending the time to be part of this exciting research project!

***Required**

1. Please state your name in the box below (feel free to include specific pronouns if they are an important identity association): *

2. Please provide a valid email address in the box below, which you are happy to use as main form of correspondence: *

3. Date participant information read, understood and consent given (use the calendar selector below): *

Example: 7 January 2019

4. I have read and understood the project information outlined above as dated. (If you answer No to this question please do not proceed with this consent form until you are fully aware of what your participation in the project will mean): *

Mark only one oval.

☐ Yes

☐ No

5. I have been given the opportunity to ask questions about the research :

Mark only one oval.

☐ Yes

☐ No

6. I agree to take part in the project. I understand that taking part in the project will * include the following and indicate my consent:

Tick all that apply.

	Yes	No
I agree to take part in the research	☐	☐
I understand and agree that taking part in the project will include:		
participating in an interview,	☐	☐
providing video and photo data and providing feedback on later research analysis		
I agree that whilst I am participating in this interview audio recordings will be made. I agree to being audio recorded and for transcripts of these anonymised audio recordings to be used in the research.	☐	☐
I agree that whilst I am participating in the video/photography activity, I may appear within the digital recordings. I agree to being video recorded and for these images to be used in the research.	☐	☐

7. I understand that by choosing to participate as a volunteer in this research, this *
does not create a legally binding agreement nor is it intended to create an
employment relationship with the University of Sheffield:

Mark only one oval.

☐ Yes

☐ No

8. I understand that I can withdraw from the research/study, with or without notice, *
at any time. I understand that I do not have to give any reasons for why I no
longer want to take part and there will be no adverse consequences if I choose
to withdraw:

Mark only one oval.

☐ Yes

☐ No

9. I understand my personal details such as name, phone number, address and *
email address etc. will not be revealed to people outside the project:

Mark only one oval.

☐ Yes

☐ No

10. I understand and agree that my words may be quoted in publications, reports, *
web pages, and other research outputs. I understand that I will not be named in
these outputs unless I specifically request this:

Mark only one oval.

☐ Yes

☐ No

11. I understand and agree that other authorised researchers will have access to this data only if they agree to preserve the confidentiality of the information as requested in this form: *

Mark only one oval.

☐ Yes

☐ No

12. I understand and agree that other authorised researchers may use my data in publications, reports, web pages, and other research outputs, only if they agree to preserve the confidentiality of the information as requested in this form: *

Mark only one oval.

☐ Yes

☐ No

13. I give permission for the interview audio and transcript of the interview to be deposited in the University of Sheffield ORDA archive so it can be used for future research and learning: *

Mark only one oval.

☐ Yes

☐ No

14. I give permission for video/image data provided as part of the field work to be deposited in the University of Sheffield ORDA archive so it can be used for future research and learning: *

Mark only one oval.

☐ Yes

☐ No

15. I agree to assign the copyright I hold in any materials generated as part of this project to The University of Sheffield: *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ N/A

16. Name of Participant (by entering your name this constitutes a digital signature): *

17. Date of Form Completion (use the calendar selector below): *

Example: 7 January 2019

18. Name of Researcher



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Of
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Appendix G

APPENDIX G - Place Thematic Coding Table

Core and Sub-Themes	Description	Code Number
Abstract Experience\ Abstract Hypothetical\ Figurative Descriptions	References from participants that indicate figurative language to describe a place, which do not reflect real world conditions	1
Abstract Experience\ Abstract Hypothetical\ Speculative Questions	References from participants that indicate speculative rhetorical questions or statements about changes to the place	2
Abstract Experience\ Abstract Hypothetical\ Speculative Questions\ How To Get More Use	References from participants asking rhetorical question or stating how to get more people or use in a place	2A
Abstract Experience\ Abstract Hypothetical\ Suggestion of Change	References from participants that indicate a preference for changing a place from its baseline condition, which is unlikely to occur due to external factors	3
Abstract Experience\ Abstract Hypothetical\ Unlikely or Irregular	References from participants that indicate observations about events or place that are unlikely to happen or occur with irregularity	4
Abstract Experience\ Abstract Hypothetical\ L1KS_A Unlikely or Irregular\ It's Never Used	References from participants about how the place is not performing its purpose and is not being used in its current state but without specific time or date	4A
Abstract Experience\ Abstract Social\ Social Commentary	References from participants that indicate wider social commentary	5
Abstract Experience\ Abstract Social\ Social Commentary\ Impact of Closures	References from participants of observed impact of closures of retail, independent businesses and public services on other groups	5A
Abstract Experience\ Abstract Social\ Social Commentary\ The Problem With The City Is	References from participants that allude to issues in a place being strongly connected to wider social issues of the city	5B
Abstract Experience\ Abstract Social\ Us Versus Them	References from participants that indicate a specific stance where other groups are seen to create a power imbalance or drive separation	6
Abstract Experience\ Abstract Social\ Us Versus Them\ Council V The People	References from participants that allude to a sense that there is a conflict between those in power v everyday citizens	6A
Abstract Experience\ Abstract Social\ Us Versus Them\ Corporates V Independents	References from participants that highlight commentary on influence or impact of corporate brands on small businesses	6B
Abstract Experience\ Abstract Social\ Us Versus Them\ City Maintenance	References from participants that suggest maintenance or absence of maintenance causes conflict with everyday citizens	6C
Abstract Experience\ Abstract Social\ Versus Them\ Development V The People	References from participants that allude to a sense that there is a conflict between those in development of city v everyday citizens	6D

