Place Standard Report

Findings from a Place Standard in Netherholm

November 2022

NETHERHOLM
Area Association

Glasgow
Centre for
Population
Health

Summary

The Place Standard is a widely used resource for discussing community issues and priorities. It encourages users to consider the quality of their neighbourhood by assessing 14 themes.

This report summarises findings from a Place Standard event and a community survey in Netherholm, Glasgow. The event took place in May 2022 and was attended by 14 community members, while the survey was completed by 12 Netherholm residents. The report includes the following sections:

1. Context: Profile of the local area's population, geography and history, and a summary of recent developments within the community. (p.2)

2. About the Place Standard: A description of the Place Standard and why it was chosen in this context. (p.5)

3. Our approach: Summary of the approach taken to undertaking the Place Standard and our rationale for doing so. (p.6)

4. Findings: Summary of the discussions from the Place Standard event and responses to the survey. A set of 'possible actions' based on this feedback as well as a workshop with the Netherholm Area Association are offered for each theme. Finally, the scores assigned for each theme are presented in the form of a spider diagram. This offers a visual representation of community priorities. (p.8)

5. Discussion and next steps: This section brings together the key learning and proposes some important next steps in taking forward community priorities. (p.22)

Acknowledgements

We would like to thank members of Netherholm Area Association for hosting us and providing invaluable local knowledge. Thanks are due to Rosie Robertson and Eddie Cusack, both from Thenue Communities, for facilitating the process and making introductions between community members and GCPH staff. Thanks are also due to Cat Tabbner, who provided logistical support, leadership on the approach and support on the day, and to Etive Currie who provided expertise and leadership at the community event. Finally, thanks are due to community members for their patience and input.

Context

Netherholm is a small neighbourhood within Castlemilk, Glasgow, with a population of 1,000. Geographically the area sits alone, divided by a dual carriage way to the east, and woodlands and Linn Cemetery in other directions (see Figure 1 below). In 2018, after extensive local campaigning, a new community facility was opened in the centre of Netherholm. The Netherholm Community Centre is the only facility in the area for local people to access (see Figure 2).

Census data from 2011, although now outdated, provides a profile of the area and its population. At that point there were 440 homes in the area - the majority were social rentals (64.8%), 30.2% were private rentals and 5% were owned. Almost a third (32.5%) of households had someone out of work (compared to 25.6% for Glasgow) and most households did not have access to a car (51.6%). This is higher than the percentage for Glasgow (46%) and Scotland (28.6%).

Scottish Index of Multiple Deprivation

The Scottish Index of Multiple Deprivation provides an indication of relative deprivation by grouping Scotland into 6,976 small areas (known as data zones). Deprivation is measured using seven domains: income, employment, education, health, access to services, crime and housing.

Netherholm does not fall within a single datazone, but is instead divided into two, with both datazones incorporating people from a wider geographical area. Nonetheless, assessing the two datazones shows that both are within a 50% most deprived area in Scotland, with one being in a 10% most deprived area. For the most deprived datazone, the worst performing domains are income, employment, and health.

Figure 1: Map of Netherholm and surrounding area

Figure 2: Map of Netherholm and local amenities

Source: Blaeloch Business plan

Blaeloch Community Land

In 2019, Blaeloch Community Land was set up to pursue options to develop a site of vacant land that has been left undeveloped for over 20 years. Since then, the group have put forward proposals for a community shop, a natural play area, and a growing area (see Figure 3). Local people have fed back on the initial plans and the proposal remains a key priority in the area. The company's mission, as outlined in the Business Plan, is "to create a vibrant, eco-friendly community space for shopping, playing, and growing".[1]

