

CREATING **STRONG** COMMUNITIES

HOW TO MEASURE THE SOCIAL SUSTAINABILITY
OF NEW HOUSING DEVELOPMENTS

COMMISSIONED BY THE BERKELEY GROUP



Foreword

We need to build a lot more homes in Britain, urgently. But you cannot separate this issue from the social question of what kind of places we want to create. The physical and social fabric of a community are inextricably linked.

The problem is that we are much clearer and more sophisticated when it comes to addressing the former. We know how to deliver good quality homes and assess their design quality and environmental performance. But talk about the social dimensions of new housing and the conversation quickly gets confused. People use words like cohesion and resilience which mean very little in practice.

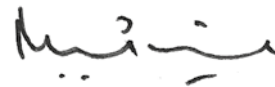
This is a fundamental concern because of the National Planning Policy Framework. The NPPF has given us a presumption in favour of sustainable development. That's good. But if we cannot define what we mean by sustainable development, how does it help local authorities make quick decisions with confidence?

This report is our first attempt to solve the problem. We have created a framework which defines social sustainability and how you measure it; and we have tested it on four Berkeley developments built over the last ten years.

It is not yet the finished article but it is well on the way to providing developers and planners with a way to prove that we can deliver a lot more than housing. We can help to create strong communities which offer people a great quality of life, now and in the future.



Tony Pidgley
Chairman



Rob Perrins
Managing Director

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About this report

This report describes the development of a framework to measure the social sustainability of new housing and mixed-use developments.

The work was commissioned by the Berkeley Group and carried out by Social Life and Tim Dixon, Professorial Chair in Sustainable Futures in the Built Environment at the University of Reading. It forms part of a work programme undertaken by the Berkeley Group to understand the importance and relevance of social sustainability to the housing industry.

Over the last five years, the Berkeley Group has been a strong champion of environmental issues. Berkeley was the first residential developer to publish a Climate Change Policy and the first to commit to certifying every new home to Level 3 of the Code for Sustainable Homes. For the last six years, the Group has also achieved first place in the NextGeneration Sustainability Benchmark of the 25 largest home builders in the UK.

But while environmental concerns remain critically important, Berkeley considers that less emphasis is currently placed on the social dimensions of sustainability in both government policy and industry practice.

Shortly after the English city riots in 2011, Berkeley published an essay by Professor Tim Dixon called *"Putting the S word back into sustainability: can we be more social?"*. It argued that people, places and the economy are as important as, and closely intertwined with, environmental issues. Following publication of the *"S word"*, Berkeley then set out to find a way to define and measure social sustainability.

The framework that has now been developed and tested in this project is based on the previous work of Social Lifeⁱ and Professor Dixon,ⁱⁱ adapted and evolved to meet the requirements of the Berkeley Group.

This report was written by Nicola Bacon, Douglas Cochrane, and Saffron Woodcraft. The survey design and statistical analysis was carried out by Dr John Brown.

Many of the photos are taken by residents on the four developments used for the research.



Who we are



THE BERKELEY GROUP

The Berkeley Group builds homes and neighbourhoods. We seek to create beautiful, successful places. We work together with other people to tackle the shortage of good quality homes, and we make a lasting contribution to the landscape and to the communities we help create. Berkeley is a FTSE 250 company and made up of 5 autonomous companies: St George, St James, Berkeley, Berkeley First, and St Edward. It was voted Britain's Most Admired Company across all industries in 2011 and Housebuilder of the Year in 2010 and 2011.



SOCIAL LIFE

Social Life is a new social enterprise created by the Young Foundation in 2012. Social Life's Founding Directors are Nicola Bacon and Saffron Woodcraft, who set up and led the Young Foundation's work on communities from 2006 to 2012. Social Life's mission is to reconnect placemaking with people's everyday experience and the way that communities work. Our expertise is in the social dimensions of placemaking and sustainability, in understanding how to accelerate local social innovation, and in knowing how to translate these insights into practice and policy. Social Life is working in the UK and internationally.



UNIVERSITY OF READING

Tim Dixon is Professorial Chair in Sustainable Futures in the Built Environment in the School of Construction Management and Engineering at the University of Reading. He is also an Associate of the Walker Institute for Climate Change at University of Reading and a member of the RICS Sustainability Taskforce. He was formerly professor of real estate and Director of OISD at Oxford Brookes University where he led the work on social sustainability for the European Investment Bank.

ACKNOWLEDGEMENTS

We would like to express thanks to our expert group, Dr Nicola Dempsey of Sheffield University, Dinah Roake of the HCA, Stephen Burns of Peabody, and Paul Allin formerly of the ONS, for their feedback and guidance on this work.

Thanks also to Joelle Moore and Niamh Lenihan for their contributions to the fieldwork and analysis, to Matt Lally from Matrix Partnerships for carrying out the site surveys, and to Coralie Pring and Pru Shelton from ComRes for their work on the residents' survey.

Executive summary

This project demonstrates that new housing developments can rapidly become strong communities that offer residents high quality design and a good quality of life.

The findings challenge the popular stereotype that new housing developments are less sociable and less attractive places to live than older, more established communities.

This work shows that the social sustainability of new housing developments can be assessed, offering lessons which enrich the process of building successful places. That is crucial as the Government seeks to encourage one of the biggest housebuilding programmes this country has seen in a generation.

Housebuilders have made significant progress in improving the environmental performance and design quality of new housing and public spaces in the past 10 years. The challenge now, for all the stakeholders involved in creating new developments, is to build on this progress and ensure that new housing routinely creates strong communities. To do this requires an ability to measure the impact of new development on people's quality of life, the strength of communities, and the surrounding areas.

The purpose of this project has been to create and test a practical, cost-effective measurement framework which could be used across the Berkeley Group. We used the concept of social sustainability as a way to bring together and measure a wide range of factors that influence local quality of life and the strength of a community, and defined the term as follows:

Social sustainability is about people's quality of life, now and in the future. It describes the extent to which a neighbourhood supports individual and collective well-being.

Social sustainability combines design of the physical environment with a focus on how the people who live in and use a space relate to each other and function as a community. It is enhanced by development which provides the right infrastructure to support a strong social and cultural life, opportunities for people to get involved, and scope for the place and the community to evolve.

The framework has been designed to build on what is known about creating and supporting thriving communities. It has then been tested on four developments, to assess how they perform. These include two in inner city London, Empire Square in Bermondsey and Imperial Wharf in Fulham; one suburban site, The Hamptons in Worcester Park, south west London; and one in a semi-rural setting, Knowle Village near Portsmouth in Hampshire.

The framework consists of three dimensions: "infrastructure and social amenities", "voice and influence" and "social and cultural life", which are underpinned by 13 indicators. Data from 45 questions in total created the results for each indicator. Primary data was collected through a face-to-face residents' survey and a site survey.

The results of the site surveys were benchmarked against industry standards, while the results of the face-to-face interviews were benchmarked against large-scale national datasets for comparable places in the UK. These national datasets included the Office of National Statistics Output Area Classifications (OAC), which distill census data for the whole of the UK to indicate the character of local areas, and from Index of Multiple Deprivation area scores.



Executive summary

Testing the framework established that residents on three of the four new housing developments report more positive responses compared to the benchmarks for comparable places on the 'feelings of safety' indicator. Residents report greater feelings of safety walking alone during the day and at night and feel that crime in their neighbourhood compares favourably to other areas¹.

Responses to key questions in the residents' survey also revealed that:

- **They feel they belong** – residents report higher rates of feeling like they belong to the neighbourhood.
- **They regularly talk to their neighbours** – residents report higher rates of regularly talking to their neighbours.
- **They plan to stay in the community** – they report higher rates of intention to remain resident in the neighbourhood.

The survey also found that residents of the four developments report less positive responses on two questions:

- **They feel less like they are playing a useful part in things.**
- **They are less likely to feel that people pull together to improve the neighbourhood.**

Overall, residents of the four developments report the same or similar levels of well-being compared to the benchmarks for comparable places.

However, when the results of the 598 responses to the residents' survey are compared against all people nationally, the responses showed a statistically significant difference on two key questions:

- **Well-being: Berkeley residents were more likely to feel reasonably happy than all people nationally**
- **Safety: Berkeley residents were more likely to feel safe than all people nationally**

Behind these headline statements, the real value of this work lies in the wealth of underlying data, which illuminates the specific local circumstances and dynamics of a place and how these change over time in response to different interventions.

Academic research on social sustainability has identified the importance of local context to providing a meaningful understanding of quality of life and strength of community. Testing our framework against these four new developments has demonstrated that:

- New housing developments can (given the right support) achieve the same levels of overall well-being, quality of life and community strength as older and more established communities in a relatively short amount of time.
- New housing developments can generate significant feelings of safety for residents, in particular in high-density, inner city communities. This could be a result of the higher levels of security. Higher levels of 'neighbourly' behaviour in the two high-density developments may also explain this finding. It is possible that high density positively influences informal local social interaction, which in turn influences feelings of trust and perceptions of safety.
- Early provision of amenities and social infrastructure is often important for residents' quality of life and to support neighbourliness and local social interaction.
- Housing providers could potentially do more, in partnership with local authorities and local public agencies, to provide residents with meaningful and appropriate ways to get involved in local decision-making. This needs to take account of the full range of local interests and existing opportunities for engagement. The aim should be to offer people a range of formal and informal options, from one-off events that do not require ongoing involvement, to scope for community-led asset management if there is local demand.
- More work is needed to understand the relationship between housing tenure, social and spatial integration, belonging, neighbourliness and social sustainability.

¹ With the exception of Knowle Village where residents report positive responses on feelings of safety but also report feeling that crime in the area is higher than the country overall

This is an important project that will contribute to how all those involved in housing understand social sustainability. It marks an important shift in the industry's focus from placemaking to thinking about long-term stewardship and 'placekeeping'. It is also essential to recognise that social sustainability is a joint responsibility. Some aspects of it can be directly delivered by a developer. Others depend on the expertise and involvement of the council, a housing association or the residents themselves. We hope this work will offer everyone practical insights about how the idea of social sustainability can be put into practice and nurtured in new developments.

This summary is an overview of the project. The main report is in two parts:

Part one discusses what social sustainability means for housing developers, presents the findings that can be drawn from testing the measurement framework, and sets out a series of recommendations.

Part two includes a detailed description of the process of development of the measurement framework, and how it was tested. It reports on the evidence base used to develop the framework; how indicators were selected; methods of primary data collection; data treatments for secondary analysis; and strategies for testing the framework, and some lessons learned.

The Appendices contain data tables, notes on data treatments, statistical testing, and the resident survey questionnaire.



**Social sustainability is
about people's quality of
life, now and in the future.**





1.0 Creating strong communities

Housebuilders have made significant progress in improving the environmental performance and design quality of new housing and public space in the past 10 years. A number of initiatives have encouraged innovation and changed industry practice, from the Code for Sustainable Homes to Building for Life, new planning policy and design review panels.

Now all those involved in the creation of new housing developments can build on this progress and consider how new development can create strong, inclusive and thriving communities. But in order to do this, a way is needed of measuring the impact of new housing on the quality of life of individual residents, the strength of communities, and, in the longer term, on the surrounding areas.

This project is a step towards being able to achieve that goal. We use the concept of social sustainability as a framework to bring together and measure a wide range of factors that influence local quality of life and the strength of a community now and in the future.

The term social sustainability is not yet widely used by housing developers or public agencies in the UK, although it has been an object of academic research for over a decade. We believe it should become central to the way that everyone involved in the process of building new housing settlements – from government, central and local, to architects, communities and developers – understands sustainability in the years ahead.



1.0 What is social sustainability and why does it matter?

There is increasing global interest in social sustainability, amongst policy makers, academics, governments and the various agencies involved in the process of house building, planning and urban regeneration.

The term originates from the ‘three pillars’ of sustainable development – environmental, economic, social – which date from the 1987 Brundtland Commission to the United Nations. The former Norwegian Prime Minister, Gro Harlem Brundtland, defined sustainable development as development that “meets the needs of the present without compromising the ability of future generations to meet their own needs”.ⁱⁱⁱ

Over the past decade a body of academic research has emerged that has attempted to define and conceptualise social sustainability and to map out its key characteristics and principles (see example in table 1).

This work has identified that social sustainability brings together a number of different ideas about social equity, social needs and the sustainability of communities, often described in terms of social capital, social cohesion and well-being.^{iv} Housing and urban regeneration are strong themes throughout this work, as is the idea that the neighbourhood or local community is an appropriate scale for measurement.^v Importantly, this work acknowledges that the practical and operational aspects of social sustainability are not well explored, clearly defined or well integrated in the policy and practice of urban planning and housing.^{vi}

TABLE 1: URBAN SOCIAL SUSTAINABILITY: CONTRIBUTORY FACTORS AS IDENTIFIED IN THE REVIEW OF LITERATURE (IN NO PARTICULAR ORDER) BY DEMPSEY ET AL., 2009 (2011).^{vii}

Non-physical factors	Predominantly physical factors
<ul style="list-style-type: none"> • Education and training • Social justice: inter- and intra-generational • Participation and local democracy • Health, quality of life and well-being • Social inclusion (and eradication of social exclusion) • Social capital • Community • Safety • Mixed tenure • Fair distribution of income • Social order • Social cohesion • Community cohesion (i.e. cohesion between and among different groups) • Social networks • Social interaction • Sense of community and belonging • Employment • Residential stability (vs turnover) • Active community • Organisations • Cultural traditions 	<ul style="list-style-type: none"> • Urbanity • Attractive public realm • Decent housing • Local environmental quality and amenity • Accessibility (e.g. to local services and facilities/employment/green space) • Sustainable urban design • Neighbourhood • Walkable neighbourhood: pedestrian-friendly

1.0 What is social sustainability and why does it matter?

Between 2010 and 2011, the Social Life team (then at the Young Foundation) carried out a large-scale review of available evidence about what makes communities, in particular large-scale new communities, flourish socially. This work was commissioned by the Homes and Communities Agency (HCA) and was an attempt to consolidate the available, but disparate, evidence to make the case for investment in community infrastructure. The evidence gathered in the full review was published on futurecommunities.net,^{viii} a website hosted by the HCA. This body of work was the starting point for developing a practical measurement framework for this project.

A practical understanding of social sustainability is pressing in the light of current housing need and scarce public resources. Government predicts that the number of households in England is projected to grow to 27.5 million in 2033, an increase of 5.8 million (27 per cent) over 2008, or 232,000 households each year.^x Alongside efforts to increase the volume of supply, there needs to be a better understanding of how to make sure that housing built today creates places where people will thrive in the future.

In the UK, large-scale new housing developments have a chequered history. While the Garden Cities and Garden Suburbs continue to flourish and provide inspiration, and new developments from Granary Wharf in Leeds to Tibby's Triangle in Southwold and Accordia in Cambridge have been highly successful, there are as many examples where new housing developments have failed to thrive. High profile urban regeneration schemes like the Elephant and Castle continue to attract controversy for their impact on existing residents; while the legacy of failed high-rise social housing can be seen around the country, from Park Hill in Sheffield to Fountainwell Place in Glasgow.

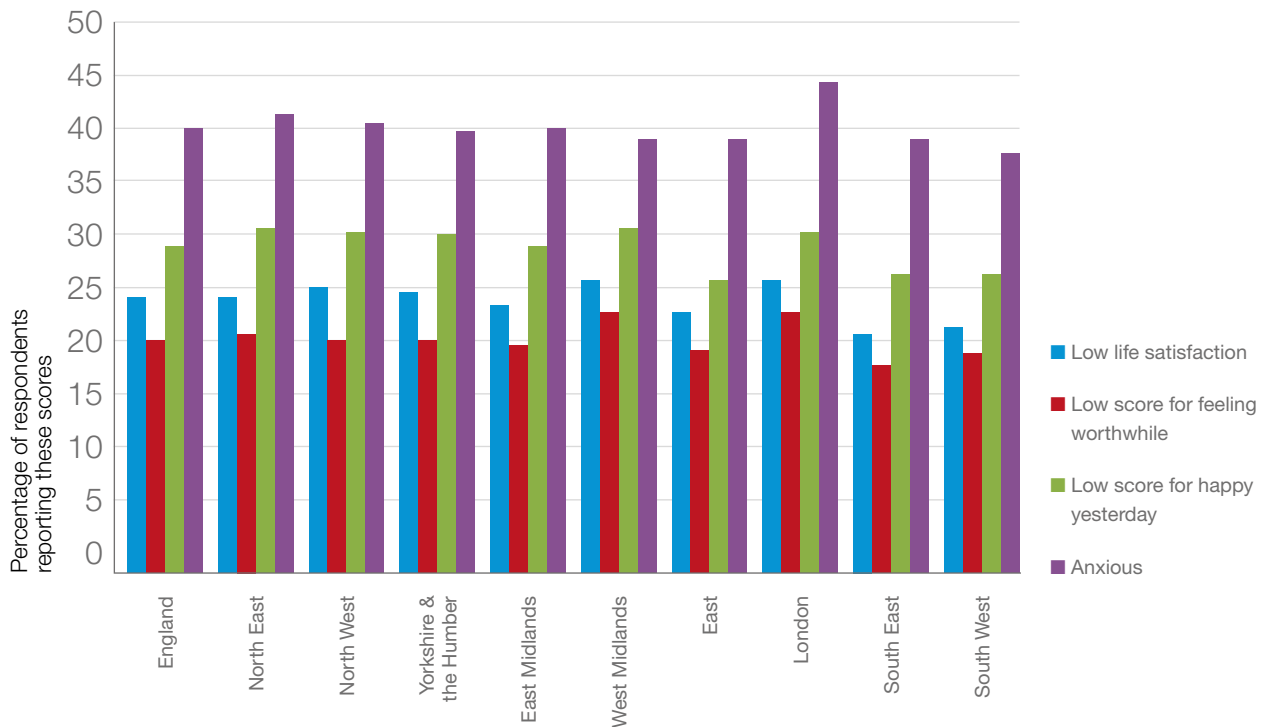
The wish to find ways to make new places flourish is not a new preoccupation and there is now a widespread understanding of the physical and environmental challenges involved in creating new settlements. We know a great deal about how architecture shapes social behaviour and people's sense of place; how high quality, well maintained public spaces influence perceptions of personal safety; and how to design out crime.

However, there are still crucial questions to address about what makes a strong community. The riots of August 2011 starkly illustrated the fragility of many inner city neighbourhoods and have given a new urgency to efforts to build places that can become thriving and resilient. Continuing economic uncertainty only compounds this.

As a nation we are also becoming increasingly aware of quality of life as a social and political issue.^x As the recession threatens material well-being across social classes, the government's attempts to measure well-being systematically and to use these insights to inform policy are showing interesting results, including for whom, and where, well-being is lower than the national average.

Recent analysis by the Office for National Statistics (ONS) reveals that Londoners report the lowest life satisfaction and highest anxiety of all English regions. Understanding how to boost social sustainability could help Londoners, and those responsible for their housing, develop policies to help the Capital flourish.

FIGURE 1: WELL-BEING BY ENGLISH REGION. FIRST ONS ANNUAL EXPERIMENTAL SUBJECTIVE WELL-BEING RESULTS, 2012^{xi}



(Note: in this graph "low" life satisfaction, sense of feeling worthwhile and reporting being happy yesterday are the aggregated results of those who scored low or very low in surveys)

For housing providers, focusing on quality of life and community strength can deliver real benefits by ensuring that new communities maintain their value over the long term. It means that new housing developments are more likely to become successful places, supporting residents to cope with the increasingly complex societal changes the UK will face over the next decade.^{xii}

Government planning policy, as articulated in the 2012 National Planning Policy Framework (NPPF), is now based on a presumption in favour of sustainable development. This has already triggered debate on what constitutes sustainable development, beyond current notions of sustainability and environmental considerations.

The 'social role' of development is defined in the NPPF (p2) as 'supporting strong, vibrant and healthy communities, by providing the supply of housing required to meet the needs of present and future generations; and by creating a high quality built environment, with accessible local services that reflect the community's needs and support its health, social and cultural well-being'.

As a result, when local authorities and communities now evaluate proposals, they should be looking beyond environmental impact and seeking new development that delivers positive social outcomes.

For developers, being able to show how new housing will create strong communities is therefore likely to become increasingly important. While many promise to build new places that will enhance people's quality of life, few offer evidence about how this can be achieved. Being able to articulate coherently what social sustainability means, and understand how it can be boosted, will now become ever more valuable.

2.0 Measuring quality of life and the strength of a community

Berkeley defines social sustainability as being about people's quality of life, now and in the future. Social sustainability describes the extent to which a neighbourhood supports individual and collective well-being. It combines design of the physical environment with a focus on how the people who live in and use a space relate to each other and function as a community. It is enhanced by development which provides the right infrastructure to support a strong social and cultural life, opportunities for people to get involved, and scope for the place and the community to evolve.

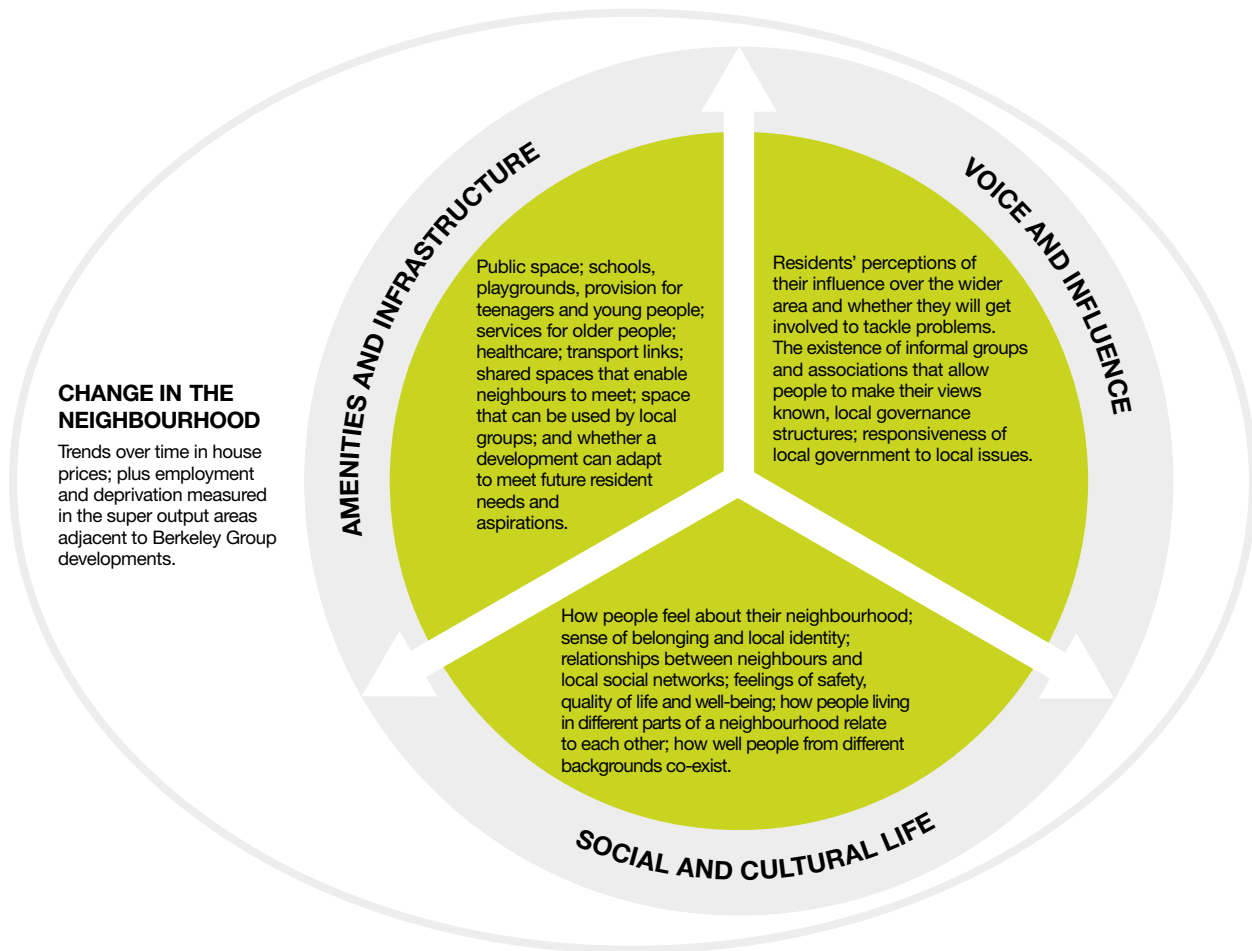
The aim of this project is to create a practical and cost-effective way of measuring people's quality of life and the strength of community, which can be mainstreamed across Berkeley. To achieve this, a measurement framework was developed, grounded in academic research about social sustainability and its relationship to the built environment, and evidence from national surveys carried out by government and research councils about what is known to boost quality of life and well-being in a local area.

The factors that underpin local quality of life can be categorised as physical and non-physical.^{xiii}

- 'Physical factors' include decent and affordable housing, access to opportunities, high quality public services, good quality and sustainable public realm, good transport connections.
- 'Non-physical factors' encompass safety, local social networks, social inclusion and spatial integration, cultural heritage, a sense of belonging and identity, and well-being.

The measurement framework organises these factors into four core dimensions: social and cultural life; voice and influence; amenities and infrastructure; and change in the neighbourhood.

FIGURE 2: FOUR CORE DIMENSIONS OF SOCIAL SUSTAINABILITY



Underpinning each dimension is a set of indicators. Indicators are informed by a number of questions, drawn primarily from pre-existing national data sets or industry assessment tools.

The work presented in this report measures three of these dimensions: social and cultural life; voice and influence; and amenities and infrastructure. The fourth dimension, change in the neighbourhood, can be assessed later this year when relevant data from the 2011 Census becomes available.

Set out overleaf is a summary of how the framework was developed. A full explanation of the development process is included in Part Two of the report.

2.1 Creating the framework

The three different dimensions of the framework (social and cultural life, voice and influence, and amenities and infrastructure) are underpinned by 13 different indicators. In turn, the 13 indicators are underpinned by 45 different questions.

The indicators for the social and cultural life and voice and influence dimensions were created by selecting questions from large-scale national datasets that captured key issues within these two dimensions (datasets used were the Understanding Society Survey, the Taking Part Survey, the Crime Survey for England and Wales, and the Citizenship Survey). A number of questions were created for the social and cultural life dimension where appropriate questions did not already exist.

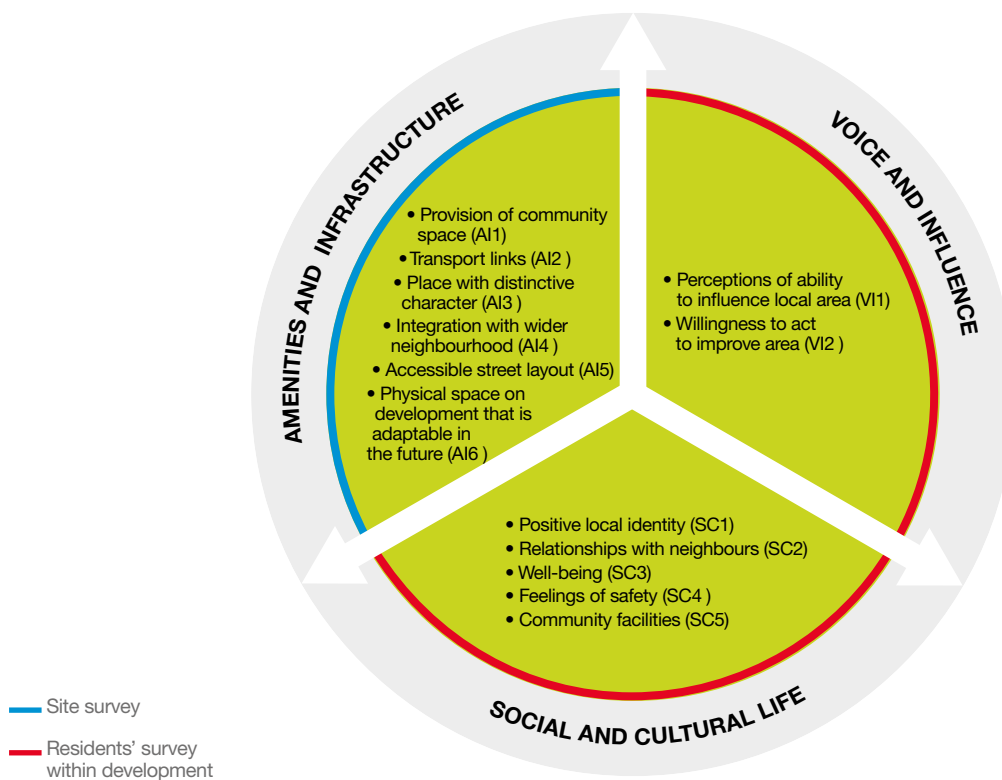
TABLE 2: NATIONAL SURVEYS INCLUDED IN THE ANALYSIS

British Household Panel Survey/Understanding Society (BHPS/US)
• Institute for Social and Economic Research (ISER), 1996 to present
• 100,000 individuals in 40,000 British households
• Data used from 2008-2009 Innovation Panel Waves 1-2
Taking Part (TP)
• Department of Culture, Media and Sport, 2005 to present
• 14,000 participants
• Data taken from 2010-2011 survey
Crime Survey for England and Wales (formerly British Crime Survey (BCS))
• Home Office, 1986 to present
• 51,000 participants
• Data taken from 2010-2011 survey
Citizenship Survey (CS)
• Department for Communities and Local Government, 2001 to 2011 (biannual to 2007, annual 2008 to 2011)
• 11,000 participants
• Data taken from 2009-2010 survey

Selecting the indicators

The indicators from the amenities and infrastructure dimension of the framework were created by selecting questions from the Building for Life assessment tool, from PTAL (Public Transport Accessibility Level) assessments and from additional sources of secondary data about residents' travel habits. Additionally, a number of questions were created for this dimension where appropriate questions did not already exist.

FIGURE 3: THE 13 INDICATORS



A full explanation of the indicator selection process is included in Part Two of the report (see sections 2.1, 2.5 and 2.6).

2.2 Testing the framework

The framework was tested in four developments: in two central London locations, Empire Square in Bermondsey and Imperial Wharf in Fulham; and also in The Hamptons in London's south west suburbs, and Knowle Village, near Portsmouth in Hampshire.



On each of the four sites a resident survey and site survey were carried out. A small number of contextual interviews with local stakeholders (such as the estate manager, a community representative or council officer) provided additional qualitative insights to aid interpretation of the survey results. Further details of the resident survey including information about sampling methods and sizes can be found in Part Two of the report (section 3.2).

2.3 Analysing the results

The results of the resident surveys were benchmarked against geo-demographic classifications. The Office of National Statistics Output Area Classification (OAC) was used for questions taken from Understanding Society and Taking Part surveys, and the Index of Multiple Deprivation (IMD) for the Crime Survey for England and Wales and the Citizenship survey. This enabled us to compare the responses of people living on Berkeley developments to the averages that would be expected for people from comparable social groups in comparable areas.

The differences between the actual and expected scores were subjected to statistical testing. These results were then used to populate the 'voice and influence' and 'social and cultural life' dimensions of the framework. These benchmarks are referred to as the "benchmarks for comparable places" (see Part 2, section 2.3 for more detail).

Scores were also benchmarked against London and national comparative data and tested for statistical significance. The original intention was to compare the findings to local authority benchmarks as well, but data constraints made this impossible (see section 4.6 for more detail on this).

A small number of questions underpinning the social and cultural life dimension were created specifically for the framework. These filled gaps where there were no questions from national surveys. In these cases, it was not possible to benchmark the results of these questions, so a score was generated by comparing results across the four sites.

The results for the 'amenities and infrastructure' dimension of the framework were based on the site survey, which followed the structure and scoring system of the original Building for Life survey, and a combination of PTAL scores and assessments of secondary data about residents' travel patterns and transport provision on the developments.

The performance of the four developments was rated against the different indicators and a RAG (red-yellow-green) Rating system created to provide a simple graphic representation of the results. The RAG Rating system was adopted for two reasons: to present the results in a form that is practical and meaningful for different audiences; and secondly to enable presentation of a range of responses rather than a single social sustainability 'score'.

More detail about the approach to scoring the different data sources is in Part 2 of this report, section 2.8.

RAG Ratings were constructed to reflect the results from different data sources, where green indicates a positive result, higher or better than would be expected; yellow a satisfactory result in line with comparable areas, and red a negative response, lower than would be expected.

- For questions in the residents' survey that reflect national datasets, RAG Ratings were based on the statistical significance testing of the difference between actual and expected results. Thus, red = statistically significant responses below the benchmark for comparable areas; yellow = responses the same as or similar to the benchmark for comparable areas or where the response was not statistically significant; and green = statistically significant responses above the benchmark for comparable areas.
- For the residents' survey responses to questions created for the framework where no benchmark exists, green = better response than average of the four developments, yellow = average response, red = poorer than average response.
- The site survey data was RAG Rated on a similar basis, using responses expected in a Building for Life survey to similar questions.
- PTAL data was used to provide a score for the transport links indicator for Empire Square and Imperial Wharf. PTAL is a method of calculating the distance from any point to the nearest public transport stop, and service frequency at those stops. The result is a grade from 1–6 (including sub-divisions 1a, 1b, 6a and 6b), where a PTAL of 1a indicates extremely poor access to the location by public transport, and a PTAL of 6b indicates excellent access by public transport.
- A PTAL score was not available for Knowle Village so an alternative method was used based on analysis of secondary data about residents' travel patterns and transport provision. This approach was used instead of PTAL for Knowle Village and The Hamptons.

3.0 Social sustainability framework assessments

This section sets out the findings of work to test the measurement framework on four Berkeley developments. The findings are organised in two sections: first, the results of the framework assessments on the four test sites; and second, implications and lessons from testing the framework. The measurement framework was tested on four Berkeley developments: Empire Square, The Hamptons, Imperial Wharf, and Knowle Village.

The indicators for the social and cultural life and voice and influence dimensions were created by selecting questions from large-scale national datasets that captured key issues within these two dimensions (datasets used were the Understanding Society Survey, the Taking Part Survey, the Crime Survey for England and Wales, and the Citizenship Survey). A number of questions were created for the social and cultural life dimension where appropriate questions did not already exist.

TABLE 3: THE FOUR TEST SITES

Name of development	Typology	Where	Brief description	Planning consent	Completion
Empire Square	Urban	In London Borough of Southwark, south London. Inner city.	Former warehouse site, 567 homes, 30% affordable	September 2002	April 2007
The Hamptons	Suburban dwellings	In London Borough of Sutton, south west London. Suburbs.	Former sewage works, 645 homes, 33% affordable	Outline granted in December 2002. Final Phase consented in September 2009	April 2012
Imperial Wharf	Regeneration	In London Borough of Hammersmith and Fulham. Inner city.	Former gas works, 1,428 homes, 47% affordable	Outline permission granted in 2000	2013
Knowle Village	Rural/ semi-rural	In Winchester City Council area, Hampshire. Rural.	Former hospital for mentally ill, 701 homes, 31% affordable	October 2003	July 2010

3.1 Comparative findings

Testing the framework established that residents in three of the four new housing developments report more positive responses compared to the benchmarks for comparable places on the 'feelings of safety' indicator. Residents report greater feelings of safety walking alone during the day and at night and feel that crime in their neighbourhood compares favourably to other areas.²

The residents' survey also revealed that:

- **They feel they belong** – residents report higher rates of feeling like they belong to the neighbourhood.
- **They regularly talk to their neighbours** – residents report higher rates of regularly talking to their neighbours.
- **They plan to stay in the community** – they report higher rates of intention to remain resident in the neighbourhood.

The survey also found that residents of the four developments report less positive responses on two questions:

- **They report feeling less like they are playing a useful part in things.**
- **They are less likely to feel that people pull together to improve the neighbourhood.**

²With the exception of Knowle Village where residents report positive responses on feelings of safety but also report feeling that crime in the area is higher than the country overall.