Abstract Experience\ Abstract Social\What Are They Doing	References from participants that indicate an observation or commentary on the actions of other groups	7
Abstract Experience\ Abstract Social\What Are They Doing\Just Transiting	References from participants that indicate observations of how other people are not interacting with place and instead just walking or transiting through automatically	7A
Abstract Experience\ Abstract Social\What Are They Doing\No One Is Using It	References from participants that indicate observation of how other people are actively not using a place	7B
Abstract Experience\ Abstract Social\Who Is this Place For	References from participants that indicate wider societal questions or questions of the actions of others spurred by being in their current location	8
Abstract Experience\ Abstract Social\Who Is this Place For\New People	References from participants that indicate a feeling that actions around city regeneration are targeted at "new people" and not existing citizens	8A
Abstract Experience\ Abstract Social\Who Is This Place For\Not For Everyday People	References from participants commenting on how they believe a place is not for everyday people due to perception or actions	8B
Abstract Experience\ Abstract Social\Who Made This	References from participants that indicate a discussion around the actions of other groups involved in the planning, design and construction of a place	9
Abstract Experience\ Abstract Social\Who Made This\Thought Process	References from participants who question whether the design has thought about use by everyday citizens	9A
Abstract Experience\ Abstract Social\Who Made This\Poor Design	References from participants that describe a feeling that those other groups who designed a place or its features did so poorly	9B
Abstract Experience\ Abstract Social\Social Comparison	References from participants that indicate social comparisons of current location to other social groups/cultures or descriptions of other social groups/cultures	10
Abstract Experience\ Abstract Social\They Believe	References from participants that indicate how another group may think or remember a place	11
Abstract Experience\ Abstract Spatial\Identity and Purpose	References from participants that indicate descriptions which allude to abstract concepts concerning the identity or purpose of space	12
Abstract Experience\ Abstract Spatial\Space Comparison	References from participants that indicate a comparison of their current location with another distant, separate or theoretical location	13
Abstract Experience\ Abstract Spatial\Space Comparison\Missing Features	References from participants that indicate that a place is missing features that might otherwise be found in other non-specific places	13A
Abstract Experience\ Abstract Spatial\Space Comparison\Other Cities	References from participants making space comparisons with current location to other distant cities	13B

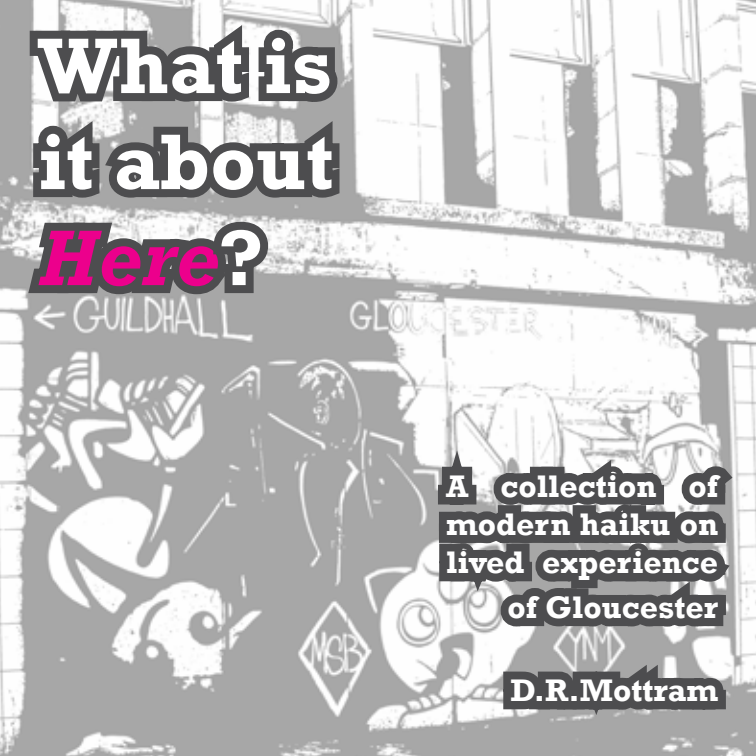
Abstract Experience\ Abstract Spatial\Spatial Memory	References from participants that indicate memories of spaces or locations physically separate or distant from current location	14
Abstract Experience\ Abstract Spatial\Socio Spatial Commentary	References from participants that indicate a thought process connecting the observed space with a wider Socio-Spatial commentary	15
Abstract Experience\ Abstract Temporal\ Imagining The Future	References from participants that indicate a non-specific temporal prediction, aspiration or imagination for future actions or changes to a place	16
Abstract Experience\ Abstract Temporal\Echoes of The Past	References from participants commenting on the history of a place or its features without specific temporal indication	17
Abstract Experience\ Abstract Temporal\Place Memory	References from participants that indicate non-specific temporal recollections or memories of their current location	18
Abstract Experience\ Abstract Temporal\Place Memory\Comments on Progress	References from participants on progress of development without statement to specific time or date	18A
Abstract Experience\ Abstract Temporal\Place Memory\Always The Same	References from participants describing how a place always seems to be the same despite obvious on-going works	18B
Abstract Experience\ Abstract Temporal\Place Memory\Good Memories of Here	References from participants describing positive memories of a place from non-specific earlier period of life e.g. younger	18C
Abstract Experience\ Abstract Temporal\Place Memory\I Have Been Here Before	References from participants describing having visited a place at a previous non-specific point in time	18D
Concrete Experience\ Concrete Hypothetical\ Likely Activity in Place	References from participants that indicate a likely activity that will happen in a place	19
Concrete Experience\ Concrete Hypothetical\ Likely Activity in Place\Just Passing Through	References from participants that describe their likely activity in a place as just passing through or transiting	19A
Concrete Experience\ Concrete Hypothetical\ Likely Change to Place	References from participants that indicate a likely change will happen within a place	20
Concrete Experience\ Concrete Hypothetical\ Likely Change to Place\Impact of New Development	References from participants that describe likely outcomes from specific parts of new development in a place	20A
Concrete Experience\ Concrete Hypothetical\ Likely Impact of Weather	References from participants that indicate likely impacts from weather that result in changes in place	21
Concrete Experience\ Concrete Hypothetical\ Likely Impact of Weather on Place\Likely Affect of Poor Weather	References from participants describing likely responses to place as a result of poor weather	21A