In 2021, a feasibility study[2] was carried out by Blaeloch Community Land Ltd in collaboration with icecream architecture and GRAFT landscape architects. Between March and April 2021, a shopping survey was undertaken to better understand local habits. This revealed that most people in the area travel for over 30 minutes (return trip) to get groceries, with the nearest shop being a mile away.
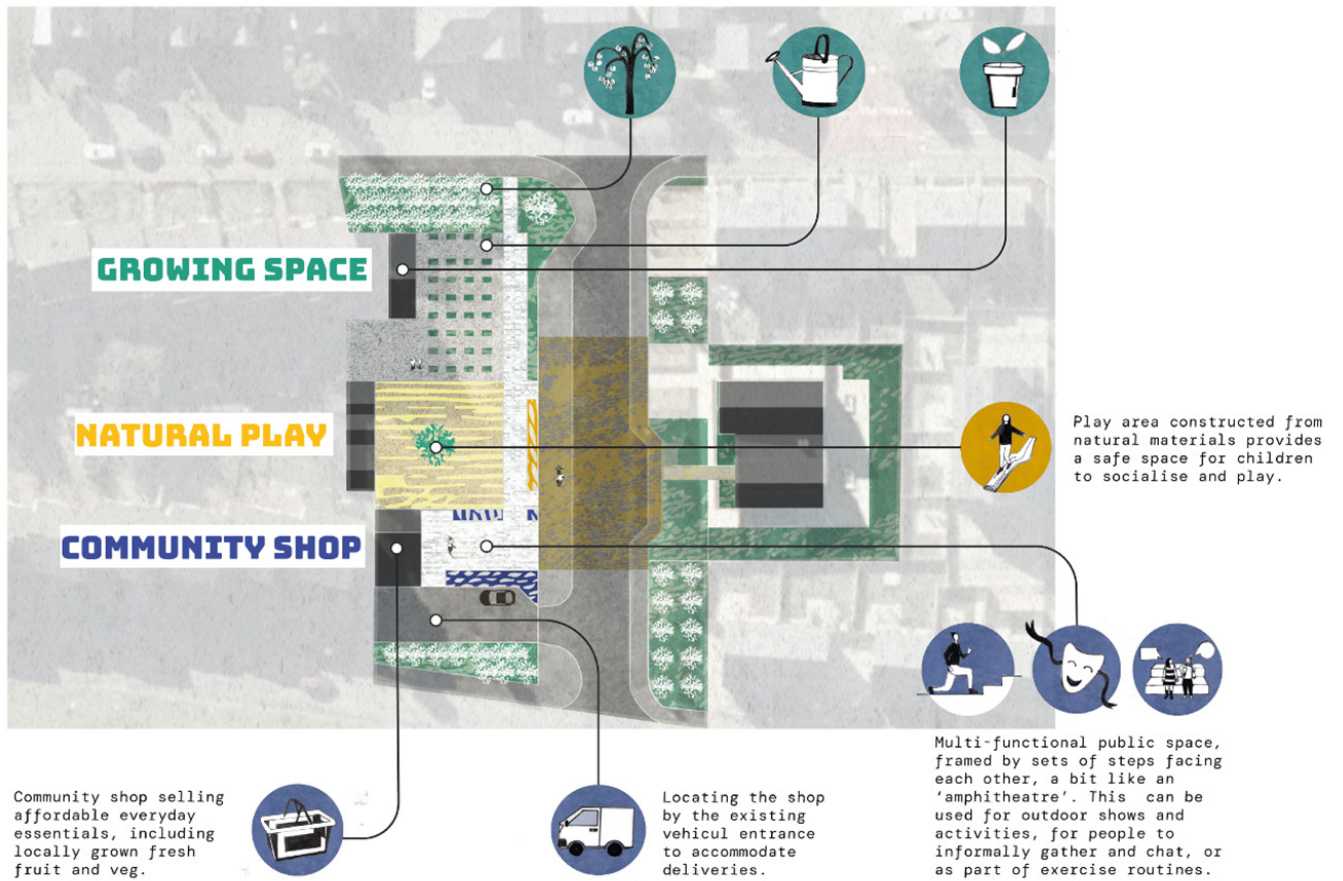
This report provides an abundance of information about the area and the proximity of local services, facilities and amenities such as schools, growing spaces, play spaces and shops. It is clear form this assessment that the area is poorly serviced, and the population are reliant on amenities from outwith Netherholm.

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[1] Blaeloch Community Land Ltd. Business Plan: Blaeloch Community Square. August 2021.
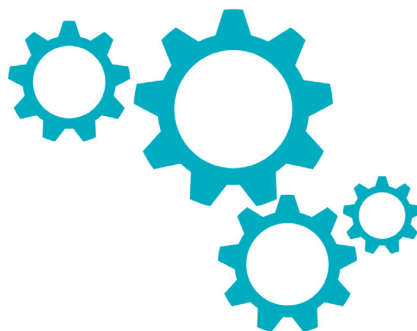[2] Blaeloch Community Land Ltd. Feasibility Study. Blaeloch Coomunity Square. July 2021.

Figure 3: Concept design for Blaeloch Community Space

PLAN VIEW OF INITIAL CONCEPT DESIGN

New native tree and shrub planting will support wildlife whilst framing the site.

Raised plant beds allows everyone to gain equal access to growing.

A potting shed provides a warm and dry place to sew and pot seeds before planting them.

GROWING SPACE

NATURAL PLAY

COMMUNITY SHOP

Play area constructed from natural materials provides a safe space for children to socialise and play.

Community shop selling affordable everyday essentials, including locally grown fresh fruit and veg.

Locating the shop by the existing vehicul entrance to accommodate deliveries.

Multi-functional public space, framed by sets of steps facing each other, a bit like an 'amphitheatre'. This can be used for outdoor shows and activities, for people to informally gather and chat, or as part of exercise routines.

Source: https://www.blaeloch.com/

About the Place Standard

The Place Standard is an established and widely used tool for identifying community aspirations and priorities. It has been adopted by the Scottish Government and rolled out nationally as a resource for communities, voluntary groups, local authorities, and other public bodies.

The tool can be used in a variety of different contexts, and feedback can be gathered using a range of different methods, depending on community aspirations and needs. The tool encourages users to think about the quality of their neighbourhood and the potential for improvement across 14 themes (see diagram below). At the end of each themed discussion, groups are asked to agree on a score for that theme between 1 and 7. Once a score has been agreed for each theme, these can be plotted to create a spider diagram (as below). This provides a clear illustration of the main priorities for a community.