FIGURE 5: RAG RATING: EMPIRE SQUARE

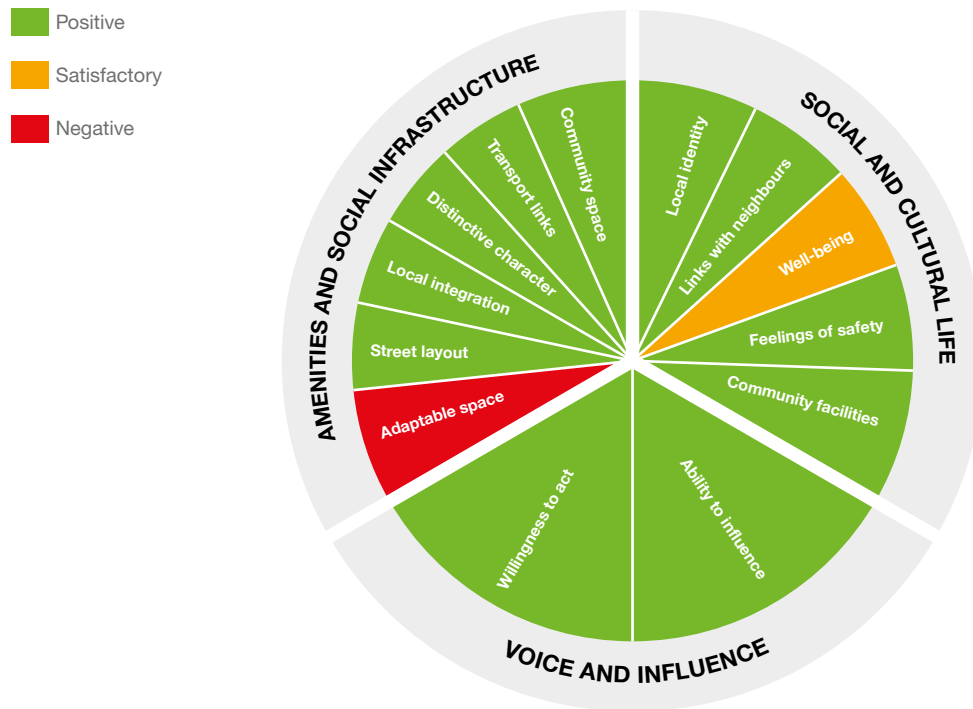


FIGURE 6: RAG RATING: THE HAMPTONS

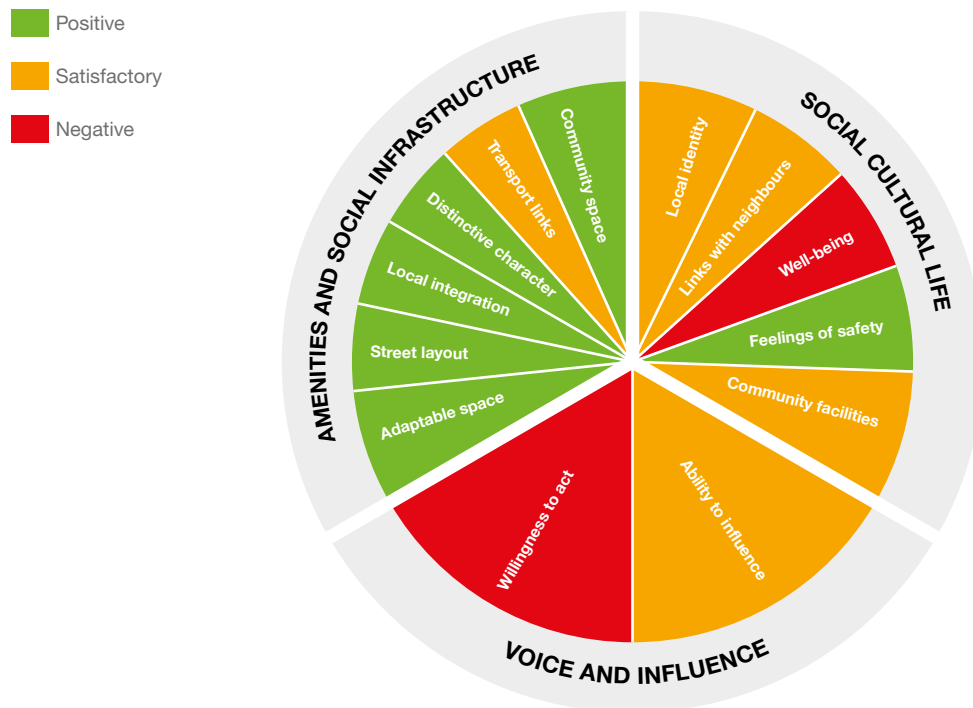


FIGURE 7: RAG RATING IMPERIAL WHARF

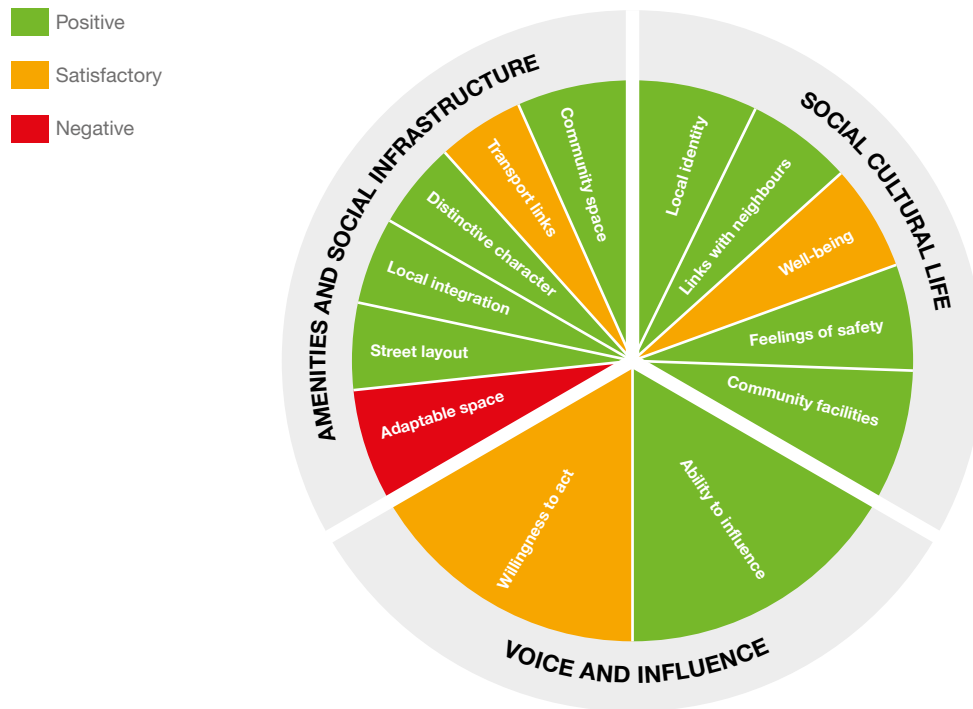
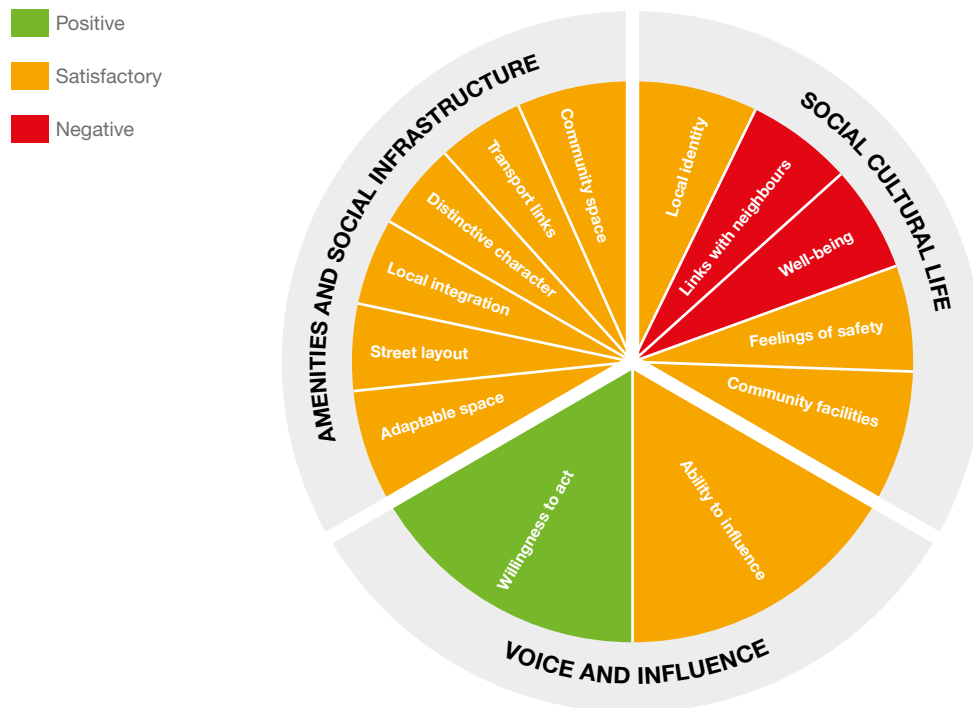


FIGURE 8: RAG RATING KNOWLE VILLAGE



3.2 Social and cultural life

Overall, findings from the two inner city developments show a similar pattern. Residents report higher levels of feeling like they belong and higher rates of intending to stay in the neighbourhood when compared to the benchmarks for comparable places and compared to the two other developments in this study outside of inner city London.

Imperial Wharf reports the highest levels of neighbourliness of the four developments, followed by Empire Square.

Residents of Knowle Village report feelings of safety that are no different from the benchmark for comparable places but perceive levels of crime in the local area to be higher than in the country as a whole.

Safety

TABLE 4: QUESTIONS IN THE FEELINGS OF SAFETY INDICATOR

How safe do you feel walking alone in this area after dark?
How safe do you feel walking alone in this area during the day?
Compared to the country as a whole do you think the level of crime in your local area is...

Empire Square, Imperial Wharf and The Hamptons were all given positive ratings for the feelings of safety indicator. The underlying data shows significantly higher feelings of safety than would be expected for the benchmarks for comparable places. The responses from residents of Empire Square and Imperial Wharf are of particular interest. They show higher feelings of safety and lower perceptions of crime than both the benchmarks for comparable places and the other two non inner-city developments. This challenges popular stereotypes about the perceived safety of low-density suburban communities compared to high-density urban communities.

Empire Square and Imperial Wharf also report higher rates of neighbourly behaviour than the other two developments. This mirrors a finding from other academic research looking at the relationship between social capital, fear of crime and public safety at neighbourhood level.^{xiv}



Well-being

The Office for National Statistics, following a policy direction set out by the Prime Minister after the 2012 election, is putting considerable focus on the measurement of the nation's well-being. The ONS is using four questions to explore different aspects of well-being: 'overall, how satisfied are you with your life nowadays?', 'overall, to what extent do you think the things you do in your life are worthwhile?', 'overall, how happy did you feel yesterday?', and 'overall, how anxious did you feel yesterday?'.^{xv}

There were anxieties about the prospect of interviewers, working on behalf of a property developer, asking such a personal set of questions. In addition, the national survey data used to benchmark findings pre-dated the ONS' well-being reports and did not contain this set of questions. For this reason, an alternative set of questions was asked, using the well-established life satisfaction question^{xvi} and three others that complemented the other residents' survey questions.

TABLE 5: QUESTIONS IN THE WELL-BEING INDICATOR

Have you recently felt that you were playing a useful part in things?
Have you been feeling reasonably happy?
How dissatisfied or satisfied are you with life overall?
Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Residents of Empire Square and Imperial Wharf reported higher rates of feeling like they were playing a useful part in things than residents of The Hamptons, and slightly higher than respondents from Knowle Village, but the same or similar rates to the benchmark for comparable areas.

Residents of The Hamptons and Knowle Village reported lower levels of satisfaction with their local area as a place to live than benchmarks of comparable places.

Responses to the questions of life satisfaction were not statistically significant at the level of the individual developments, meaning that either responses were in line with the benchmark for comparable areas or the sample was too small.

Overall, the use of this combination of well-being indicators is a useful part of the framework. A recommendation for future residents' surveys is to use the ONS' four well-being questions now being extensively used in national surveys.

This is a complex area and more work is needed to understand the relationship between overall life satisfaction and satisfaction with the local area. Above all, there is a need to understand how different variables such as age, ethnicity, housing tenure or employment status, are related to local quality of life and the strength of a community.



3.3 Voice and influence

A comparison of the RAG Ratings for the four developments suggests that more could be done to provide residents with opportunities to influence decision-making and to encourage their participation in these processes.

Willingness to act

TABLE 6: QUESTIONS IN THE WILLINGNESS TO ACT INDICATOR

I would be willing to work together with others on something to improve my neighbourhood.
In the last 12 months, have you taken any of the following actions to try to get something done about the quality of your local environment?
To what extent do you agree or disagree that people in this neighbourhood pull together to improve this neighbourhood?

Overall, residents of Empire Square and Knowle Village report the highest levels of willingness to act compared to their benchmarks for comparable places. In Knowle Village residents report particularly high levels of trying to get something done about the local environment, which reflects the activities of residents described in the contextual interviews. Residents of The Hamptons report significantly lower rates of willingness to act.

Ability to influence

TABLE 7: QUESTIONS IN THE ABILITY TO INFLUENCE TO ACT INDICATOR

In the last 12 months, has any organisation asked you what you think about...
Do you agree or disagree that you can influence decisions affecting your local area?
How important is it for you personally to feel that you can influence decisions affecting your local area?

Residents of Knowle Village report higher rates of active community engagement compared to the other three developments. They were more likely to have joined or attended a neighbourhood forum, contacted a councillor, MP or the council, attended a meeting, or organised a petition. They described campaigns for community facilities and resident activism in opposition to a planned nearby development.

Residents of Empire Square and Imperial Wharf report higher perceptions of their ability to influence compared to the benchmarks for comparable places.

Responses from residents of Imperial Wharf and Empire Square for the rates of active community engagement were statistically insignificant. But residents in both developments reported the highest rates of consultation activity, with a variety of agencies approaching residents for their views.

3.4 Amenities and infrastructure

A comparison of the RAG Ratings shows three out of the four developments generating positive, or above average, assessments for at least four of the six indicators related to provision of amenities and social infrastructure. The Hamptons receives the most favourable assessment with a positive rating for five out of the six indicators. Empire Square also had positive rating on five indicators, but one negative rating. Imperial Wharf rated positively for four out of the six indicators. Knowle Village received a satisfactory assessment on these indicators, which means it delivers the expected standard for the industry.

This set of indicators includes questions about the quality and design of public space and provision of community facilities. They also include questions about integration, referring both to integration of different housing tenures within the development, and integration with the wider neighbourhood.

The indicators – community space, distinctive character, local integration and street layout – reflect the core business of residential and mixed-use property developers, in creating high quality and well designed places. Knowle Village, which performed less well overall against the amenities and social infrastructure indicators, received planning consent before the introduction to statutory and voluntary initiatives such as Planning Policy Statement 3, Building for Life framework, and the Sustainable Communities Plan. Our findings could demonstrate the successful impact of these standards on improving the physical design of new housing developments over the past 10 years.



Community space

TABLE 8: QUESTIONS IN THE COMMUNITY SPACE INDICATOR

Does the development provide (or is it close to) community facilities, such as a school, parks, play areas, shops, pubs or cafés?

Have the community facilities been appropriately provided?

Is public space well designed and does it have suitable management arrangements in place?

This indicator captures information about the appropriate and timely provision of community space and facilities.

Empire Square, Imperial Wharf and The Hamptons received positive assessments for community space.

Knowle Village received a satisfactory assessment for community space. The development now includes a range of community facilities, including a new community centre, village green, football and cricket pitches, multi-use games area, several playgrounds, a community shop, wine bar and beauty salon, but receives only a satisfactory rating because of problems with the original community centre provided in a converted chapel, and because the cricket and football pitch have only recently been provided. Residents led a campaign for a new community hall. This has since been built and transferred to the Community Buildings Association, a residents' group tasked with managing the site.

3.4 Amenities and infrastructure

Adaptable space

TABLE 9: QUESTIONS IN THE ADAPTABLE SPACE INDICATOR

Do external spaces and layout allow for adaption, conversion or extension?
Do internal spaces and layout allow for adaption, conversion or extension?

The Hamptons received a positive rating for the adaptable space indicator. Knowle Village was rated satisfactory. Empire Square and Imperial Wharf received weak ratings.

The adaptable space indicator includes an assessment of the flexibility of internal and external spaces in the development. Academic and applied research about social sustainability has repeatedly identified the importance of this. In practical terms, it can be interpreted in a number of ways:

- the provision of homes that can be adapted to accommodate changing household forms over time.
- public spaces that can be adapted for different uses as the community changes, for example, play space that could evolve if the average age of children shifts.
- space and flexibility within governance and decision-making structures for residents to shape decisions that affect the area.

However, the housebuilding industry tends to specify and tightly define the use of space, both internal and external. There is also a perception that the first residents of a new development may not want the responsibility of shaping how the place evolves, or the experience of moving into a development that might appear unfinished.

There are a growing number of innovative ideas and examples of good practice that could mitigate these concerns. For example, the 'meanwhile' use of community or open space as demonstrated by the pop-up and temporary projects created by organisations such as Space Makers Agency and Meanwhile Space CIC; or establishing stewardship functions, governance structures, or asset management vehicles that can be transferred to the community, as in Knowle Village.

This issue of adaptability and flexibility warrants more investigation to better understand what is practical, appropriate and affordable in different circumstances.



Transport links

TABLE 10: THE TRANSPORT LINKS INDICATOR

This indicator uses the PTAL score for Empire Square and Imperial Wharf.

For The Hamptons and Knowle Village the RAG Rating is based on an assessment of secondary data about resident travel patterns and transport provision. Six questions were created, assessing public transport provision, other transport provision, car use and car parking, and scored in the same way as the other site survey questions.

Empire Square received a positive assessment for transport links reflecting its central location and proximity to a tube station, multiple bus routes and a mainline train station. Imperial Wharf, The Hamptons and Knowle Village received satisfactory ratings.

For The Hamptons, the additional sources of data included *"Does car ownership increase car use? A study of the use of car parking within residential schemes in London"*.^{xvii} This report included data from two surveys of the travel habits of people living in the development. The surveys explored employment locations and travel to work patterns, shopping behaviours and travel patterns, and attitudes to different types of transport including walking, cycling, car clubs and public transport.

For Knowle Village the additional data sources included information about traffic and transport provision and investments.

3.5 Tenure analysis



A wealth of primary data has been generated by the resident surveys. It is not in the scope or timescale of this project to carry out a full analysis of the dataset, although this work would reveal valuable insights about how different variables influence quality of life and community strength.

We have carried out a rapid review of the data focusing on the impact of housing tenure on some of the underlying trends. Housing tenure was selected because the different housing options offered to residents of different tenures emerged as a salient issue in contextual interviews. We analysed the results of the questions which were most indicative of the nature of relationships between different social groups and people living in housing of different tenure, including “to what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together”, “I feel like I belong to this neighbourhood”, and “to what extent do you agree or disagree that people in this neighbourhood pull together to improve the neighbourhood”.

In all the four sites, affordable housing, ranging from social housing for rent to various types of subsidised home ownership (shared ownership, HomeBuy, NewBuy and Discount Market Sale homes) was located in different parts of the development to the privately owned housing. As well as being managed and maintained under different arrangements, affordable housing was often visually different from the private housing.

In three of the four developments (Knowle Village, Imperial Wharf and The Hamptons) residents living in affordable housing reported weaker feelings of belonging to the neighbourhood than private owners and renters. However, in Empire Square residents living in affordable housing reported a stronger sense of belonging.

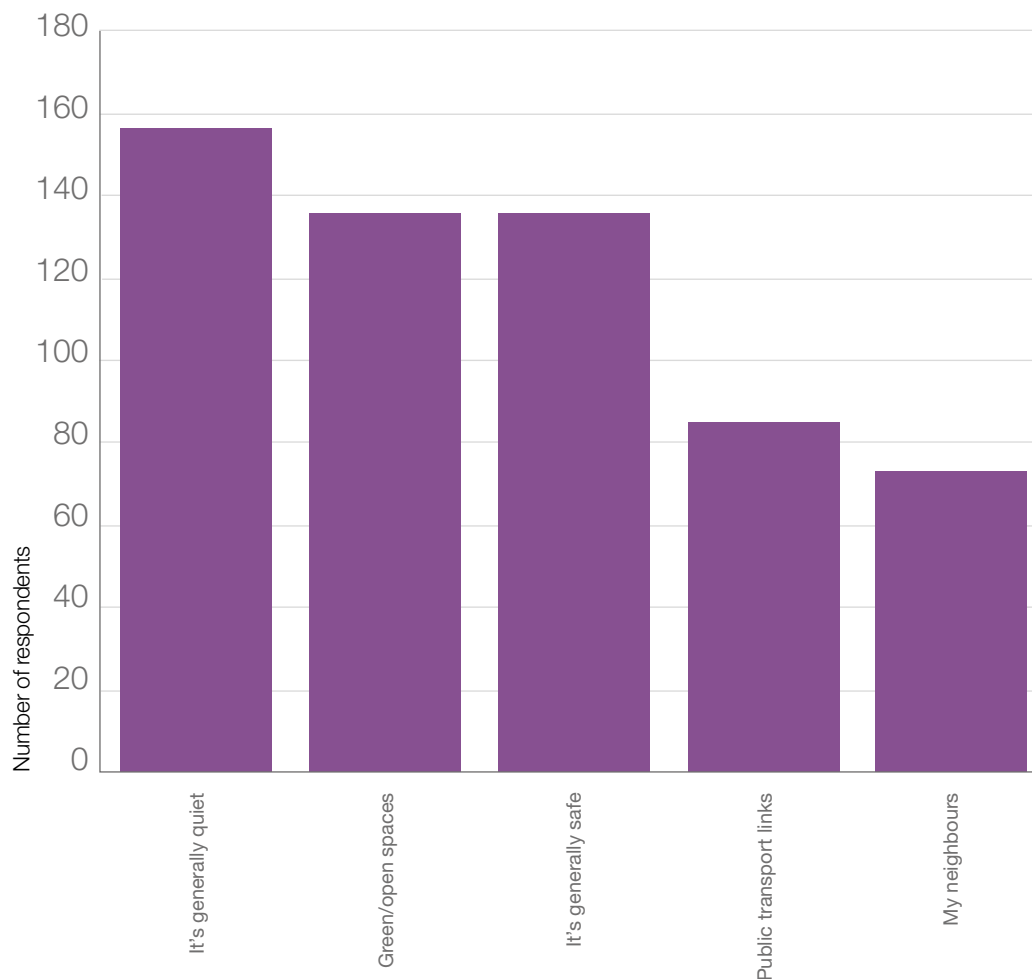
Owner-occupiers and residents living in affordable housing reported broadly similar responses to the questions analysed. Residents of the Hamptons showed most divergence of views about people from different backgrounds getting along, when responses from owner-occupiers and affordable housing tenants were compared.

3.6 Quality of life from the residents' perspective

As part of the residents' survey, respondents were asked to identify which three factors about living in their neighbourhood contribute most to their quality of life.

Overall, the responses from all four sites combined show the following factors to be most important.

FIGURE 9: WHAT FACTORS ABOUT LIVING IN YOUR NEIGHBOURHOOD CONTRIBUTE MOST TO YOUR QUALITY OF LIFE? OVERALL RANKINGS ACROSS ALL FOUR DEVELOPMENTS.

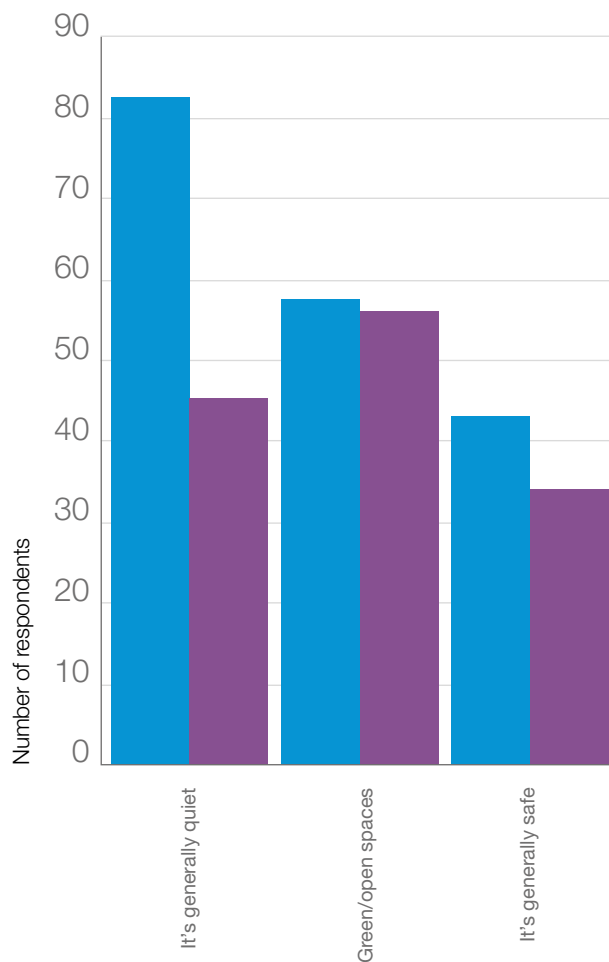


■ Number of respondents
across all four sites

The Hamptons and Knowle Village

Residents of The Hamptons and Knowle Village identified the same three factors as contributing most to their quality of life: quietness, green and open spaces, and safety (see figure 10 for response rates).

FIGURE 10: WHAT FACTORS ABOUT LIVING IN YOUR NEIGHBOURHOOD CONTRIBUTE MOST TO YOUR QUALITY OF LIFE? THREE MOST IMPORTANT FACTORS FOR KNOWLE VILLAGE AND THE HAMPTONS.

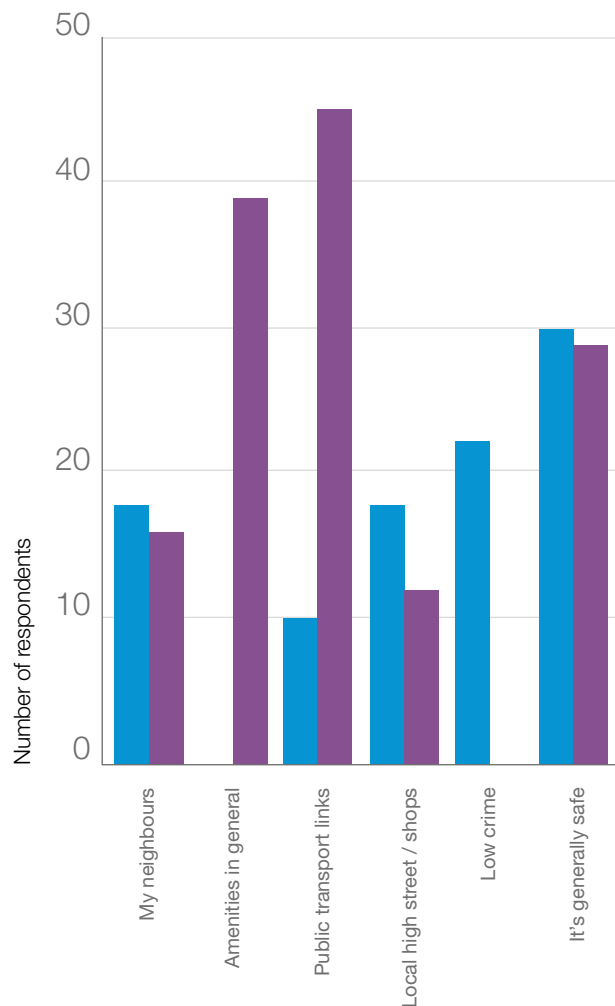


■ Knowle Village
■ The Hamptons

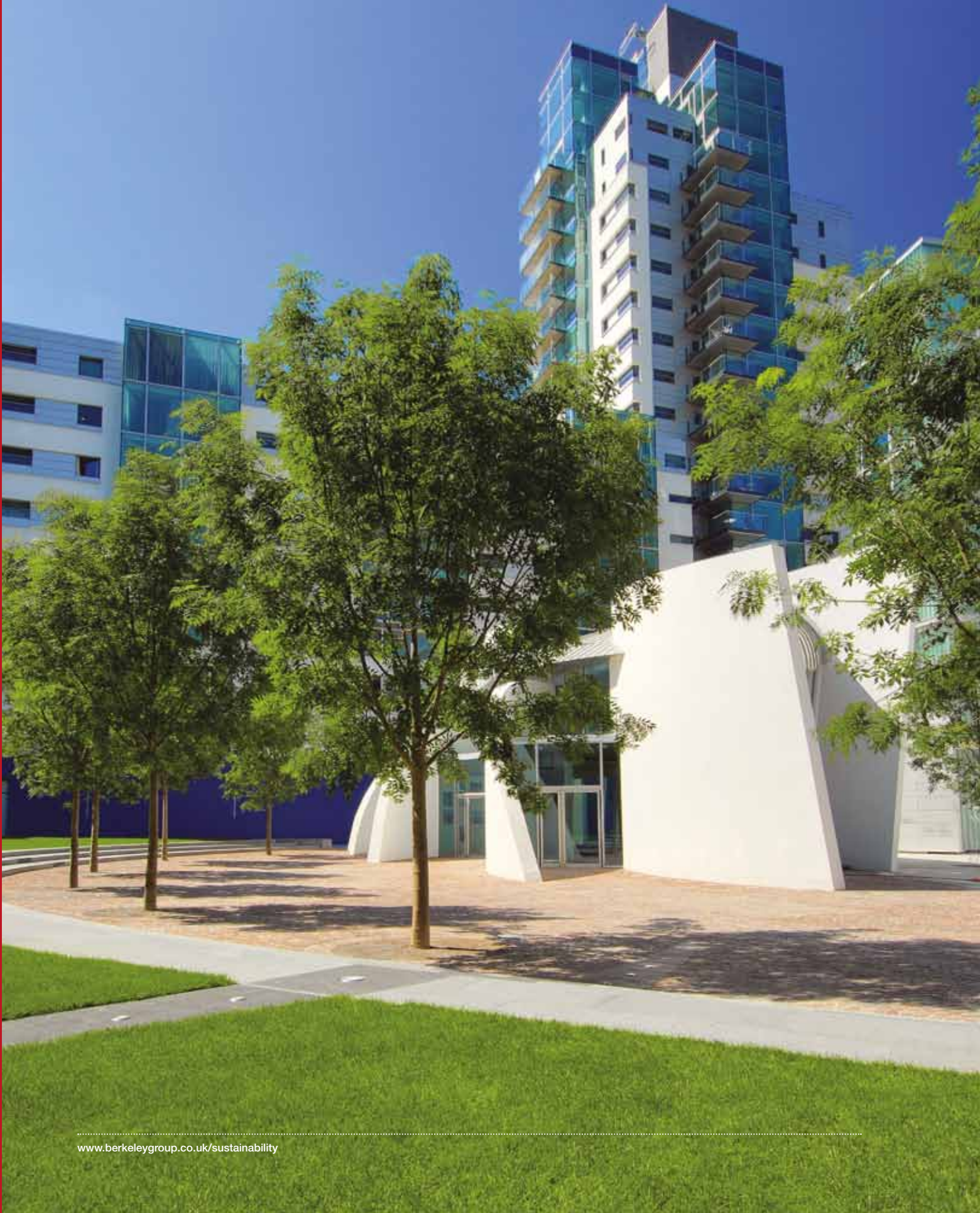
Empire Square and Imperial Wharf

Residents of Empire Square and Imperial Wharf identified a broader range of factors as being important.

FIGURE 11: WHAT FACTORS ABOUT LIVING IN YOUR NEIGHBOURHOOD CONTRIBUTE MOST TO YOUR QUALITY OF LIFE? MOST IMPORTANT FACTORS FOR EMPIRE SQUARE AND IMPERIAL WHARF BASED ON NUMBER OF RESPONSES.



■ Imperial Wharf
■ Empire Square



4.0 The results by site

4.1 Empire Square

Respondents' profile

55% of those interviewed on Empire Square are male. 40% of respondents lived in two person households. 15% lived alone, 19% live in three person households and 16% live in four person households. The sample also includes a small number of people living in with seven and eight occupants.

50% of respondents live in homes with two bedrooms. Of the remaining interviewees 21% live in one bedroom and 26% live in three bedroom households. 3% of interviewees live in four bedroom homes.

The age distribution of those interviewed is spread between 20 and 74. Respondents of Empire Square are younger than on other developments, with more than half under 40.

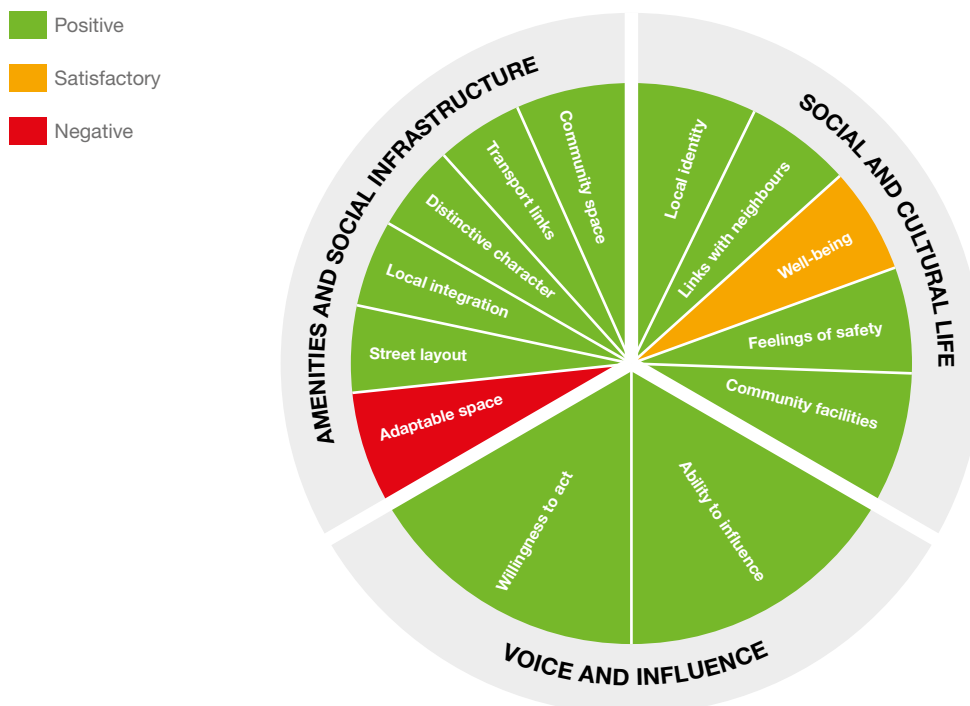
60% of households have no children, with 19% housing one child. The remaining range of respondents is split between two (11%), three (6%), four (4%) and six (less than 1%) children households.

A broad mix of ethnic groups was represented in the sample for Empire Square. 37% of those interviewed described themselves as White British, with 18% African, 7% Other White background, and 9% Caribbean or White and Black Caribbean. Other ethnic groups make up 27% of interviewees.

These include people who describe themselves as Irish, Indian, Pakistani, Bangladeshi, Chinese, other Asian and other Black backgrounds.

57% of interviewees are in full time paid employment and 11% are self-employed. None of the remaining categories represent more than 10% of the sample size.

FIGURE 12: RAG RATING EMPIRE SQUARE



4.1 Empire Square

Residents' survey

Empire Square has positive ratings in the “social and cultural life” dimension for local identity, links with neighbours, feelings of safety, and community facilities indicators. The development received a satisfactory rating for the well-being indicator.

Empire Square residents report high rates of feeling safe walking alone in the area during the day and at night when compared to the benchmark for comparable areas.

Residents of Empire Square reported significantly higher rates of intention to remain in the neighbourhood, belonging to the neighbourhood and talking to neighbours than the benchmark for comparable places.

In the “voice and influence” dimension, Empire Square received a positive score for the willingness to act and ability to influence indicators, with residents highlighting a strong belief in their capacity to affect decisions in the local area and the importance they put on being able to influence decisions in the local area. The number of people who report having joined or attended a neighbourhood forum or attended a protest meeting or joined a campaign group, helped organise a petition or contacted the council or local media is also higher than for comparable areas.



Site survey & other pre-occupancy data

Overall, Empire Square received a favourable assessment in the site survey and PTAL score, receiving positive ratings for five out of the six indicators (see figure 13).

It was described as being well integrated with the wider neighbourhood, with an accessible street layout, appropriately provided community facilities, and a distinctive local character. The one unsatisfactory score on the site survey comes out of concerns that the site has little potential for adaptability in the future.

There are two issues to consider here in relation to adaptability and flexibility of space. One is the flexibility of public or open spaces in the development and the potential for residents to shape how these can be used in the future, and the second is the adaptability of internal space. In the case of Empire Square, there is limited scope for flexibility or adaptability in either internal or external space. In part, this is an inevitable result of its high density and close proximity to other buildings, but it also reflects an approach taken to management of the public realm.