Concrete Experience\ Concrete Social\I Notice	References from participants that indicate their specific observations about a place without linking to others	22
Concrete Experience\ Concrete Social\I Notice\ Materials Used	References from participants that specifically describe materials used to build place they see in their immediate present	22A
Concrete Experience\ Concrete Social\It Happened To Us	References from participants describing something that happened specifically to them or those in close social proximity to them in a place	23
Concrete Experience\ Concrete Social\My Personal Opinion	References from participants that indicate a strong personal opinion about an object, space or place	24
Concrete Experience\ Concrete Social\My Personal Opinion\I Like It Because	References from participants of liking aspects of a place due to specific reasons	24A
Concrete Experience\ Concrete Social\My Personal Opinion\I Don't Like It Because	References from participants of not liking aspects of a place due to specific reasons	24B
Concrete Experience\ Concrete Social\My Personal Opinion\Yeah Looks Ok	References from participants describing their personal opinion that a place is generally ok, nice or neutral	24C
Concrete Experience\ Concrete Social\Why I Use	References from participants that indicate personal reasoning for the use of a place	25
Concrete Experience\ Concrete Spatial\Moving Around Space	References from participants that indicate how they move around or interact with the immediate space	26
Concrete Experience\ Concrete Spatial\ Moving Around Space\ Appreciating the Walk	References from participants that discuss appreciating their daily walk through a place	26A
Concrete Experience\ Concrete Spatial\Moving Around Space\Just A Cut Through	References from participants that describe the immediate space as a cut through	26B
Concrete Experience\ Concrete Spatial\Observing the Space	References from participants that indicate basic spatial observations about the immediate space	27
Concrete Experience\ Concrete Spatial\Observing the Space\Current Conditions	References from participants observing the current conditions of their immediate environment	27A
Concrete Experience\ Concrete Spatial\Observing the Space\Transforming Place	References from participants observing specific aspects of the transformation of the place	27B

Concrete Experience\ Concrete Spatial\ Observing the Space\ Inactive Space	References from participants describing inactivity in their immediate environment	27C
Concrete Experience\ Concrete Spatial\ Observing the Space\ Active Space	References from participants describing observing more activity in their immediate environment	27D
Concrete Experience\ Concrete Spatial\ Reaction to Space	References from participants that indicate reactions to the immediate space and its impact on them	28
Concrete Experience\ Concrete Spatial\ Reaction to Space\ I Don't Like This Bit	References from participants that describe a negative or don't like reaction to a specific feature in a place	28A
Concrete Experience\ Concrete Spatial\ Reaction to Space\ I Like This Bit	References from participants that describe a feeling of positivity or liking towards a specific feature	28B
Concrete Experience\ Concrete Spatial\ Reaction to Space\ It Feels Empty	References from participants that describe a feeling that the place is empty	28C
Concrete Experience\ Concrete Spatial\ Reaction to Space\ Neutral Space	References from participants that describe their neutral reaction to the place	28D
Concrete Experience\ Concrete Temporal\ Day or Night	References from participants that indicate a specific time that they are in a space	29
Concrete Experience\ Concrete Temporal\ Day or Night\ In Light of Day	References from participants that describe their response to the place during day time	29A
Concrete Experience\ Concrete Temporal\ Day or Night\ Fade To Night	References from participants that observe during nighttime a place is quiet and less occupied	29B
Concrete Experience\ Concrete Temporal\ What Is Here Now	References from participants that indicate an observation of objects, spaces, places with specific statement of being in the present	30
Concrete Experience\ Concrete Temporal\ What Is Here Now\ More People Now	References from participants observing that more people are using the place during immediate present	30A
Concrete Experience\ Concrete Temporal\ What Is Here Now\ Weekend Event	References from participants describing events held in a place on immediate weekend	30B