However, it should be noted that the conversations that take place to decide on a score are equally important to capture, while it is likely that across some themes there may not be consensus in terms of scoring. For this reason, it can be useful to capture individual scores to assess differences between individuals and different population groups.
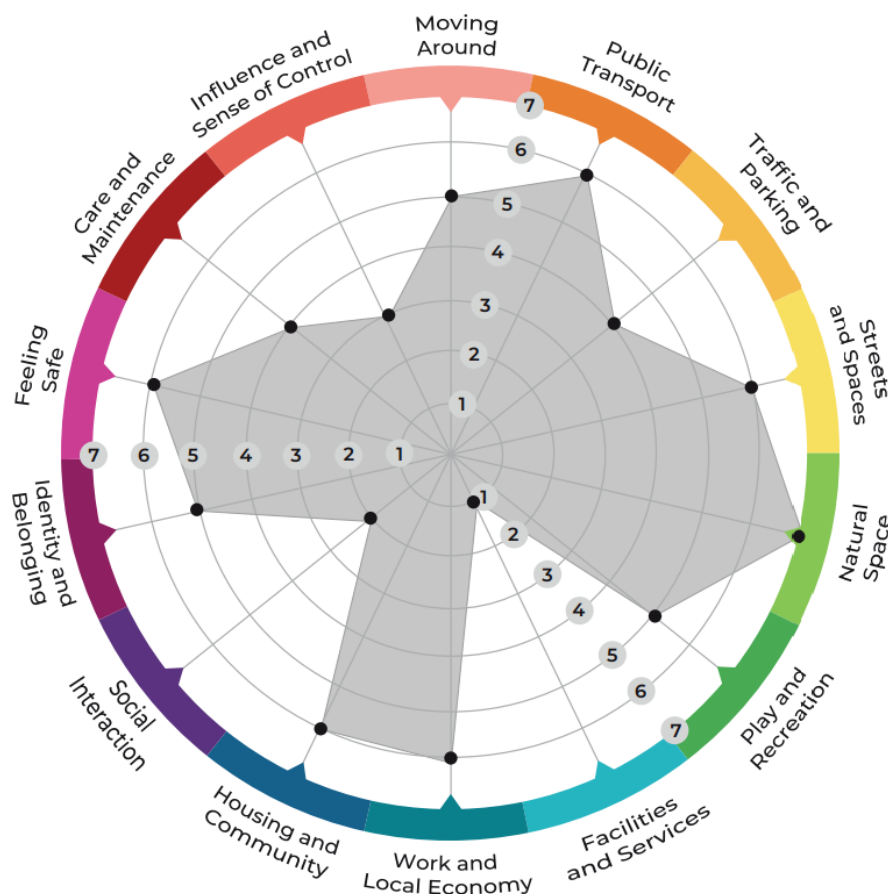
Our approach

To ensure that a cross section of the local population had an opportunity to take part, it was agreed that local feedback would be gathered at an in-person event and through an online survey, which was issued through social media.

Why did we use the Place Standard?

Following discussions between Thenue Housing staff and local residents in Netherholm, it was agreed that it would be useful to get community feedback on the issues that are important to them. The group were aware of the Place Standard as a resource for framing and capturing community conversations and had a connection with staff from Glasgow City Council and the Glasgow Centre for Population Health, who had been involved in developing the tool and using it in different community contexts. Completing the exercise, it was felt, could be complementary to the community's ongoing campaign to secure funding for a community space.

Place Standard community event

On the 17th of May 2022, the Netherholm Area Association brought together 14 community members to undertake a Place Standard Exercise. The event took place at Netherholm Community Hall, and was facilitated by Eddie Cusack, a Community Development Worker for Thenue Communities. The Centre Manager for Thenue Communities also attended, as well as three staff from the Glasgow Centre for Population Health and one from Glasgow City Council. Key themes from the tool were grouped together and discussed by community members for 15 minutes each (see diagram below). Each table had a local facilitator and a scribe to take notes. The final two themes, 'care & maintenance' and 'influence & sense of control' were discussed collectively due to the lack of staff available to facilitate and scribe.
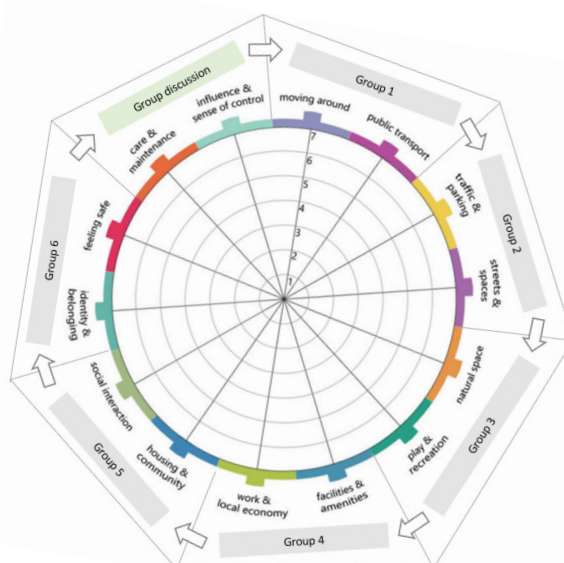
Online survey

To provide an opportunity for more people to participate, an online survey was created and advertised using social media. The survey included 14 questions; one for each of the 14 themes (see appendix). The results of the survey have been analysed and written up alongside learning captured at the event.

Demographic information

The breakdown of participants by gender and age is provided below for the event, the survey and in total. Overall, 26 people participated; 14 at the event and 12 to the survey. More women than men took part, and most participants were aged between 45-74.