FIGURE 13: EMPIRE SQUARE SITE SURVEY RESULTS

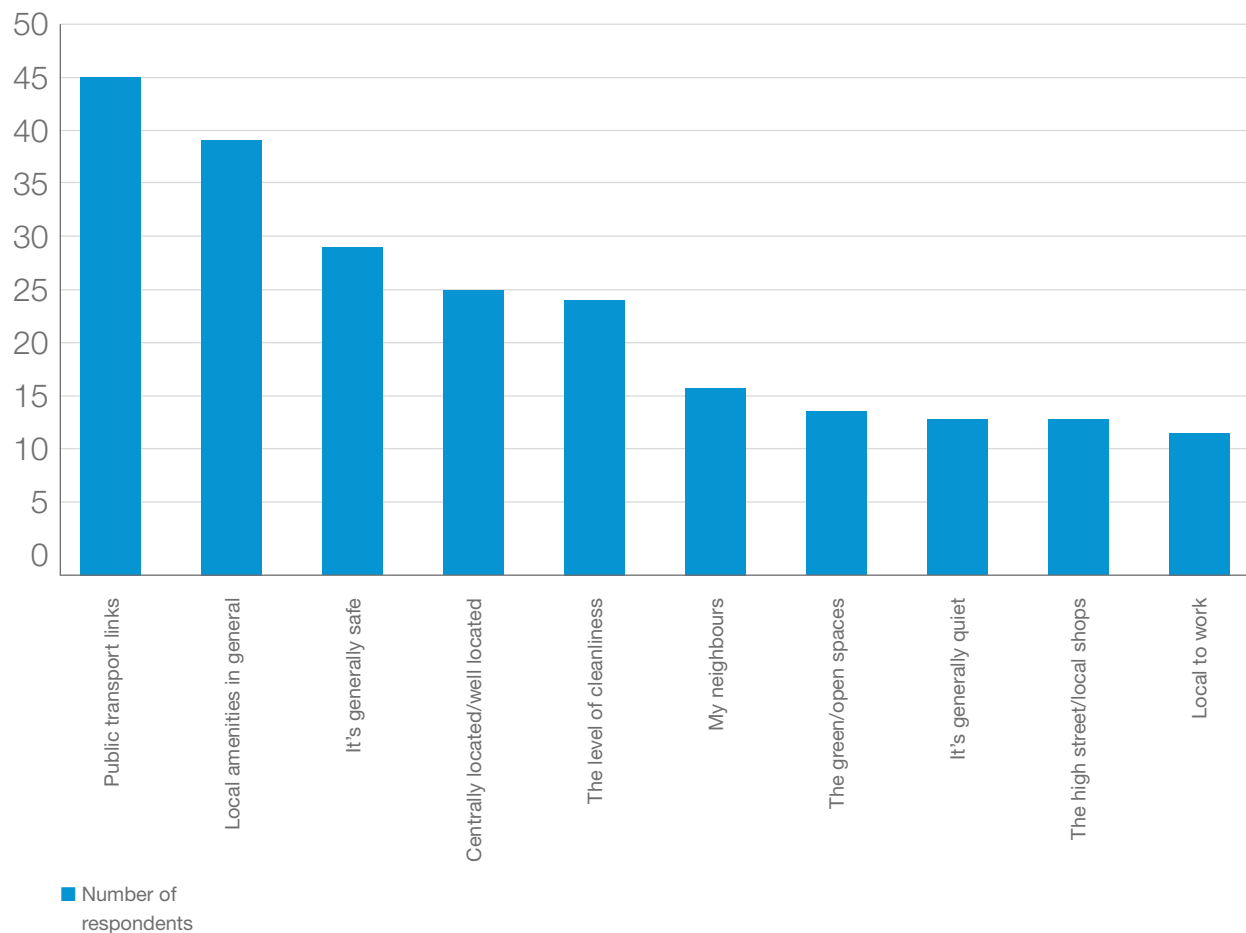
Framework Component	Indicator Sub-Group	Score
 Amenities and Infrastructure	Provision of community space	3/3
	Transport links (PTAL)	6/6
	Place with distinctive character	1/1
	Integration with wider neighbourhood	3/3
	Accessible and safe street layout	5/5
	Physical space in development that is adaptable in the future	0.5/2

4.1 Empire Square

Open-ended question

In Empire Square, the five most frequently identified factors reported by residents as contributing to their quality of life were the public transport links, local amenities, safety, its central location, and cleanliness.

FIGURE 14: RAG RATING EMPIRE SQUARE



Tenure analysis

The analysis of key questions by tenure revealed that residents from different tenures living in Empire Square had a broadly similar pattern of responses. The only significant differences were that:

- Residents living in affordable housing reported a stronger sense of belonging than those owning or renting their house privately.
- Affordable housing residents agreed less strongly that the local area was a place where people from different backgrounds get on well together, than the private owners and renters.

Contextual interviews

Although there is little evidence of a strong sense of shared identity linked specifically to the development, residents place value on broader physical and emotional connections to the wider area. They generally describe themselves as content with life on Empire Square. Residents who intend or aspire to remain living on the development tend to place more value on the social support that local relationships provide.

The interviews revealed that some residents have experienced difficulties as a result of divergent expectations and lifestyles, particularly between different tenant groups, key workers, and short-term let occupants.

Tenant groups:

Marlin Apartments owns a number of properties at Empire Square which are available for short-term lets. This has caused some disruptions for permanent residents who have been affected by the behaviours of visitors (including noise levels and damage of property) with little or no stake in the area as a place to live.

Respondents also made a clear distinction between the behaviours and expectations of housing association tenants – the majority of whom have been relocated to Empire Square from established local communities and are now more active and engaged with their neighbours – and those of private owners and renters – who tend to have a more transient connection with the area and other residents.

Local identity:

Residents generally identify themselves as part of a broader community, based around Southwark or Bermondsey rather than Empire Square. The development is largely regarded as a pleasant environment, but respondents placed a much greater emphasis on the opportunities it provides to occupy and explore surrounding areas where most of their social life takes place.

Shared space/activities:

The central outdoor area is well used by residents and non-residents but there have been some issues around management arrangements. The site is tightly regulated, with rules in place to prevent disruption for those living directly alongside the shared public space. These rules have proved unpopular with some inhabitants, particularly those with young children, and disagreements have arisen between residents with different ideas about how the area should be used.

Although some local amenities were provided as part of the development (including a gym and nursery), these are not used by many Empire Square residents. Respondents identified frustration among residents – particularly affordable tenants – about the costs associated with using the services.

Physical connections:

Respondents highlighted the importance of their central location and local transport links in connecting residents to the facilities (work, leisure, health) and social structures (family, friends, colleagues) that they value.



4.2 The Hamptons

Respondents' profile

A significant majority of those interviewed on The Hamptons were female (more than 65%). Respondents from four person households made up the largest group in the sample (30%). 12% live alone, 26% live in a two person household, 22% in a three person household, and 8% live in a five person household. The remaining 2% occupy homes with six or seven inhabitants.

36% of interviewees live in three bedroom properties, with occupants in two or four bed households the next largest categories (22% and 24% respectively). 12% inhabit one bedroom homes and the remaining 6% of respondents live in five bedroom properties.

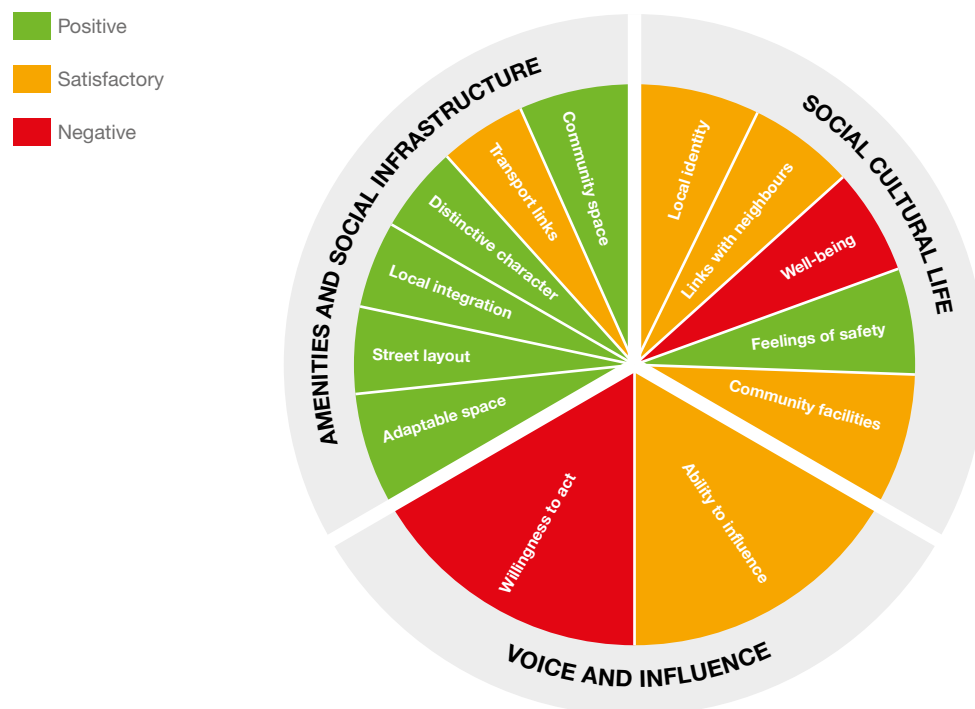
More than half of respondents have children. Two children households make up 28% of those asked, 15% have one child and 9% have three.

The age distribution of interviewees is spread between 18 and 90. The majority of respondents are between 27 and 47.

The significant majority (over 70%) describe themselves as White British. 6% describe themselves as Other White, 3% African, 3% Caribbean or Black and White Caribbean. The remaining 16% include White and Black African residents, Indian, Pakistani and Chinese residents.

47% of those interviewed are in paid employment and 10% self-employed and 8% unemployed. 10% of interviewees are retired. The Hamptons has the largest group of residents who cited family care or home in relation to their current employment – 15% compared to 10% in Knowle Village, 4% in Empire Square and none in Imperial Wharf. 5% are long-term sick or disabled.

FIGURE 15: RAG RATING THE HAMPTONS



4.2 The Hamptons

Residents' survey

In the “social and cultural life” dimension, The Hamptons receives a favourable rating for the feelings of safety indicator. As with Empire Square and Imperial Wharf, residents of The Hamptons report high levels of safety during the day and after dark, when compared to the benchmarks for comparable areas.

Overall, The Hamptons receives a yellow rating for the links with neighbours indicator, with responses to only one of the six questions being statistically significant. However, the contextual interviews reveal interesting findings about positive experiences of very local (eg street-level) neighbourliness (see 3.3.8).

Residents of The Hamptons report lower than average responses on the well-being indicator questions compared to the benchmark for comparable areas. Although two of the four questions feeding into the indicator are not statistically significant (which in this case means they are not significantly different from the benchmark for comparable areas) the two remaining questions (“satisfaction with local area as a place to live” and “people pull together to improve the neighbourhood”) are below the benchmark for comparable areas.

In the “voice and influence” dimension, the willingness to act indicator also achieves a red score. This rating reflects responses that are significantly lower than the benchmark for comparable areas for the following question People in this neighbourhood pull together to improve the area.


Site survey & other pre-occupancy data

The Hamptons receives positive ratings in every indicator of the site survey, with the exception of transport links, where it achieves a satisfactory score. In particular, the local community facilities and shared public space were praised, as was the inclusive nature of local clubs (particularly for children) and attempts to facilitate public consultations.

Unlike Empire Square, The Hamptons was regarded as a development with the capacity to adapt to respond to changing local priorities and needs. The large landscaped green space in the centre of the development, which is used widely by different groups of residents and from the surrounding neighbourhoods, was identified by the site surveyor as a principal reason for awarding a positive score in this area.



FIGURE 16: THE HAMPTONS SITE SURVEY RESULTS

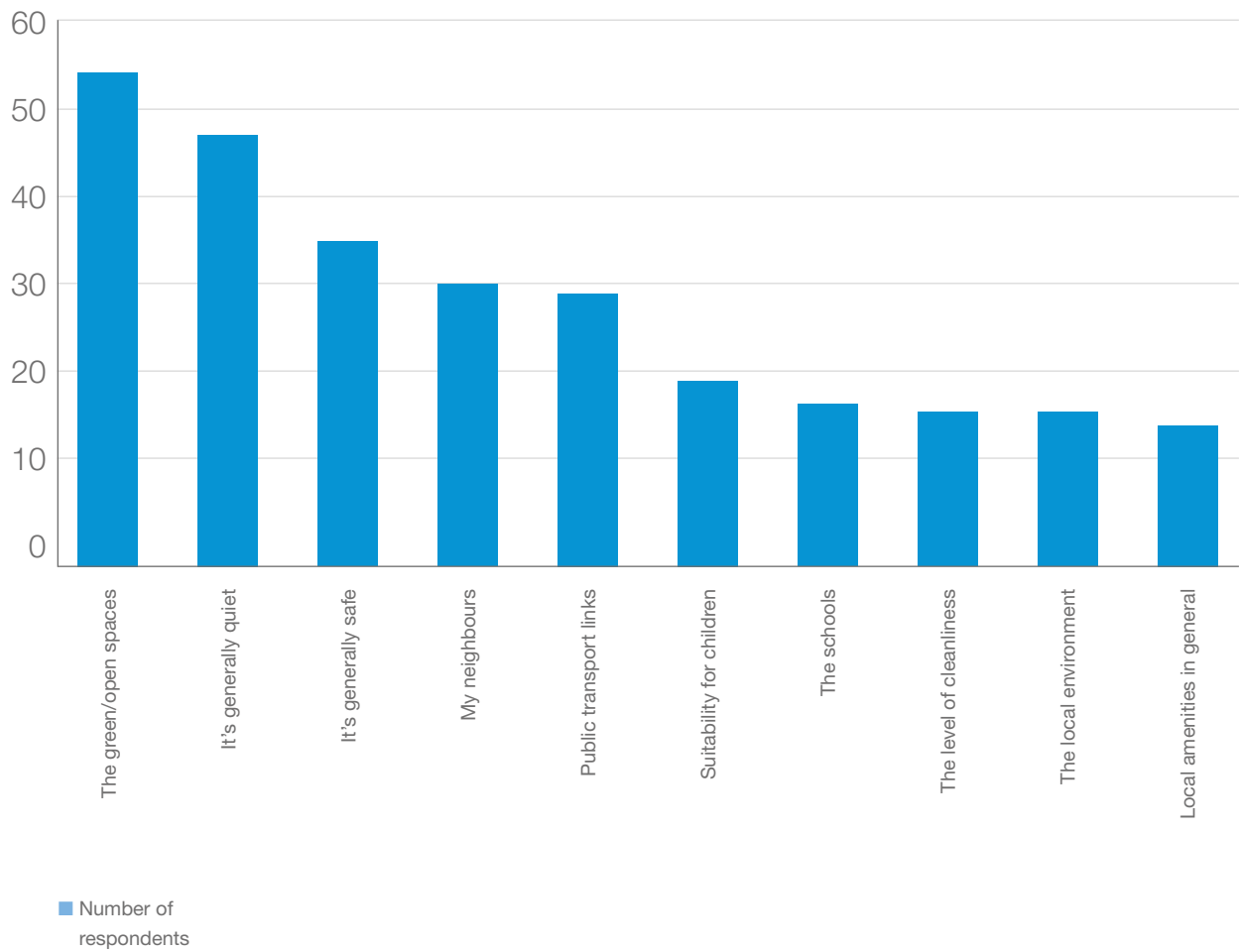
Framework Component	Indicator Sub-Group	Score
 Amenities and Infrastructure	Provision of community space	3/3
	Transport links (PTAL and travel patterns survey data)	3/5
	Place with distinctive character	1/1
	Integration with wider neighbourhood	3/3
	Accessible and safe street layout	4.5/5
	Physical space in development that is adaptable in the future	1.5/2

4.2 The Hamptons

Open-ended question

In The Hamptons, the five most frequently identified factors seen by residents as contributing to their quality of life were the green and open spaces, the quietness, safety, neighbours, and public transport links.

FIGURE 17: OPEN-ENDED QUESTION – MOST COMMON RESPONSES



Tenure analysis

The difference in the reported experience of affordable housing residents and private owners and renters was more marked in The Hamptons than in the other three sites. Affordable housing residents appear to be less positive about relationships between different groups than private owners and renters.

- Fewer residents living in affordable housing reported a strong sense of belonging than those owning or renting their house privately.
- The number of affordable housing residents agreeing that the local area was a place where people from different backgrounds get on well together was fewer than the private owners and renters, with a significant minority “definitely disagreeing” with this statement.
- Affordable housing residents were less likely to agree that people in the neighbourhood pulled together to improve the neighbourhood than private owners and renters.

Contextual interviews

Residents value the quality of their local environment and the opportunities that it provides. Some residents have experienced issues relating to the behaviour of some younger inhabitants; and the spatial separation of affordable and privately owned and rented homes has caused some feelings of resentment. Despite this, respondents also highlight the existence of pockets of community activity built around shared interests and spatial areas, particularly streets and cul-de-sacs.

Local identity:

Respondents suggested that residents generally defined their local identity as street-based rather than relating to The Hamptons as a whole. In this context, some groups of neighbours have built positive relationships with one another (“we always say ‘hello’”). These relationships were described as being based on a “mutual sense of comfortable co-existence” and reflect the kind of social ties that are sometimes described as latent social capital.

Shared space/activities:

Some areas of the development are occupied and used by a broad cross-section of residents. The large green space around which the housing units are arranged is very well used and appreciated. An on-site fishery has recently been started with the involvement of residents from across the tenure spectrum. The central community facility is also shared by a mix of Hamptons residents (particularly families with young children), and plays host to a number of local groups.

Physical connections:

There is a sustainable transport plan and car-share scheme. However, residents have reported on-going issues around a lack of parking spaces.



4.3 Imperial Wharf

Respondents' profile

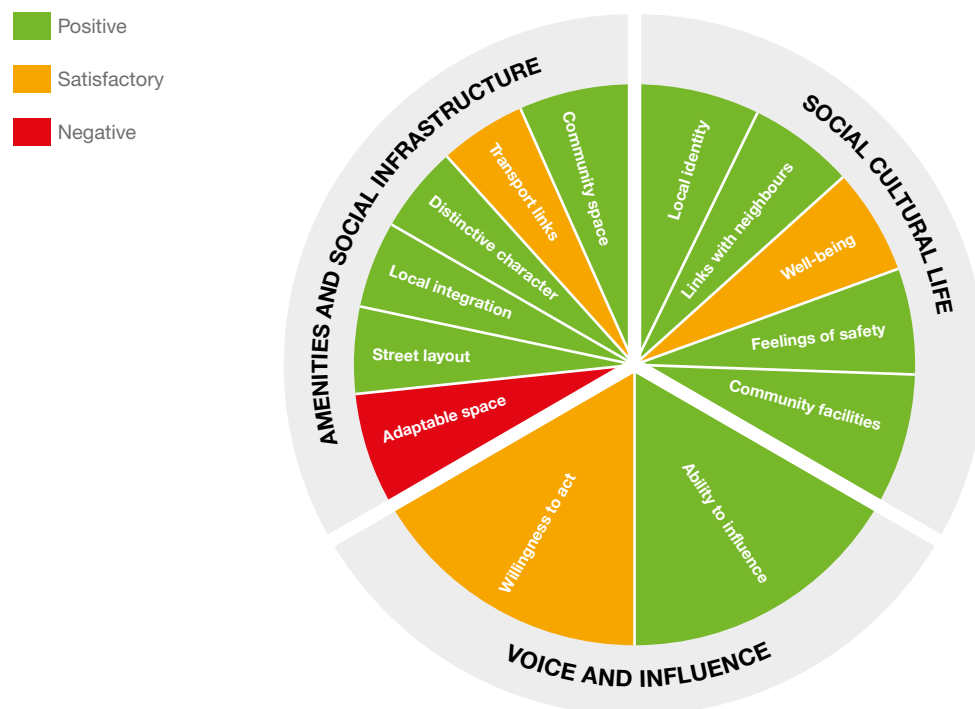
The majority of respondents on Imperial Wharf were male (56%). 43% live in two person households, 25% are living in three person households, 24% live in a four person household and 8% live in a household with more than five inhabitants.

40% of those interviewed live in a household with two bedrooms, with occupants of three and four bed homes the next largest categories (30% and 26% respectively). The remaining 4% respondents were split evenly between one and five bedroom households. Similar to Empire Square, 62% of these households do not have any children in residence. 15% have one child, 19% have two children, and 4% have three children.

The age distribution of interviewees is fairly evenly spread between 21 and 71, but with a disproportionately high number aged between thirty and fifty. 33% of respondents describe themselves as White British, 26% Black African, 18% White and Black African, 3% Other White, 3% Caribbean or Black and White Caribbean, and other ethnicities make up 16% of the sample.

77% are in paid employment and 4% are self-employed. 10% are in full time education with only very small proportions of retired (4%) and unemployed (2%).

FIGURE 18: RAG RATING IMPERIAL WHARF



4.3 Imperial Wharf

Residents' survey

Imperial Wharf scored positively for four indicators in the “social and cultural life” dimension of the RAG Rating wheel. As with Empire Square, residents reported positive feelings of safety on the development during the day and at night, as well as a good sense of local identity, and a high degree of satisfaction with local facilities, under the “community facilities” indicator. Overall, residents of Imperial Wharf reported significantly higher rates of neighbourliness than the benchmark for comparable areas.

Imperial Wharf and Empire Square, both inner-city developments, report strikingly similar results for feelings of safety and for questions about regularly talking with neighbours, seeking advice from neighbours, and borrowing things or exchanging favours with neighbours.

Questions about residents' well-being generated a yellow satisfactory rating because they showed very little deviation from the benchmark for comparable areas.

Mirroring results on Empire Square, responses in the “voice and influence” dimension point to positive feelings about the ability to influence decisions affecting the local area, and satisfactory results in relation to “willingness to act”.

Residents of Imperial Wharf report lower responses on a number of questions that make up the “willingness to act” indicator, specifically with regard to taking local action. Although these results are not significant when compared to the benchmark, they illustrate a different pattern to the other three developments.


Site survey & other pre-occupancy data

Imperial Wharf received favourable ratings for four of the six indicators in this dimension of the framework. The development was awarded particularly high ratings for the following indicators: accessible street layout, and design and distinctive character.

The site survey data generated one unsatisfactory rating for the adaptable space indicator. As with Empire Square, the other inner city development, the site survey reported limited flexibility and adaptability to respond to local needs and future changes. It generated a yellow, satisfactory rating for transport links.



FIGURE 19: IMPERIAL WHARF SITE SURVEY RESULTS

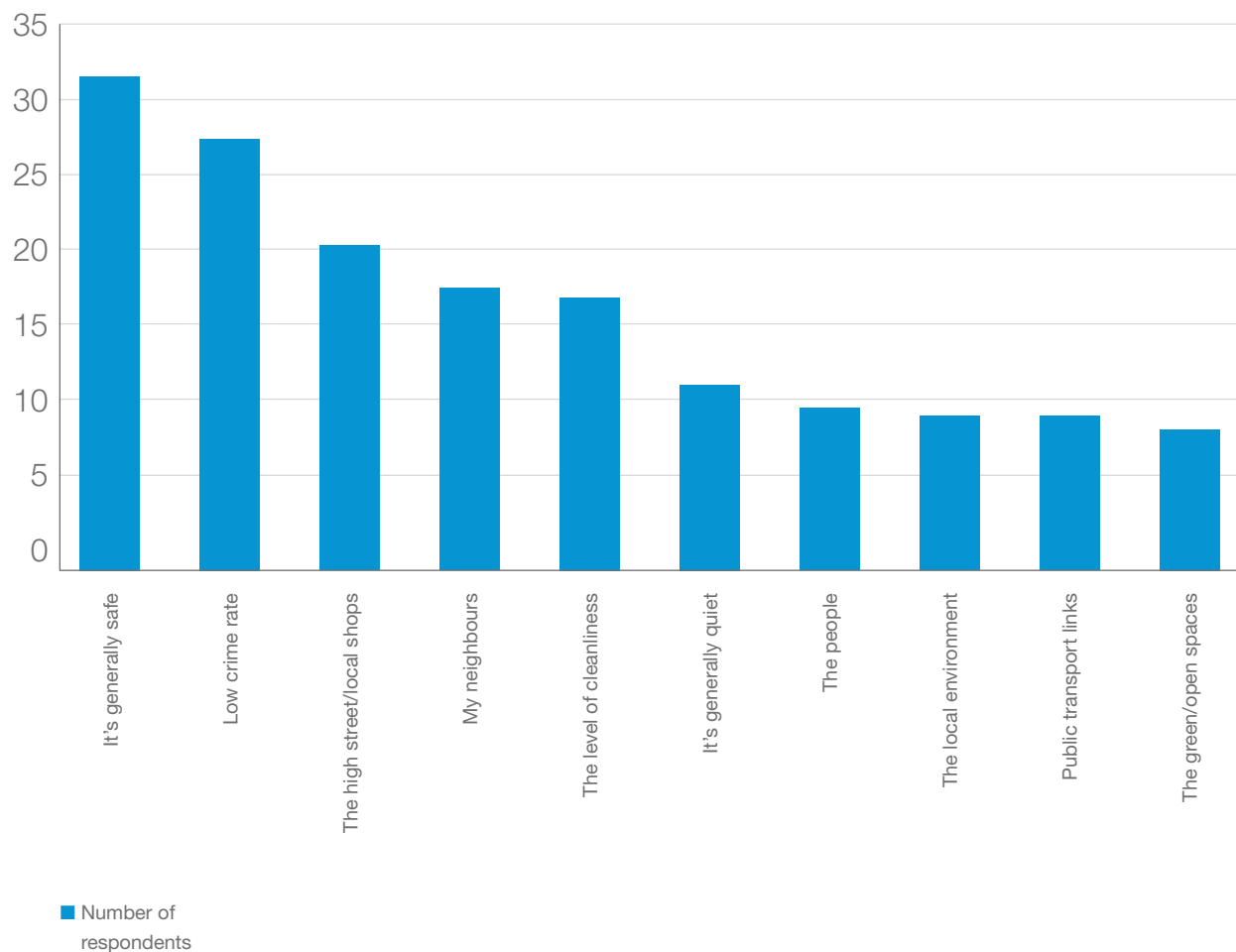
Framework Component	Indicator Sub-Group	Score
 Amenities and Infrastructure	Provision of community space	3/3
	Transport links (PTAL)	3/6
	Place with distinctive character	1/1
	Integration with wider neighbourhood	2.5/3
	Accessible and safe street layout	4/5
	Physical space in development that is adaptable in the future	0.5/2

4.3 Imperial Wharf

Open-ended question

In Imperial Wharf, the five most frequently identified factors seen by residents as contributing to their quality of life were the safety, low crime rate, the local shops, neighbours, and cleanliness of the area.

FIGURE 20: OPEN-ENDED QUESTION – MOST COMMON RESPONSES



Tenure analysis

The analysis of key questions by tenure showed that different tenures gave a broadly similar pattern of responses, although a low response rates from residents living in affordable housing limited the analysis.

- Residents living in affordable housing were less likely to strongly agree that they felt they belonged in the neighbourhood than private owners and renters.
- Affordable housing residents, however, were more strongly in agreement with the statement that the local area was a place where people from different backgrounds get on well together, than the private owners and renters.

Contextual interviews

The interviews revealed a number of similarities between the experience of residents on Imperial Wharf and Empire Square, although they manifest themselves in different ways.

Affordable occupants were identified as placing a greater emphasis on local relationships when compared to other tenant groups. Respondents also highlighted the impact of empty units, mainly used as second homes, on the experience of permanent residents, and the lack of active community engagement activities to connect groups across the site.

Despite these observations, respondents generally suggested that most people seem satisfied with their life on the development. For a number of residents, particularly private renters, motivations for moving onto the site were convenience of access and design quality, rather than community networks or social supports.

Tenant groups:

Housing association residents were described as more connected to their neighbours than private owners and renters. Respondents also suggested that formal community networks (such as resident groups) were principally used and managed by social tenants. For private owners and renters a number of the typical functions and social supports that a thriving community would provide – for example resolving local disputes, looking after spare keys, recommending tradespeople – are fulfilled by the “particularly active” estate management team.

Echoing some of the challenges encountered on Empire Square, a number of respondents highlighted issues relating to the transient nature of the community. In particular, residents pointed to the number of occupants who only use their homes for short periods.

Local identity:

Residents generally placed great importance on the quality of their home and the local environment when asked about valuable local assets. Despite highlighting a lack of opportunities for community exchange, respondents were keen to emphasise that most residents seem fairly satisfied with their material circumstances; reflecting the core priorities that inform their judgments about Imperial Wharf as a place to live.

Shared space/activities:

Respondents also noted the absence of local events and activities in the recent past that would bring residents together. Few effective attempts have been made to build the connections that encourage and support communal local identities. Discussions uncovered divided opinions about whether such attempts would be likely to attract interest or engagement from non-active residents.

Physical connections:

Similar to the situation on Empire Square, respondents highlighted the importance of their central location and local transport links in connecting residents to the facilities (work, leisure, health) and social structures (family, friends, colleagues) that they value.



4.4 Knowle Village

Respondents' profile

58% of respondents on Knowle Village are female. 32% of interviewees are living in a two person household, 21% in a three and 22% in a four person household. 13% of interviewees live alone and 12% live in households with five or more inhabitants.

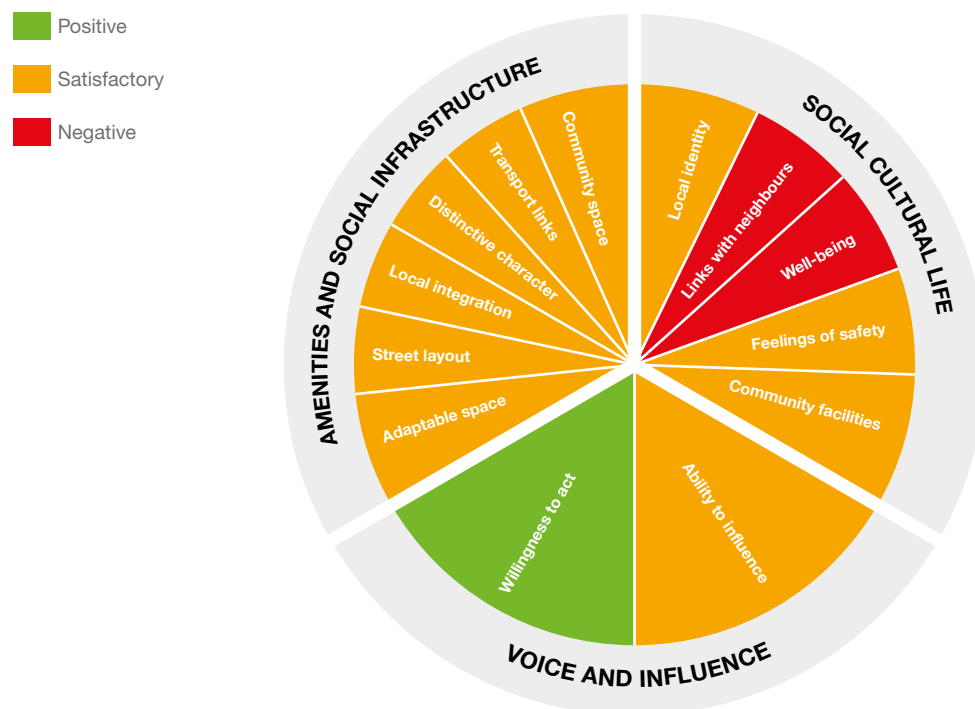
The age distribution is spread between 18 and 84, with a majority of interviewees between 20 and 45.

More than 50% of respondents have children: 22% have one child, 22% have two children, 6% have three children and 5% have more than four children.

Respondents on Knowle Village are the least ethnically diverse, with 92% describing themselves as White British. 2% are African, 2% White and Black African, 2% Other White and the remaining 2% described themselves as Bangladeshi, Other Asian or Arab.

56% of the sample is in full-time employment, 9% self employed and 6% unemployed. Knowle Village had the largest proportion of retired residents (13%) in the sample and 10% who describe their employment status as family or home care. 2% are students and 5% long-term sick or disabled.

FIGURE 21: RAG RATING KNOWLE VILLAGE



4.4 Knowle Village

Residents' survey

The results of the residents' survey analysis for Knowle Village was that of the seven indicators that assess "social and cultural life" and "voice and influence" one receives a positive rating, four receive satisfactory ratings, and two receive red ratings.

Residents of Knowle Village reported positive responses for willingness to act. The contextual interviews reinforce this by identifying high levels of resident activity and local action.

In the "social and cultural life" dimension, residents of Knowle Village reported levels of neighbourliness and well-being that were lower than the benchmark for comparable areas. Specifically, in response to questions about neighbourliness they reported lower rates of feeling like people from different backgrounds get on, and lower rates of seeking advice from neighbours. Knowle Village residents reported lower rates of satisfaction with the area than the benchmarks for comparable places.

Knowle Village is the only of the four surveyed developments that did not achieve a positive score in the RAG Ratings for feelings of safety. Primarily, this is linked to residents reporting a perception that the crime rate on the development is higher than the national average.

In the "voice and influence" dimension, Knowle Village scores well on the "willingness to act" indicator. Residents of Knowle Village report higher responses to having tried to get something done about the local environment than the benchmark. However, this result is not consistent with other questions that make up the "willingness to act" indicator: respondents report significantly lower rates of neighbours pulling together to improve the neighbourhood.

Contextual interviews give some useful background. Residents have encountered a number of issues that led to local action, most recently in opposition to a proposed new housing development nearby. In spite of considerable community-led action, residents report low levels of influence about local decision-making.




Site survey & other pre-occupancy data

Knowle Village receives a good score for the ‘integration with wider neighbourhood’ indicator, in relation to the mix of accommodation types. However, the overall rating suffered because of what the site surveyor described as an “introverted approach to urban design” with only one vehicular access point across the development.

PTAL data was not relevant to Knowle Village so the “transport links” indicator was assessed using secondary data about resident travel patterns and transport provision. Six questions were created, assessing public transport provision, other transport provision, car use and car parking, and a satisfactory rating was given.

Overall, Knowle Village receives a yellow rating for the “appropriate provision of community space” indicator as a result of difficulties related to the delivery of a central community facility immediately after completion of the development (see contextual interviews for further discussion), and the timing of the provision of a local sports field.

FIGURE 22: KNOWLE VILLAGE SITE SURVEY RESULTS

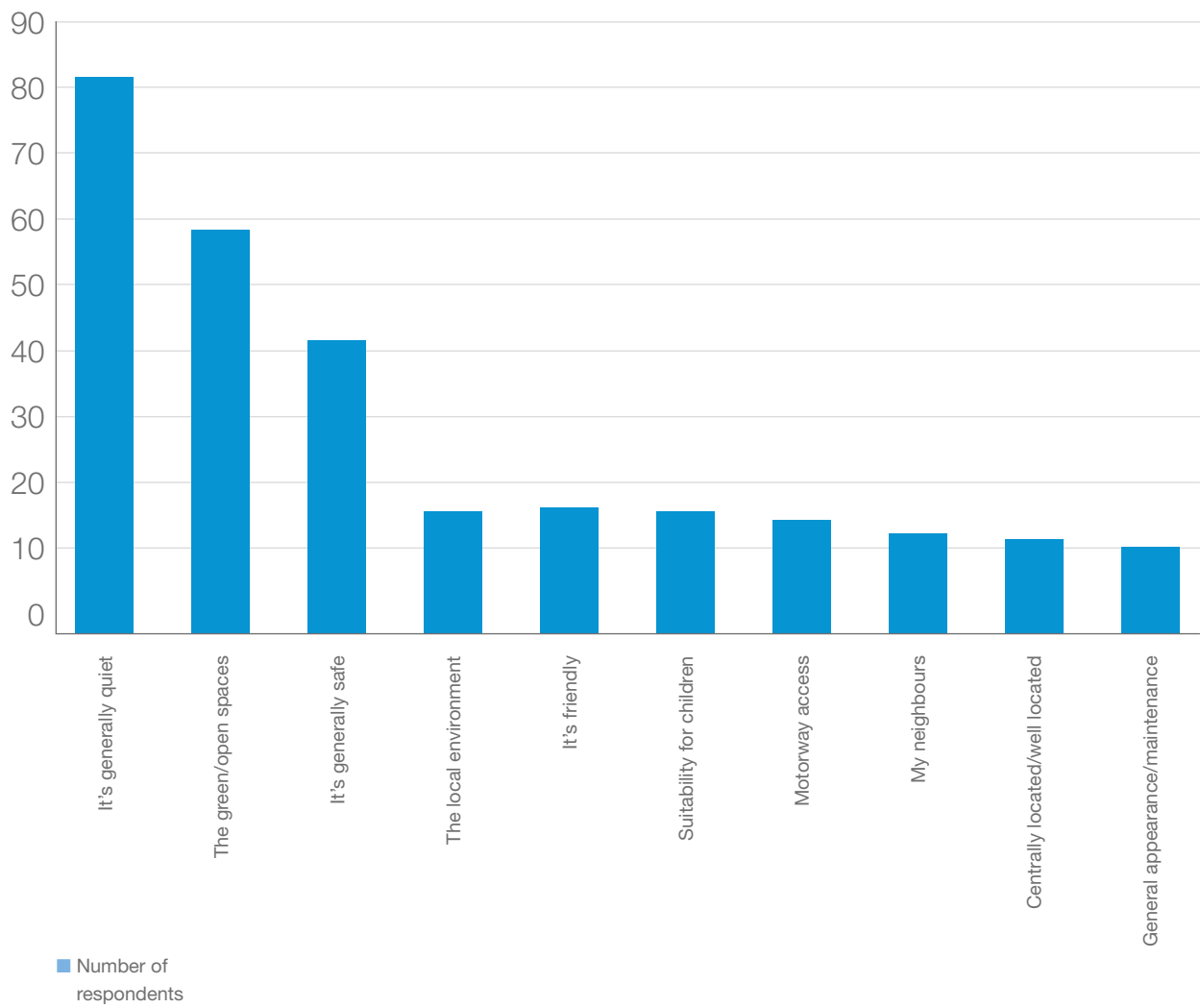
Framework Component	Indicator Sub-Group	Score
 Amenities and Infrastructure	Provision of community space	1.5/3
	Transport links (PTAL and travel patterns survey data)	2.5/5
	Place with distinctive character	0.5/1
	Integration with wider neighbourhood	1.5/3
	Accessible and safe street layout	3/5
	Physical space in development that is adaptable in the future	1/2

4.4 Knowle Village

Open-ended question

In Knowle Village, the five most frequently identified factors seen by residents as contributing most to their quality of life were the quietness of the area, the green and open spaces, safety, the local environment and the friendliness of the area.

FIGURE 23: OPEN-ENDED QUESTION – MOST COMMON RESPONSES



Tenure analysis

The analysis of key questions by tenure revealed that Knowle Village residents from different tenures had a broadly similar pattern of responses to other developments.