Concrete Experience\ Concrete Temporal\ What is Here Now\ Under Construction	References from participants that describe construction work visible in their immediate present e.g. today or now	30C
Concrete Experience\ Concrete Temporal\ Where Are They Now	References from participants that indicate a query or statement that people are no longer observed in the space with specific statement to being in the present	31
Concrete Experience\ Concrete Temporal\ Where Are They Now\ Nobody Around	References from participants that describe not observing people in a place in their immediate present e.g. today or now	31A
Concrete Experience\ Concrete Temporal\ Where Are They Now\ Weekend Visit	References from participants that refer to a visit to a place on the immediate weekend	31B

Appendix H



What is it about *Here?*

A collection of
modern haiku on
lived experience
of Gloucester

D.R. Mottram

This haiku collection represents the day to day lived experience of Gloucester as viewed from the people who generously gave their time to assist in my PhD research...

All imagery has been provided by the research participants and each word of the three line haiku has been taken from the three hashtag words used by participants to describe their day to day experience of a place...

Maybe you will recognise your own images and words!

Keeping the following definition of ***“urban lived experience”*** in mind whilst contemplating the words written, my hope is that you the reader share a sense of common understanding no matter in which part of Gloucester you may live, work or play...

“the everyday combination of direct sensory and emotionally felt experiences of individual citizens in the urban built environment...”

WINTER

SPRING





Kings Square
March 2023

Cold evening chill
Grey buildings hide life
Wet concrete underfoot



**Kings Square
March 2023**

*Freedom remembered
Disconnect from the here and now
Strange juxtaposition*





Kings Square
March 2023

Kings Square finished
Skate routes unplanned but found
Corner marks start



**Kings Square
May 2023**

*Bland urban scenes
Concrete dominates eye lines
Iceland clings on*





Kings Square
March 2023

New obstacles created
Restriction where once flow
Meandering only option



**Kings Square
March 2023**

*Continental cafe culture
Social life a pleasant distraction
Intrudes on function*