	Event (14)	Survey (12)	Total (26)
Gender			
Male	5	1	6
Female	9	11	20
Age			
25-44	2	3	5
45-64	5	7	12
65-74	6	1	7
75+	1	1	2

Findings

Findings are presented on each of the 14 themes. Learning captured through conversations at the event are presented first, while survey findings are summarised beneath the theme-related question posed.

▶ Moving Around

The area was not perceived to be easy to get around for older people or those with mobility issues. While Netherholm is reasonably small and easy to get about, getting elsewhere was reported to be a challenge. This had forced some older people to move out of the area. One person who walked regularly said that they went elsewhere to do so. Moving around was said to be hindered by people parking on the pavements and the presence of rubbish in the streets. Traffic was discussed by some groups as an issue that made it hard to get around. There was some disagreement around what the solution to this would be. Traffic calming was agreed to be necessary, but there was some debate around whether or not a one-way system would solve the issue of traffic speed.

▶ How easy it to move around and get to where you want to go?

Some answered that it was easy to get around, especially if they had a car, but those with mobility issues or a disability generally said that it was very difficult. Some local areas were felt to be easy to get to, but other parts of Glasgow were very difficult to access.

Possible actions

1. Explore opportunities to introduce traffic calming, including potentially instituting a one-way system.

2. Consider ways of deterring people from pavement parking, including both physical deterrents and raising social awareness.

3. Explore additional car parking space, perhaps with electric charging points.

Public Transport

Public transport was widely felt to be expensive without a bus pass. Mixed feelings were expressed in relation to the availability and reliability of buses. Some felt that the service was good, while others commented on them not turning up and the lack of direct services. The loss of bus drivers due to Brexit was mentioned as a factor in this issue. The weather in winter was also said to have a negative impact on public transport reliability. Buses often could not get up the hill in snow or ice, meaning that people would be left stranded. Using better grit, it was argued, would prevent this from happening. It was also felt that the profits of bus companies were prioritised over the provision of a "good service". Low car ownership, the lack of trains in the area and the high cost of taxis meant that there was a strong reliance on buses.

What is public transport like in your place?

In keeping with the feedback from the event, public transport was widely reported to be unreliable and of a poor standard. People said that buses often did not turn up, and that in winter conditions they were not able to get up the hill.

Possible actions

1. Engage with local MSP/ Councillor over the reliability and cost of buses, and/or possibly initiating a dial-a-bus service locally.

2. Engage with Glasgow City Council over winter gritting of roads.

3. Engage with Glasgow City Council over additional grit bins.

Traffic & Parking

Traffic and parking were both considered to be big issues in the area. Speeding was a concern and some expressed difficulty crossing roads due to fast drivers or drivers not stopping for red lights. Some said there were too many cars in the area with some families owning 3 to 4, which made it difficult for relatives and carers to find a place to park when they came to visit. Another concern was that cars, especially larger cars, would park onto the pavement and at dropped curbs. This created barriers for pedestrians and those with mobility issues. The graveyard was also an issue for some, as the car park lacked sufficient parking space to accommodate large funerals. This meant that cars would end up parking on the road and the pavement.

◗ How do traffic and parking affect how you move around your place?

Mixed messages were provided in relation to parking. While some said that it barely affected them, others said that pavement parking was a problem. This was an issue for wheelchair users and people with prams. Some commented that they had to park a long way away if they didn't have a designated space. One person commented that big vans were becoming problematic in the area.

Possible actions (same as for Moving Around)

1. Explore options to introduce traffic calming.

2. Consider ways of deterring people from pavement parking.

3. Explore the provision of additional car parking spaces for the community.

◗ Streets & Spaces

Generally, people felt that streets and spaces were uncared for and/or underutilised. Potholes were felt to be an issue, and trees and bushes block the paths in areas. There are play areas for younger kids, but not much for teenagers. Some mentioned that there was plenty of space to make improvements and that they were willing to pitch in to help make it happen. Territorialism and fighting were mentioned as problems that needed a resolution.

◗ What are the buildings, streets and public spaces like in your place?

Public spaces and back courts were described by survey respondents as needing a tidy-up or an upgrade. Broken glass, litter and dog mess were given as examples of things that made the area unattractive. Others commented on poor drainage and the lack of good quality spaces for kids.

Possible actions

1. Report maintenance issues (e.g. fly tipping, litter or potholes to Glasgow City Council).

2. Improve maintenance of empty spaces and woodland areas through litter picks (potential to engage with local schools).

3. Explore creative ways of using empty spaces/woodlands for young people.

4. Build in creative use of space in Play Sufficiency Assessments.

5. Arrange visits to other places where successful initiatives on creative use of space were underway.

Play & Recreation + Natural Space

Given the natural overlap between the two themes, groups tended to focus on both issues together.

The most common issue to arise was the lack of good quality community play areas, with the swing park and the community centre being the only places to go. This forced young people to make use of whatever land was available, which was often unsuitable and could result in them being moved on. Safety was another key concern for local people. This was expressed in terms of there being a lack of visible spaces nearby and due to bullying by other kids in the area. Fast driving, vandalism and the presence of litter, broken glass and fly tipping were also said to make the area unsafe. Local woodland areas, which may have been used for play in the past, were now overgrown and generally not perceived to be safe anymore, either due to territorialism or dangerous individuals. Other local play areas in Castlemilk or Linn Park, meanwhile, were said to involve a dangerous walk to get there. The area was frequently described as an island in relation to its surroundings, owing to the lack of green within it and its dislocation from other areas.