- Residents living in affordable housing were less likely to strongly agree that they felt they belonged in the neighbourhood than private owners and renters.
- Affordable housing residents, however, were more strongly in agreement with the statement that the local area was a place where people from different backgrounds get on well together, than the private owners and renters.

Contextual interviews

Despite some difficulties early on, respondents were in agreement that the community is beginning to find its feet, with residents representing themselves rather than relying on external sources to facilitate involvement. Local events and activities are becoming more frequent and inclusive - bringing people together from different on-site areas and tenure groups - and community facilities are now well-managed and used.

Tenant groups:

Consort Property Management operates as the estate managers on Knowle Village. The costs incurred in providing this service are covered by residents who pay an annual fee for on-site maintenance. Respondents pointed out that the fees have often been applied inconsistently with some residents (split by tenure type and date of purchase) paying more than others. This inconsistent application has led to some frustration among those who have paid while non-paying residents still enjoy the benefits of Consort's work. Recent efforts have begun to redress this imbalance with an updated cost structure now in place for new residents.

Local identity:

The site has 791 homes. This total exceeds estimates outlined in the original brief (between 450 and 520 dwellings) and manifests itself in the increased density on the site periphery. Residents have suggested that the impact of this increase has affected the area's identity; too large to effectively support a "village feel", but too small to support some of the local amenities and services that people want.

Shared space/activities:

A central community facility was provided by Berkeley on project completion. However, the site selected to fulfill this function (a converted chapel) was later deemed to be unsuitable. This sparked a move by residents to get the facility replaced with an on-site alternative that would better meet their needs. A new community hall has since been built and transferred over to Community Buildings Association, a residents' group tasked with managing the site.

Farnham Council has proposed to build a new town half a mile from Knowle Village. The development will include approximately 6500 new homes and construction is due to start in 2013. The Knowle Village Residents' Association has responded by launching a "Just Say No" campaign and has played an active role in challenging the plans, inviting views from local residents and representing their interests at public meetings.

Physical connections:

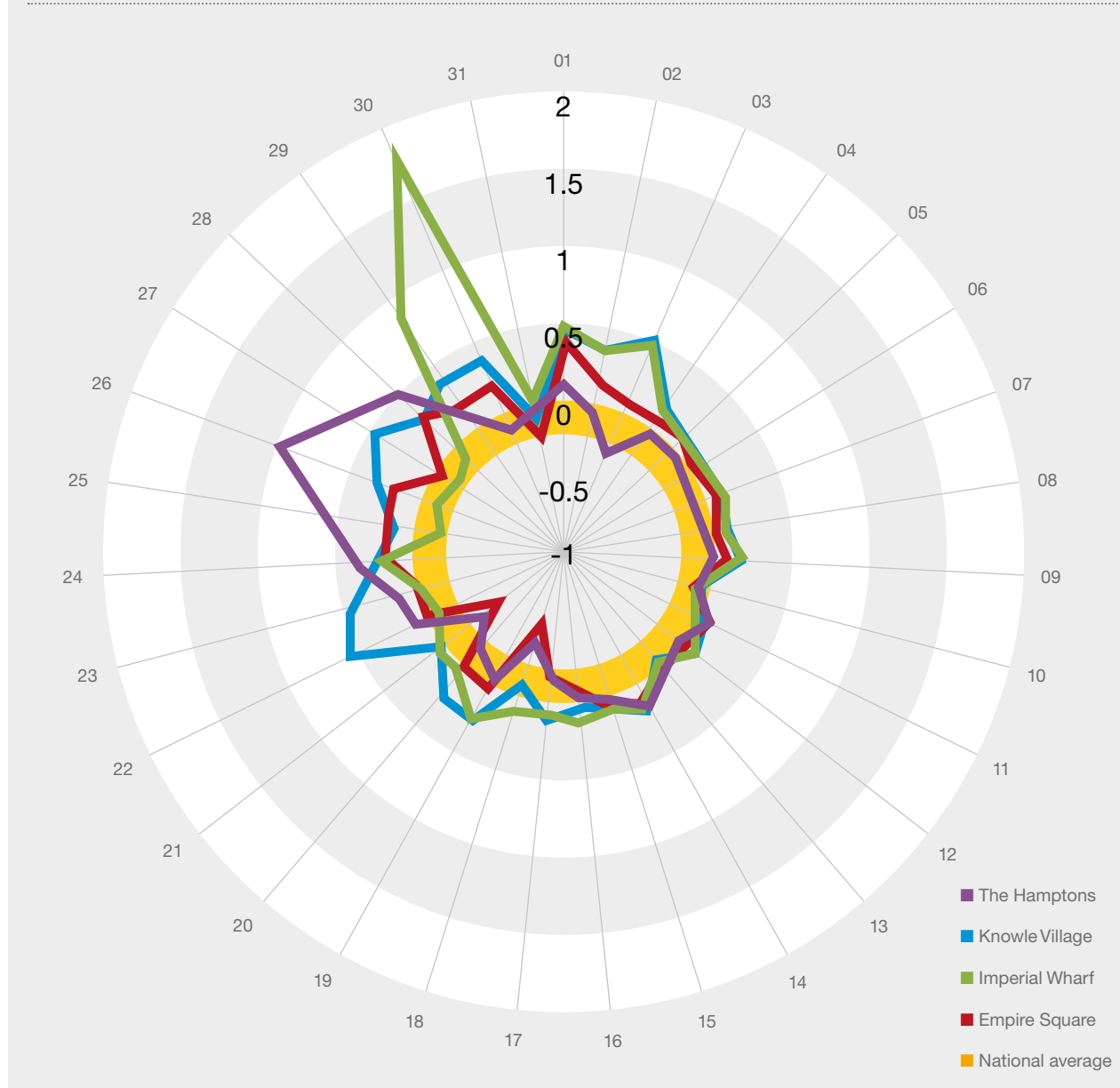
Respondents reported that poor public transport connections have led to on-going issues around local traffic and parking access at Knowle Village.

4.5 Comparing the residents' survey findings

The scores of the questions that can be benchmarked against data from comparable areas demonstrate how the scores for the four developments contrast. There is a broad similarity of responses between the two inner city sites, compared to the suburban and semi-rural developments.

Figure 24 illustrates a diagram of the z-scores – that is the amount that the residents' survey differs from the benchmark for comparable areas – for these questions.

FIGURE 24: Z SCORES FOR RESIDENTS' SURVEY FINDINGS THAT CAN BE BENCHMARKED TO COMPARABLE AREAS, ALL FOUR SITES



- | | | |
|--|---|--|
| 01 How safe do you feel walking alone after dark | 12 Most people can be trusted or you cannot be too careful with people | 23 Has any organisation asked you what you think about your local cultural facilities |
| 02 How safe do you feel walking alone in this area during the day | 13 Satisfaction of your life overall | 24 Has any organisation asked you what you think about your local environmental facilities |
| 03 Level of crime in local area compared to country as a whole | 14 Minutes spent travelling to work | 25 Contacted a local radio station, tv station or paper |
| 04 Plan to remain resident of this neighbourhood for a number of years | 15 I would be willing to work with others to improve my neighbourhood | 26 Talked to / written to a sporting or cultural facility |
| 05 Feel like I belong to this neighbourhood | 16 Importance of where you live to sense of who you are | 27 Contacted the council |
| 06 Friendships in my neighbourhood mean a lot to me | 17 In local area people get on well | 28 Contacted a local councillor or MP |
| 07 If I needed advice I could go to someone in my neighbourhood | 18 How satisfied or dissatisfied are you with your local area as a place to live? | 29 Joined a local group or attended a neighbourhood forum |
| 08 I borrow things and exchange favours with my neighbours | 19 Can you influence decisions affecting area | 30 Attended a protest meeting or joined a campaign group |
| 09 Regularly stop and talk with people in my neighbourhood | 20 How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is... | 31 Helped organise a petition |
| 10 Felt you were playing a useful part in things | 21 People pull together to improve neighbourhood | |
| 11 Been feeling reasonably happy | 22 Has any organisation asked you what you think about your local sporting facilities | |

4.6 Local authority and national benchmarks

The original intention of this study was to compare responses of Berkeley residents to others nationally and within local authority areas.

The residents' survey findings from all the 593 face-to-face interviews in the four sites were aggregated and compared with national data. This enabled exploration of the differences between the reported opinions and perceptions of Berkeley residents and national averages. "National" in this instance means England and Wales, for the questions derived from the three national surveys (Understanding Society, the Citizenship Survey and the Crime Survey for England and Wales) that cover these two countries. The Taking Part survey covers England only, so the results of questions taken from this survey have been compared to the England data only.

After statistical significance testing, the question responses showed a statistically significant difference overall for the residents' survey results across the four sites and the national averages on two key questions:

- **Well-being:** Berkeley residents were more likely to feel reasonably happy than all people nationally.
- **Safety:** Berkeley residents were more likely to feel safer than all people nationally.

An attempt was made to benchmark residents' survey responses against data from national surveys at the local authority level. This involved comparing data for the London Borough of Southwark with Empire Square residents' survey data, data for the London Borough of Sutton with The Hamptons residents' survey data, data for the London Borough of Hammersmith and Fulham with Imperial Wharf residents' survey data, and data for Winchester City Council with Knowle Village residents' survey data.

The benchmarking was based on national survey data from one single year and analysis found that not enough responses were collected across all of the local authorities in this single year to create a representative sample of local authority residents.

It would be possible in the future to create local authority comparisons by combining the responses in national surveys over a number of years to produce a sample size sufficiently representative of the area. However, this was beyond the scope of this project. See the Appendix for more information.



5.0 Lessons from using the measurement framework

This work is developmental. It brings together data from different sources, combined in new ways, to quantify people's quality of life and the strength of a community. As with all innovative projects, our framework has limitations and we have learnt valuable lessons from the process.

The aim of this work has been to develop a practical, low-cost measurement framework which allows the Berkeley Group to assess social sustainability. It is crucial that the framework can be used by teams in the business, providing useful insights about what makes new communities flourish, and shaping decisions about design, planning and community engagement. It is also important that the framework could easily be replicated and applied across Berkeley's wider portfolio of developments.

This section describes these lessons, discusses how the framework and data gathering approach could potentially evolve in the future, and also records some important caveats about the work. This is included to mitigate against misinterpretation or inaccurate application of the research.

5.1 Interpreting the findings

The measurement framework has been developed to provide developers with a means by which to highlight headline findings about specific developments (whether positive or negative). It has been designed to help illuminate emerging patterns by enabling broad-brush comparisons with appropriate benchmarks for comparable places or other new housing developments. It does not, without supplementary analysis, identify the underlying factors or practical concerns that play an important part in shaping how people experience a place.

The in-depth contextual interviews enabled us to make more informed and meaningful interpretation of the survey findings. Although these insights were not scored or formerly represented in the final assessments, they became an essential part to the project enabling the results to be put in context. Some site-specific, qualitative research should always be incorporated in the framework.

5.2 Present and future communities

Places are always changing and social sustainability is widely acknowledged to be a dynamic concept. This measurement framework has been designed as a practical, replicable tool. It has not been created to track a large sample of residents over a long period of time but to provide a snapshot of community strength and quality of life at a point in time. Our approach is not as robust as a large-scale longitudinal study in tracking changes in communities and individuals, and neither is it designed to measure the impact of any specific intervention. However, if applied periodically (say two, five and 10 years after completion) and/or to a range of different developments (as in this study), the framework can provide opportunities for meaningful comparisons over time. What is lost in robustness is gained in ease of use – and meaningful information emerges from this relatively low cost approach.

5.3 Mixed methods and mixed data sources

One of the major challenges in constructing this framework was combining the different types of data that underpin each indicator. Different types of data were selected to contribute different insights and perspectives to the framework.

The site survey work focuses on predicting the likely outcomes for residents based on the well-established assumptions and experience of urban design practitioners, that good design and provision of community facilities will have a positive impact on outcomes for residents.

The residents' survey attempts to measure what happens in communities after they are completed. For example, the data reflected in the "social and cultural life" dimension investigates how people feel about their neighbourhood, their neighbours and their own well-being. The residents' survey also attempts to look ahead to capture data about whether residents are willing and able to have a say in shaping the future of their local area ("voice and influence").

It was impossible to directly aggregate information from the site survey (with a three tier grading system from a single source) and the residents' survey (with a broader sample with statistically benchmarked responses). Doing this would have generated misleading results. The two types of data were therefore split between different dimensions of the framework. Site survey data and PTAL scores was used to populate the "amenities and infrastructure" dimension, and residents' survey data was used to populate the indicators feeding into "social and cultural life" and "voice and influence" dimensions of the framework.

The created questions in the residents' survey - those without comparable standards in existing data sets - also needed to be treated differently. Responses to these questions were RAG Rated without benchmarks. The questions relate to satisfaction with the provision of local facilities, and residents in urban developments (Empire Square and Imperial Wharf) gave more positive results than in other developments. This is unsurprising given their proximity to a wider range of facilities. In the future, as more data is collected across a range of different developments it will be possible to create more robust benchmarks for these questions.

5.4 Well-being

Resident well-being, capturing their perceptions of the quality of their lives, is a key aspect to social sustainability. It is closely related to how strongly people feel they belong in the area, and feeds into their neighbourliness and willingness to take part in community activities.

This pilot measurement framework included four questions selected on the basis of their fit with the other questions in the residents' survey, and the availability of questions in the four national data used to benchmark the survey. The results of the well-being indicator results revealed that residents reported their quality of life at the level to be expected for comparable areas.

For future surveys, use of the four questions now being employed by ONS to measure the nation's well-being would be recommended, to give a better indication of how residents fare compared to the emerging national picture.

5.5 Assessing transport links

The process of testing the measurement framework has revealed the limitations of the transport links indicator. There are three issues: first, PTAL scores are not widely used outside Greater London so for Knowle Village (and other semi-rural or rural developments) there is a gap in available data; second, there is a need to distinguish between what is appropriate transport provision for urban and suburban or semi-rural developments rather than only measuring proximity and frequency of public transport; third, the contextual interviews indicated that it is also important to capture residents' views about the provision of transport options.

In future we recommend adapting this indicator to incorporate a wider range of measures, such as public transport connections, car use and car parking, sustainable transport options including walking, cycling, car sharing and car clubs.

5.6 Scope

This measurement framework has been designed for a particular housing developer. The focus therefore was on the aspects of community strength and quality of life that a housebuilder could reasonably be held directly accountable for, or could influence through relationships with public agencies.

This has meant that some important dimensions of social sustainability are not represented in this framework; specifically, measures focused on social equity and justice and access to education and employment. They have been excluded where they are beyond the control or influence of a housebuilder. For example, although the house building industry contributes to local job creation and can in the short-term create access to job opportunities in a particular neighbourhood, wider issues of social justice and access to opportunities are factors that are dependent on much larger structural and political issues.

5.7 Developing the methodology

Statistical testing of the residents' survey findings benchmarked against comparable areas (see Part Two section 2.4) revealed that some of the results were statistically insignificant, meaning that they do not show a significant difference between the experience of Berkeley residents and those in comparable places (RAG Ratings were compiled based on statistically significant results only). Increasing the sample size for the residents' survey could help establish whether the results that were statistically insignificant were because Berkeley residents do not significantly differ from comparable groups, or because of the sample sizes.

This pilot used face-to-face interviews as these have the highest return rate and guarantee that a minimum number of responses can be recorded. An approach that may not increase cost is to use multiple methods of collecting responses from residents, including self-completed web based and paper questionnaires alongside face-to-face interviews. Using multiple methods of collecting results is well established and carried out by the national surveys and the methodologically most advanced academic surveys such as the British Birth Cohorts survey and the Avon Longitudinal Survey of Parents and Children.

One of the original intentions of this study was to compare responses of Berkeley residents to others living in the same local authority area. However, this was not possible in practice. The national survey data used was from one single year, and analysis revealed that not enough responses were collected in all of the local authorities in this single year data to create a representative sample of local authority residents.

It would be possible to create local authority comparisons by combining the responses in national surveys over a number of years to produce a sample size sufficiently representative of the area.

Finally, there is scope to introduce more qualitative research. The approach taken by this study did not allow for exploration of the reasons why residents chose to respond as they did to the survey questions. Costs permitting, this could generate valuable insights for the planning authority and housing providers.



6.0 Conclusions

This project has demonstrated that it is possible to devise a measurement framework that can be used relatively swiftly and cost-effectively, to assess and evidence the quality of life and strength of community on new housing and mixed-use developments.

The findings and lessons from this project will now be used to take this work a step further. Berkeley intends to trial the framework on a number of sites pre-planning or in the early stages of development and then consider rolling out this approach across the business, building social sustainability into the way it approaches every place.

More widely, we believe the idea of social sustainability will become increasingly important for government and society over the coming decade.

Underpinning this summary is a wealth of data that providing a rich picture about how residents from different backgrounds experience life in a new housing development.

The insights revealed by this work can enable all those involved in creating new housing developments – whether they are property developers, housing associations, or local authorities responsible for the stewardship of communities – to identify where interventions and investments in services, support for social life, or design improvements, are most needed or can be most effective. The findings also enable housing providers to explore the experiences of people from different backgrounds, for example, understanding how tenure relates to perceptions of safety or overall well-being, and how more vulnerable residents are being supported.

When the ‘change in the neighbourhood’ dimension is incorporated into the framework (on publication of the relevant 2011 Census data), it will also be possible to understand the impact of new housing developments on a wider area over time. It will be possible to explore changes in the demographic profile of surrounding neighbourhoods, in health and education outcomes, in employment and income, and housing affordability. This information will be valuable in understanding the long-term social effects of building new housing and in developing new thinking about how to mitigate some of the challenges faced by many neighbourhoods, such as the impact of long-term disadvantage.

This is an important project that will contribute to how the industry understands social sustainability. It marks an important shift in the industry’s focus from placemaking to thinking about long-term stewardship. We hope the work will offer practical insights about how the idea of social sustainability can be put into practice and nurtured in new housing and mixed-use developments.

The adoption and delivery of tough new environmental standards in recent years shows the house building industry to be capable of changing the way it thinks and works dramatically.

Now we have an opportunity to achieve a similar breakthrough in terms of social outcomes. It involves a shift in focus from the point of sale to the future health and well-being of new communities. A new emphasis on social sustainability means thinking about *placekeeping* as well as *placemaking*. It requires us to recognise that some intangibles – the emotional relationships that people who live in and use a space develop – are as important as the hard infrastructure we deliver.



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PART 2:
DEVELOPING THE FRAMEWORK

CREATING
STRONG
COMMUNITIES

HOW TO MEASURE THE SOCIAL SUSTAINABILITY
OF NEW HOUSING DEVELOPMENTS

COMMISSIONED BY THE BERKELEY GROUP

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Introduction

This is the second part of a report describing the development of a framework to measure the social sustainability of new housing and mixed-use developments.

The work was commissioned by the Berkeley Group and carried out by Social Life and Tim Dixon, Professorial Chair in Sustainable Futures in the Built Environment at the University of Reading. It forms part of a work environment programme undertaken by the Berkeley Group to understand the importance and relevance of social sustainability to the housing industry.

Part one of the report discusses what social sustainability means for housing providers, presents the findings that can be drawn from testing the measurement framework, and sets out a series of lessons learned.

This second part explains in detail how the measurement framework was developed for Berkeley. It includes a detailed description of the iterative development process followed by the project team, and how it was tested. It reports on the evidence base used to develop the framework; how indicators were selected; methods of primary data collection; data treatments for secondary analysis; and strategies for testing the framework. It explores the practical and methodological issues that emerged during the development of the framework, and how these were addressed.

The strategic purpose of the project is to enable Berkeley to:

- Understand what supports quality of life and strong communities and further improve the quality of all the places they build;
- Manage the risk of creating places that are commercially successful but not genuinely sustainable;
- Reap the benefits of being one of the first developers in the industry to make a commitment to social sustainability and lead the debate in this emerging area.

The project began in February 2012. Berkeley commissioned the work from Social Life, a new social enterprise taking forward the Young Foundation's body of work on social sustainability and placemaking, and Professor Tim Dixon, initially of the Oxford Institute for Sustainable Development at Oxford Brookes University and more recently of Reading University.

The aim of the work was to build on an initial paper, written by Professor Dixon, "Putting the S-word back into sustainability", which explored why the social dimensions of sustainability deserve more attention and started to identify the operational issues surrounding implementation of this agenda.

The brief for the work was to define, develop and test a framework for measuring quality of life and community strength in new housing developments, using social sustainability as a frame for describing the many factors at work:

- Refining Berkeley's definition of social sustainability;
- Creating a limited set of useable and practical metrics capable of capturing the dimensions of social sustainability in Berkeley's definition;
- Testing these on four Berkeley developments.

An important objective of the work was that the emerging framework should be capable of being mainstreamed across the business, and potentially, the house building industry. This had implications for its cost and practicality, which shaped the thinking of the project team from the outset.

The work was carried out in two phases. The first phase, between February and April 2012, involved scoping a framework for assessing the social sustainability of Berkeley developments and creating an appropriate definition of social sustainability.

This phase was informed by the following activities:

- Three workshops with a working group of senior Berkeley stakeholders;
- A review of existing, comparable frameworks for measuring the social dimensions of sustainability;
- Understanding the range of different developments within Berkeley's portfolio to create typologies for testing;
- A detailed review of relevant national statistics.

The framework that emerged uses data from national surveys and is supplemented by two primary data collections: first, a random household survey of residents living on Berkeley developments to fill gaps in the existing datasets and build an accurate picture of the views, perceptions and experiences of current residents; and second, a site survey of Berkeley developments undertaken by an appropriately qualified urban planner.

This mixed method approach combines the robustness of national data and established methods of small area data analysis, with a pragmatic collection of primary data.

The second phase, carried out between April and August 2012, involved testing the framework on four Berkeley developments, which were selected as representative of the range and different types of communities built by the Group.

The focus of this project was investigating social sustainability on four developments completed between 2007 and 2012.

The communities are:

- Empire Square in Bermondsey, south London, near London Bridge, a former warehouse site with 567 homes, 30% affordable housing, granted planning consent in September 2002.
- The Hamptons, in Worcester Park in London's southwest suburbs, a former sewage works with 645 homes, 33% affordable, granted outline planning consent in December 2002. Final phase consented in September 2009.
- Imperial Wharf, near Chelsea Bridge, a former gas works with 1,428 homes, 47% affordable housing, granted outline planning consent in 2000.
- Knowle Village, near Portsmouth, a former hospital for the mentally ill with 701 homes, 31% affordable housing, granted planning consent in October 2003.

CONSTRUCTING THE MEASUREMENT FRAMEWORK: APPROACH

There were seven key steps involved in constructing the measurement framework:

- The first step was constructing a definition of social sustainability.
- The second step was to review existing, comparable frameworks for measuring and assessing different dimensions of sustainability and sustainable development, to establish whether a new framework was needed, or whether there was an existing indicator set that could be adapted for this project.
- The third consideration was to determine the point in the development cycle at which social sustainability could be measured.
- The fourth step was to agree the parameters and overall shape of the framework.
- The fifth element was to agree the aspects of social sustainability for which Berkeley (as a developer of new housing and places) can be reasonably held 'accountable'.
- The sixth step was to determine what should be measured within the boundaries of Berkeley developments and what should be measured within the wider neighbourhood.
- Finally, we considered how to incorporate a typologies perspective into the overall analysis.

The work started with a rapid review of what is known about social sustainability and a review of evidence about the different factors that are known to support local quality of life, well-being and social connections. This evidence was derived primarily from a thorough review of practice and research carried out in 2011, which is summarised in the Social Life report: "Design for Social Sustainability"ⁱⁱ. This work was supplemented by additional analysis of policy and academic research published since 2011.

This work included analysis of existing frameworks used by built environment professionals to measure different dimensions of sustainability. From there, the project team agreed the parameters for the overall framework, including its scope and remit, and how different typologies of development could be incorporated.

1.0

Developing the framework

1.1 Understanding social sustainability

Social sustainability is a complex construct that brings together a number of different but inter-related ideas about equality, access to opportunities, and the sustainability of communities, all of which are influenced by a range of factors. It is acknowledged to be a dynamic concept that can change from year to year as a result of local social activity or external political or economic influences.

Academic researchers have developed a number of conceptual definitions of social sustainability over the past decade. These bring together philosophical questions about social justice, equality, and access to opportunities, with practical concerns about quality of life, the capacity of communities to support themselves, and the provision of facilities and services.

Professor Tim Dixon, in previous work for the Oxford Institute for Sustainability Development (OISD) at Oxford Brookes University, defined social sustainability as:

"Concerning how individuals, communities and societies live with each other and set out to achieve the objectives of development models which they have chosen for themselves, also taking into account the physical boundaries of their places and planet earth as a whole. At a more operational level, social sustainability stems from actions in key thematic areas, encompassing the social realm of individuals and societies, which ranges from capacity building and skills development to environmental and spatial inequalities. In this sense, social sustainability blends traditional social policy areas and principles, such as equity and health, with emerging issues concerning participation, needs, social capital, the economy, the environment, and more recently, with the notions of happiness, well-being and quality of life."^{vii}

Efforts to translate theoretical ideas into practice in the context of housing and urban planning include early work by the City of Vancouver, and previous work by Social Life.

The City of Vancouver in Canada, an early adopter of the concept of social sustainability in its Dockside Green development,^{iv} agreed this definition of social sustainability in 2005:^v

"A sustainable Vancouver is a community that meets the needs of the present without compromising the ability of future generations to meet their own needs. It is a place where people live, work, and prosper in a vibrant community of communities. In such a community, sustainability is achieved through community participation and the reconciliation of short and long term economic, social and ecological well-being."

Social Life's previous work on social sustainability argued it should be seen as:

"A process for creating sustainable, successful places that promote well-being, by understanding what people need from the places they live and work. Social sustainability combines design of the physical realm with design of the social world – infrastructure to support social and cultural life, social amenities, systems for citizen engagement and space for people and places to evolve."^{vi}

This definition was used as the starting point for this project.

1.2 A definition for this project

The project team worked with a group of stakeholders from Berkeley to explore the types of investments that can support social sustainability in local areas. While many of the features of a thriving neighbourhood - like community groups or local festivals - are created by local people without specific external support, there are a range of practical interventions that can be designed into the development process, provided when a community is first built, or post-occupancy. These include:

- Providing support and facilities that help residents to meet and engage with each other, from youth centres and community development workers, to voluntary active elderly clubs, allotments and games areas.
- Making sure there are good and affordable transport links to jobs, hospitals and shops.
- Spatial and social integration of a new development with the wider neighbourhood.
- Providing high quality, shared spaces in the public realm, where people have the opportunity to socialise with their neighbours, if they choose to.
- Creating environments that are safe, and feel safe, to residents.
- Setting up channels of communication with the people who make decisions about an area (including councils and property management agencies) so that residents have a say and can make a difference to their neighbourhood.
- Running one-off events like street parties and fêtes that help people in the area get to know each other and develop a sense of community.

Contextualising these ideas and approaches alongside Berkeley's work and existing policies and processes was critical for this project: to ensure that the terminology resonated within the business, but also to ensure that the precise definition of social sustainability created was relevant to a developer building mixed-use, mixed-tenure developments aimed at a wide spectrum of incomes, in London and the South East of England.

Berkeley has positioned 'placemaking' as core to its business strategy, Vision2020ⁱⁱⁱ. Placemaking has a strong overlap with the social sustainability agenda, and it emerged as critical for this project, and for Berkeley, to be able to distinguish between the two.

A series of discussions, involving a number of senior Berkeley staff, explored the differences between the process of placemaking, and the resulting outcome of social sustainability; as well as the need to capture the 'placekeeping' dimension of social sustainability. It was agreed that whilst both placemaking and social sustainability refer to the creation of good quality places that can become thriving communities, "placemaking" focuses on the process, and "social sustainability" on the outcomes.

The following statements were agreed with Berkeley and adopted to shape the work:

"Social sustainability encompasses the aspects of placemaking that relate to people and communities."

Social sustainability is one outcome of placemaking. Other outcomes are well designed places, strong partnerships between key agencies, economic development and environmental sustainability."

IMPLICATIONS FOR DEVELOPMENT OF THE FRAMEWORK

The definition of social sustainability that has been created and adopted for this project is:

"Social sustainability is about people's quality of life, now and in the future. It describes the extent to which a neighbourhood supports individual and collective well-being."

Social sustainability combines design of the physical environment with a focus on how the people who live in and use a space relate to each other and function as a community. It is enhanced by development which provides the right infrastructure to support a strong social and cultural life, opportunities for people to get involved, and scope for the place and the community to evolve."

1.3 Reviewing comparable sustainability measures

A rapid review was undertaken of existing, comparable frameworks that measure or assess the social dimensions of sustainability.^{viii}

Twelve individual frameworks were considered in detail; although many more exist that capture a wide range of sustainability issues (for example a review for the SUE-MoT consortium included 100 sustainability tools). These 12 frameworks were considered to be relevant because either they explicitly set out to measure social sustainability, or social dimensions of sustainable development; they were practical or applicable, and not wholly theoretical.

TABLE 1: FRAMEWORKS INCLUDED IN THE REVIEW

Organisation/Author	Title of publication
Action for Neighbourhood Change; Sean Meagher	A Neighbourhood Vitality Index: An Approach to Measuring Neighbourhood Well-being
Arup; Alisdair I McGregor & Cole Roberts	Using the SpeAR Assessment Tool
Baltimore Neighbourhood Indicators Alliance	Vital Signs
Canadian Policy Research Networks	Vancouver Social Development Plan
Commission for Architecture and the Built Environment (CABE)	Building for Life
Department for Environment, Food and Rural Affairs (DEFRA)	Measuring Progress: Sustainable Development Indicators
GHK International; Geoffrey Dobilas & Fraser Battye	Measuring Neighbourhood Vitality
igloo	igloo Footprint TM
Leadership in Energy and Environmental Design (LEED)	Green Building Rating System
Leadership in Energy and Environmental Design (LEED)	LEED for Neighbourhood Design
New Economics Foundation (NEF)	Good Foundations: Towards a low carbon, high well-being environment
Oxford Institute for Sustainable Development; Tim Dixon & Andrea Colantonio	Measuring Socially Sustainable Urban Regeneration in Europe

The purpose of the review was first, to establish whether relevant measurement frameworks existed, in the UK or internationally, that could be adapted or evolved to suit the needs of Berkeley; second, to understand the range of indicators that were being used in different contexts; and third, to learn from others' attempts to quantify social sustainability.

The review identified the following issues and practical lessons, which were relevant to the development of a social sustainability measurement framework for Berkeley.

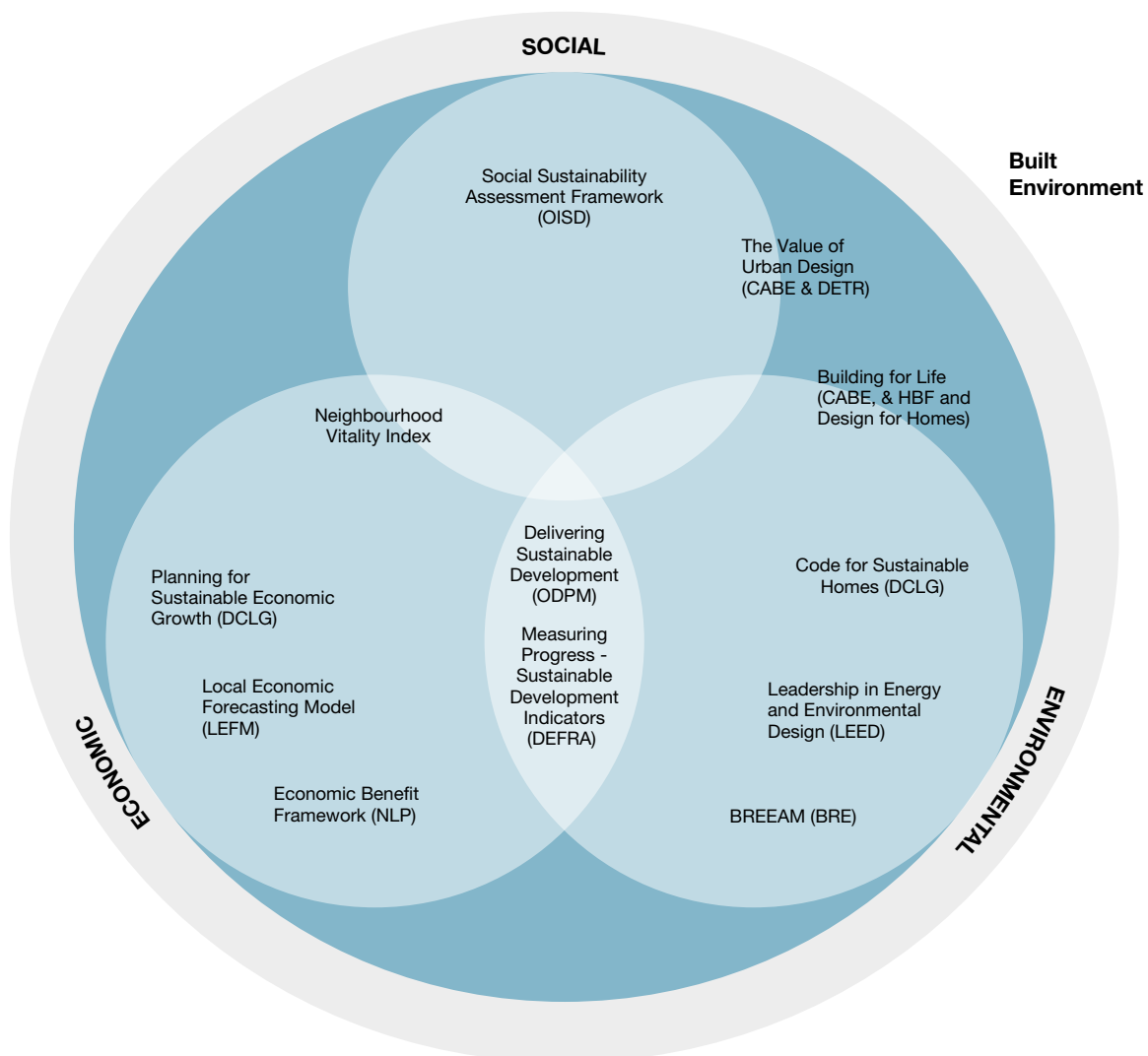
FINDINGS

The majority of sustainability measurement tools are focused on environmental and/or economic drivers (see figure 1 for a visual representation of the review), although there is increasing interest in understanding how the social life of new and existing communities can be measured and improved.

There are two notable exceptions. First, work by Andrea Colantonio and Tim Dixon carried out at Oxford Brookes^{ix}, and second, the Social Sustainability Survey developed by Liam Magee and colleagues at RMIT University in Australia^x.

In both cases, the researchers developed frameworks with the specific intention of measuring the social sustainability of local communities.

FIGURE 1: REVIEW OF SUSTAINABILITY MEASUREMENT AND GUIDANCE TOOLS FOR NEW HOUSING SETTLEMENTS, SOCIAL LIFE/YOUNG FOUNDATION 2011



1.3 Reviewing comparable sustainability measures

The RMIT University Social Sustainability Survey was published in 2012, after this initial review and early work on developing a framework for Berkeley was concluded. The RMIT University work has been extensively tested between 2006 and 2010 in urban and rural communities in Australia, South East Asia and the Middle East. In terms of the themes or spheres of social sustainability explored in the RMIT Survey, there is some overlap with the framework developed for Berkeley. In particular, questions exploring life satisfaction, satisfaction with the neighbourhood, personal safety and personal relationships. Other questions, such as concerns about political corruption and violence are relevant only to the communities in what RMIT calls the 'Global South'. RMIT's findings about the efficacy of the Survey as a measurement instrument also reveal similarities with this Berkeley project, in particular, around the challenges of using mixed research methods.

The review established there are two broad methodological approaches in existing social sustainability frameworks.

These are first, frameworks built on factors that predict social sustainability, such as levels of poverty, access to education and inclusive design. Examples of this kind of framework include Building for Life^{xi}, and the Baltimore Neighbourhood Indicators Alliance, Vital Signs^{xii}. Although these frameworks often make good use of existing data and are simple to apply, they do not take adequate account of outcomes as experienced by residents or other users of the space.

And second, frameworks based on residents' everyday experience, which focus on how predictive factors are played out in everyday life. These frameworks attempt to measure the 'softer' elements of social sustainability (such as relationships, well-being and neighbourhood satisfaction); and the outcomes of policy interventions and/or development processes on lived experience (see for example OISD, Measuring Socially Sustainable Urban Regeneration in Europe^{xiii}, and Action for Neighbourhood Change, A Neighbourhood Vitality Index^{xiv}. The issue with this approach is practicality. Collecting the necessary data is time-consuming and costly, making frameworks difficult to apply on a larger scale beyond a single development.

A particular challenge for this project, therefore, is developing a framework and set of indicators that is able to capture the complexity of individual and collective experiences of place, and is robust yet simple enough to complete and replicate for meaningful comparisons.

Best practice lessons:

- **Scale and type of development**

Frameworks need to take account of diversity between places - priorities will differ based on the nature of development. With this in mind, measurement tools should be adaptable to reflect context (OISD, Measuring Socially Sustainable Urban Regeneration in Europe)^{xv}.