Kings Square
March 2023

Contrast hidden
In changing weather revealed
Colour appears



Blackfriars
March 2023

Barren carpark
Empty of sounds of people
Grey dominates





Blackfriars
March 2023

Organic fusion
Grown together with time passing
Scabbed but beautiful



Blackfriars
March 2023

Stories to tell
Books of past places hidden
Quality crafted





Blackfriars
March 2023

Unsafe feeling
Full carpark suggesting busyness
Empty of voices



Blackfriars
May 2023

Carpark function
Lost history beneath the tarmac
Hidden space waiting





Blackfriars
March 2023

Historic features
Medieval past defying the present
Missed potential



Blackfriars
March 2023

Forgotten cuthrough
Bare of visual interest and joy
Industrial past





Blackfriars
March 2023

Reasonably pleasant
Pleasing combo form and function
Eye drawn



Gloucester Docks
March 2023

Confusion of purpose
Lack distinction between spaces
Individuality absent





Gloucester Docks
April 2023

Pretty collection
More comfort chance to breath
Striking scene



Gloucester Docks
March 2023

Findable places
Personal exploration joy in journey
Secrets revealed



SUMMER

AUTUMN





**Kings Square
June 2023**

*Stark hot summer
Barren grey space lacking colour
Baked under sun*



**Kings Square
July 2023**

*Better weather now
Open space inviting more use
Fountain splashes*





**Kings Square
July 2023**

*Contrast old and new
Remnant of past designs imposed
Ghosts of change*



**Kings Square
July 2023**

*Pleasant feel
Open to possibility of action
Space for something*





Kings Square
July 2023

A small amount of life
Fountains splash cool the space
At least they tried



**Kings Square
July 2023**

*New sign visible
Gradual change to space observed
At least its something*





**Kings Square
July 2023**

*Empty building renewed
Classy glass reflects new square
But still ugly*



**Kings Square
July 2023**

*Nice changes
Windows newly fitted and bright
Getting there slowly*





**Kings Square
September 2023**

*Contrast of use
Very plain flat space delivered
No human feel*



**Kings Square
July 2023**

*Noise disturbs space
Typical emptiness outside lunch
Needs improvement*





Kings Square
September 2023

Social gatherings
Families spread across space
Beach without sand



**Kings Square
September 2023**

*Chilling at lunch
Chatting convivially with peers
Social effort noticed*





Blackfriars
June 2023

Nothing interesting
Between space a liminal boundary
Empty of life



Blackfriars
June 2023

Amazing discovery
Organic growth a fusion of time
Meeting in space





Blackfriars
July 2023

No change here
Boring space devoid of life
Expensive parking



Blackfriars
September 2023

Nothing happening
Could be much better between
Carpark is horrible





Blackfriars
July 2023

Carpark existing
Misused space without identity
Lost potential



**Westgate Street
October 2023**

*Fast food chain
Pretty building disagreeable
purpose
Hidden treasure*





Blackfriars
October 2023

Rainbow bollards
Making the most of a dead space
Too hidden



Blackfriars
September 2023

Dumping the car
Non interesting journey ensues
Between zones





Blackfriars
July 2023

Uncomfortable position
Corner pinned between cars
Pedestrians second place



Blackfriars
July 2023

Uninviting purpose
Scruffy unkempt without identity
Waste of space





Blackfriars
September 2023

Unnoticed place
Bike shop watching traffic build
Dangerous corner



**Blackfriars
July 2023**

*Traffic drones
Uncomfortable walk around area
Unfriendly to people*





Gloucester Docks
June 2023

Brutal spire
Brutality cast in physical form
Urban welcome



**Gloucester Docks
July 2023**

*Wet still raining
Empty spaces lacking shelter
Gravel crunches*





Gloucester Docks
July 2023

Slow progress builds
Good development and city effort
Interactive space expected



Gloucester Docks
September 2023

Cared for places
New additions to the urban scene
Development welcomed





Gloucester Docks
July 2023

Open scene arrives
Space offers potential for activity
Pleasant feelings



Gloucester Docks
July 2023

Lights installed
Break regularly thoughtless design
Easily fixable





Gloucester Docks
October 2023

Food dock delivered
Blends in well pleasant setting
Nice new building



**Gloucester Docks
October 2023**

*Food dock frontage
Fun architecture inspires hope
Comfortable change*





Gloucester Docks
September 2023

Non summer usage
Emptyspace exaggerates absence
Picnic tables waiting



Gloucester Docks
July 2023

Precious spaces
Escape from demands of the city
Islands of tranquillity





Gloucester Docks
August 2023

Pretty efforts seen
Colours marking the new season
Flowers appreciated



**Gloucester Docks
July 2023**

*New construction finishing
Place anticipated and welcome
Waterside perfect pairing*





Gloucester Docks
September 2023

Peaceful church stands
Sail and water harmonious
Combination joyful



**Gloucester Docks
July 2023**

*Personal decoration
Changing the view and the city
Taking charge yourself*





Gloucester Docks
July 2023

Marble rolling through
Play without context or intention
Chaos theory



**Gloucester Docks
July 2023**

*Smells waft
Market spaces ready to cater
Benches for the weary*



To Participants:

It is my hope you all enjoyed being part of the project as much as I enjoyed meeting you all and learning about your lived experience of the city...

This booklet is a just a small token of my appreciation and to show your efforts being put to good use...

P.S. Sorry it took so long to produce!

Dan



D.R.Mottram Design & Research - 2024

Appendix I

APPENDIX I - Theme-Pattern-Rule-Solution Table

Code Number (sub theme number then letter)	Construal/Distance Category	Core Theme	Sub-Theme	Pattern	Rule	Finding Solutions	Theme Links (Based on connections identified in Chapter 6 findings)
1	Abstract Hypothetical	Figurative Descriptions		Imagination	Language helps everyday citizens traverse psychological distance and construal conveying hidden emotion in lived experience	Find ways to encourage rather than discourage creative language that helps everyday citizens convey feelings about a place	
2	Abstract Hypothetical	Speculative Questions		Placemaking	Sense of place means something different depending on concrete or abstract construal/ psychological distance nature of discussion	Establish early on the context of placemaking discussions e.g. whether talks are big picture or small details so that all parties are on the same page	
2A	Abstract Hypothetical	Speculative Questions	How To Get More Use	Placemaking	Sense of place means something different depending on concrete or abstract construal/ psychological distance nature of discussion	Establish early on the context of placemaking discussions e.g. whether talks are big picture or small details so that all parties are on the same page	
3	Abstract Hypothetical	Suggestion of Change		Placemaking	Sense of place means something different depending on concrete or abstract construal/ psychological distance nature of discussion	Establish early on the context of placemaking discussions e.g. whether talks are big picture or small details so that all parties are on the same page	
4	Abstract Hypothetical	Unlikely or Irregular		Imagination	Language helps everyday citizens traverse psychological distance and construal conveying hidden emotion in lived experience	Find ways to encourage rather than discourage creative language that helps everyday citizens convey feelings about a place	
4A	Abstract Hypothetical	Unlikely or Irregular	It's Never Used	Imagination	Language helps everyday citizens traverse psychological distance and construal conveying hidden emotion in lived experience	Find ways to encourage rather than discourage creative language that helps everyday citizens convey feelings about a place	Where Are They Now, Inactive Space

5B	Abstract Social	Social Commentary	The Problem With The City Is	Fairness	Building places that require "new people" in order to succeed will lead to greater psychological distance and negative construal of sense of place for existing everyday citizens	Explore the day to day lived experience of everyday citizens and use these findings to inform local plans and policies	Observing The Space, Us Versus Them
6	Abstract Social	Us Versus Them		Position	Decision makers/ professionals and everyday citizens will always be set against each other while psychological distance is great and construal negative	Reduce psychological distance and negative construal of parties involved in urban placemaking	
6A	Abstract Social	Us Versus Them	Council V The People	Position	Decision makers/ professionals and everyday citizens will always be set against each other while psychological distance is great and construal negative	Reduce psychological distance and negative construal of parties involved in urban placemaking	
6B	Abstract Social	Us Versus Them	Corporates V Independents	Brands	Corporate brands anchor high streets but independents are rooted in the soul of everyday citizens	Help everyday citizens and independent businesses celebrate one another and the connections they make to place	
6C	Abstract Social	Us Versus Them	City Maintenance	Position	Decision makers/professionals and everyday citizens will always be set against each other while psychological distance is great and construal negative	Reduce psychological distance and negative construal of parties involved in urban placemaking	Who Made This
6D	Abstract Social	Versus Them	Development V The People	Position	Decision makers/professionals and everyday citizens will always be set against each other while psychological distance is great and construal negative	Reduce psychological distance and negative construal of parties involved in urban placemaking	Long Term Works
7	Abstract Social	What Are They Doing		Daily	Observations of the ordinary reveal forms of everyday life otherwise hidden	Find ways to record observations of the day to day by everyday citizens and decision makers	Observing The Space