Overall, there was a feeling that the area had deteriorated over time, and the opportunity had been missed to ensure that good quality facilities were put in at the same time as new housing. It was expressed by some that there wasn't necessarily a lack of space, but that the spaces that were available had not been put to best use. Ideas to improve opportunities for young people included a football/basketball court, putting a pool table in the community centre, creating a youth club for young people, and creating a child-led play space akin to Baltic Street Adventure Playground.

● How good are the spaces and opportunities for play and recreation in your place?

The playpark was the only available space for young people to play. This was felt to be inadequate, with the equipment being damaged and the park being full of glass, which made it an unsafe place for children. On the other hand, the community centre was commended for providing more opportunities for young people.

Possible actions

1. Consult young people on what they would like to see in their area, e.g., through the Place Sufficiency Assessment.

2. Improve access routes to play areas and visibility of existing play areas.

3. Consider ways to use the community centre in ways that benefit young people.

4. Ensure that young people get a say in the development of play spaces at Holymbyre Terrace.

5. Consider ways in which local woodland areas can be better utilised by play groups by linking to other initiatives.

● How easy is it for you to regularly enjoy natural space?

It was generally felt that there was plenty of greenspace and woodland areas that were easy to access. Some respondents spoke of their own garden for this question. There were a few respondents that felt that green/woodland areas were far away.

Possible actions

1. Explore opportunities to improve local natural spaces.

2. Consider options to improve routes to local woodland areas.

3. Explore links with outdoor nurseries.

Facilities & Amenities

People felt the local area had very little to offer in terms of amenities: no shops, doctors, post office, etc. The only local provision was a mobile shop in a van, which was felt to be very expensive. This made it difficult to access anything without a car, especially for older people or those with mobility issues. Some people said that Netherholm felt like a separate village from the rest of Castlemilk, and that there's the impression that no one cares about it. People were grateful for the community centre, but it wasn't seen to be enough.

How well do facilities and services in your place meet your needs?

Similar responses were given here, with most people agreeing that the area was poorly serviced. A few people requested that the opening hours of the community centre be extended to allow people who work during the day to take advantage of opportunities. There was a great deal of support for the opening of a new shop in the area.

Possible actions

1. Encourage more people to volunteer at the community centre.

2. Consider opportunities to extend opening times or put on activities that encourage wider use of the community centre.

3. Continue to push for the development of a shop at the vacant site across from the community centre.

Work & Local Economy

There was consensus that there were very few job opportunities in the local area. It was also thought that there was little opportunity for training or volunteering, with the community centre being the only option. People spoke highly of the opportunities at the centre, and some felt that the job centre could arrange to hold job searches and training opportunities there. Creating more appealing volunteering opportunities was said to be important for building confidence and creating a local culture of helping each other.

Are there opportunities for people to work, train or volunteer locally?

Generally, there wasn't much awareness of what was available in terms of work or training. The community centre was the only place mentioned that supported work or training, which was provided by the Housing Association.

▶ Housing & Community

The housing in the area was felt to be adequate but poorly maintained. A recurring issue was the quality of recent window replacements. People said they were poorly fitted, leaving homes draughty and resulting in an increase in the cost of heating. Inadequate bin storage was also mentioned, and some thought that the Housing Association were not interested in quality nor in listening to residents' issues. It was thought that if the homes were better maintained, people would care more about their properties. Some felt the layout of local housing did not encourage communal activity.

▶ How well do the homes in your place meet the needs of your community?

Most people in the area felt that their housing was adequate or were unsure of the housing quality. In keeping with the feedback from the event, one respondent felt that repairs to housing had left them in a worst condition.

Possible actions

1. Engage with Housing Association over past repairs and options for future repairs.

2. Consider options for improving bin storage.

3. Increase opportunities for conversations with the Housing Association.

4. Advertise the clinic with the Housing Officer at the community centre.

Social Interaction

People thought the opportunities for social interaction were limited. While there was greenspace for going on walks together, it was said that not many wanted to do that. A street party was mentioned, but it was some time ago. The main opportunity was the community hall, which was said to be a good focal point. The Conversation Cafés at the hall were mentioned as a place for residents to come and get warm, a cuppa and a chat. The drive to acquire the derelict land across from the hall was thought to be an opportunity for residents to unite towards a cause. However, it was also thought there needed to be more frequent opportunities to come together and a range of methods of advertising these (e.g., texts and emails in addition to flyers and Facebook). People felt there needed to be more effort to involve young people.

How good is the range of opportunities which allow you to meet and spend time with other people?

Good opportunities were mentioned at the community centre, while others commented that they had good conversations with people in the street. Some others were unsure, while one person said that they weren't interested.

Possible actions

1. Explore increasing the frequency of opportunities for people to come together at the community hall.

2. Explore expanding current advertising of social events at the community hall to include emails and texts and put up a notice board outside the community centre.

3. Explore increasing opportunities for young people to get involved with the community hall.

4. Explore why people don't currently engage – is it because they are not interested in the opportunities on offer or is it because they just don't want to engage?