- **Measuring for comparison**

Establishing benchmarks and/or mechanisms through which places can be easily compared is key; success should be understood in relative terms (see LEED, LEED for Neighbourhood Design)^{xvi}.

- **Awareness of diversity**

It is important to understand how particular groups experience the space. Demographic analysis is significant in establishing not only the broader sense of community well-being, but also how particular groups are experiencing the space (see DEFRA, Measuring Progress: Sustainability Development Indicators^{xvii} and, Action for Neighbourhood Change, A Neighbourhood Vitality Index)^{xviii}.

- **Pre-and post-development**

Measurement tools and indicators should include assessment of pre-and post-development processes, linking outcomes with development aims and objectives (see nef, Good Foundations, for a helpful discussion of this issue; "We break down the development process into three broad stages: place shaping, the process of agreeing a vision for a development project; placemaking, the process of embedding development objectives into design and delivery; and reviewing impact, the process of evaluating change.")^{xix}

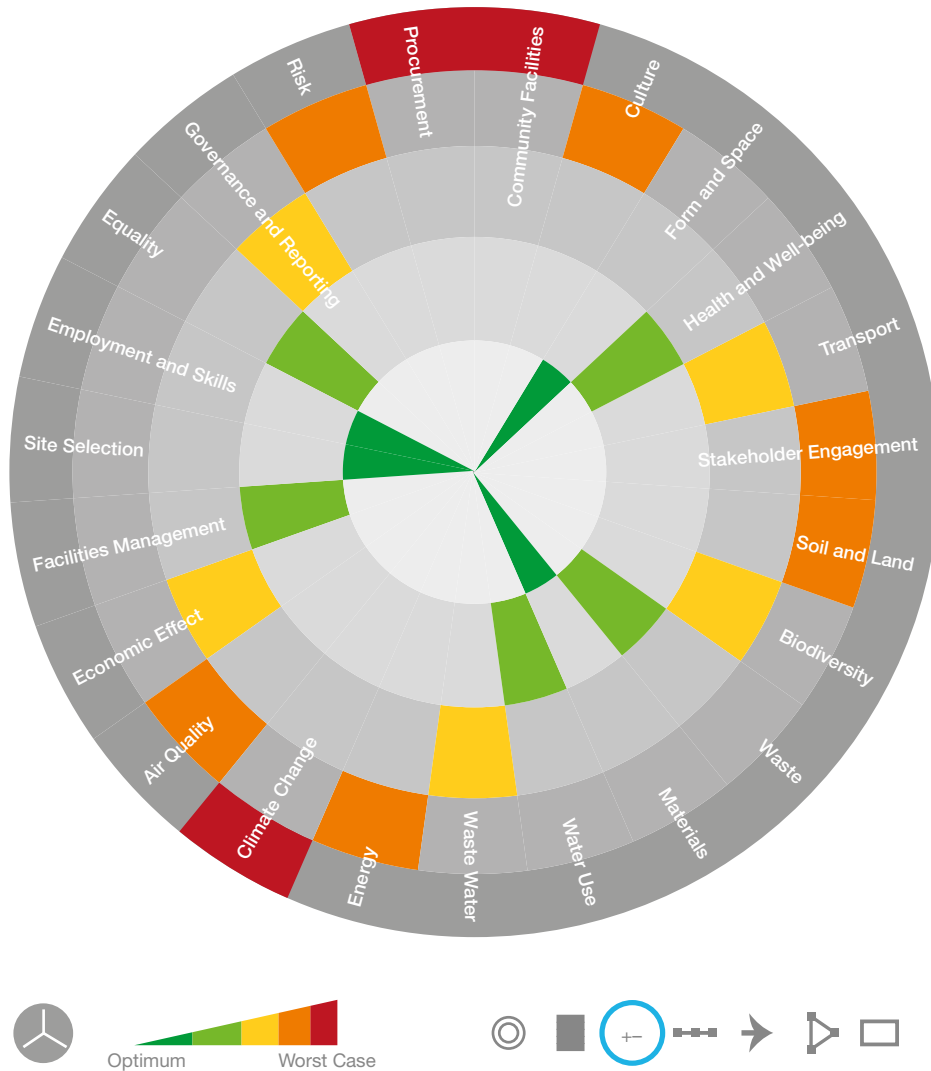
- **Overarching framework**

Categorisation of measurement tools helps to focus areas of analysis (and avoid omissions). The Vancouver Social Development Plan provides a useful framework based around three core areas; Basic Needs, Individual Capacity, and Social or Community Capacity.

- **Data visualisation**

Converting large data sets into an attractive and coherent visual tool allows for simple comparisons between factors, and encourages engagement from a variety of stakeholders (see Arup, Spear Assessment Tool,^{xx} Figure 2).

FIGURE 2: ARUP, SPEAR ASSESSMENT TOOL, VISUAL REPRESENTATION OF DATA



IMPLICATIONS FOR DEVELOPMENT OF THE FRAMEWORK

Analysis of the rapid review concluded that the aim for the Berkeley framework should be to combine the best of the practicality and replicability of the frameworks that predict social sustainability, whilst capturing the everyday life and outcomes for residents.

The aim, therefore, in taking forward a social sustainability framework for Berkeley is to combine good use of existing data and 'knowledge of what works' to measure the predictive elements of social sustainability with an understanding of lived experience (both individual and collective) in a way that allows for easily replicated assessment at a relatively low cost.

1.4 What measurements should be taken?

The development process is lengthy, from initial site selection, through master planning, consultation, the formal planning process, breaking ground and then the completion of each phase, often involving new planning applications (see figure 3). In theory, a social sustainability measure is possible at every critical point in the development process; for example, metrics could be designed for use early in the process indicating whether the right conditions are being created to support social sustainability, such as considering socio-spatial integration, mix of housing tenure, and planning for community involvement in decision-making; other metrics could be deployed as the site is built to measure how initial plans are impacting on outcomes. The final measurement – after completion – needs to capture how residents experience the community that emerged.

The long-term aim of this project is to enable Berkeley to understand and measure the social sustainability of its developments, so future communities created by the Group have the greatest chance of social, environmental and economic sustainability.

To achieve this, assessments and measurements need to be carried out at two stages:

- pre-development, using a set of metrics for site selection, to understand how external factors such as transport links and existing infrastructure interact with social factors, such as local demographics and local needs, to create the conditions for creating socially sustainable places. These metrics would point to what needs to be put in place and strengthened in a development to improve the chance of future success, both in terms of what Berkeley can deliver, and the responsibilities of other stakeholders, including local government;
- after completion, to capture the extent to which a development can be considered to be socially sustainable by measuring performance against a pre-determined set of indicators.

Testing the framework and assumptions on Berkeley developments that have been completed at least for two years (or for very large schemes, where the main phase had been completed) will offer valuable insights, and generate a body of knowledge specific to the type of developments that Berkeley builds.

There is clearly great value in developing a framework that can inform site selection, master planning and community consultation, to enhance the future viability of schemes. If the credibility of the post-completion social sustainability framework developed in this project can be demonstrated, then a site selection social sustainability metric can be created, with interim indicators to demonstrate whether developments are “on track” to be socially sustainable.

FIGURE 3: MEASURING ALONG THE DEVELOPMENT TIMELINE



IMPLICATIONS FOR DEVELOPMENT OF THE FRAMEWORK

It was agreed that this project would focus on developing a framework for assessing the social sustainability of Berkeley developments two or more years after completion. If, after testing on a selection of developments, the framework was agreed to be robust, then a site selection metric and a suite of light touch indicators at each stage of development could be devised.

1.5 Choosing a shape for the overall framework

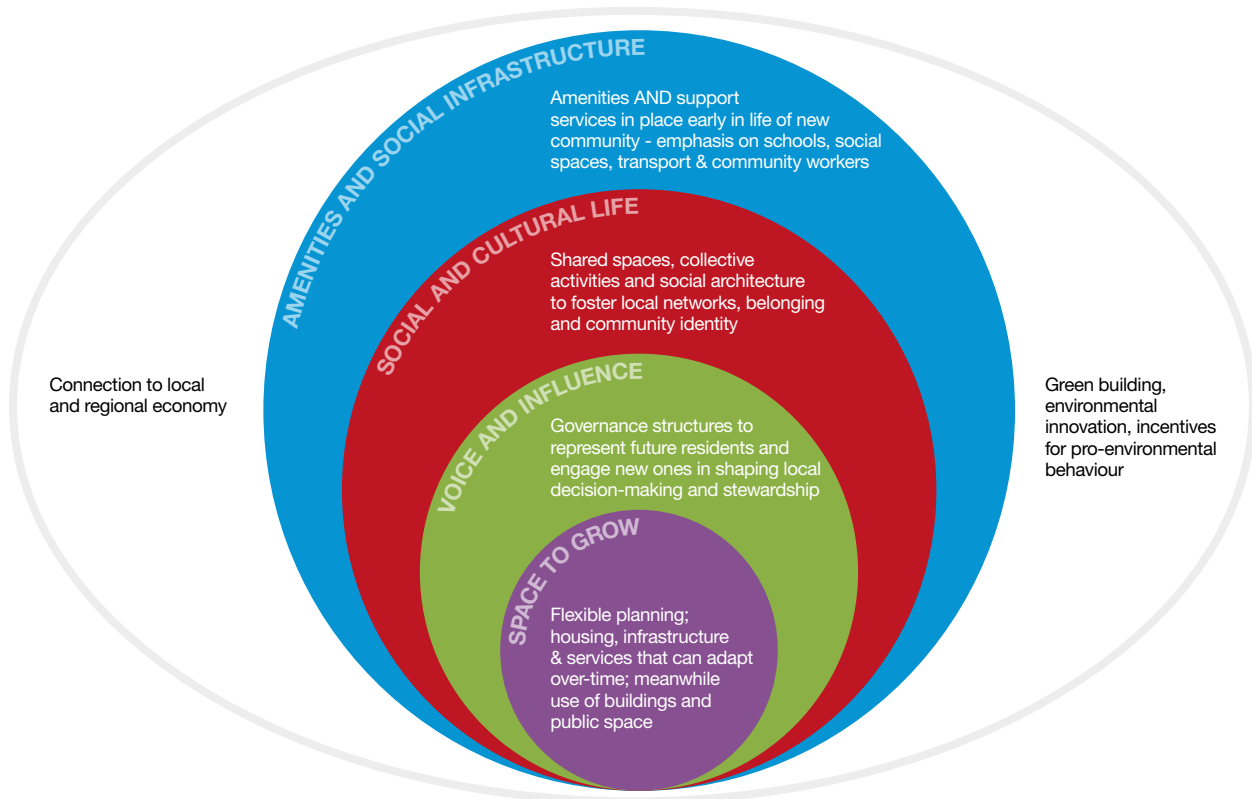
Having determined there was no existing framework that could be used or adapted for this project, and that the framework should focus on measuring resident experience at least two years after completion, it was important to create some organising principles to shape the framework.

Between 2010 and 2011 the Social Life team (then at the Young Foundation) carried out a large-scale review of available evidence about what makes communities, in particular large-scale new communities, flourish socially. This work was commissioned by the Homes and Communities Agency (HCA), and was an attempt to consolidate the available, but disparate, evidence to make the case for investment in community infrastructure. The evidence gathered in the full review was published on futurecommunities.net^{xxi}, a website hosted by the HCA.

This work underpinned the development of the social sustainability framework (see figure 4) in the Social Life report “Design for Social Sustainability”; which has four key dimensions:

- Amenities and social infrastructure
- Social and cultural life
- Voice and influence
- Space to grow

FIGURE 4: OUR STARTING POINT. SOCIAL LIFE’S FRAMEWORK FROM DESIGN FOR SOCIAL SUSTAINABILITY: A PRACTICAL FRAMEWORK FOR BUILDING COMMUNITIES^{xxii}



The purpose of this work was to create a practical resource to support local authorities, public agencies and built environment professionals involved in creating new communities; specifically, to think beyond physical space and the natural environment and consider how the social life of new places can be supported through practical interventions by a range of different actors, including residents themselves.

TABLE 2: SOCIAL SUSTAINABILITY IN PRACTICE: ACTING ON THE FOUR DIMENSIONS

Amenities and infrastructure	Public space; schools; playgrounds; provision for teenagers and young people; services for older people; healthcare; transport links; shared spaces that enable neighbours to meet; space that can be used by local groups; and whether a development/neighbourhood can adapt to meet future resident needs and aspirations.
Social and cultural life	How people feel about their neighbourhood; sense of belonging and local identity; relationships between neighbours and local social networks; feelings of safety, quality of life and well-being; how people living in different parts of a neighbourhood relate to each other; how well people from different backgrounds co-exist.
Voice and influence	Residents' perceptions of their influence over the wider area and whether they will get involved to tackle problems. The existence of informal groups and associations that allow people to make their views known, local governance structures; responsiveness of local government to local issues.
Space to grow	Ability of places and facilities to adapt and flex to meet changing needs; public space that can be adapted to meet changing needs and wishes; future options for residents to shape public and shared space; flexible stewardship strategy; scope to local management and governance.

1.5 Choosing a shape for the overall framework

EVOLVING THE FRAMEWORK FOR BERKELEY

“Space to grow” was omitted from the Berkeley framework as a stand-alone dimension, with the key questions being absorbed into other sections. A new dimension: “change in the neighbourhood over time” was added in its place.

i) Space to grow

Space to grow is an important element of the concept of social sustainability: for a new community to be successful and sustainable, the place – the public space, the housing stock and amenities, and the social infrastructure – has to be able to adapt over time. Many aspects of social life that make communities flourish cannot be planned in advance. Needs evolve, residents voice unexpected wishes, social trends change – ten years ago for example the interest in allotments and domestic cultivation of food was far less mainstream than today. Rigid planning that seeks to create a blueprint for the future can frustrate later efforts to adapt and evolve.

However, enabling this type of flexibility is the responsibility of many different agencies, not only housing developers. The concepts included in the dimension “space to grow” were therefore incorporated into other elements of Berkeley’s social sustainability framework. Specifically, the aspects of “space to grow” focusing on the physical dimensions of a place (“is the public and private space able to be adapted to meet future needs?”) were incorporated into “amenities and infrastructure”; and whether or not a community, or groups of residents, or even individual residents had the ability to shape a place in the future through individual or collective action was incorporated into the “voice and influence” dimension.

ii) Change in the neighbourhood

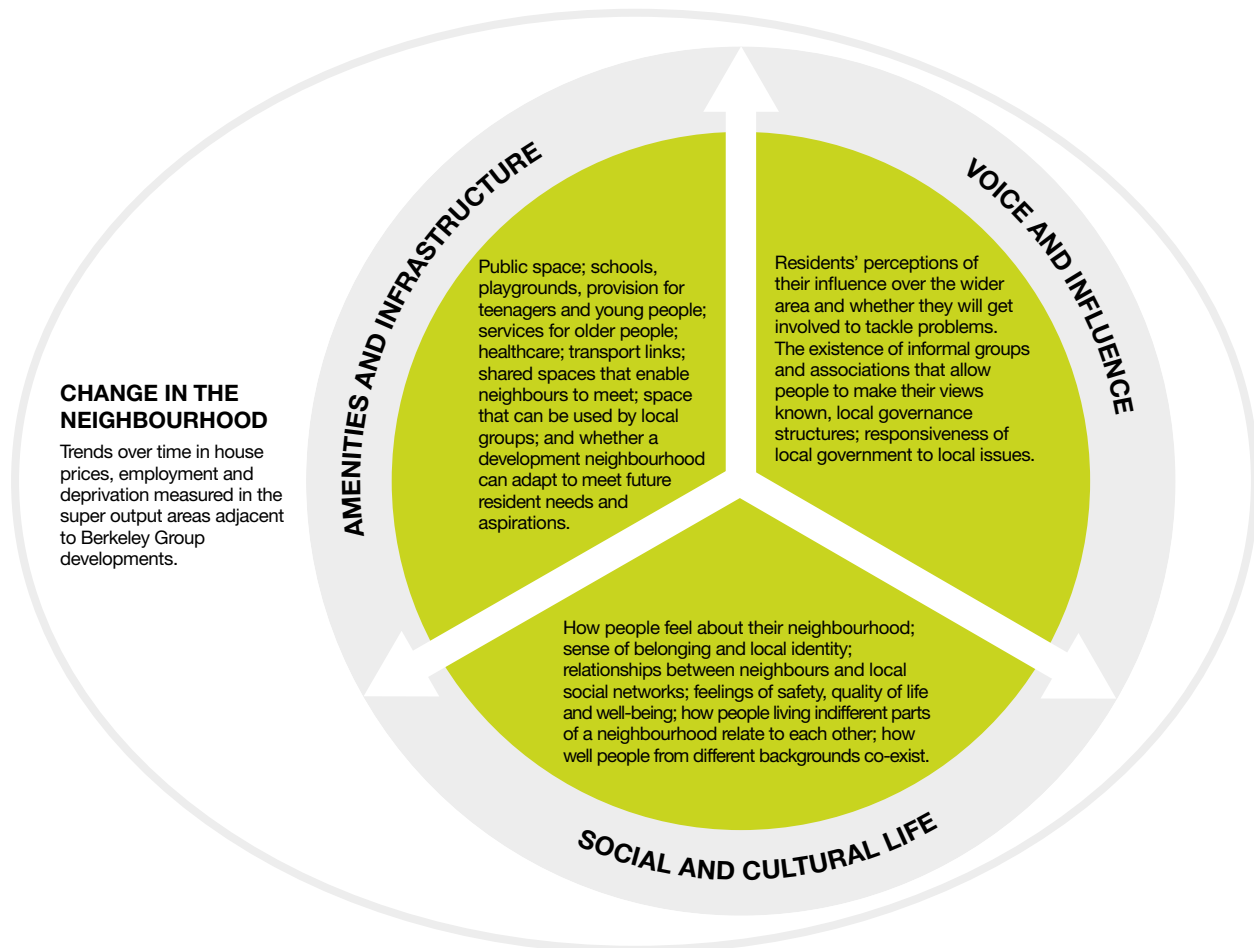
An additional dimension was added into the framework: the impact of the development on the wider neighbourhood over time. This dimension captures changes in the wider neighbourhood in house prices, in demographics, and in socio-economic characteristics. It was agreed that these concepts are particularly relevant for a developer like Berkeley that frequently builds housing and mixed-use developments in areas that are regenerating, whether these are deemed specific ‘regeneration projects’ or not.

Private housebuilders are key partners in area regeneration projects, the hypothesis being that the development of new housing for sale or private rent, alongside better quality affordable housing, will change tenure balance, boost house prices and attract a different group of more affluent residents into areas that have suffered long-term economic blight; and, that this in turn will have a knock-on impact on prosperity and opportunity for other residents.

The terms regeneration and gentrification are contested and prompt considerable debate among academics and policymakers, especially in the context of sustainable development. Summarising these debates is beyond the scope of this project, so this report will not go further than acknowledging the importance of understanding and measuring change in neighbourhoods over time. However, a review of existing work in this area commissioned by the Joseph Rowntree Foundation concluded that “research suggests that well managed, mixed-tenure communities have the potential to facilitate social interaction between residents without imposing on residents’ privacy. They may help counteract social exclusion and adverse neighbourhood effects associated with mono-tenure estates”.^{xxiii}

Measuring this dimension is important because it will enable Berkeley to determine how its developments impact on the surrounding neighbourhoods, and specifically, whether the development has generated any positive improvements for the wider area. Census data can be used to analyse trends over time in economic activity and deprivation levels, including health and education outcomes. The relevant release from the 2011 census, due in December 2012, will enable a 10-year comparison to be made. However, it will not be possible to fully model this dimension of the framework until this data is made available. At the time of writing, it is only possible to refer to data from 1991 to 2001, which is not an appropriate timeframe for the four developments included in the test.

FIGURE 5: THE FOUR KEY DIMENSIONS - WHAT THEY MEAN IN PRACTICE



It is important to acknowledge the issue of time in relation to the four dimensions of Berkeley's social sustainability framework (see figure 5) and to the process and timescale of developing a new community.

- "Amenities and infrastructure" captures past attempts to lay the foundations for a thriving community through design and provision of services.
- "Social and cultural life" illustrates the present, how people experience the development.
- "Voice and influence" illustrates the residents' potential to shape their future.
- "Change in the neighbourhood" captures the impact over time, of a new community on the surrounding neighbourhoods and wider area.

IMPLICATIONS FOR DEVELOPMENT OF THE FRAMEWORK

The three dimensions of the framework that can be immediately populated with data will be the focus of development and testing; these are: "voice and influence", "amenities and infrastructure" and "social and cultural life".

1.6 What can a housebuilder be held accountable for?

The social sustainability of any single community is dependent on many factors, some of which are affected by local action, planning and decision making, and others which are beyond the scope of local agencies (for example, the state of the global economy).

The social sustainability framework for Berkeley incorporates a range of factors and services that necessarily involve a range of different actors; from provision of amenities like schools, health care and community buildings, to nurturing a sense of belonging, influencing feelings of safety, and understand residents' perceptions of their own ability to tackle problems.

Clearly, local authorities are critical, providing parking and street scene services, social welfare provision and youth services, as well as having the strategic view of the wider area; also significant are health services, education providers, the police, community organisations, the local third sector, local businesses, major local employers, and residents themselves.



1.6.1 What can a housing developer reasonably be held accountable for within the three core dimensions?

A key question for the project was what can a housing developer like Berkeley reasonably be held directly accountable for within the three core dimensions of the proposed social sustainability framework? And, what are they able to exert some influence over but not control directly?

Amenities and infrastructure

- Design is important in shaping the look and feel of a development, and a body of research evidences the relationship between design and actual and perceived crime.^{xxiv}
- Good design also facilitates neighbourliness, by creating public spaces where residents can congregate and meet, without feeling compelled to get too close to their neighbours; through this it also encourages people from different backgrounds, possibly living in different housing tenures, to meet and develop “bridging” social capital^{xxv} – the relationships within a neighbourhood that give a community strength through the power of social bonds.
- Clearly, housing developers have significant influence over the design and build quality of housing and public spaces in a development.
- The provision of local facilities is partly the result of local government and other public sector decision-making, but housing developers do have a role in providing community facilities within developments, and ensuring that there is scope for adaptation and flexibility within the development to allow for space to grow in the future.

Social and cultural life

- Measures taken early in the life of a new housing development can be critical in building thriving communities: community facilities provided early in the process can help residents to bond and develop a sense of belonging and local identity soon after moving in.
- Local festivals and events as well as the activities of community development staff (either specialist, or through other staff like managing agents providing this function) help build identity and belonging. These are all factors within a developer’s control.
- However, many factors within the local social life of the community are dictated by the social needs of residents. Some of these relate to service provision, whether for example, older people have appropriate support, or whether younger, vulnerable teenagers have access to meaningful opportunities.
- Other issues associated with the complex impact of poverty and social exclusion on a wider community are more challenging for a housing developer to tackle; such as problems associated with crime, neighbourhood blight, poor environment, homelessness and overcrowding, and drug use.

Voice and influence

- Residents’ perceptions of whether or not they can influence the problems and experiences that concern them (ranging from parking, to maintenance of communal spaces, planning and licensing issues, and problems with neighbours) are directly influenced by the activities of housing developers, particularly those like Berkeley that enter into complex management arrangements.
- Housing developers can dictate the extent to which future residents can be involved and engaged in decision-making and governance through the management arrangements they establish and how these enable and empower residents.
- There is growing interest from communities, local government and some housing developers, in creating stewardship and governance functions that are resident-led. There is scope here for housing developers to consider creating and supporting asset-linked governance structures to empower local communities.
- The existence of formal or representative democratic or public governance structures, such as parish councils, community councils or neighbourhood forums, are beyond the remit of a housing developer.

1.6.1 What can a housing developer reasonably be held accountable for within the three core dimensions?

IMPLICATIONS FOR DEVELOPMENT OF THE FRAMEWORK

The diagram on the following page shows how key factors in the Social Life social sustainability framework were excluded from the Berkeley social sustainability framework because they were deemed to be reasonably beyond the scope of a housing developer. The factors that were excluded were:

Amenities and infrastructure

- Quality of local public services
- Quality of local education provision

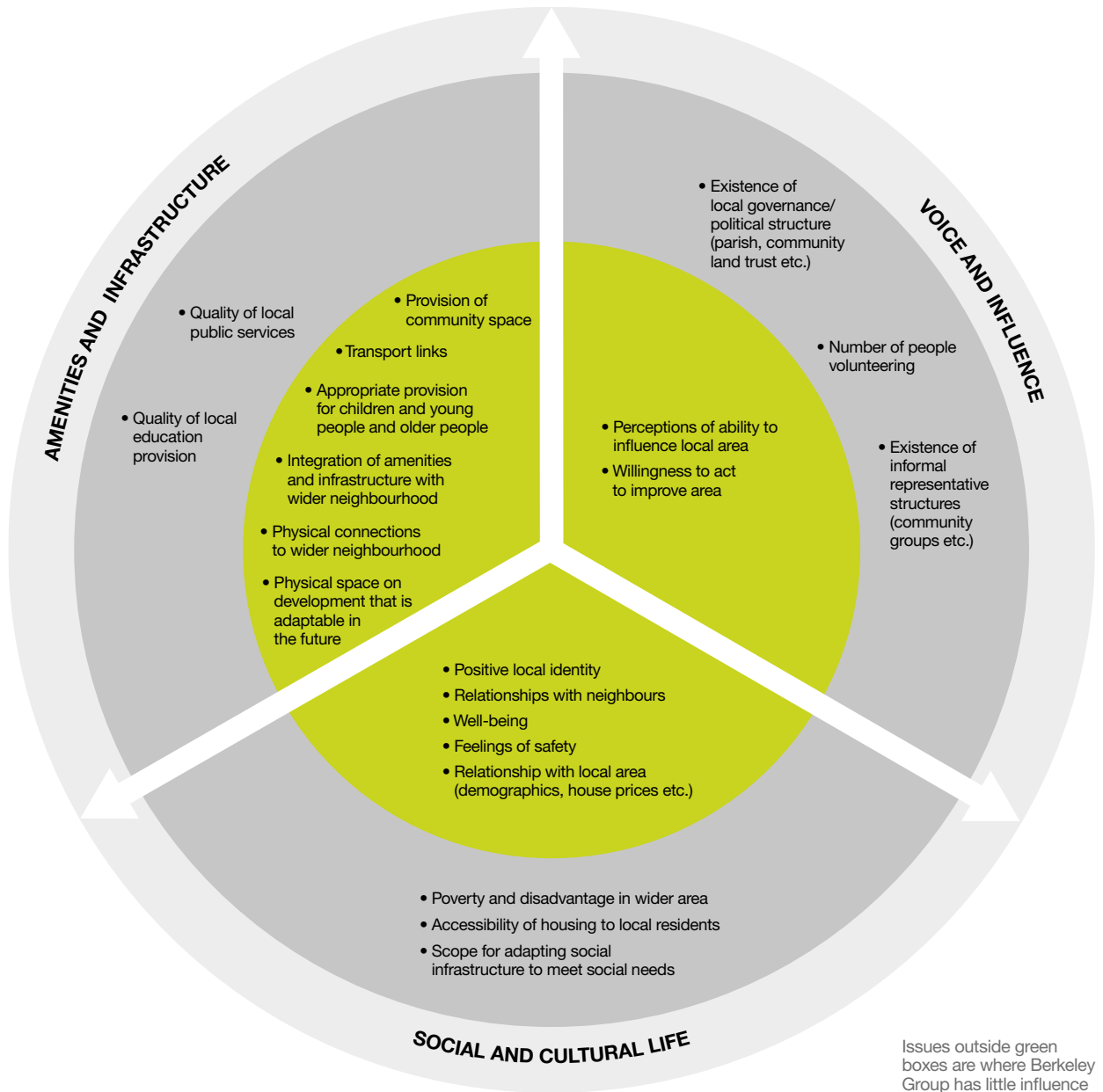
Social and cultural life

- Poverty and disadvantage in the wider area
- Accessibility of housing to local residents
- Scope for adapting local social infrastructure to meet local needs

Voice and influence

- Existence of formal local governance below local authority level (eg parish or community councils)
- Number of people volunteering
- Existence of informal community structures that focus on specific interests (parents' groups, carers' support groups etc)

FIGURE 6: WHAT CAN BERKELEY BE HELD ACCOUNTABLE FOR?



1.7 The red line issue: what should be measured within a development? What should be measured in the wider neighbourhood?

A key question for Berkeley has been to what extent is the social sustainability of its developments connected to the social sustainability of the surrounding neighbourhoods and wider area?

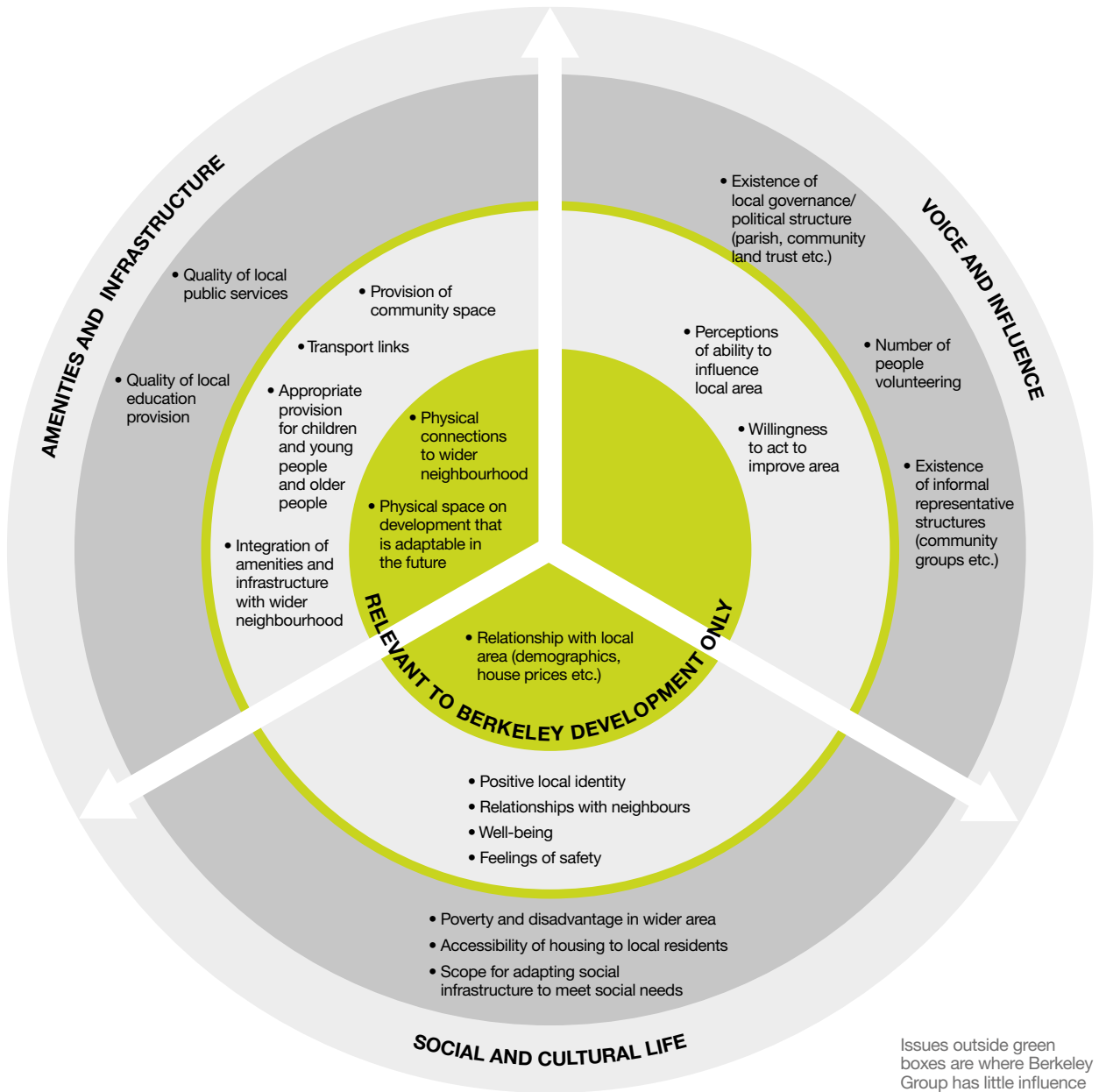
Certain facilities, like leisure centres, health centres, and schools, will almost inevitably be shared with residents living in adjacent streets. Likewise, feelings of safety, a sense of belonging, and the extent to which residents identify with a particular place, will be associated with the wider neighbourhood.

Figure 7 illustrates an analysis of the factors within the emerging social sustainability framework that can be considered to be “red lined” within each development. The implication is that the majority of factors within the social sustainability framework are relevant to the experience of both Berkeley residents, and residents of the wider neighbourhood.

IMPLICATIONS FOR DEVELOPMENT OF THE FRAMEWORK

If most indicators being considered for inclusion in Berkeley social sustainability framework are relevant both to the development and the surrounding neighbourhood, then a question arises about the data collection strategy. What data can realistically be collected from residents of Berkeley developments and from the wider community, given the constraints of the project and the need to create a practical, useable and replicable measurement framework?

FIGURE 7: WHAT IS RELEVANT WITHIN BERKELEY DEVELOPMENTS AND WITHIN THE WIDER NEIGHBOURHOOD?



1.8 Social sustainability is context specific: developing typologies for Berkeley communities

Berkeley operates across London and the South East of England. The range of developments the Group has recently completed, or is planning, is considerable – from large scale urban regeneration developments, such as those at Kidbrooke, in south east London, or Woodberry Down in north London; to small infill developments in rural areas.

Social sustainability will inevitably have a different meaning in each context, so developing a workable framework makes it necessary to develop a “typology” of communities (see figure 8), and analyse what social sustainability means in each.

An initial decision was taken to omit the Berkeley Group’s student accommodation from the social sustainability framework. The presence of student accommodation can have an impact on the wider neighbourhood, but the perceived ‘headline’ issues that tend to emerge, of transience and sometimes of anti-social behaviour, are different to those raised by residential developments. It was also agreed to exclude smaller developments (eg less than 20 homes, often in rural areas) as developments of this size are unlikely to develop a specific neighbourhood or community identity, or be able to support dedicated facilities and infrastructure in the same way as a larger development.

Analysis and discussion with Berkeley internal stakeholders suggests that four different typologies can be used to understand the spread of different types of development within their portfolio: rural and semi-rural dwellings, suburban dwellings, urban dwellings and urban regeneration schemes (see figure 8).

FIGURE 8: TYPOLOGIES



Rural/semi-rural settings



Urban regeneration



Urban dwellings



Suburban dwellings

Isolating the key factors that differentiate the four typologies enabled the project team to understand what social sustainability could mean for different resident groups (see table 3).

A key variable is the age of residents: families with young children, for example, will have different needs from their neighbourhood than older affluent single people. A second differentiating factor is transport: the needs of residents of rural developments, possibly some distance from shops, school and work, are different from those living in urban areas with access to a range of good public transport.

TABLE 3: THE FOUR TYPOLOGIES, KEY DIFFERENTIATING FACTORS

Development type	Berkeley Group examples	Considerations for metrics: key factors differentiating typologies
Rural/semi-rural new build	Edenbrooke (Fleet); Holborough Lakes (Kent); Queens Acre (Beaconsfield)	Demography - older residents (retired), families (children and young people) Geography - regional transport hub, local amenities
Urban regeneration	Kidbrooke Village; Woodberry Down	Demography - older residents (retired), families (children and young people), young professionals Geography - local transport hub, hyper local amenities
Urban dwellings	Goodman's Fields; Casplan Wharf; Marine Wharf	Demography - professionals (single and couples), (fewer children and young people) Geography - local transport hub, hyper local amenities
Suburban dwellings	Cambridge Riverside; The Waterside at Worcester; The Hamptons (Surrey)	Demography - families (children and young people), older residents (retired), professionals (commuters) Geography - regional transport hub, local amenities

The Berkeley Group includes separate companies, such as St George and St James. Although each part of the business has a separate identity and tends to build developments with a particular architectural style, these differences did not emerge as critical when analysing the Group's outputs.

Overall, apart from the wider geographical differences, the particular social circumstances of different neighbourhoods and developments were reported to be more significant to the typologies.

IMPLICATIONS FOR DEVELOPMENT OF THE FRAMEWORK

Benchmarking developments by typology proved difficult as there is not enough evidence and data available to understand the particular challenges, or benefits, to social sustainability of developing housing within the four broad contexts of urban, rural, suburban and urban regeneration. It was therefore agreed that the critical benchmark for developments was the neighbourhood they were located within.

In order to capture what is different between typologies, particular attention needs to be given to capturing two sets of information: firstly data about whether developments meet the needs of children and families; and secondly about transport, including access to public transport, service frequency and, where possible, traffic flows.

In testing the framework, four sites were chosen, each from one of the four typologies. The intention was to test the extent to which social sustainability manifests itself differently in different situations, and how Berkeley can consider developing guidance and benchmarks for developments in different contexts.

1.9 Expert group

A group of experts was invited to provide feedback on phase one of the project. They were invited to take part because of their experience of working on social sustainability, housing, new communities, measurement frameworks and national data sets.

The group included: Dinah Roake (ATLAS/Home and Communities Agency), Dr Nicola Dempsey (University of Sheffield), Paul Allin (formerly at the Office for National Statistics), and Stephen Burns (Peabody).