7A	Abstract Social	What Are They Doing	Just Transiting	Navigate	Everyday citizens don't get lost in a small city but you can find authentic situations in their linguistic expression and this leads to new understanding of lived experience	Think of meaningful ways to encourage discussions about moving through place	Observing The Space
7B	Abstract Social	What Are They Doing	No One Is Using It	Daily	Observations of the ordinary reveal forms of everyday life otherwise hidden	Find ways to record observations of the day to day by everyday citizens and decision makers	Observing The Space
8	Abstract Social	Who Is this Place For		Fairness	Building places that require "new people" in order to succeed will lead to greater psychological distance and negative construal of sense of place for existing everyday citizens	Explore the day to day lived experience of everyday citizens and use these findings to inform local plans and policies	Identity And Purpose
8A	Abstract Social	Who Is this Place For	New People	Fairness	Building places that require "new people" in order to succeed will lead to greater psychological distance and negative construal of sense of place for existing everyday citizens	Explore the day to day lived experience of everyday citizens and use these findings to inform local plans and policies	Identity And Purpose
8B	Abstract Social	Who Is This Place For	Not For Everyday People	Fairness	Building places that require "new people" in order to succeed will lead to greater psychological distance and negative construal of sense of place for existing everyday citizens	Explore the day to day lived experience of everyday citizens and use these findings to inform local plans and policies	Identity And Purpose
9	Abstract Social	Who Made This		Placemaking	Sense of place means something different depending on concrete or abstract construal/ psychological distance nature of discussion	Establish early on the context of placemaking discussions e.g. whether talks are big picture or small details so that all parties are on the same page	Us Versus Them
9A	Abstract Social	Who Made This	Thought Process	Placemaking	Sense of place means something different depending on concrete or abstract construal/ psychological distance nature of discussion	Establish early on the context of placemaking discussions e.g. whether talks are big picture or small details so that all parties are on the same page	Us Versus Them
9B	Abstract Social	Who Made This	Poor Design	Placemaking	Sense of place means something different depending on concrete or abstract construal/ psychological distance nature of discussion	Establish early on the context of placemaking discussions e.g. whether talks are big picture or small details so that all parties are on the same page	Us Versus Them

10	Abstract Social	Social Comparison		People	Individuals and social groups co-exist simultaneously in places with common experiences but can't always recognise it	Find ways to bring individual voices to the wider group and help the wider group to find time to listen to individuals	
11	Abstract Social	They Believe		People	Individuals and social groups co-exist simultaneously in places with common experiences but can't always recognise it	Find ways to bring individual voices to the wider group and help the wider group to find time to listen to individuals	Who Is This Place For
WCL	Abstract Social	Who Makes A City		Democracy	Top-down and bottom up are unhelpful constructs preventing middle ground placemaking with everyday citizens	Establish a physical space in a place prior to policy or projects to host middle ground talks	
WCL	Abstract Social	They Believe They Feel They Know		People	Individuals and social groups co-exist simultaneously in places with common experiences but can't always recognise it	Find ways to bring individual voices to the wider group and help the wider group to find time to listen to individuals	
WCL	Abstract Social	People Makes Cities Come Alive		People	Individuals and social groups co-exist simultaneously in places with common experiences but can't always recognise it	Find ways to bring individual voices to the wider group and help the wider group to find time to listen to individuals	
12	Abstract Spatial	Identity and Purpose		Imagination	Language helps everyday citizens traverse psychological distance and construal conveying hidden emotion in lived experience	Find ways to encourage rather than discourage creative language that helps everyday citizens convey feelings about a place	Who Is This Place For
13	Abstract Spatial	Space Comparison		Desirability	Everyday citizens want what other places have and notice when they don't have it	Question why other places are desirable to everyday citizens before turning to inappropriate case studies	
13A	Abstract Spatial	Space Comparison	Missing Features	Desirability	Everyday citizens want what other places have and notice when they don't have it	Question why other places are desirable to everyday citizens before turning to inappropriate case studies	
13B	Abstract Spatial	Space Comparison	Other Cities	Desirability	Everyday citizens want what other places have and notice when they don't have it	Question why other places are desirable to everyday citizens before turning to inappropriate case studies	
14	Abstract Spatial	Spatial Memory		Time	Daily exposure to long-term regeneration without short term benefits will result in abstract negative construal of placemaking	Find short-term benefits revealed in the day to day experience of everyday citizens	