Identity & Belonging

Identity was considered in relation to the area's reputation, with some believing that it had a bad reputation from people outside the area. In the past there had been violence in the streets involving weapons, but the family involved had since moved away. While there were comments about bullying and fighting with kids from neighbouring schemes, as well as concerns over the lack of vetting of new tenants, it was said that the area is now a nice place to live. People were proud to say they were from the area, thought it was a great scheme with great banter, and would not move even if presented with the opportunity.

To what extent does your place have a positive identity that supports a strong sense of belonging?

Most of the comments pointed to there being a good sense of community, although others were unsure. People commented that they had good neighbours who looked out for them.

Possible actions

1. Consider options to celebrate the community's identity.

2. Explore options to engage young people in a course that provides more of an understanding of the local community and its history and pride to promote violence reduction.

Feeling Safe

Several issues with the neighbourhood infringed on feelings of safety. The main road was mentioned due to the speeding cars. This meant that children could not play outside unsupervised. The area is separate from the rest of Castlemilk with limited access to anything, making it feel less safe, isolated, and forgotten. Some said they don't feel safe going out at night because they don't know everyone, and some neighbours worry them. The lighting is poor at night, which if improved, would likely increase feelings of safety. Others stated that an increased police presence would help. Several stated that their feelings of safety come from the friendships they have with neighbours and the fact that they are "nosy" and look out for each other. If more people worked together, got involved and helped each other to change things, feelings of safety would improve.

How safe does your place make you feel?

Most survey respondents reported feeling safe in the community. Some, however, said that they didn't always feel safe outside, but were fine once in the door. Having good neighbours was said to be helpful in this respect.

Possible actions

1. Explore traffic calming to reduce speeding.

2. Explore options to improve the lighting in the area.

3. Encourage residents to come together for common causes.

4. Provide more events with opportunities for the community to get know each other.

Care & Maintenance

This theme was discussed collectively due to a shortage of facilitators. Members were vocal about the challenges facing the area in terms of care and maintenance, particularly in relation to people taking personal responsibility for their back courts and gardens. Thenue Housing Association had responsibility for reminding tenants of their duties for this but were not in a position to enforce it. It was expressed by some that people didn't want to have to pay to sort their garden, even though there were local people available to do it. Back courts, meanwhile, were also said to be messy and in need of maintenance. Fly tipping, litter and broken glass were problematic in the area, which was dangerous and had led to environmental health issues. Other areas were not routinely maintained by the council and were left to grow wild. In the past, garden competitions held in the area had helped to raise standards.

How well is your place looked after and cared for?

This question received mixed responses, with some people saying that back courts were poorly maintained, and grass was not cut regularly enough, and other saying that their area was ok. This perhaps reflects the mix of housing types in the area and different factoring arrangements in place.

Possible actions

1. Area Association to raise issue of back court and garden maintenance.

2. Re-introduce garden competitions.

3. Contact environmental health where necessary.

4. Explore introducing a lending library of garden tools alongside a training programme on safety and proper storage.

Influence & Sense of Control

This theme was also discussed as a group. Area association members felt that they were approachable and willing to listen to the views of community members. Feedback was passed on to Thenue, but it was not always known what happened with it, as things didn't seem to change. Although many local people seemed content not to get involved in community life, it was felt that there was good involvement in the potential development of the Blaeloch land, with 250 people signing up. It was expressed that people wanted change but did not want to be involved in meetings. The development of the Muslim Cemetery was something that local people expressed frustration about not being consulted.

When things happen in your place, how well are you listened to and included in decision making?

Responses here were more positive than negative, with people saying that repairs were made when requested and some other complaints were looked into. However, some people felt that their requests were not listened to, and therefore felt neglected. The outcome of the plans to build the community shop were mentioned here, with a positive outcome potentially helping to restore some public confidence.