The main points of feedback provided by the group are described below. This is not a comprehensive description of all the feedback received; instead it summarises some of the more salient and actionable points. These insights were used throughout the framework development process to guide our judgments and approach.

Combining data:

Questions were raised about how we intend to combine data from different sources. In particular, it was argued that the more subjective assessments of a site surveyor should be kept separate from residents' survey responses. The dangers of relying on site survey work, without adequate input from residents, were also highlighted.

Resident involvement:

Building on this point, comments touched on the nature of residents' involvement in developing the framework. It was suggested that the indicators should be co-designed with local people to help build a better understanding of what relevant factors respondents value most. This was beyond the scope of the project; however we did include some additional time for more substantial qualitative conversations with local stakeholders and residents to discuss their on-site experiences in more detail.

Site selection:

The expert group also stressed the importance of selecting pilot schemes that will provide for interesting analysis and comparisons. With this in mind, it was suggested that sites be chosen to reflect and/or challenge: (1) the different development typologies defined in phase one; (2) the changing planning policy context over time; and (3) Berkeley's perceptions about successful schemes.

Time:

Feedback on our working definition of social sustainability (developed for the purposes of this project) highlighted some concerns about understanding the concept as static (i.e. measurable at a particular moment in time). Comments emphasised the inherently long-term nature of sustainability, and underlined the need to consider "placekeeping" as well as "placemaking".

Feeding back into practice:

Moving beyond the principal measurement function of an assessment framework, the expert group asked how practitioners might be able to translate site-specific findings, and broader lessons, into future design and implementation work.



2.0 Populating the framework with indicators

This section explores the process used to populate the framework with indicators.

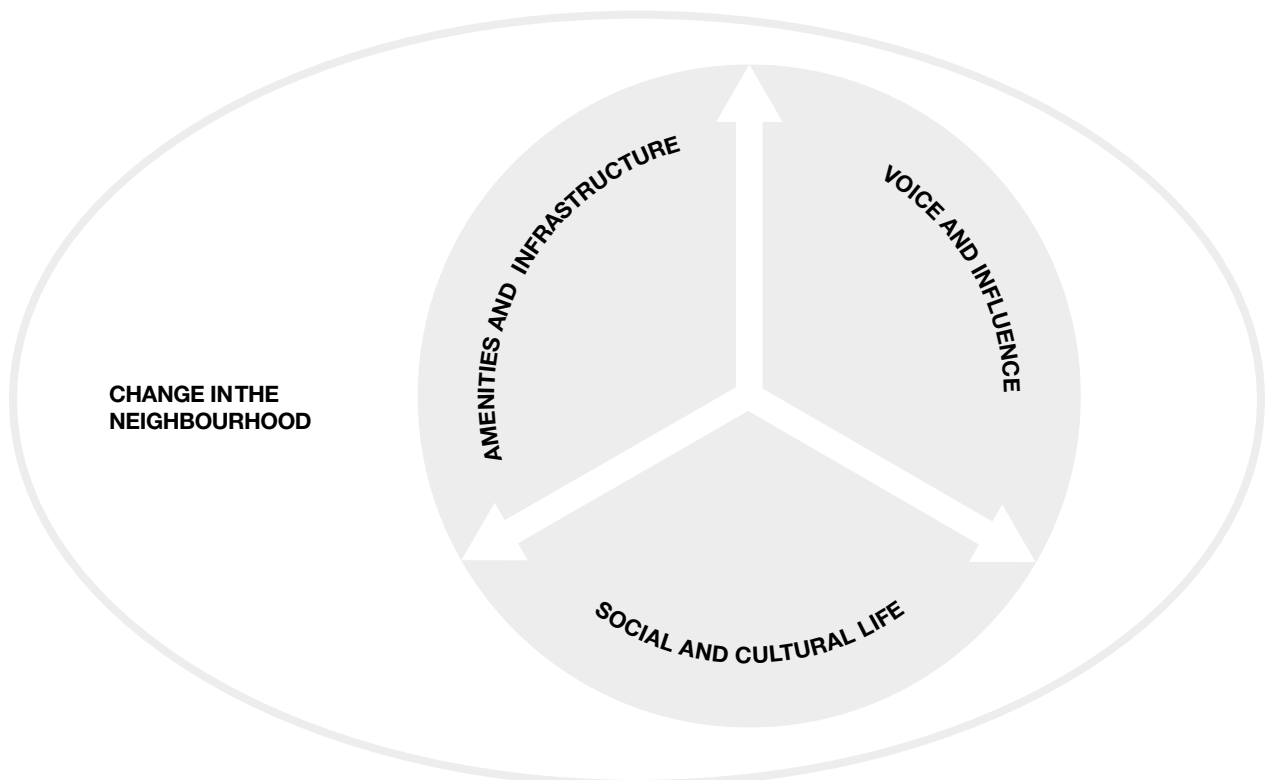
It explains the way that existing data has been used and analysed; and how new data has been generated through resident surveys using validated, pre-existing questions, supplemented by a small number of new questions created to fill data gaps.

It also discusses how the social sustainability assessments were created by combining scores for different questions to create the composite indicators.

The section reports on three dimensions of the social sustainability framework, namely “amenities and infrastructure”, “voice and influence” and “social and cultural life”. As the data needed to complete analysis of the “change in the neighbourhood” dimension does not become available until December 2012, it is not included in this report.

The three dimensions (see figure 9) are populated with 13 indicators (see figure 10) comprised of a total of 45 questions.

FIGURE 9: SOCIAL SUSTAINABILITY MEASUREMENT FRAMEWORK



2.1 Populating the framework with indicators: the approach

The aim of this project is to develop a framework that can be mainstreamed across Berkeley's development portfolio at a reasonable cost.

To balance the need to restrict costs and maintain robustness, a strategy was developed to combine existing data from national surveys carried out by government and research councils, with primary data collected specifically for this project.

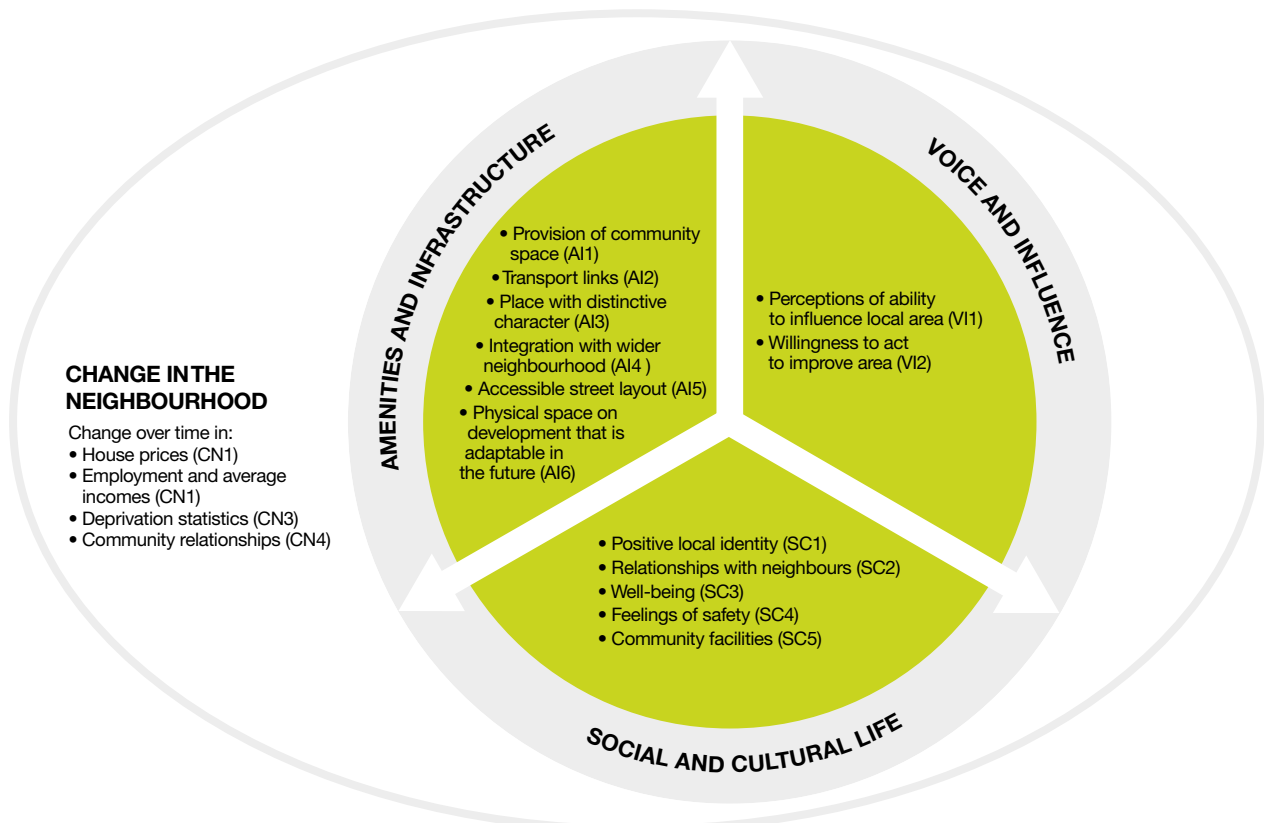
Using existing data allowed the project team to mine robust, high quality data; while bespoke survey work allowed the team to accurately capture the experiences of residents.

Where possible, questions were used in the primary data collection that replicated those used in existing, well-respected national surveys. This enabled findings from the primary research to be compared to existing datasets.

Therefore, the approach has two complementary strands:

- Primary data collection through a random, household survey of residents, using quota sampling based on housing tenure and basic demographic profiling, plus a site survey undertaken by an appropriately qualified urban planner.
- Secondary analysis of existing datasets: the Understanding Society Survey, the Citizenship Survey; the Crime Survey for England and Wales (formerly known as the British Crime Survey); and the Taking Part Survey.

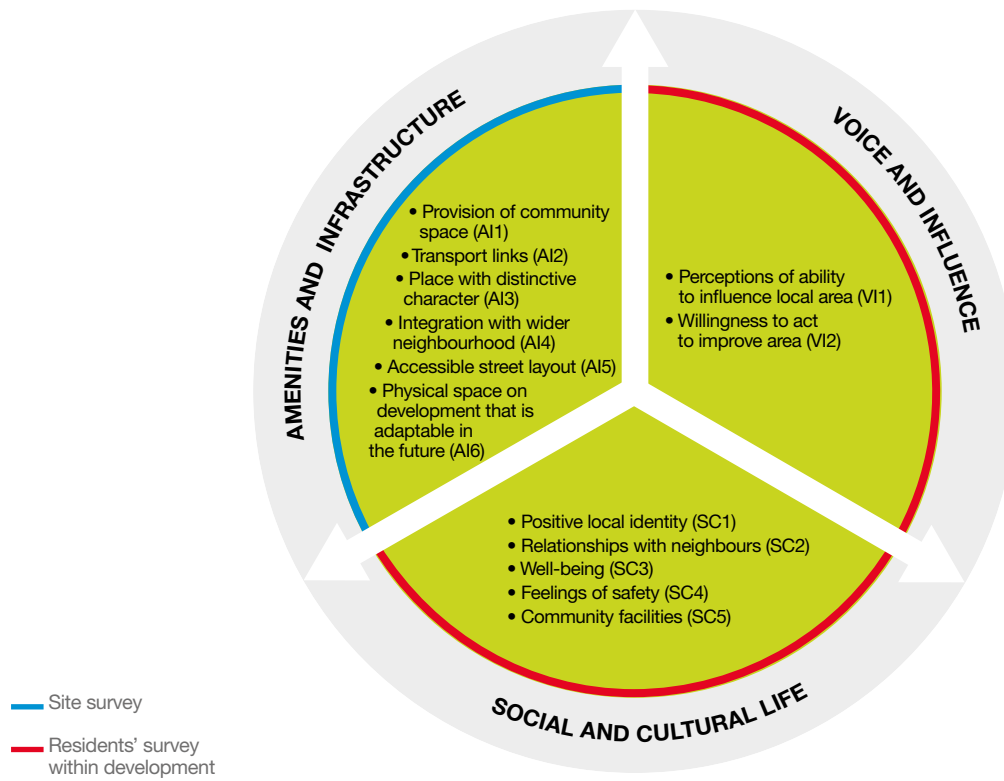
FIGURE 10: PROPOSED INDICATORS



2.2 Primary data collection strategy

This had two key elements: a survey of residents, and a site survey.

FIGURE 11: PRIMARY DATA COLLECTION SOURCES



A full list of all the questions used in the primary data collection exercises is included in section 2.5 of this report.

2.2.1 The residents' survey

An important consideration for the residents' survey was balancing brevity (to ensure it was practical, affordable and replicable) and robustness. As well as cost, it was important not to create a survey that was so lengthy it would prevent a good response rate.

Data was gathered for two purposes. First, to inform the social sustainability 'score' for an area by collecting data to enable a comparison between the experience of people resident in Berkeley communities and large-scale national datasets for comparable places in the UK; and second, to understand the profile of the area, capturing descriptive and socio-economic characteristics such as gender, age, ethnicity and family composition.

Using existing data generated through high quality national surveys funded by government had two key benefits. First, boosting the robustness of the data. Questions used within relevant national datasets (see table 5) were mirrored, as far as practicable.

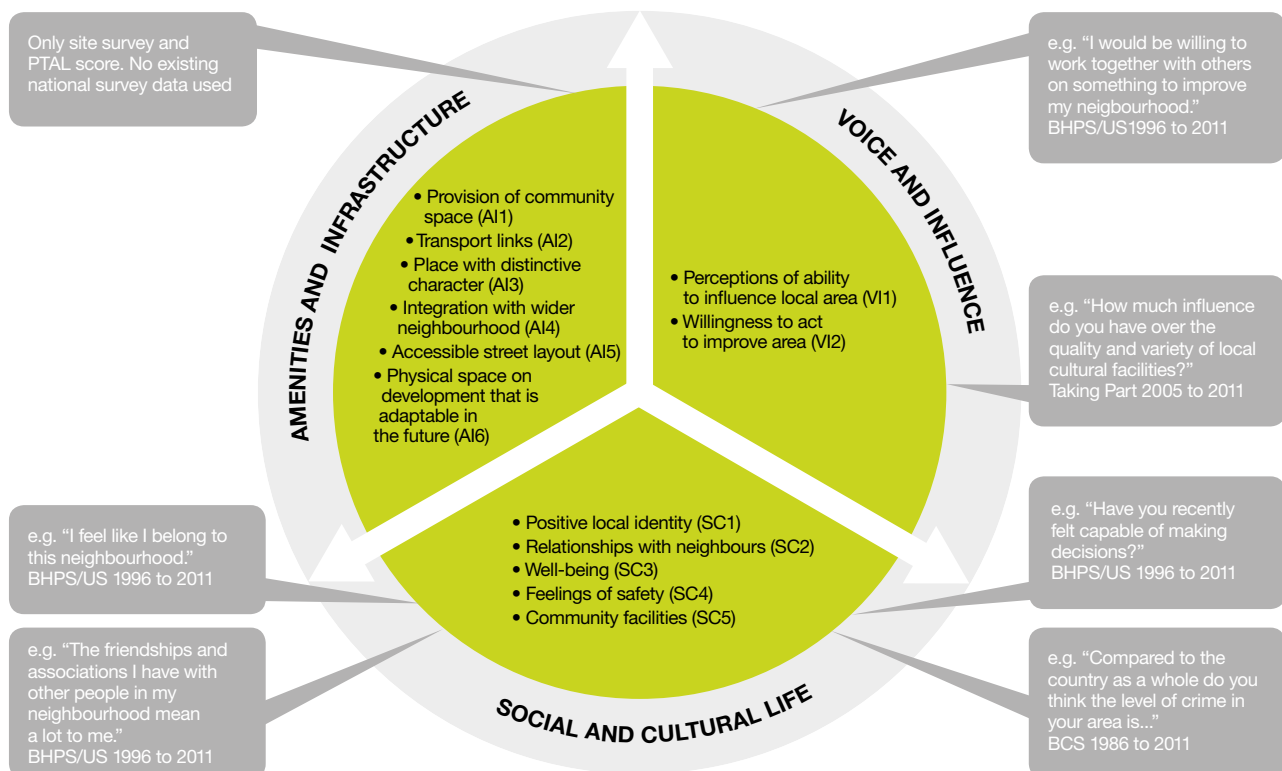
These questions have been developed over time, and cognitively tested to make sure questions are not leading or biased.

Second, as well as ensuring robustness, this strategy enabled residents' survey responses to be benchmarked against national surveys, using two geo-demographic categorisations, the Office of National Statistics (ONS's) Output Area Classification, and Index of Multiple Deprivation, to 'match' Berkeley communities against areas where similar social groups live (see section 2.3 of this report).

Developing indicators

The first step was to trawl available data sets for potential questions that matched the issues identified in the framework, and also to identify questions or sets of questions developed by government to measure specific issues, such as anti-social behaviour and well-being.

FIGURE 12: EXAMPLES OF RELEVANT QUESTIONS FROM NATIONAL SURVEYS



Four datasets were selected which, when taken together, covered the range of indicators in the emerging framework (see table 4). These were the Understanding Society Survey, the Crime Survey for England and Wales, Taking Part and the Citizenship survey.

TABLE 4: NATIONAL SURVEYS INCLUDED IN THE ANALYSIS

British Household Panel Survey/Understanding Society (BHPS/US)
<ul style="list-style-type: none"> • Institute for Social and Economic Research (ISER), 1996 to present • 100,000 individuals in 40,000 British households • Can be matched to OAC • Data used from 2008-2009 Innovation Panel Waves 1-2
Taking Part (TP)
<ul style="list-style-type: none"> • Department of Culture, Media and Sport, 2005 to present • 14,000 participants • Can be matched to OAC • Data taken from 2010-2011 survey
Crime Survey for England and Wales (formerly British Crime Survey (BCS))
<ul style="list-style-type: none"> • Home Office, 1986 to present • 51,000 participants • Can be matched to IMD areas • Data taken from 2010-2011 survey
Citizenship Survey (CS)
<ul style="list-style-type: none"> • Department for Communities and Local Government, 2001 to 2011 (biannual to 2007, annual 2008 to 2011) • 11,000 participants • Can be matched to IMD areas • Data taken from 2009-2010 survey

The questions selected from the four datasets included a mixture of direct measures, quantifying a measurable issue (for example, whether respondents borrow items from their neighbours) or proxy measures, indicators that have been established through thorough testing to assess an underlying issue, such as well-being (see table 5).

TABLE 5: RESIDENTS' SURVEY QUESTIONS FROM NATIONAL DATASETS, BY SOURCE

Indicator	Question code	Question	Data source
Social and cultural life dimension			
Positive local identity (SC1)	SC_1a	I plan to remain a resident of this neighbourhood for a number of years.	Understanding Society survey
Positive local identity (SC1)	SC_1b	I feel like I belong to this neighbourhood, by this I mean 15-20 minute walk from your home?	Understanding Society survey
Positive local identity (SC1)	SC_1c	How important is where you live to your sense of who you are?	Understanding Society survey
Relationships with neighbours (SC2)	SC_2a	If I needed advice about something I could go to someone in my neighbourhood.	Understanding Society survey
Relationships with neighbours (SC2)	SC_2b	I borrow things and exchange favours with my neighbours.	Understanding Society survey
Relationships with neighbours (SC2)	SC_2c	I regularly stop and talk with people in my neighbourhood.	Understanding Society survey
Relationships with neighbours (SC2)	SC_2d	The friendships and associations I have with other people in my neighbourhood mean a lot to me.	Citizenship survey
Relationships with neighbours (SC2)	SC_2e	To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?	Citizenship survey
Relationships with neighbours (SC2)	SC_2f	Generally speaking would you say that most people can be trusted, or that you can't be too careful in dealing with people?	Understanding Society survey
Well-being (SC3)	SC_3a	Have you recently felt like you were playing a useful part in things?	Understanding Society survey
Well-being (SC3)	SC_3b	Recently I have been feeling reasonably happy.	Understanding Society survey
Well-being (SC3)	SC_3c	Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Citizenship survey
Well-being (SC3)	SC_3d	Satisfaction with life overall.	Understanding Society survey

TABLE 5: RESIDENTS' SURVEY QUESTIONS FROM NATIONAL DATASETS, BY SOURCE

Indicator	Question code	Question	Data source
Social and cultural life dimension			
Feelings of safety (SC4)	SC_4a	How safe do you feel walking alone in this area after dark?	Crime Survey for England & Wales
Feelings of safety (SC4)	SC_4b	How safe do you feel walking alone in this area during the day?	Crime Survey for England & Wales
Feelings of safety (SC4)	SC_4c	Compared to the country as a whole do you think the level of crime in your local area is...	Crime Survey for England & Wales
Voice and influence			
Perceptions of ability to influence local area (VI1)	VI_1a	In the last 12 months, has any organisation asked you what you think about...	Taking Part survey
Perceptions of ability to influence local area (VI1)	VI_1b	Do you agree or disagree that you can influence decisions affecting you local area?	Citizenship survey
Perceptions of ability to influence local area (VI1)	VI_1c	How important is it for you personally to feel that you can influence decisions affecting your local area?	Citizenship survey
Willingness to act to improve area (VI2)	VI_2a	I would be willing to work together with others on something to improve my neighbourhood.	Understanding Society survey
Willingness to act to improve area (VI2)	VI_2b	In the last 12 months, have you taken any of the following actions to try to get something done about the quality of your local environment?	Taking Part survey
Willingness to act to improve area (VI2)	VI_2c	To what extent do you agree or disagree that people in this neighbourhood pull together to improve this neighbourhood?	Citizenship survey

The indicators selected from national datasets provided good but incomplete coverage of the dimensions in the social sustainability framework. Specifically, no questions existed to cover key gaps on perceptions of provision of facilities for children of different ages, perceptions of provision of health facilities, and perceptions of provision of social and sporting facilities.

Although no benchmark could be established for these indicators, it was decided that these were important issues that should be investigated through seven questions created for the residents' survey (see table 6).

TABLE 6: CREATED QUESTIONS WITHIN THE RESIDENTS' SURVEY

Community Facilities Indicator	Question code	Question
Social and cultural life dimension		
Community facilities (SC_5)	SC_5b	How satisfied are you with the quality of facilities for children and young people in your local area? 0-4yrs
Community facilities (SC_5)	SC_5c	How satisfied are you with the quality of facilities for children and young people in your local area? 5-11yrs
Community facilities (SC_5)	SC_5d	How satisfied are you with the quality of facilities for children and young people in your local area? 11-15yrs
Community facilities (SC_5)	SC_5e	How satisfied are you with the quality of facilities for young people in your local area? 16-18yrs
Community facilities (SC_5)	SC_5f	How satisfied are you with the quality of health facilities in your local area?
Community facilities (SC_5)	SC_5g	How satisfied are you with the quality of sport and leisure facilities in you local area?
Community facilities (SC_5)	SC_5h	How satisfied are you with the facilities in your local area to socialise with friends and family?

As far as possible, the project team attempted to replicate the manner of asking individual questions from the original survey. However, because the residents' survey contains indicators from a range of sources it was not possible to mirror the order in which questions were originally constructed. Instead, the questions were sequenced to ensure they flowed as well as possible from the point of view of the respondent.

The residents' survey also needed to capture the appropriate demographic data to enable comparison with the four national datasets used in the secondary analysis. Because each of the four national surveys collects demographic data differently, this inevitably made this section of the residents' survey relatively lengthy.

An open-ended question was also included in the survey, asking residents to identify the three factors they believed to contribute most to their quality of life.

The full questionnaire is included in Appendix E.

2.2.2 Primary data collection: the site survey

Alongside the residents' survey, a site survey was developed to assess the provision of appropriate amenities and infrastructure.

This captured the contribution of the physical assets of the development to its longer term social sustainability; the implications of design and structure for the social life of the community; and the existence of facilities that enable residents to come together to carry out activities, socialise and join together to take collective action (for example community centres).

The site survey drew heavily on CABE's "Building for Life" assessment tool, using questions that had been well tested and that the industry is familiar with (see table 7). Mirroring the approach taken to the residents' survey, questions were selected that have been widely used in a similar context.

TABLE 7: QUESTIONS USED IN THE SITE SURVEY FROM THE BUILDING FOR LIFE FRAMEWORK

Indicator	Question code	Question
Provision of community space (AI_1)	AI_1a	Does the development provide (or is it close to) community facilities, such as a school, parks, play areas, shops, pubs or cafés?
Provision of community space (AI1)	AI_1b	Is public space well designed and does it have suitable management arrangements in place?
Place with a distinctive character (AI_3)	AI_3a	Does the scheme feel like a place with distinctive character?
Integration with wider neighbourhood (AI4)	AI_4a	Is there an accommodation mix that reflects the needs and aspirations of the local community?
Integration with wider neighbourhood (AI_4)	AI_4b	Is there a tenure mix that reflects the needs of the local community?
Accessible and safe street layout (AI_5)	AI_5a	Do the buildings and layout make it easy to find your way around?
Accessible and safe street layout (AI_5)	AI_5b	Does the scheme integrate with existing streets, paths and surrounding development?
Accessible and safe street layout (AI_5)	AI_5c	Are the streets pedestrian, cycle and vehicle friendly?
Accessible and safe street layout (AI5)	AI_5d	Are public spaces and pedestrian routes overlooked and do they feel safe?
Physical space on development that is adaptable in the future (AI_6)	AI_6a	Do internal spaces and layout allow for adaption, conversion or extension?

However, Building for Life does not fully cover all the issues included in Berkeley's social sustainability framework; therefore, new questions were created to fill gaps (see table 8).

TABLE 8: CREATED QUESTIONS USED IN THE SITE SURVEY

Indicator	Question code	Question
Provision of community space (AI_1)	AI_1c	Have the community facilities been appropriately provided?
Integration with wider neighbourhood (AI_4)	AI_4c	Does the design of the local environment promote engagement with the wider community?
Accessible street layout (AI_5)	AI_5e	Does the design of the local environment adequately support the needs of people with limited physical mobility?
Physical space on development that is adaptable in the future (AI6)	AI_6b	Do external spaces and layout allow for adaption, conversion or extension?

2.3 Secondary analysis of existing data: benchmarking

Existing data was taken from the most recent years available for the four national surveys used. These were 2008-2009 for Understanding Society (the Innovation Panel, Waves 1-2), 2009-2010 for the Citizenship Survey and 2010-2011 for the Crime Survey England and Wales (then the British Crime Survey) and Taking Part.

Benchmarks were developed taking the averages that would be expected for residents from comparable places based on geo-demographic profiling. The preference was to use Output Area Classifications (OACs),^{xxvi} devised by the Office for National Statistics (ONS) to identify social groups typical of UK population as the basis for the benchmarking strategy.

OACs are based on cluster analysis to find an algorithmic 'best fit' for the fewest groups that explain most of variation in UK population. OAC classifications are based on mathematics not researcher bias. They have been analysed down to "output area" level, approximately 100 households or 250 individuals.

However, not all of the national surveys selected are capable of analysis by OAC, because of limitations in the way they are coded. In these cases, an alternative categorisation using the English Indices of Multiple Deprivation (IMD) was used.^{xxvii}

The Indices of Multiple Deprivation are used extensively by central and local government to analyse patterns of deprivation and to compare different local areas. IMD categorisations are based on lower level super output areas (LSOAs). LSOAs were originally built using 2001 Census data from groups of Output Areas (typically four to six), with a minimum size of 1,000 residents and 400 households, averaging 1,500 residents.^{xxviii}

Use of OAC and IMD geo-demographic classifications enabled the data to be analysed and benchmarked to different geographies. At the outset of the project the aim was to benchmark Berkeley developments against four different geographies: comparable places; London (where relevant); the relevant local authority; and nationally (i.e. across Britain for the Understanding Society Survey; England and Wales for the Citizenship Survey; England and Wales for the Crime Survey for England and Wales; and England only for Taking Part).

An attempt was made to benchmark residents' survey responses against data from national surveys at the local authority level. This involved comparing data for the London Borough of Southwark with Empire Square residents' survey data, data for the London Borough of Sutton with The Hamptons residents' survey data, data for the London Borough of Hammersmith and Fulham with Imperial Wharf residents' survey data, and data for Winchester City Council with Knowle Village residents' survey data.

The benchmarking was based on national survey data from one single year and analysis found that not enough responses were collected across all of the local authorities in this single year to create a representative sample of local authority residents (see Appendix D for more information).

It would be possible in the future to create local authority comparisons by combining the responses in national surveys over a number of years to produce a sample size sufficiently representative of the area. However, this was beyond the scope of this project.

2.3.1 Other data

One other source of data included in the framework was “Public Transport Accessibility Level” data (or PTAL data), commonly used in London to inform planning decisions. PTAL is a simple, easily calculated metric that uses the distance from any point to the nearest public transport stop, and service frequency at those stops. The result is a grade from 1-6 (including sub-divisions 1a, 1b, 6a and 6b), where a PTAL of 1a indicates extremely poor access to the location by public transport, and a PTAL of 6b indicates excellent access by public transport.^{xix}

A PTAL score is generated for each new development as part of the planning approval process.

However, as PTAL is not widely used outside of Greater London it was not an appropriate measure for Knowle Village, a semi-rural new development in Hampshire. This raised a number of questions for the project team about how to assess what appropriate transport provision means in semi-rural and suburban developments, and also how to make a meaningful comparison between different locations without automatically penalising rural or semi-rural developments. The project team also felt that measures of resident satisfaction with the available transport options should be considered alongside objective measures of distance from, and frequency of, public transport.

As transport connections are a crucial element of social sustainability the project team felt it was appropriate to take into account additional sources of data to assess the transport links for Knowle Village. The project team decided to also consider additional data sources about transport provision at The Hamptons, to enable comparison between the two sites and to determine what could be learnt from experimenting with different data sources.

For Knowle Village the additional sources of data were taken from internal records detailing Berkeley’s contributions to local transport and pedestrian networks, and included information about the provision of improved highways, footpaths and bus services.

For The Hamptons, the additional sources of data included “Does car ownership increase car use? A study of the use of car parking within residential schemes in London”. This work was commissioned by the Berkeley Group and carried out by WSP.^{xxx} This report included data from two surveys of the travel habits of people living at The Hamptons. The surveys explored employment locations and travel to work patterns, shopping behaviours and travel patterns, and attitudes to different types of transport including walking, cycling, car clubs and public transport.

2.3.2 Constructing benchmarks

Benchmarking the data generated by the residents' survey against existing data is possible for those questions in the residents' survey that have been replicated from national surveys. However, this does not include all the questions in the Berkeley social sustainability framework.

A first stage in constructing benchmarks was to devise an approach to quantifying trends in responses. This was complicated by the number of different scoring approaches in the questions taken from the four national surveys.

Interpreting responses to different questions recorded in different ways is likely to be confusing; for example, comparing two examples, one on a five point scale from "strongly agree" to "strongly disagree", and another on a seven point scale "completely satisfied" to "completely dissatisfied".

Additionally, presenting all the response choices discretely can be misleading as there may be minor differences between specific responses: for example, rates of response to strongly agree and to agree may show different patterns compared to the baseline.

Figures 13 and 14 give examples of the challenges interpreting trends over multiple responses and challenges comparing between questions with different response sets.

FIGURE 13: FIVE-POINT SCALE PERCENTAGE "STRONGLY AGREE" TO "STRONGLY DISAGREE" 'I LIKE TO THINK OF MYSELF AS SIMILAR TO PEOPLE IN THIS NEIGHBOURHOOD'. SOURCE: UNDERSTANDING SOCIETY SURVEY.

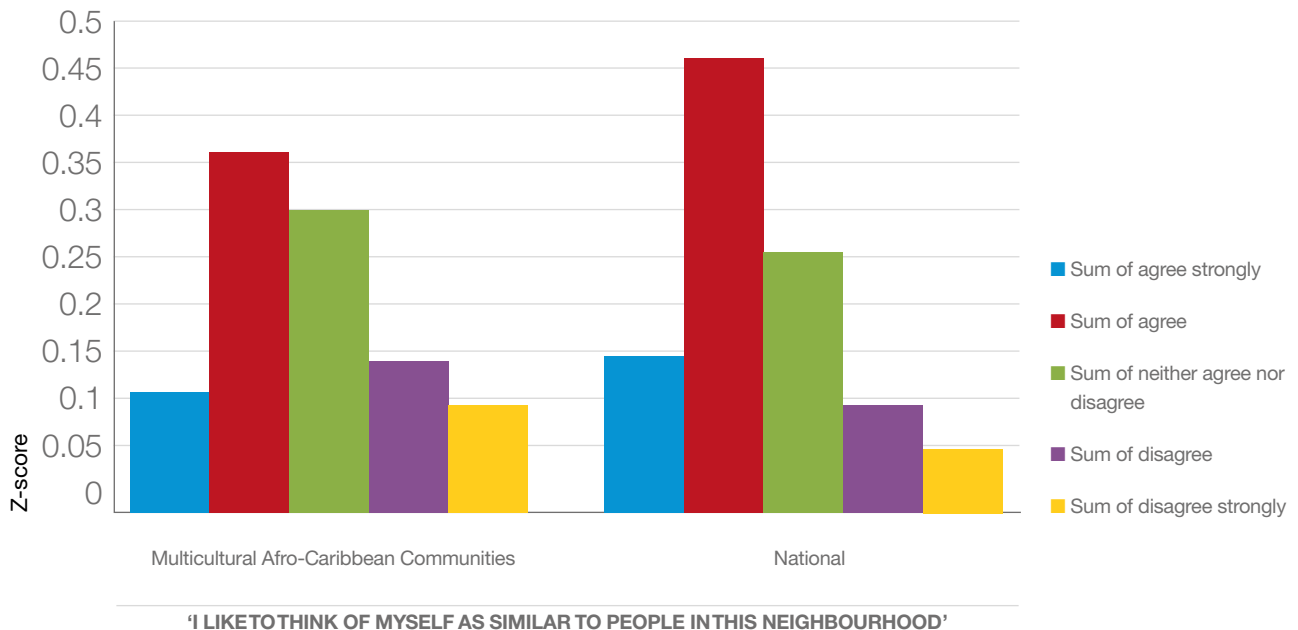
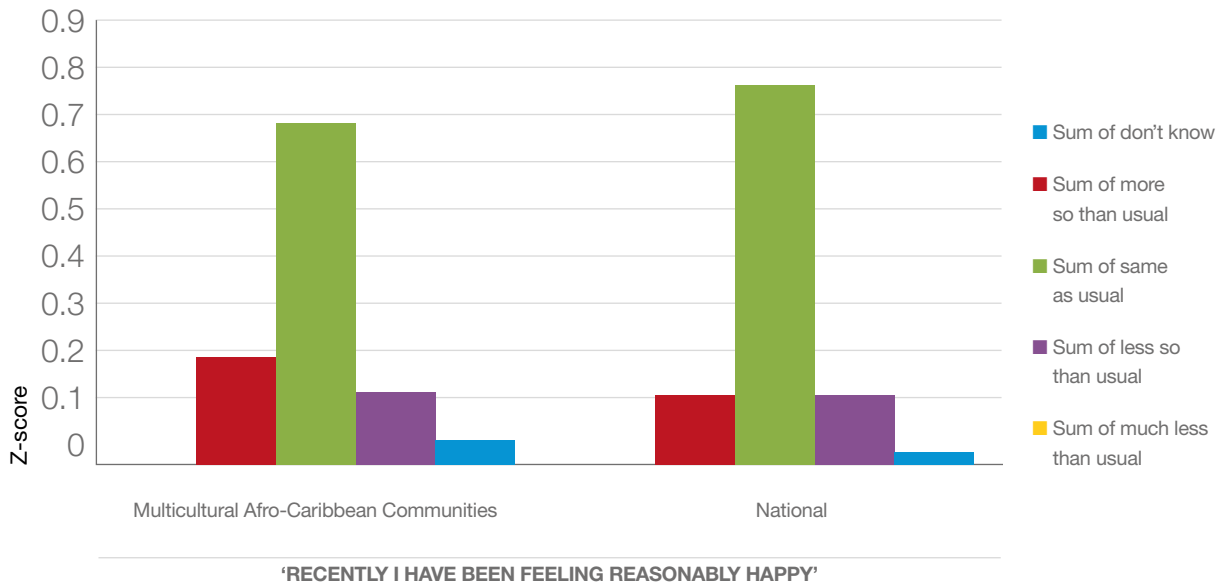


FIGURE 14: FOUR-POINT SCALE PERCENTAGE, “STRONGLY AGREE” TO “STRONGLY DISAGREE” RESPONSES TO QUESTION: ‘RECENTLY I HAVE BEEN FEELING REASONABLY HAPPY’. SOURCE: UNDERSTANDING SOCIETY SURVEY.



To populate the social sustainability framework, the focus is on identifying the main trends in responses. To do this, the average of all responses was analysed. For example, if strongly agree = 1 and strongly disagree = 5 on a five point scale and most responses are concentrated around the response agree (where agree = 2) the average might be 2. If responses are slightly more commonly strongly agree the average might be 1.9 and if the responses are slightly more commonly neither agree nor disagree the average might be 2.1.