15	Abstract Spatial	Socio Spatial Commentary		Fairness	Building places that require "new people" in order to succeed will lead to greater psychological distance and negative construal of sense of place for existing everyday citizens	Explore the day to day lived experience of everyday citizens and use these findings to inform local plans and policies	
WCL	Abstract Spatial	Other Places, Cities and Countries		Desirability	Everyday citizens want what other places have and notice when they don't have it	Question why other places are desirable to everyday citizens before turning to inappropriate case studies	
WCL	Abstract Spatial	Psychology of Considering People		People	Individuals and social groups co-exist simultaneously in places with common experiences but can't always recognise it	Find ways to bring individual voices to the wider group and help the wider group to find time to listen to individuals	
16	Abstract Temporal	Imagining The Future		Imagination	Language helps everyday citizens traverse psychological distance and construal conveying hidden emotion in lived experience	Find ways to encourage rather than discourage creative language that helps everyday citizens convey feelings about a place	
17	Abstract Temporal	Echoes of The Past		History	Lived or imagined the past effects the present for everyday citizens	Find ways to make the past relevant to the present and in the context of the lived experience of a place	Layered History
18	Abstract Temporal	Place Memory		History	Lived or imagined the past effects the present for everyday citizens	Find ways to make the past relevant to the present and in the context of the lived experience of a place	
18A	Abstract Temporal	Place Memory	Comments on Progress	Time	Daily exposure to long-term regeneration without short term benefits will result in abstract negative construal of placemaking	Find short-term benefits revealed in the day to day experience of everyday citizens	Always The Same
18B	Abstract Temporal	Place Memory	Always The Same	Time	Daily exposure to long-term regeneration without short term benefits will result in abstract negative construal of placemaking	Find short-term benefits revealed in the day to day experience of everyday citizens	Comments On Progress
18C	Abstract Temporal	Place Memory	Good Memories of Here	History	Lived or imagined the past effects the present for everyday citizens	Find ways to make the past relevant to the present and in the context of the lived experience of a place	
18D	Abstract Temporal	Place Memory	I Have Been Here Before	History	Lived or imagined the past effects the present for everyday citizens	Find ways to make the past relevant to the present and in the context of the lived experience of a place	

WCL	Abstract Temporal	City Memory		History	Lived or imagined the past effects the present for everyday citizens	Find ways to make the past relevant to the present and in the context of the lived experience of a place	
WCL	Abstract Temporal	Layered History		History	Lived or imagined the past effects the present for everyday citizens	Find ways to make the past relevant to the present and in the context of the lived experience of a place	Echoes Of The Past
WCL	Abstract Temporal	LongTerm Works		Time	Daily exposure to long-term regeneration without short term benefits will result in abstract negative construal of placemaking	Find short-term benefits revealed in the day to day experience of everyday citizens	Who Made This, Us Versus Them, Development V The People
WCL	Abstract Temporal	What About The Seasons		Weather	Good conditions more activity, bad conditions less activity but still need shelter	Think about ways a place can respond to all weather conditions	Who Made This
WCL	Abstract Temporal	Timeline of Life		History	Lived or imagined the past effects the present for everyday citizens	Find ways to make the past relevant to the present and in the context of the lived experience of a place	
19	Concrete Hypothetical	Likely Activity in Place		Daily	Observations of the ordinary reveal forms of everyday life otherwise hidden	Find ways to record observations of the day to day by everyday citizens and decision makers	
19A	Concrete Hypothetical	Likely Activity in Place	Just Passing Through	Navigate	Everyday citizens don't get lost in a small city but you can find authentic situations in their linguistic expression and this leads to new understanding of lived experience	Think of meaningful ways to encourage discussions about moving through place	Moving Around Space
20	Concrete Hypothetical	Likely Change to Place		Daily	Observations of the ordinary reveal forms of everyday life otherwise hidden	Find ways to record observations of the day to day by everyday citizens and decision makers	
20A	Concrete Hypothetical	Likely Change to Place	Impact of New Development	Daily	Observations of the ordinary reveal forms of everyday life otherwise hidden	Find ways to record observations of the day to day by everyday citizens and decision makers	
21	Concrete Hypothetical	Likely Impact of Weather		Weather	Good conditions more activity, bad conditions less activity but still need shelter	Think about ways a place can respond to all weather conditions	Who Made This
21A	Concrete Hypothetical	Likely Impact of Weather on Place	Likely Affect of Poor Weather	Weather	Good conditions more activity, bad conditions less activity but still need shelter	Think about ways a place can respond to all weather conditions	Who Made This
WCL	Concrete Hypothetical	See Danger Think Danger		Emotion	Physical environment affects emotional state either concretely or abstractly	How can a place respond to the emotionally felt experiences of everyday citizens	