Possible actions

1. Share results of Place Standard exercise with local people through various means.

2. Consider how to use the community centre in more inclusive ways.

3. Continue to gain community views on the development of Holymbyre Terrace.

Scoring wheels

Three groups provided a score out of 7 for each of the 14 themes, with the lowest possible score being 0 and the highest being 7. These scores were plotted on a spider diagram, creating a visual representation of community views and priority areas.
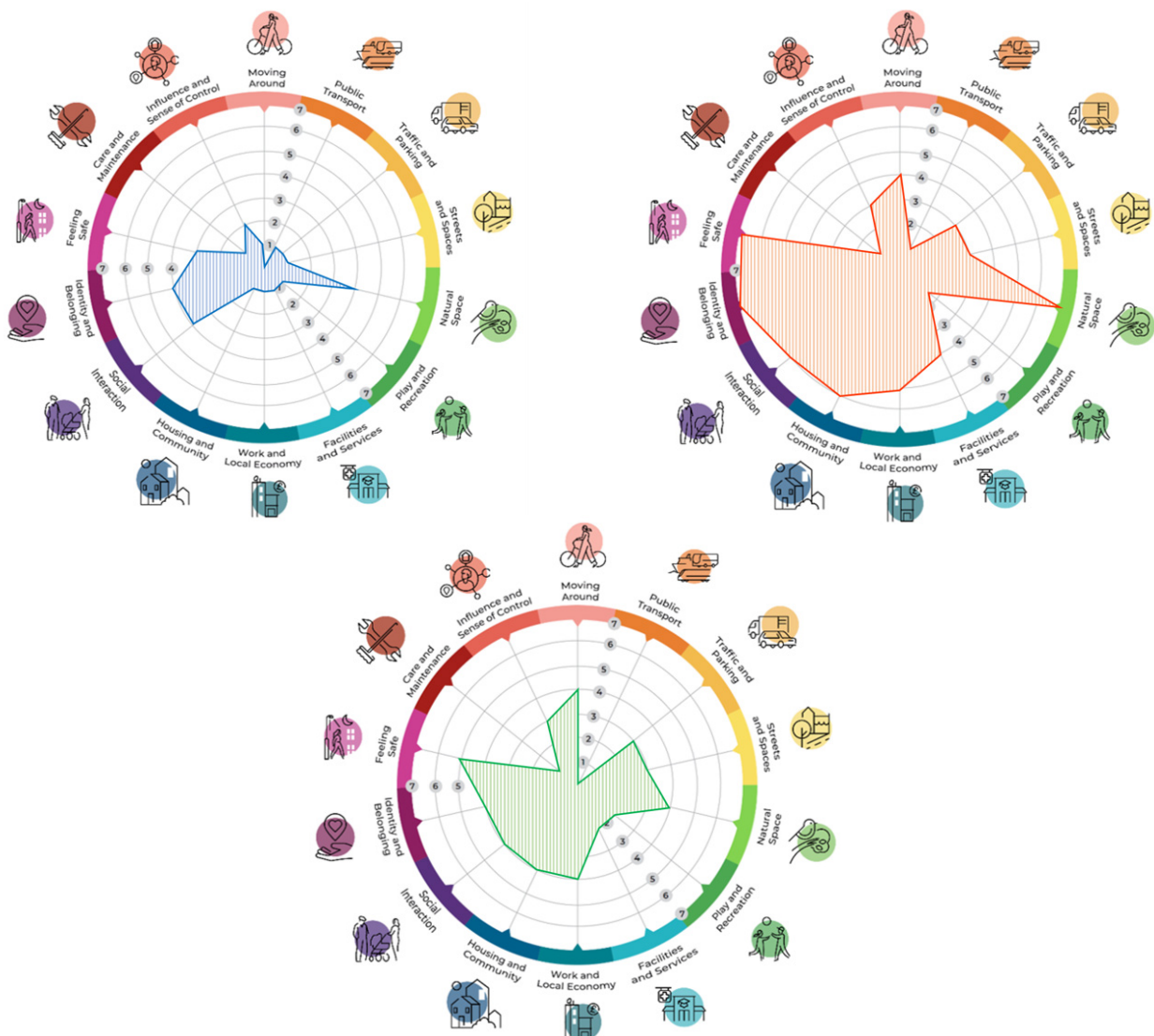
These three diagrams were overlayed to identify similarities and differences between groups. Here we can see clear similarities in terms of the following priority areas:

- Public Transport
- Play & Recreation
- Care & Maintenance
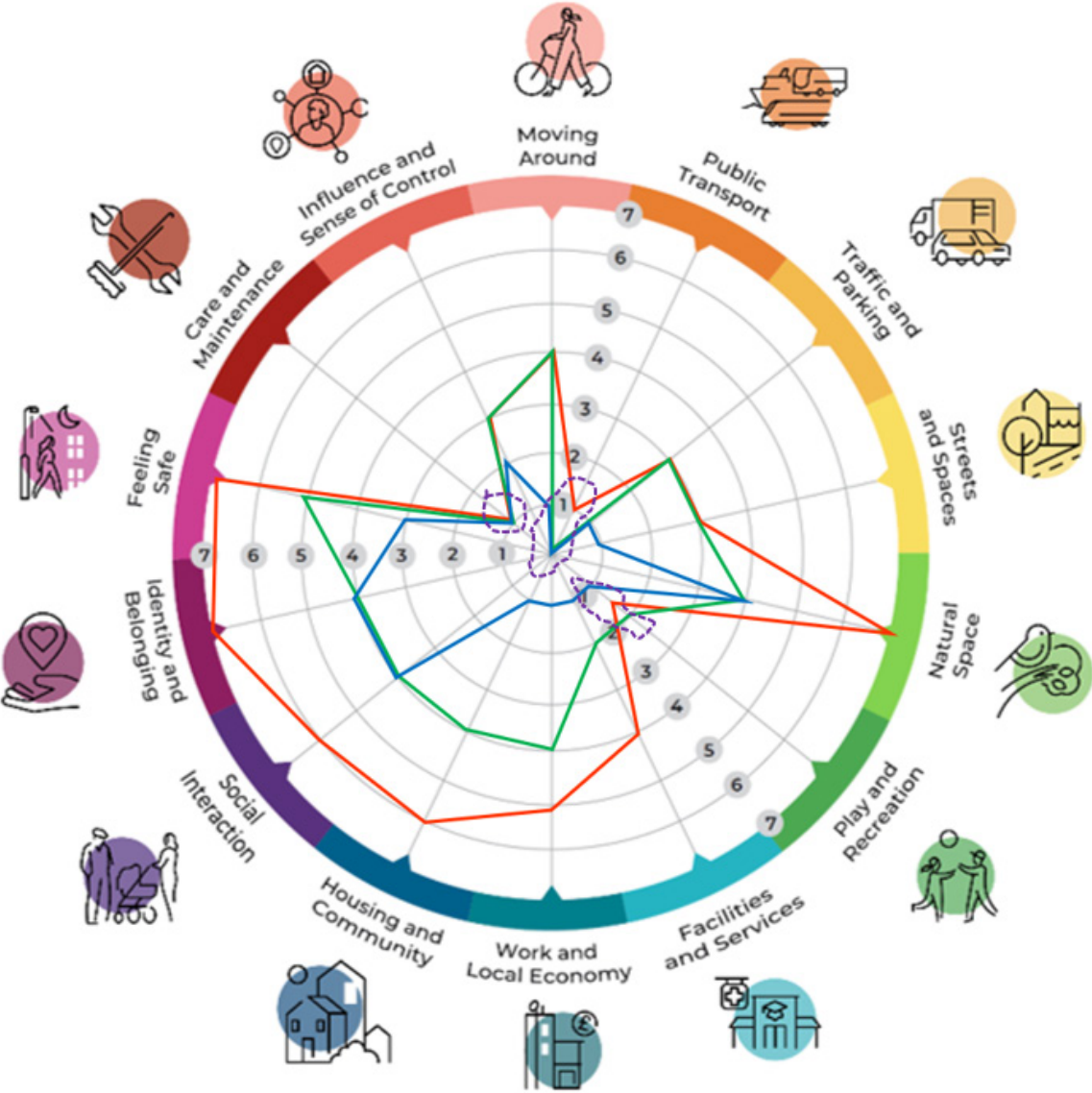
However, varying opinions are apparent in relation to 'Housing & Community', where scores ranged from 1-6, 'Work & Local Economy', where scores ranged from 1-5 and 'Feeling Safe', where scores ranged from 3-7. These differences potentially highlight differences in experiences and priorities for different population groups. Meanwhile, 'Natural Space', 'Identity & Belonging' and 'Social Interaction' were the highest scoring themes. The scores provided for each theme by each of the three different groups are provided below, together with the average score and the difference between the lowest and the highest scores given for each theme (range).