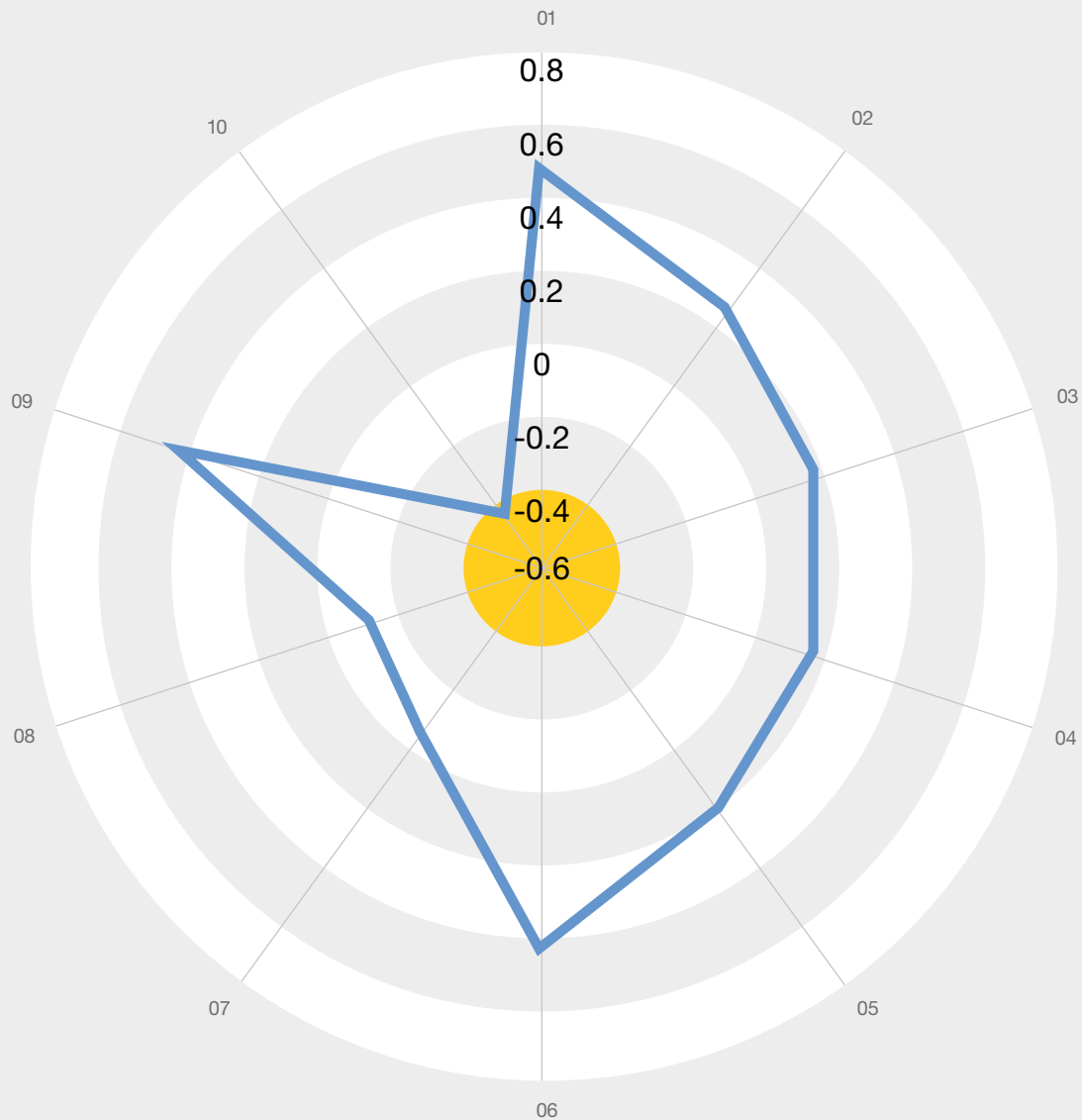
This approach is complicated by the fact that many responses are different scales. This means that the average of responses to different questions will be different and potentially misleading: completely neutral responses on a five-point scale will be 2.5 and completely neutral responses on a seven-point scale will be 3.5.

To overcome this problem and place all responses on the same scale, responses are standardised to the same scale. The standard deviation is calculated for all responses by calculating the difference between each score and the average of all scores, taking into account the variation in all the scores. This figure can then be used to calculate how much each score differs from the average according to a standard normal distribution that applies to all sets of numbers. This standardisation is known as the z-score.

Z-scores most commonly vary from 3 to -3, in almost all circumstances 68 per cent of all responses will be between 1 and -1. Although the differences in numbers generated are small and in decimal places, the condensation of the data means that differences are likely to be statistically significant and reflect actual systematic differences in responses.

Figure 15 shows an example of results presented in z-scores, showing the difference between scores for OAC and national averages. This is based on the OAC classification of the area in which Imperial Wharf is located, which is “Multiethnicity”. Figure 15 shows that this OAC group, compared to the national average, scores higher on many of the indicators relating to relationships with neighbours but lower on well-being (in this diagram “0” represents the “Multiethnicity” OAC’ benchmark). Consequently, residents of Imperial Wharf would need to report high scores on relationships with neighbours to exceed their baseline, but only moderate well-being scores.

FIGURE 15: EXAMPLE Z-SCORES FOR OAC GROUP MULTIETHNICITY SHOWING DIFFERENCE BETWEEN THIS OAC GROUP AND SCORES NATIONALLY FOR NEIGHBOURHOOD AND WELL-BEING QUESTIONS, WHERE 0=NATIONAL AVERAGE. SOURCE: UNDERSTANDING SOCIETY SURVEY.



- 01 Plan to remain resident of this neighbourhood for a number of years
- 02 Feel like I belong to this neighbourhood
- 03 Friendships in my neighbourhood mean a lot to me

- 04 I borrow things and exchange favours with my neighbours
- 05 If I needed advice I could go to someone in my neighbourhood
- 06 Regularly stop and talk with people in my neighbourhood

- 07 Felt you were playing a useful part in things
- 08 Been feeling reasonably happy
- 09 Most people can be trusted or you cannot be too careful with people
- 10 Satisfaction of your life overall

2.4 Testing statistical significance

This project investigates whether residents of Berkeley developments report higher or lower responses to questions important to social sustainability than others from comparable socio-geographic groups. To make sure that results from the z-score analysis were robust, statistical significance testing was carried out.

For any question, the average response of residents may accurately represent the views of all residents as a whole. However, it is known that people tend to vary in their responses and therefore it is possible that differences in the average of responses may be caused by random variation rather than underlying differences in views. To test whether differences in responses are likely to be due to chance or real underlying differences, social sciences employ a convention of a standard of evidence, to establish that results are unlikely to be due to chance.

The convention in social sciences is that the probability should be less than 5% or 5 times in one hundred that the difference in results is likely to have occurred by random variation. Results of less than 5% probability or $p < .05$ are known as statistically significant and may be reported.

In this study we wish to identify if Berkeley residents' responses are higher or lower than comparable responses. To take one example, if residents' responses vary from national responses the same or less than all responses vary from each other, then it seems likely residents' responses are no different from the national. In other words, the responses of residents seem to be explained by natural variation seen in all responses, and residents' responses are part of the same background noise caused by the differences between all people.

If resident responses differ from national responses more than all responses differ from each other, then it seems likely residents' responses are in general quite different from national responses. To identify whether responses are meaningfully different from a comparison group, social scientists often examine whether the variation between all individuals is greater or lesser than the variation in responses between groups we suspect are different.

In other words, we are testing whether the difference between residents and the national average is greater than the background noise. If the difference is the same or less it is likely the results are due to the background difference between all people. If the difference is more, it is likely the group of interest is responding differently from the comparison group. This comparison is often known as the F-Ratio.

To test whether responses from residents were different from the average, a one way Analysis of Variance (sometimes described as an ANOVA) was carried out, with the survey questions as dependent variables, and whether respondents were residents, or part of national or comparable place groups, as the independent variable. For each level of comparison, analysis of national and comparable place groups was carried out, selecting only those individuals that were members of the required comparison group. See Appendix B for relevant data tables.

This statistical approach was used in analysing and presenting findings from the resident survey.

2.4.1 What do non-significant results mean?

Results which are found to be not significant are still informative and useful in understanding community strength and quality of life in the four developments that were studied. These results tell us a great deal about how best to carry out a survey to gather data that is most informative of social sustainability.

In this study we wanted to know if Berkeley residents reported significantly different social views, attitudes and behaviours than non-Berkeley residents. Significant results mean that Berkeley residents responded reliably higher or lower than non-Berkeley residents.

There are two main reasons results can be non-significant: first, results are non-significant when there are no underlying differences in results between a test group (e.g. Berkeley residents) and control group (e.g. non-Berkeley residents) and both have been measured accurately. Second, results are often not significant when there are underlying differences but they are small or subtle and difficult to detect, meaning that differences cannot be identified due to lack of sensitivity or accuracy in measurement. This is known as a Type II Error and is most common in social sciences due to the challenges of measuring human behaviour.

Therefore non-significant results may be due to there being no underlying difference or that any difference is so small they were not detected using the methods employed.

Since it is expected that Berkeley residents share some social views, attitudes and behaviours with non-Berkeley residents it is not surprising the results of a number of questions are non-significant. However, to be confident that non-significant results reflect real similarities between Berkeley residents and others and exclude the possibility that they are due to limitations in the precision in measurement, it is important to examine whether this study is likely to capture small and subtle differences.

Part of the purpose of testing the social sustainability measurement framework was to examine how well individual questions explain social sustainability and distinguish between the social strengths and weakness of Berkeley developments compared to other residential environments. It is likely some questions selected relate to social views, attitudes and behaviours that are not related to the quality of the residential environment and are therefore outside the influence of developers.

Before carrying out this work it was not possible to identify which questions are reliably independent of the built environment.

As this work is the first of its kind, this study gives us the opportunity to identify questions less well related to the influence of residential design. Therefore, these non-significant results should be further examined to provide information to develop the residents' survey for future use.

To develop the next iteration of the framework, each non-significant result should be examined to determine whether these results are due to limitations of the question to distinguish between Berkeley residents and others, or whether non-significance is due to other factors. Questions which are found to distinguish poorly between people who tend to reside in Berkeley developments and similar people elsewhere can be removed from future surveys.

Results are often found to be non-significant where there is a large amount of variation in responses, so many that it is not possible to identify whether responses are reliably different. Large amounts of variation in surveys occur when questions are poorly worded (for example the meaning is ambiguous); however, in this project questions were taken from national surveys which have been developed and tested to provide reliable results.

The most common cause of large amounts of variation in data is that the sample sizes or number of respondents is too small. This is a problem because people naturally tend to differ in their views, attitudes and behavior. To adjust for this variation it is necessary to record as much data as possible so that the sample includes a range of people representative of the natural variation between people.

In this study we attempted to collect as many responses as possible using one-to-one interviews within the resources available. In total we collected 593 responses, and after data cleaning we had around 130 responses in each development. In contrast the largest national surveys recorded 46,000 responses. It therefore is likely some non-significant results are due to insufficient sample sizes.

For future surveys, it may be possible to use alternative methods to increase sample size. This pilot used face-to-face interviews as these have the highest return rate and guarantee a minimum number of responses can be recorded. An approach that may not increase cost is to use multiple methods of collecting responses from residents, including self-completed web based and paper questionnaires alongside face-to-face interviews. Using multiple methods of collecting results is well established and carried out by the national surveys and the methodologically most advanced academic surveys such as the British Birth Cohorts survey and the Avon Longitudinal Survey of Parents and Children.

2.5 The full list of indicators

Table 9 includes the full list of indicators used in Berkeley's social sustainability framework, by indicators and questions.

TABLE 9: INDICATORS USED IN THE SOCIAL SUSTAINABILITY FRAMEWORK

Indicator	Question code	Question	Data source
Social and cultural life dimension			
Positive local identity (SC1)	SC_1a	I plan to remain a resident of this neighbourhood for a number of years.	Understanding Society survey
Positive local identity (SC1)	SC_1b	I feel like I belong to this neighbourhood, by this I mean 15-20 minute walk from your home?	Understanding Society survey
Positive local identity (SC1)	SC_1c	How important is where you live to your sense of who you are?	Understanding Society survey
Relationships with neighbours (SC2)	SC_2a	If I needed advice about something I could go to someone in my neighbourhood.	Understanding Society survey
Relationships with neighbours (SC2)	SC_2b	I borrow things and exchange favours with my neighbours.	Understanding Society survey
Relationships with neighbours (SC2)	SC_2c	I regularly stop and talk with people in my neighbourhood.	Understanding Society survey
Relationships with neighbours (SC2)	SC_2d	The friendships and associations I have with other people in my neighbourhood mean a lot to me.	Citizenship survey
Relationships with neighbours (SC2)	SC_2e	To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?	Citizenship survey
Relationships with neighbours (SC2)	SC_2f	Recently I have been feeling reasonably happy.	Understanding Society survey
Well-being (SC3)	SC_3a	Have you recently felt like you were playing a useful part in things?	Understanding Society survey
Well-being (SC3)	SC_3b	Generally speaking would you say that most people can be trusted, or that you can't be too careful in dealing with people?	Understanding Society survey
Well-being (SC3)	SC_3c	Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Citizenship survey
Well-being (SC3)	SC_3d	Satisfaction with life overall.	Understanding Society survey

TABLE 9: INDICATORS USED IN THE SOCIAL SUSTAINABILITY FRAMEWORK (CONTINUED)

Indicator	Question code	Question	Data source
Social and cultural life dimension			
Feelings of safety (SC4)	SC_4a	How safe do you feel walking alone in this area after dark?	Crime Survey for England & Wales
Feelings of safety (SC4)	SC_4b	How safe do you feel walking alone in this area during the day?	Crime Survey for England & Wales
Feelings of safety (SC4)	SC_4c	Compared to the country as a whole do you think the level of crime in your local area is...	Crime Survey for England & Wales
Community facilities (SC_5)	SC_5a	How satisfied are you with the quality of facilities for children and young people in your local area? 0-4yrs	Created question
Community facilities (SC_5)	SC_5b	How satisfied are you with the quality of facilities for children and young people in your local area? 5-11yrs	Created question
Community facilities (SC_5)	SC_5c	How satisfied are you with the quality of facilities for children and young people in your local area? 11-15yrs	Created question
Community facilities (SC_5)	SC_5d	How satisfied are you with the quality of facilities for young people in your local area? 16-18yrs	Created question
Community facilities (SC_5)	SC_5e	How satisfied are you with the quality of health facilities in your local area?	Created question
Community facilities (SC_5)	SC_5f	How satisfied are you with the quality of sport and leisure facilities in you local area?	Created question
Community facilities (SC_5)	SC_5g	How satisfied are you with the facilities in your local area to socialise with friends and family?	Created question
Voice and influence			
Perceptions of ability to influence local area (VI1)	VI_1a	In the last 12 months, has any organisation asked you what you think about...	Taking Part survey
Perceptions of ability to influence local area (VI1)	VI_1b	Do you agree or disagree that you can influence decisions affecting you local area?	Citizenship survey

TABLE 9: INDICATORS USED IN THE SOCIAL SUSTAINABILITY FRAMEWORK (CONTINUED)

Indicator	Question code	Question	Data source
Social and cultural life dimension			
Perceptions of ability to influence local area (VI1)	VI_1c	How important is it for you personally to feel that you can influence decisions affecting your local area?	Citizenship survey
Willingness to act to improve area (VI2)	VI_2a	I would be willing to work together with others on something to improve my neighbourhood.	Understanding Society survey
Willingness to act to improve area (VI2)	VI_2b	In the last 12 months, have you taken any of the following actions to try to get something done about the quality of your local environment?	Taking Part survey
Willingness to act to improve area (VI2)	VI_2c	To what extent do you agree or disagree that people in this neighbourhood pull together to improve this neighbourhood?	Citizenship survey
Amenities and infrastructure			
Provision of community space (AI_1)	AI_1a	Does the development provide (or is it close to) community facilities, such as a school, parks, play areas, shops, pubs or cafés?	Building for Life
Provision of community space (AI1)	AI_1b	Is public space well designed and does it have suitable management arrangements in place?	Building for Life
Provision of community space (AI_1)	AI_1c	Have the community facilities been appropriately provided?	Created question
Transport links	AI_2	Public transport accessibility.	PTAL plus site specific documents
Place with a distinctive character (AI_3)	AI_3a	Does the scheme feel like a place with distinctive character?	Building for Life
Integration with wider neighbourhood (AI4)	AI_4a	Is there an accommodation mix that reflects the needs and aspirations of the local community?	Building for Life

TABLE 9: INDICATORS USED IN THE SOCIAL SUSTAINABILITY FRAMEWORK (CONTINUED)

Indicator	Question code	Question	Data source
Social and cultural life dimension			
Integration with wider neighbourhood (AI_4)	AI_4b	Is there a tenure mix that reflects the needs of the local community?	Building for Life
Integration with wider neighbourhood (AI_4)	AI_4c	Does the design of the local environment promote engagement with the wider community?	Created question
Accessible and safe street layout (AI_5)	AI_5a	Do the buildings and layout make it easy to find your way around?	Building for Life
Accessible and safe street layout (AI_5)	AI_5b	Does the scheme integrate with existing streets, paths and surrounding development?	Building for Life
Accessible and safe street layout (AI_5)	AI_5c	Are the streets pedestrian, cycle and vehicle friendly?	Building for Life
Accessible and safe street layout (AI5)	AI_5d	Are public spaces and pedestrian routes overlooked and do they feel safe?	Building for Life
Accessible street layout (AI_5)	AI_5e	Does the design of the local environment adequately support the needs of people with limited physical mobility?	Created question
Physical space on development that is adaptable in the future (AI_6)	AI_6a	Do internal spaces and layout allow for adaption, conversion or extension?	Building for Life
Physical space on development that is adaptable in the future (AI6)	AI_6b	Do external spaces and layout allow for adaption, conversion or extension?	Created question

2.6 Consolidating the questions into indicators

The majority of indicators are made up of a number of different questions. It is probable that different questions have different significance in explaining social sustainability, and there is as yet no evidence available that provides any rationale for weighting. To obtain this would require significant new research and exploration.

Consequently, each question was given the same weight in constructing the indicator. Following the same approach, the three core dimensions of the framework – “voice and influence”, “social and cultural life” and “amenities and infrastructure” – were also given equal weight.

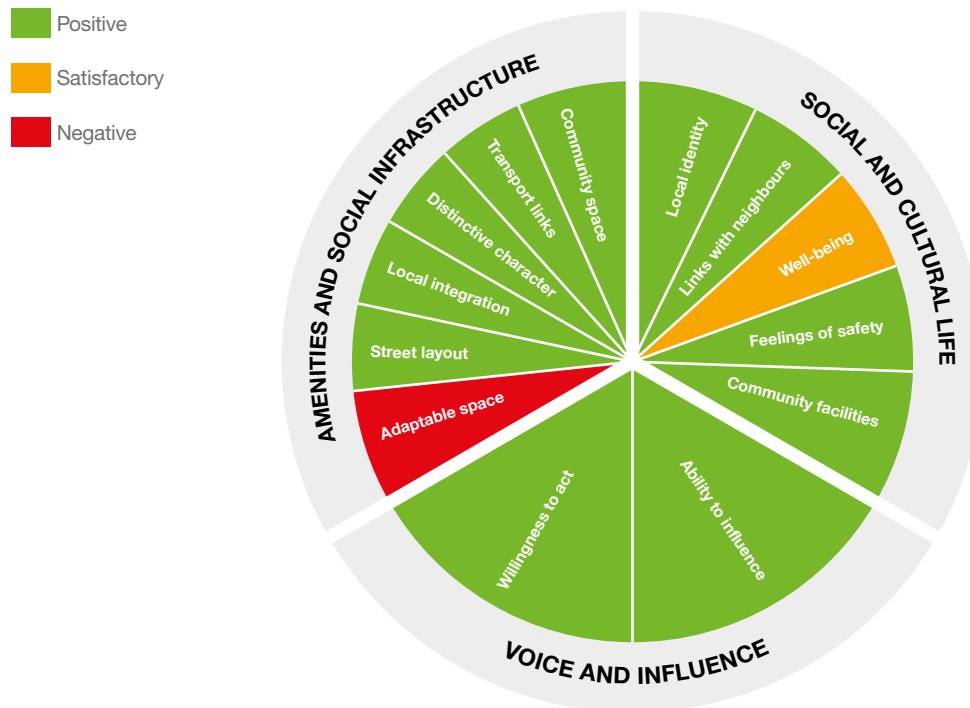
2.7 Visualising the framework

A key learning from the review of frameworks was the need to visualise the framework in a way that makes it accessible and useable to practitioners and policy makers.

The range of data involved – coming from different sources including site surveys, residents’ survey, existing survey data and PTAL transport scores – could only be combined if a way could be found to generate comparable scores.

The RAG (red-yellow-green) approach generated two benefits: first, to create an easily understandable graphic representation of the social sustainability “score” for a development; and second, to present the results as a range of responses rather than a single figure. The range approach is more appropriate for an experimental metric, avoiding spurious accuracy.

FIGURE 16: A HYPOTHETICAL RAG RATED SITE ASSESSMENT



2.8 Scoring the data

The different elements of data were scored appropriately with the aim of generating scores where “green” was significantly above average, demonstrating good performance, and “red” significantly below average, signaling concern. Therefore, “yellow” represents scores that are the same or very close to the average or cannot be distinguished from the average statistically, possibly because responses are too varied or because there are too few responses.

Where questions and indicators draw on questions used in other surveys or frameworks, benchmarks or established scoring methods were used. For the small number of created questions, a score was generated based on the range of results in this exercise.

Table 10 explains the scoring for each different kind of data.

TABLE 10: SCORING BY DATA SOURCE

Data source	Scoring approach
Residents' survey: questions taken from national surveys	<p>Questions benchmarked against geographical areas (National and London) and comparable places (OAC and IMD) using z-score approach described in section 2.3.2.</p> <p>The mean of the z-scores for each question within an indicator provided the overall score for each indicator.</p> <p>An F-ratio comparison was applied to test the statistical significance of data sets underpinning each question (see section 2.4 for further explanation).</p> <p>The overall score was RAG Rated:</p> <p>Statistically significant responses above the benchmark = green</p> <p>Responses are the same as or similar to the benchmark, or they are not statistically significant = yellow</p> <p>Statistically significant responses below the benchmark = red</p>
Residents' survey: questions created for this project	<p>For each created question responses were awarded a score between 1 (very dissatisfied) up to 5 (very satisfied).</p> <p>The mean of the scores for each question within an indicator were combined across all four developments to provide an overall mean score for each indicator.</p> <p>With no established benchmark available for comparison, responses on each development were RAG Rated:</p> <p>Better than overall mean score across all developments = green</p> <p>The same as or similar to the overall mean score across all developments = amber</p> <p>Poorer than overall mean score across all developments = red</p>

TABLE 10: SCORING BY DATA SOURCE (CONTINUED)

Data source	Scoring approach
Site survey: questions taken from Building for Life	<p>The Building for Life scoring protocol was used. Each of the questions is given a value of 1, 0.5 or 0.</p> <ul style="list-style-type: none"> • 1 = there is sufficient evidence that the design meets the criteria • 0.5 = a specific part of the design meets the criteria, but another does not • 0 = there is not enough evidence that the design meets the criteria, or the evidence shows that the design does not meet the criteria. <p>The mean of the scores for each question within an indicator were combined to provide an overall mean score for each indicator.</p> <p>This overall mean score was RAG Rated:</p> <p>≥0.75 = green</p> <p>≥0.5 but <0.75 = yellow</p> <p><0.5 = red</p>
Site survey: questions created for the project	Questions were scored in the same way as those taken from Building for Life
Public Transport Accessibility Level (PTAL) Additional secondary data about resident travel patterns for Knowle Village and The Hamptons.	<p>PTAL scores are graded between 1 (extremely poor access to public transport) and 6 (excellent access to public transport).</p> <p>The PTAL scores for Empire Square and Imperial Wharf were RAG Rated:</p> <p>≥5 = green</p> <p>≥3 but <5 = yellow</p> <p><3 = red</p> <p>For Knowle Village and The Hamptons additional data sources were used. These included pre-existing resident surveys of transport patterns. An assessment of appropriate provision was made based on the travel patterns reported by residents and the range of transport options provided for them (including public transport, car parking, and sustainable transport options).</p>

3.0

Testing the framework

This section describes how the social sustainability framework was tested on four Berkeley developments.

It describes the four test sites; the process of gathering primary data using a residents' survey and site survey; and how this was tested against the lived experience of residents.

3.1 Selecting four test sites

Four test sites were chosen to reflect the range of Berkeley developments, by typology set out in section 1.8: rural/semi-rural, suburban, urban regeneration, urban (see table 11). Three sites are in London: Empire Square in Bermondsey, south London; Imperial Wharf in Fulham; and The Hamptons in Worcester Park in south west London suburbs; and Knowle Village near Portsmouth.

TABLE 11: THE FOUR TEST SITES

Name of development	Typology	Where	Brief description
Empire Square	IW – Regeneration	In London Borough of Southwark, south London. Inner city.	Former warehouse site, 567 homes, 30% affordable housing
The Hamptons	Suburban dwellings	In London Borough of Sutton, south west London. Suburbs.	Former sewage works, 645 homes, 33% affordable housing
Imperial Wharf	ES – Urban	In London Borough of Hammersmith and Fulham. Inner city.	Former gas works, 1,428 homes, 47% affordable housing
Knowle Village	Rural/semi-rural	In Winchester City Council area, Hampshire. Rural.	Former hospital for the mentally ill, 701 homes, 40% affordable housing

3.2 Gathering primary data

Primary data was collected through two bespoke surveys: a residents' survey and a site survey.

3.2.1 Residents' survey

The market research company ComRes was commissioned to carry out the residents' survey. A balance needed to be struck between robustness, pointing towards a larger sample, and cost, pointing towards smaller scale research. It was decided that a total of 500 residents would be surveyed, 125 on each development. It was agreed that 500 was a sample size that should generate statistically significant results, yet was not prohibitively expensive.

The sampling approach was challenging as no demographic information was available on the age, gender or ethnicity of homebuyers in the developments. The initial aim was to sample based on tenure type (affordable and private), cost of the property when purchased, and number of bedrooms. However, it proved impossible to get comparable information about size and cost of properties, so tenure alone was used as the basis of the sample.

A face-to-face methodology was chosen to reach residents in each of the four developments. It was felt this approach would be more likely to achieve the response rate required, rather than telephone interviewing or using email or web based approaches. Interviewers visited properties at a range of times during the day and at weekends to ensure that a range of respondents could be interviewed including those who work, study or are unemployed.

Properties were selected within the developments to meet quotas based on affordable and private housing tenure. Within the developments, interviewers selected properties from different floors within the buildings, different sides of the building, and different parts of the developments, to ensure that a range of views were heard. If the resident of a property was not available to be interviewed at that time, interviewers made two call backs to these properties at different times during that day.

For further details about sampling and quotas see Appendix A.

3.2.2. Site survey

Three experienced and accredited Building for Life surveyors were invited to tender to conduct the site surveys. Matrix Partnership was appointed to carry out the work, which took place in July 2012, and involved site visits and desk-based research.

The site survey was based on the original Building for Life framework, with ten criteria omitted and four added (see section 2.2.2 of this report for more information). In the site survey, the Building for Life criteria were interpreted in the normal way following current Design Council/CABE guidance.

Four new criteria required the development of new guidance:

i) Have the community facilities been appropriately provided?

This question was added to examine how community facilities were delivered. The intention was to move beyond a focus on provision to include analysis of the suitability of new facilities based on site specific circumstances.

Assessment of this included:

- Whether community facilities are accessible and open to all residents of the development?
- Whether community facilities are provided with a broad programme of activity to support involvement from a mix of residents?
- Whether community facilities are provided early on in the site's development?
- Whether residents are actively encouraged to make use of community facilities?

ii) Does the design of the local environment promote engagement with the wider community?

This was intended to focus on the way in which the physical design enabled Berkeley residents to interact and develop a shared identity with the wider communities and neighbourhoods surrounding the sites.

Assessment of this included:

- The degree to which community engagement was embraced as part of Berkeley's planning and design process.
- Whether the designs were informed by the local community, and whether they were responsive to key issues and priorities raised by the local community.

- Whether streets connect with their surroundings – enabling people to walk through area and casually meet their neighbours.
- Whether external open spaces are accessible and welcoming to the wider community (including, for example, facilitating shared community sports use).
- Whether other facilities are provided, such as a gym or café, that promote social interaction.

iii) Does the design of the local environment adequately support the needs of people with physical disabilities?

This explored whether design went beyond statutory minimum as Part M of the Building Regulations requires all buildings to make provision for this to some extent. Assessment included whether best practice measures were followed, including those identified in, for example, Habinteg's The Wheelchair Housing Design Guide^{xxxii} or CABE's Inclusive by Design,^{xxxiii} (or incorporate Lifetime Homes guidance).^{xxxiii}

iv) Do external spaces and layout allow for adaption, conversion or extension?

This indicator was designed to explore "space to grow" considerations. It included:

- The degree to which the design of public spaces is flexible enough to accommodate different programmes of activity.
- The management of public open spaces – whether, or the degree to which, the management regime enables spaces to be adapted to community needs.
- The design and management of communal private spaces (such as communal gardens for apartment blocks).
- Whether the size and design of private gardens allows for personalisation and flexibility of uses.

To inform the site surveys, desk-based research was carried out exploring documents prepared during the early stages of planning and design. This included the design and access statement (DAS); both architectural and landscape-related drawings related to the design of buildings and open spaces respectively (the site plan, landscape plan, elevations, sections and sample housing type layouts with furniture shown); an accommodation schedule that conveys tenure mix and typology; information related to management arrangements; information about community facilities.

3.3 Testing strategies

This social sustainability framework is experimental, bringing together data from different sources, combining them in new ways to express an assessment of the complex and multi-faceted concept of social sustainability. It was important to develop a strategy to ensure that the results of the surveys could be tested against the experience of those who live in and use the developments.

With more resource, it would have been possible to convene focus groups and carry out more systematic qualitative research. However, given the constraints of this project, a more limited approach was taken, which had three key elements:

- Contextual interviews with local stakeholders.
- An open-ended question within the residents' survey.
- Analysis of underlying patterns within the data.

3.3.1 Contextual interviews

Contextual interviews were carried out with a broad range of local stakeholders, including some with a formal responsibility over on-site operations (see Table 12) as well as residents and other more temporary inhabitants of the space, e.g. representatives from nearby schools, nurseries, care facilities, gyms, pubs, restaurants and religious institutions. A day and a half was allowed for interviews at each site, these were a mixture of face-to-face and telephone interviews. A total of 31 interviews were carried out across the four sites.

TABLE 12: CONTEXTUAL INTERVIEW STAKEHOLDER GROUPS

Contextual interview stakeholder groups interviewed
Residents' Group representative
Representative from Housing Association working on site
Representative from Estate Management team
Local Authority employee with on-site experience (<i>only Knowle Village</i>)

The interviews explored the respondents' experience of the development, and probed particular local issues that were relevant to the social sustainability of the area. The results were anonymised.

3.3.2. Enabling residents to give their own definitions of social sustainability

One open-ended question was included in the residents' survey: "Overall, what three factors about living in this neighbourhood contribute most to your quality of life? Please give as much detail as possible."

This information allowed residents to provide their own definitions and ideas about what informed their experience of living in the area.

3.3.3. Analysis of underlying trends

A wealth of primary data was generated by the residents' survey. It was not in the scope, or timescale, of this project to carry out a full analysis of the dataset. However, an initial investigation focused on the impact of housing tenure on some of the underlying trends in the data.

Housing tenure was selected because the different housing options offered to residents of different tenures emerged as a salient issue in contextual interviews. In all the four sites, affordable housing, ranging from social housing for rent to various types of subsidised home ownership (shared ownership, HomeBuy, NewBuy and particular schemes offered by the London Borough of Hammersmith and Fulham), was located in different parts of the development to the privately owned housing. As well as being managed and maintained under different arrangements, affordable housing was often visually different from the private housing.

In some cases, the amount of analysis that could be carried out on individual questions was limited by the small numbers of respondents. Analysis concentrated on five questions chosen to detect differences in the experience of local life between residents of different tenures. The questions were all taken from national surveys.

- Plan to remain resident for number of years (responses "strongly agree" to "strongly disagree") Understanding Society Survey
- I feel like I belong in this neighbourhood (responses "strongly agree" to "strongly disagree") Understanding Society Survey
- To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together? (responses "definitely agree" to "definitely disagree") Citizenship Survey
- Overall how satisfied or dissatisfied are you with your local area as a place to live? (responses "very satisfied" to "very dissatisfied") Citizenship Survey
- To what extent do you agree or disagree that people in this neighbourhood pull together to improve this neighbourhood? (responses "definitely agree" to "definitely disagree") Citizenship Survey.



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Social sustainability is about people's quality of life, now and in the future. It describes the extent to which a neighbourhood supports individual and collective well-being.

Social sustainability combines design of the physical environment with a focus on how the people who live in and use a space relate to each other and function as a community. It is enhanced by development which provides the right infrastructure to support a strong social and cultural life, opportunities for people to get involved, and scope for the place and the community to evolve.



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PART 3:
APPENDICES

CREATING **STRONG** COMMUNITIES

HOW TO MEASURE THE SOCIAL
SUSTAINABILITY OF NEW DEVELOPMENTS

COMMISSIONED BY THE BERKELEY GROUP

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Appendix A

Appendix A: Profile of residents responding to survey

TABLE A1 AGE AND GENDER

Development	Male %	Female %
Empire Square	55	45
The Hamptons	65	35
Imperial Wharf	56	44
Knowle Village	42	58
Total average for all sites	55.5	45.5
Development	Male %	Female %
Empire Square	55	45
The Hamptons	65	35
Imperial Wharf	56	44
Knowle Village	42	58
Total average for all sites	55.5	45.5

TABLE A2 NUMBER OF INHABITANTS PER HOUSEHOLD

Development	Household with 1 inhabitant %	Household with 2 inhabitant %	Household with 3 inhabitant %	Household with 4 inhabitant %	Household with 5+ inhabitants %
Empire Square	15	40	19	16	10
The Hamptons	12	26	22	30	10
Imperial Wharf	0	43	25	24	8
Knowle Village	13	32	21	22	12
Total average for all sites	10	35	22	23	10

TABLE A3 NUMBER OF BEDROOMS PER HOUSEHOLD

Development	1 bedroom %	2 bedroom %	3 bedroom %	4 bedroom %	5 bedroom %
Empire Square	21	50	26	3	0
The Hamptons	12	22	36	24	6
Imperial Wharf	2	40	30	26	2
Knowle Village	5	28	37	22	8
Total average for all sites	10	35	32	19	4

TABLE A4 CHILDREN PER HOUSEHOLD

Development	None %	1 child %	2 children %	3 children %	4 children %	5 children %	6 children %
Empire Square	60	19	11	6	4	0	0
The Hamptons	46	15	28	9	1	0	1
Imperial Wharf	62	15	20	4	0	0	0
Knowle Village	45	22	22	6	3	2	0
Total average for all sites	53	18	20	6.25	2	0.5	0.25

TABLE A5 ETHNICITY

Development	White British %	African %	White & Black African %	Other White %	Caribbean %	Other (inc Irish, Indian, Pakistani, Bangladeshi and Chinese) %
Empire Square	37	18	2	7	6	30
The Hamptons	72	3	1	6	1	17
Imperial Wharf	33	26	18	4	2	17
Knowle Village	92	2	2	2	0	2
Total average for all sites	58.5	12	6	5	2	16.5

TABLE A6 EMPLOYMENT STATUS

Development	Paid employed %	Self employed %	Unemployed %	Retired %	Student %	Family Care/ Home %	Long term sick/ disabled %	Other %
Empire Square	57	11	7	6	4	4	4	7
The Hamptons	47	10	8	10	2	15	4	4
Imperial Wharf	77	4	2	4	10	0	0	3
Knowle Village	56	9	6	12	2	10	5	0
Total average for all sites	59	8.5	6	8	4.5	7.25	3.25	3.5

Appendix B

Appendix B Data treatments - quotas and sampling

A larger proportion of responses were collected from residents in affordable homes in Hamptons, Empire Square and Knowle Village than was intended, producing an over representation of affordable residents in total responses therefore potentially biasing results.

To ensure the proportion of responses from affordable homes was representative of the overall proportion of affordable homes on each development, 65 responses from affordable homes in The Hamptons were excluded from the analysis by a random selection. 27 responses from affordable homes in Empire Square, and 19 from Knowle Village were also excluded.

The method used to select respondents to be excluded from analysis was to generate a random number for each participant from a normal distribution with a mean of 275 and a standard deviation of 171. The lowest 30 random numbers were excluded from the Hamptons; the lowest 27 for Empire Square; and the lowest 19 for Empire Square residents.

TABLE 1: THE NUMBER AND PERCENTAGE OF PRIVATE AND AFFORDABLE HOMES IN DEVELOPMENTS

Developments					
	Number		Total	Per cent	
	Private	Affordable		Private	Affordable
Empire Square	399	168	567	70%	30%
The Hamptons	430	215	645	67%	33%
Imperial Wharf	750	678	1428	53%	47%
Knowle Village	473	219	692	68%	32%
Total	2052	1280	3332	62%	38%

TABLE 2: THE NUMBER AND PERCENTAGE OF RESPONSES SAMPLED FROM PRIVATE AND AFFORDABLE HOMES IN DEVELOPMENTS

	Sample					Difference		Number of responses to be excluded to make sample proportional to actual
	Number of responses		Total	Per cent of responses		Sample minus Actual		
	Private	Affordable		Private	Affordable	Private	Affordable	
Empire Square	78	61	139	56%	44%	-14%	14%	27
The Hamptons	88	109	197	45%	55%	-22%	22%	65
Imperial Wharf	66	61	127	52%	48%	-1%	1%	
Knowle Village	76	54	130	58%	42%	-10%	10%	19
Total	308	285	593	52%	48%	-10%	10%	

Appendix C

ANOVA

Work was carried out to test the statistical significance of the residents' survey to determine whether residents of the four Berkeley developments report higher or lower responses to questions important to social sustainability than others nationally, locally or from the same social group.