22	Concrete Social	I Notice		Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	
22A	Concrete Social	I Notice	Materials Used	Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	
23	Concrete Social	It Happened To Us		People	Individuals and social groups co-exist simultaneously in places with common experiences but can't always recognise it	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	
24	Concrete Social	My Personal Opinion		Emotion	Physical environment affects emotional state either concretely or abstractly	How can a place respond to the emotionally felt experiences of everyday citizens	
24A	Concrete Social	My Personal Opinion	I Like It Because	Emotion	Physical environment affects emotional state either concretely or abstractly	How can a place respond to the emotionally felt experiences of everyday citizens	
24B	Concrete Social	My Personal Opinion	I Don't Like It Because	Emotion	Physical environment affects emotional state either concretely or abstractly	How can a place respond to the emotionally felt experiences of everyday citizens	
24C	Concrete Social	My Personal Opinion	Yeah Looks Ok	Emotion	Physical environment affects emotional state either concretely or abstractly	How can a place respond to the emotionally felt experiences of everyday citizens	
25	Concrete Social	Why I Use		Daily	Observations of the ordinary reveal forms of everyday life otherwise hidden	Find ways to record observations of the day to day by everyday citizens and decision makers	
26	Concrete Spatial	Moving Around Space		Navigate	Everyday citizens don't get lost in a small city but you can find authentic situations in their linguistic expression and this leads to new understanding of lived experience	Think of meaningful ways to encourage discussions about moving through place	
26A	Concrete Spatial	Moving Around Space	Appreciating the Walk	Navigate	Everyday citizens don't get lost in a small city but you can find authentic situations in their linguistic expression and this leads to new understanding of lived experience	Think of meaningful ways to encourage discussions about moving through place	

26B	Concrete Spatial	Moving Around Space	Just A Cut Through	Navigate	Everyday citizens don't get lost in a small city but you can find authentic situations in their linguistic expression and this leads to new understanding of lived experience	Think of meaningful ways to encourage discussions about moving through place	Likely Activity In Place
27	Concrete Spatial	Observing the Space		Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	
27A	Concrete Spatial	Observing the Space	Current Conditions	Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	
27B	Concrete Spatial	Observing the Space	Transforming Place	Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	
27C	Concrete Spatial	Observing the Space	Inactive Space	Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	What Are They Doing
27D	Concrete Spatial	Observing the Space	Active Space	Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	
28	Concrete Spatial	Reaction to Space		Emotion	Physical environment affects emotional state either concretely or abstractly	How can a place respond to the emotionally felt experiences of everyday citizens	My Personal Opinion
28A	Concrete Spatial	Reaction to Space	I Don't Like This Bit	Emotion	Physical environment affects emotional state either concretely or abstractly	How can a place respond to the emotionally felt experiences of everyday citizens	My Personal Opinion

28B	Concrete Spatial	Reaction to Space	I Like This Bit	Emotion	Physical environment affects emotional state either concretely or abstractly	How can a place respond to the emotionally felt experiences of everyday citizens	My Personal Opinion
28C	Concrete Spatial	Reaction to Space	It Feels Empty	Emotion	Physical environment affects emotional state either concretely or abstractly	How can a place respond to the emotionally felt experiences of everyday citizens	My Personal Opinion
28D	Concrete Spatial	Reaction to Space	Neutral Space	Emotion	Physical environment affects emotional state either concretely or abstractly	How can a place respond to the emotionally felt experiences of everyday citizens	My Personal Opinion
WCL	Concrete Spatial	My Interactions With The City		Daily	Observations of the ordinary reveal forms of everyday life otherwise hidden	Find ways to record observations of the day to day by everyday citizens and decision makers	
WCL	Concrete Spatial	What I Care About		Emotion	Physical environment affects emotional state either concretely or abstractly	How can a place respond to the emotionally felt experiences of everyday citizens	
29	Concrete Temporal	Day or Night		Daily	Observations of the ordinary reveal forms of everyday life otherwise hidden	Find ways to record observations of the day to day by everyday citizens and decision makers	
29A	Concrete Temporal	Day or Night	In Light of Day	Daily	Observations of the ordinary reveal forms of everyday life otherwise hidden	Find ways to record observations of the day to day by everyday citizens and decision makers	
29B	Concrete Temporal	Day or Night	Fade To Night	Daily	Observations of the ordinary reveal forms of everyday life otherwise hidden	Find ways to record observations of the day to day by everyday citizens and decision makers	
30	Concrete Temporal	What Is Here Now		Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	Observing The Space, Current Conditions
30A	Concrete Temporal	What Is Here Now	More People Now	Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	Observing The Space, Current Conditions
30B	Concrete Temporal	What Is Here Now	Weekend Event	Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	Observing The Space, Current Conditions

30C	Concrete Temporal	What is Here Now	Under Construction	Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	Observing The Space, Current Conditions
31	Concrete Temporal	Where Are They Now		Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	
31A	Concrete Temporal	Where Are They Now	Nobody Around	Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	What Are They Doing, Observing The Space
31B	Concrete Temporal	Where Are They Now	Weekend Visit	Eyeline	Red and yellow, closing down and for sale: appearance of a place on the decline. Clean and fresh, something exciting coming soon: appearance of a place on the rise	Find ways to adjust the concrete day to day experience of everyday citizens to encourage positive long-term construal	
WCL	Concrete Temporal	Seasonal Changes Daily Impact		Weather	Good conditions more activity, bad conditions less activity but still need shelter	Think about ways a place can respond to all weather conditions	Who Made This
WCL	Concrete Temporal	Day To Day Changes		Daily	Observations of the ordinary reveal forms of everyday life otherwise hidden	Find ways to record observations of the day to day by everyday citizens and decision makers	