Theme	Score 1	Score 2	Score 3	Average	Range
Natural Space	7	4	4	5	3
Identity & Belonging	7	4	4	5	3
Feeling Safe	7	5	3	5	4
Social Interaction	6	4	4	4.67	2
Housing & Community	6	4	4	4.67	2
Work & Local Economy	5	4	1	3.33	4
Moving Around	4	4	1	3	3
Influence & Sense of Control	3	3	2	2.67	1
Streets & Spaces	3	3	1	2.33	2
Facilities & Services	4	2	1	2.33	3
Traffic & Parking	3	3	1	2.33	2
Play & Recreation	1.5	2	1	1.5	1
Care & Maintenance	1	1	1	1	0
Public Transport	1	0	0	0.33	1

Discussion and next steps

This report presents community feedback from a Place Standard exercise. It is not a definitive representation of community views, but instead captures community conversations at a point in time. These are supplemented by the community survey, which generally aligns with the feedback from the event. The organisers of this exercise recognise the need to gather more views from the local community and steps will be taken to ensure there is an opportunity for more people to have their say.

Netherholm faces a number of challenges that could be alleviated through investment and collective action. The lack of good quality public transport is a clear issue for local people, as is care and maintenance. The community centre plays a very important role in bringing people together, and ways of increasing access to a larger number of people need exploring. There is a clear need for better play spaces for young people and new ways of engaging people in decision-making. The suggested actions provide some basis for further conversations and the development of a community action plan, if deemed to be useful. The findings also provide some further justification for the existing plans to develop a community space to be progressed.

A further workshop with Thenue Housing and the Area Association is planned to consider and prioritise which actions could have the greatest impact in the short, medium and long-term and also to decide who will take forward the recommendations. This exercise is merely one step along the path of allowing the local community in Netherholm to have a greater say over what happens locally.

Appendix: Place Standard Survey

What is it like to live in Holmbyre?

Netherholm Area Association are keen to find out what it is like for local people to live in this area by asking questions about your place. We would be grateful if you could take around 10 minutes to complete this survey. Your feedback will help us to shape our future work. As always, we hope to improve our area so that everyone can enjoy living here. You can help!

1. What age are you?

2. What is your gender?

3. What is your postcode?

4. What is your ethnicity?

5. Moving around
   - How easy is it to move around and get to where you want to go?

6. Public transport
   - What is public transport like in your place?

7. Traffic and parking
   - How do traffic and parking affect how you move around your place?

8. Streets and spaces
   - What are the buildings, streets and public spaces like in your place?

9. Facilities and services
   - How well do facilities and services in your place meet your needs?

10. Work and local economy
   - Are there opportunities for people to work, train or volunteer locally?

11. Housing and community
   - How well do the homes in your place meet the needs of your community?

12. Social interaction
   - How good is the range of opportunities which allow to you meet and spend time with other people?

13. Feeling safe
  • How safe does your place make you feel?

14. Care and maintenance
  • How well is your place looked after and cared for?

15. Influence and sense of control
  • When things happen in your place, how well are you listened to and included in decision making?

16. Identity and belonging
  • To what extent does your place have a positive identity that supports a strong sense of belonging?

17. Play and recreation
  • How good are the spaces and opportunities for play and recreation in your place?

18. Natural space
  • How easy is it for you to regularly enjoy natural space?