The average response of residents may accurately represent the views of all residents as a whole. However, it is known that people tend to vary in their responses and therefore it is possible that any differences in the average of responses may be caused by random variation in responding rather than underlying differences in views.

To test whether differences in responses are likely to be due to chance or are likely to be real underlying differences, social sciences employ a convention of a standard of evidence required before it is recognised results are unlikely to be due to chance.

The convention in social sciences is that the probability should be less than 5% or 5 times in one hundred that the difference in results is likely to have occurred by random variation, results of less than 5% probability or $p < .05$ are known as statistically significant and may be reported.

In this test we wish to identify if the responses of Berkeley are higher or lower than the local or national responses. To take one example, national responses vary a certain amount, if residents' responses vary from national responses the same or less than all responses vary from each other, then it seems likely residents' responses are no different from the national. In other words, the responses of residents seem to be explained by natural variation seen in all responses, and residents' responses are part of the same background noise caused by the differences between all people.

On the other hand if resident responses differ more from national responses than all response differ from each other then it seems likely residents' responses are in general quite different from national responses.

Consequently, to identify whether responses are meaningfully different from a comparison group social scientists often examine whether the variation between individuals within the group of interest is greater or lesser than the background variation in responses, if the same or less it is likely the results are due to the background difference between people, if more it is likely the group of interest is responding differently from the comparison group. This comparison is often known as the F-Ratio.

These tables set out the results of the statistical significance testing of results from the residents' survey and the responses of all people nationally, all Londoners and comparable areas and social groups. The national benchmarks have used all the questions in the residents' survey. London benchmarks have only been carried out with questions taken from the Understanding Society survey.

Table C1	The difference between all Berkeley residents responses and response of all people nationally	10
Table C2	The difference between Imperial Wharf and all others nationally	11
Table C3	The difference between The Hamptons and all others nationally	12
Table C4	The difference between Empire Square and all others nationally	13
Table C5	The difference between Knowle Village and all others nationally	14
Table C6	The difference between all Berkeley residents and London	15
Table C7	The difference between Imperial Wharf and London	15
Table C8	The difference between Hampton and London	16
Table C9	The difference between Empire Square and London	16
Table C10	The difference between Knowle Village and London	17
Table C11	The difference between all development combined and others from similar social groups	18
Table C12	The difference between Imperial Wharf and others from similar social groups	19
Table C13	The difference between The Hamptons and others from similar social groups	20
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**TABLE C1 THE DIFFERENCE BETWEEN ALL BERKELEY RESIDENTS RESPONSES
AND RESPONSE OF ALL PEOPLE NATIONALLY**

	F	Sig.	
Plan to remain resident of this neighbourhood for a number of years	17.432	.000	*
Feel like I belong to this neighbourhood	14.571	.000	*
Friendships in my neighbourhood mean a lot to me	.462	.497	not sig
If I needed advice I could go to someone in my neighbourhood	.493	.482	not sig
I borrow things and exchange favours with my neighbours	1.650	.199	not sig
Regularly stop and talk with people in my neighbourhood	2.339	.126	not sig
Felt you were playing a useful part in things	61.418	.000	*
Been feeling reasonable happy	24.406	.000	*
Most people can be trusted or you cannot be too careful with people	.689	.407	not sig
Satisfaction of your life overall	.849	.357	not sig
Minutes spent travelling to work	824.734	.000	*
I would be willing to work with others to improve my neighbourhood	6.951	.008	*
How safe do you feel walking around your neighbourhood after dark	136.902	0	*
How safe do you feel walking around your neighbourhood during daytime	27.938	0	*
How well do you feel crime in your neighbourhood compares to other areas	10.3	0.001	*
Importance of where you live to sense of who you are	4.243	0.039	*
In local area people get on well	0.191	0.662	not sig
How satisfied or dissatisfied are you with your local area as a place to live?	18.729	0	*
Can you influence decisions affecting area	6.358	0.012	*
How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is ...	3.256	0.071	not sig
People pull together to improve neighbourhood	7.581	0.006	*
Has anyone consulted you on sport facilities in the past 12 months	74.958	0	*
Has anyone consulted you on cultural facilities in the past 12 months	157.823	0	*
Has anyone consulted you on environmental facilities in the past 12 months	6.176	0.013	*
Contacted a local radio station, tv station or paper	20.937	0	*
Talked to / written to a sporting or cultural facility	23.39	0	*
Contacted the council	30.011	0	*
Contacted a local councillor or MP	17.788	0	*
Joined a local group or attended a neighbourhood forum	74.165	0	*
Attended a protest meeting or joined a campaign group	57.445	0	*
Helped organise a petition	38.58	0	*

* = probability less than 5% or $p < .05$

TABLE C2 THE DIFFERENCE BETWEEN IMPERIAL WHARF AND ALL OTHERS NATIONALLY

		Mean Difference (I-J)	Sig.	
Plan to remain resident of this neighbourhood for a number of years	Imperial Wharf	.668*	.000	*
Feel like I belong to this neighbourhood	Imperial Wharf	.599*	.000	*
Friendships in my neighbourhood mean a lot to me	Imperial Wharf	.653*	.000	*
If I needed advice I could go to someone in my neighbourhood	Imperial Wharf	.570*	.000	*
I borrow things and exchange favours with my neighbours	Imperial Wharf	1.051*	.000	*
Regularly stop and talk with people in my neighbourhood	Imperial Wharf	.567*	.000	*
Felt you were playing a useful part in things	Imperial Wharf	.253*	.000	*
Been feeling reasonable happy	Imperial Wharf	.496*	.000	*
Most people can be trusted or you cannot be too careful with people	Imperial Wharf	-.257*	.003	*
Satisfaction of your life overall	Imperial Wharf	-.318	.142	not sig
Minutes spent travelling to work	Imperial Wharf	-107.457*	.000	*
I would be willing to work with others to improve my neighbourhood	Imperial Wharf	.523*	.000	*
How safe do you feel walking around your neighbourhood after dark	Imperial Wharf	-.71841*	0	*
How safe do you feel walking around your neighbourhood during daytime	Imperial Wharf	-0.06342	0.654	not sig
How well do you feel crime in your neighbourhood compares to other areas	Imperial Wharf	0.06865	0.818	not sig
Importance of where you live to sense of who you are	Imperial Wharf	-0.032	0.996	not sig
In local area people get on well	Imperial Wharf	-0.018	0.999	not sig
How satisfied or dissatisfied are you with your local area as a place to live?	Imperial Wharf	-0.15	0.416	not sig
Can you influence decisions affecting area	Imperial Wharf	0.176	0.296	not sig
How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is ...	Imperial Wharf	0.077	0.901	not sig
People pull together to improve neighbourhood	Imperial Wharf	-0.104	0.768	not sig
Has anyone consulted you on sport facilities in the past 12 months	Imperial Wharf	-.20084*	0	*
Has anyone consulted you on cultural facilities in the past 12 months	Imperial Wharf	-.35023*	0	*
Has anyone consulted you on environmental facilities in the past 12 months	Imperial Wharf	0.00428	1	not sig
Contacted a local radio station, tv station or paper	Imperial Wharf	0.01149	0.888	not sig
Talked to / written to a sporting or cultural facility	Imperial Wharf	0.00129	1	not sig
Contacted the council	Imperial Wharf	-0.06722	0.388	not sig
Contacted a local councillor or MP	Imperial Wharf	0.03925	0.553	not sig
Joined a local group or attended a neighbourhood forum	Imperial Wharf	0.01832	0.939	not sig
Attended a protest meeting or joined a campaign group	Imperial Wharf	0.02539	0.64	not sig
Helped organise a petition	Imperial Wharf	0.01844	0.768	not sig

TABLE C3 THE DIFFERENCE BETWEEN THE HAMPTONS AND ALL OTHERS NATIONALLY

		Mean Difference (I-J)	Sig.	
Plan to remain resident of this neighbourhood for a number of years	The Hamptons	.013	1.000	not sig
Feel like I belong to this neighbourhood	The Hamptons	-.026	.996	not sig
Friendships in my neighbourhood mean a lot to me	The Hamptons	-.195	.071	not sig
If I needed advice I could go to someone in my neighbourhood	The Hamptons	.098	.797	not sig
I borrow things and exchange favours with my neighbours	The Hamptons	-.120	.709	not sig
Regularly stop and talk with people in my neighbourhood	The Hamptons	-.038	.988	not sig
Felt you were playing a useful part in things	The Hamptons	-.413*	.000	*
Been feeling reasonable happy	The Hamptons	-.020	.990	not sig
Most people can be trusted or you cannot be too careful with people	The Hamptons	.105	.383	not sig
Satisfaction of your life overall	The Hamptons	-.130	.772	not sig
Minutes spent travelling to work	The Hamptons	-96.129*	.000	*
I would be willing to work with others to improve my neighbourhood	The Hamptons	-.057	.898	not sig
How safe do you feel walking around your neighbourhood after dark	The Hamptons	-0.13862	0.3	not sig
How safe do you feel walking around your neighbourhood during daytime	The Hamptons	-0.05782	0.55	not sig
How well do you feel crime in your neighbourhood compares to other areas	The Hamptons	-0.00533	1	not sig
Importance of where you live to sense of who you are	The Hamptons	-0.189	0.052	not sig
In local area people get on well	The Hamptons	-0.024	0.994	not sig
How satisfied or dissatisfied are you with your local area as a place to live?	The Hamptons	-.231*	0.01	*
Can you influence decisions affecting area	The Hamptons	-0.005	1	not sig
How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is ...	The Hamptons	0.058	0.925	not sig
People pull together to improve neighbourhood	The Hamptons	-0.186	0.095	not sig
Has anyone consulted you on sport facilities in the past 12 months	The Hamptons	-0.03687	0.362	not sig
Has anyone consulted you on cultural facilities in the past 12 months	The Hamptons	-0.0364	0.215	not sig
Has anyone consulted you on environmental facilities in the past 12 months	The Hamptons	0.08214	0.06	not sig
Contacted a local radio station, tv station or paper	The Hamptons	0.00342	0.997	not sig
Talked to / written to a sporting or cultural facility	The Hamptons	0.00605	0.982	not sig
Contacted the council	The Hamptons	-0.0604	0.262	not sig
Contacted a local councillor or MP	The Hamptons	-0.02824	0.634	not sig
Joined a local group or attended a neighbourhood forum	The Hamptons	-0.02803	0.571	not sig
Attended a protest meeting or joined a campaign group	The Hamptons	0.01732	0.759	not sig
Helped organise a petition	The Hamptons	-.03801*	0.02	*

TABLE C4 THE DIFFERENCE BETWEEN EMPIRE SQUARE AND ALL OTHERS NATIONALLY

		Mean Difference (I-J)	Sig.	
Plan to remain resident of this neighbourhood for a number of years	Empire Square	.252*	.048	*
Feel like I belong to this neighbourhood	Empire Square	.305*	.001	*
Friendships in my neighbourhood mean a lot to me	Empire Square	.199	.108	not sig
If i needed advice I could go to someone in my neighbourhood	Empire Square	-.174	.354	not sig
I borrow things and exchange favours with my neighbours	Empire Square	-.240	.131	not sig
Regularly stop and talk with people in my neighbourhood	Empire Square	-.012	1.000	not sig
Felt you were playing a useful part in things	Empire Square	-.044	.892	not sig
Been feeling reasonable happy	Empire Square	.122	.063	not sig
Most people can be trusted or you cannot be too careful with people	Empire Square	-.030	.990	not sig
Satisfaction of your life overall	Empire Square	.025	1.000	not sig
Minutes spent travelling to work	Empire Square	-40.127*	.000	*
I would be willing to work with others to improve my neighbourhood	Empire Square	.123	.383	not sig
How safe do you feel walking around your neighbourhood after dark	Empire Square	-.44485*	0	*
How safe do you feel walking around your neighbourhood during daytime	Empire Square	-0.02566	0.972	not sig
How well do you feel crime in your neighbourhood compares to other areas	Empire Square	.25965*	0	*
Importance of where you live to sense of who you are	Empire Square	0.031	0.994	not sig
In local area people get on well	Empire Square	-0.003	1	not sig
How satisfied or dissatisfied are you with your local area as a place to live?	Empire Square	-0.086	0.799	not sig
Can you influence decisions affecting area	Empire Square	0.206	0.081	not sig
How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is ...	Empire Square	0.21	0.055	not sig
People pull together to improve neighbourhood	Empire Square	-0.006	1	not sig
Has anyone consulted you on sport facilities in the past 12 months	Empire Square	-.08556*	0	*
Has anyone consulted you on cultural facilities in the past 12 months	Empire Square	-.07232*	0	*
Has anyone consulted you on environmental facilities in the past 12 months	Empire Square	0.04461	0.547	not sig
Contacted a local radio station, tv station or paper	Empire Square	-.08410*	0	*
Talked to / written to a sporting or cultural facility	Empire Square	-.08883*	0	*
Contacted the council	Empire Square	-.08079*	0.04	*
Contacted a local councillor or MP	Empire Square	-0.03583	0.347	not sig
Joined a local group or attended a neighbourhood forum	Empire Square	-.07368*	0	*
Attended a protest meeting or joined a campaign group	Empire Square	-.10697*	0	*
Helped organise a petition	Empire Square	-.04774*	0.001	*

TABLE C5 THE DIFFERENCE BETWEEN KNOWLE VILLAGE AND ALL OTHERS NATIONALLY

		Mean Difference (I-J)	Sig.	
Plan to remain resident of this neighbourhood for a number of years	Knowle Village	-.027	.999	not sig
Feel like I belong to this neighbourhood	Knowle Village	-.157	.294	not sig
Friendships in my neighbourhood mean a lot to me	Knowle Village	-.394*	.000	*
If I needed advice I could go to someone in my neighbourhood	Knowle Village	-.273*	.043	*
I borrow things and exchange favours with my neighbours	Knowle Village	-.194	.358	not sig
Regularly stop and talk with people in my neighbourhood	Knowle Village	-.141	.493	not sig
Felt you were playing a useful part in things	Knowle Village	-.458*	.000	*
Been feeling reasonable happy	Knowle Village	-.033	.957	not sig
Most people can be trusted or you cannot be too careful with people	Knowle Village	.001	1.000	not sig
Satisfaction of your life overall	Knowle Village	.166	.682	not sig
Minutes spent travelling to work	Knowle Village	-51.184*	.000	*
I would be willing to work with others to improve my neighbourhood	Knowle Village	-.111	.529	not sig
How safe do you feel walking around your neighbourhood after dark	Knowle Village	-.61882*	0	*
How safe do you feel walking around your neighbourhood during daytime	Knowle Village	-.15103*	0.004	*
How well do you feel crime in your neighbourhood compares to other areas	Knowle Village	-.40635*	0	*
Importance of where you live to sense of who you are	Knowle Village	-0.1	0.708	not sig
In local area people get on well	Knowle Village	-0.012	1	not sig
How satisfied or dissatisfied are you with your local area as a place to live?	Knowle Village	-0.203	0.084	not sig
Can you influence decisions affecting area	Knowle Village	0.075	0.885	not sig
How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is ...	Knowle Village	-0.063	0.936	not sig
People pull together to improve neighbourhood	Knowle Village	-0.143	0.42	not sig
Has anyone consulted you on sport facilities in the past 12 months	Knowle Village	-0.0258	0.693	not sig
Has anyone consulted you on cultural facilities in the past 12 months	Knowle Village	0.02021	0.754	not sig
Has anyone consulted you on environmental facilities in the past 12 months	Knowle Village	0.02275	0.944	not sig
Contacted a local radio station, tv station or paper	Knowle Village	-0.00621	0.975	not sig
Talked to / written to a sporting or cultural facility	Knowle Village	-0.01244	0.814	not sig
Contacted the council	Knowle Village	-.13578*	0	*
Contacted a local councillor or MP	Knowle Village	-.13181*	0	*
Joined a local group or attended a neighbourhood forum	Knowle Village	-.23674*	0	*
Attended a protest meeting or joined a campaign group	Knowle Village	-.14128*	0	*
Helped organise a petition	Knowle Village	-.07639*	0	*

TABLE C6 THE DIFFERENCE BETWEEN ALL BERKELEY RESIDENTS AND LONDON

	F	Sig.	
I plan to remain a resident of this neighbourhood for a number of years	6.19	0.013	*
I feel like I belong to this neighbourhood, by this I mean 15-20 minute walk from your home	13.594	0	*
The friendships and associations I have with other people in my neighbourhood mean a lot to me	2.259	0.133	not sig
I needed advice about something I could go to someone in my neighbourhood	0.005	0.943	not sig
I borrow things and exchange favours with my neighbours	2.507	0.114	not sig
I regularly stop and talk with people in my neighbourhood	2.805	0.094	not sig
Please say which you feel best describes how dissatisfied or satisfied you are with the following aspects of your current situation and satisfaction with life overall?	2.014	0.156	not sig
How long does it usually take for you to get to work each day, door to door in minutes?	24.184	0	*
I would be willing to work together with others on something to improve my neighbourhood	16.482	0	*

TABLE C7 THE DIFFERENCE BETWEEN IMPERIAL WHARF AND LONDON

		Mean Difference (I-J)	Sig.	
I plan to remain a resident of this neighbourhood for a number of years	Imperial Wharf	.723*	.000	*
I feel like I belong to this neighbourhood, by this I mean 15-20 minute walk from your home	Imperial Wharf	.790*	.000	*
The friendships and associations I have with other people in my neighbourhood mean a lot to me	Imperial Wharf	.771*	.000	*
I needed advice about something I could go to someone in my neighbourhood	Imperial Wharf	.559*	.009	*
I borrow things and exchange favours with my neighbours	Imperial Wharf	1.170*	.000	*
I regularly stop and talk with people in my neighbourhood	Imperial Wharf	.654*	.000	*
Thinking about your (main) job, About how long does it usually take for you to get to work each day, door to door in minutes?	Imperial Wharf	-107.993*	.000	*
I would be willing to work together with others on something to improve my neighbourhood	Imperial Wharf	.812*	.000	*

TABLE C8 THE DIFFERENCE BETWEEN THE HAMPTONS AND LONDON

		Mean Difference (I-J)	Sig.	
I plan to remain a resident of this neighbourhood for a number of years	The Hamptons	.068	.999	not sig
I feel like I belong to this neighbourhood, by this I mean 15-20 minute walk from your home	The Hamptons	.165	.786	not sig
The friendships and associations I have with other people in my neighbourhood mean a lot to me	The Hamptons	-.078	.997	not sig
I needed advice about something I could go to someone in my neighbourhood	The Hamptons	.087	.996	not sig
I borrow things and exchange favours with my neighbours	The Hamptons	-.001	1.000	not sig
I regularly stop and talk with people in my neighbourhood	The Hamptons	.050	1.000	not sig
Thinking about your (main) job, About how long does it usually take for you to get to work each day, door to door in minutes?	The Hamptons	-96.665*	.000	*
I would be willing to work together with others on something to improve my neighbourhood	The Hamptons	.233	.528	not sig

TABLE C9 THE DIFFERENCE BETWEEN EMPIRE SQUARE AND LONDON

		Mean Difference (I-J)	Sig.	
I plan to remain a resident of this neighbourhood for a number of years	Empire Square	.307	.294	not sig
I feel like I belong to this neighbourhood, by this I mean 15-20 minute walk from your home	Empire Square	.496*	.001	*
The friendships and associations I have with other people in my neighbourhood mean a lot to me	Empire Square	.316	.246	not sig
I needed advice about something I could go to someone in my neighbourhood	Empire Square	-.185	.877	not sig
I borrow things and exchange favours with my neighbours	Empire Square	-.121	.991	not sig
I regularly stop and talk with people in my neighbourhood	Empire Square	.076	.997	not sig
Thinking about your (main) job, About how long does it usually take for you to get to work each day, door to door in minutes?	Empire Square	-40.662*	.003	*
I would be willing to work together with others on something to improve my neighbourhood	Empire Square	.412*	.034	*

TABLE C10 THE DIFFERENCE BETWEEN KNOWLE VILLAGE AND LONDON

		Mean Difference (I-J)	Sig.	
I plan to remain a resident of this neighbourhood for a number of years	Knowle Village	.029	1.000	not sig
I feel like I belong to this neighbourhood, by this I mean 15-20 minute walk from your home	Knowle Village	.034	1.000	not sig
The friendships and associations I have with other people in my neighbourhood mean a lot to me	Knowle Village	-.277	.436	not sig
I needed advice about something I could go to someone in my neighbourhood	Knowle Village	-.284	.501	not sig
I borrow things and exchange favours with my neighbours	Knowle Village	-.075	.999	not sig
I regularly stop and talk with people in my neighbourhood	Knowle Village	-.053	1.000	not sig
Thinking about your (main) job, About how long does it usually take for you to get to work each day, door to door in minutes?	Knowle Village	-51.720*	.000	*
I would be willing to work together with others on something to improve my neighbourhood	Knowle Village	.179	.851	not sig

TABLE C11 THE DIFFERENCE BETWEEN ALL DEVELOPMENT COMBINED AND OTHERS FROM SIMILAR SOCIAL GROUPS

	F	Sig.	
Plan to remain resident of this neighbourhood for a number of years	12.93	0	*
Feel like I belong to this neighbourhood	10.048	0.002	*
Friendships in my neighbourhood mean a lot to me	0.991	0.319	not sig
If I needed advice I could go to someone in my neighbourhood	1.836	0.176	not sig
I borrow things and exchange favours with my neighbours	0.931	0.335	not sig
Regularly stop and talk with people in my neighbourhood	9.551	0.002	*
Felt you were playing a useful part in things	25.122	0	*
Been feeling reasonable happy	7.285	0.007	*
Most people can be trusted or you cannot be too careful with people	0.316	0.574	not sig
Satisfaction of your life overall	0.865	0.352	not sig
Minutes spent travelling to work	17.817	0	*
I would be willing to work with others to improve my neighbourhood	3.134	0.077	not sig
How safe do you feel walking around your neighbourhood after dark	136.902	0	*
How safe do you feel walking around your neighbourhood during daytime	27.938	0	*
How well do you feel crime in your neighbourhood compares to other areas	10.3	0.001	*
Importance of where you live to sense of who you are	1.91	0.106	not sig
In local area people get on well	0.277	0.893	not sig
How satisfied or dissatisfied are you with your local area as a place to live?	5.354	0	*
Can you influence decisions affecting area	3.137	0.014	*
How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is ...	2.056	0.084	not sig
People pull together to improve neighbourhood	3.309	0.01	*
Has anyone consulted you on sport facilities in the past 12 months	11.659	0	*
Has anyone consulted you on cultural facilities in the past 12 months	13.699	0	*
Has anyone consulted you on environmental facilities in the past 12 months	4.966	0.002	*
Contacted a local radio station, tv station or paper	2.494	0.058	not sig
Talked to / written to a sporting or cultural facility	5.679	0.001	*
Contacted the council	0.651	0.582	not sig
Contacted a local councillor or MP	1.262	0.286	not sig
Joined a local group or attended a neighbourhood forum	1.854	0.135	not sig
Attended a protest meeting or joined a campaign group	4.971	0.002	*
Helped organise a petition	0.778	0.506	not sig

TABLE C12 THE DIFFERENCE BETWEEN IMPERIAL WHARF AND OTHERS FROM SIMILAR SOCIAL GROUPS

	F	Sig.	
Plan to remain resident of this neighbourhood for a number of years	21.189	.000	*
Feel like I belong to this neighbourhood	11.141	.001	*
Friendships in my neighbourhood mean a lot to me	5.937	.015	*
If I needed advice I could go to someone in my neighbourhood	9.356	.002	*
I borrow things and exchange favours with my neighbours	6.350	.012	*
Regularly stop and talk with people in my neighbourhood	24.131	.000	*
Felt you were playing a useful part in things	5.553	.019	*
Been feeling reasonable happy	.958	.328	not sig
Most people can be trusted or you cannot be too careful with people	5.679	.017	*
Satisfaction of your life overall	2.541	.111	not sig
Minutes spent travelling to work	1.038	.309	not sig
I would be willing to work with others to improve my neighbourhood	3.973	.046	*
How safe do you feel walking around your neighbourhood after dark	250.493	0	*
How safe do you feel walking around your neighbourhood during daytime	99.465	0	*
How well do you feel crime in your neighbourhood compares to other areas	174.561	0	*
Importance of where you live to sense of who you are	1.18	0.278	not sig
In local area people get on well	0.228	0.633	not sig
How satisfied or dissatisfied are you with your local area as a place to live?	0.639	0.424	not sig
Can you influence decisions affecting area	4.45	0.035	*
How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is ...	0.397	0.528	not sig
People pull together to improve neighbourhood	0.061	0.804	not sig
Has anyone consulted you on sport facilities in the past 12 months	65.786	0	*
Has anyone consulted you on cultural facilities in the past 12 months	243.437	0	*
Has anyone consulted you on environmental facilities in the past 12 months	0.025	0.873	not sig
Contacted a local radio station, tv station or paper	0.909	0.341	not sig
Talked to / written to a sporting or cultural facility	0.247	0.619	not sig
Contacted the council	3.247	0.072	not sig
Contacted a local councillor or MP	2.949	0.086	not sig
Joined a local group or attended a neighbourhood forum	1.257	0.262	not sig
Attended a protest meeting or joined a campaign group	2.962	0.085	not sig
Helped organise a petition	1.674	0.196	not sig

TABLE C13 THE DIFFERENCE BETWEEN THE HAMPTONS AND OTHERS FROM SIMILAR SOCIAL GROUPS

	F	Sig.	
Plan to remain resident of this neighbourhood for a number of years	3.311	.069	not sig
Feel like I belong to this neighbourhood	3.845	.050	not sig
Friendships in my neighbourhood mean a lot to me	.259	.611	not sig
If I needed advice I could go to someone in my neighbourhood	2.541	.111	not sig
I borrow things and exchange favours with my neighbours	.000	.998	not sig
Regularly stop and talk with people in my neighbourhood	3.396	.066	not sig
Felt you were playing a useful part in things	11.294	.001	*
Been feeling reasonable happy	3.717	.054	not sig
Most people can be trusted or you cannot be too careful with people	.079	.779	not sig
Satisfaction of your life overall	.103	.748	not sig
Minutes spent travelling to work	4.008	.045	*
I would be willing to work with others to improve my neighbourhood	1.328	.249	not sig
How safe do you feel walking around your neighbourhood after dark	150.739	0	*
How safe do you feel walking around your neighbourhood during daytime	20.268	0	*
How well do you feel crime in your neighbourhood compares to other areas	1.774	0.183	not sig
Importance of where you live to sense of who you are	0.712	0.399	not sig
In local area people get on well	4.285	0.039	*
How satisfied or dissatisfied are you with your local area as a place to live?	35.862	0	*
Can you influence decisions affecting area	0.118	0.731	not sig
How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is ...	0.054	0.816	not sig
People pull together to improve neighbourhood	27.808	0	*
Has anyone consulted you on sport facilities in the past 12 months	9.04	0.003	*
Has anyone consulted you on cultural facilities in the past 12 months	7.136	0.008	*
Has anyone consulted you on environmental facilities in the past 12 months	4.682	0.031	*
Contacted a local radio station, tv station or paper	0.074	0.786	not sig
Talked to / written to a sporting or cultural facility	0.295	0.587	not sig
Contacted the council	2.251	0.134	not sig
Contacted a local councillor or MP	3.078	0.08	not sig
Joined a local group or attended a neighbourhood forum	4.376	0.037	*
Attended a protest meeting or joined a campaign group	0.667	0.414	not sig
Helped organise a petition	9.945	0.002	*

TABLE C14 THE DIFFERENCE BETWEEN EMPIRE SQUARE AND OTHERS FROM SIMILAR SOCIAL GROUPS

	F	Sig.	
Plan to remain resident of this neighbourhood for a number of years	21.628	0	*
Feel like I belong to this neighbourhood	10.546	0.001	*
Friendships in my neighbourhood mean a lot to me	4.222	0.04	*
If I needed advice I could go to someone in my neighbourhood	6.029	0.014	*
I borrow things and exchange favours with my neighbours	3.589	0.058	not sig
Regularly stop and talk with people in my neighbourhood	21.224	0	*
Felt you were playing a useful part in things	4.773	0.029	*
Been feeling reasonable happy	0.964	0.326	not sig
Most people can be trusted or you cannot be too careful with people	2.504	0.114	not sig
Satisfaction of your life overall	1.666	0.197	not sig
Minutes spent travelling to work	0.947	0.331	not sig
I would be willing to work with others to improve my neighbourhood	4.227	0.04	*
How safe do you feel walking around your neighbourhood after dark	265.648	0	*
How safe do you feel walking around your neighbourhood during daytime	112.881	0	*
How well do you feel crime in your neighbourhood compares to other areas	223.576	0	*
Importance of where you live to sense of who you are	0.001	0.978	not sig
In local area people get on well	1.134	0.287	not sig
How satisfied or dissatisfied are you with your local area as a place to live?	1.155	0.283	not sig
Can you influence decisions affecting area	7.141	0.008	*
How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is ...	5.486	0.019	*
People pull together to improve neighbourhood	0.042	0.838	not sig
Has anyone consulted you on sport facilities in the past 12 months	8.191	0.004	*
Has anyone consulted you on cultural facilities in the past 12 months	11.463	0.001	*
Has anyone consulted you on environmental facilities in the past 12 months	4.735	0.03	*
Contacted a local radio station, tv station or paper	47.244	0	*
Talked to / written to a sporting or cultural facility	25.973	0	*
Contacted the council	5.106	0.024	*
Contacted a local councillor or MP	1.306	0.253	not sig
Joined a local group or attended a neighbourhood forum	13.84	0	*
Attended a protest meeting or joined a campaign group	33.173	0	*
Helped organise a petition	8.978	0.003	*

TABLE C15 THE DIFFERENCE BETWEEN KNOWLE VILLAGE AND OTHERS FROM SIMILAR SOCIAL GROUPS

	F	Sig.	
Plan to remain resident of this neighbourhood for a number of years	0.564	0.453	not sig
Feel like I belong to this neighbourhood	0.638	0.425	not sig
Friendships in my neighbourhood mean a lot to me	3.852	0.05	not sig
If I needed advice I could go to someone in my neighbourhood	5.354	0.021	*
I borrow things and exchange favours with my neighbours	3.782	0.052	not sig
Regularly stop and talk with people in my neighbourhood	1.365	0.243	not sig
Felt you were playing a useful part in things	6.522	0.011	*
Been feeling reasonable happy	3.174	0.075	not sig
Most people can be trusted or you cannot be too careful with people	3.259	0.071	not sig
Satisfaction of your life overall	0.116	0.733	not sig
Minutes spent travelling to work	1.828	0.177	not sig
I would be willing to work with others to improve my neighbourhood	0.002	0.968	not sig
How safe do you feel walking around your neighbourhood after dark	23.257	0	*
How safe do you feel walking around your neighbourhood during daytime	0.33	0.566	not sig
How well do you feel crime in your neighbourhood compares to other areas	57.47	0	*
Importance of where you live to sense of who you are	0.194	0.66	not sig
In local area people get on well	4.906	0.027	*
How satisfied or dissatisfied are you with your local area as a place to live?	19.265	0	*
Can you influence decisions affecting area	0.354	0.552	not sig
How important is it for you personally to feel that you can influence decisions in your local area? Would you say it is ...	4.206	0.041	*
People pull together to improve neighbourhood	14.938	0	*
Has anyone consulted you on sport facilities in the past 12 months	4.904	0.027	*
Has anyone consulted you on cultural facilities in the past 12 months	0.718	0.397	not sig
Has anyone consulted you on environmental facilities in the past 12 months	0.034	0.853	not sig
Contacted a local radio station, tv station or paper	0.807	0.369	not sig
Talked to / written to a sporting or cultural facility	1.762	0.185	not sig
Contacted the council	15.759	0	*
Contacted a local councillor or MP	34.884	0	*
Joined a local group or attended a neighbourhood forum	128.271	0	*
Attended a protest meeting or joined a campaign group	55.758	0	*
Helped organise a petition	31.553	0	*

Appendix D

Local authority sample sizes

Due to data protection restrictions information was not available detailing the size of samples recorded in each of the local authorities prior to a request for this information. When received and analysed the sample sizes were not sufficient in three out of four local authorities to allow representative comparison.

TABLE D1: THE NUMBER OF RESPONDENTS IN NATIONAL SURVEYS IN EACH LOCAL AUTHORITY REQUIRED FOR COMPARISON GROUP.

Developments	London Boroughs	Number of respondents in USS	Number of respondents in BCS
	Barking and Dagenham	60	25
	Barnet	135	64
	Bexley	56	31
	Brent	32	75
	Bromley	219	48
	Camden	12	32
	City of London	110	26
	Croydon	56	80
	Ealing	26	51
	Enfield	225	60
	Greenwich	61	79
	Hackney	25	78
Imperial Wharf	Hammersmith and Fulham	69	19
	Haringey	90	23
	Harrow	261	52
	Havering	26	51
	Hillingdon	256	50
	Hounslow	89	29
	Islington	36	36
	Kensington and Chelsea	59	78
	Kingston upon Thames	45	46
	Lambeth	54	39
	Lewisham	81	23
	Merton	48	55
	Newham	21	20
	Redbridge	92	73
	Richmond upon Thames	45	56
Empire Square	Southwark	261	45
The Hamptons	Sutton	46	34
	Tower Hamlets	87	86
	Waltham Forest	59	40
	Wandsworth	135	81
	Westminster	45	68
Knowle Village	Winchester	21	67

Appendix E

Resident survey questionnaire

Hello, my name is ... and I am here on behalf of ComRes, an independent market research company. We are conducting a short survey on behalf of the Berkeley Group about your local area and would greatly appreciate your help.

The survey will take no more than fifteen minutes of your time, and all your answers will be treated confidentially and anonymously in accordance with the Market Research Society Code of Conduct. Do you have time to complete the survey now?

Q1. Just to check, how long have you lived in this flat / house? [OPEN NUMERIC - RECORD NUMBER OF YEARS.]							
_____ years _____ months				I don't live here – (TERMINATE INTERVIEW)			
Ind_1 House/ Flat number [INTERVIEWER TO COMPLETE]							
Ind_2 And could you please tell me your full postcode?							
This information will only be used for analysis purposes [OPEN RECORD FULL POST CODE]							
Ind_3 Building Name & Development name [INTERVIEWER TO COMPLETE]							
Ind_4 How many people currently live in your household? [OPEN NUMERIC]							
INSTRUCTION: RECORD ALL MEMBERS OF THE HOUSEHOLD INCLUDING BABIES AND ALL CHILDREN. DO NOT INCLUDE CHILDREN WHO LIVE AWAY AT THIS TIME AT SCHOOL, COLLEGE OR UNIVERSITY							
Ind_4b Do you have any children who live in the household who are aged 18 or under? If so, how old are they? [ACCEPT MULTIPLE RESPONSES OPEN NUMERIC DO NOT READ OUT OPTIONS]							
INSTRUCTION: ENTER NUMBER OF CHILDREN IN EACH AGE BRACKET. RECORD ALL MEMBERS OF THE HOUSEHOLD INCLUDING BABIES AND ALL CHILDREN. DO NOT INCLUDE CHILDREN AWAY AT SCHOOL, COLLEGE OR UNIVERSITY							
No	Yes: Aged under 5		Yes: Aged 5-11		Yes: Aged 12-15		Yes: Aged 16-18

Q2. How many bedrooms does this house/ flat have? [OPEN NUMERIC]	
INSTRUCTION: RECORD ALL BEDROOMS IN THE PROPERTY EVEN THOSE THAT ARE NOT USED AS A BEDROOM BUT ARE CURRENTLY USED FOR STORAGE OR A STUDY.	
SE_1 WHAT WAS YOUR AGE AT YOUR LAST BIRTHDAY? [OPEN NUMERIC]	
INSTRUCTION: IF RESPONDENTS REFUSE TO GIVE THEIR AGE, OR CANNOT, THEN GIVE YOUR BEST ESTIMATE	
SE_2 GENDER [INTERVIEWER TO COMPLETE – DO NOT READ OUT]	
Male = 1	Female = 2

SE_3 What is your ethnic group? [SINGLE RESPONSE ONLY - READ OUT OPTIONS]		
British = 1	Other mixed background = 8	African = 15
Irish = 2	Indian = 9	Other Black background = 16
Gypsy/Irish Traveller = 3	Pakistani = 10	Arab = 17
Other White background = 4	Bangladeshi = 11	Any other ethnic group = 97
White & Black Caribbean = 5	Chinese = 12	SPONTANEOUS Refused = - 2
White and Black African = 6	Other Asian background = 13	SPONTANEOUS Don't Know = - 1
White and Asian = 7	Caribbean = 14	

SE_4 The Chief Income Earner is the person with the largest income, whether from employment, pensions, state benefits, investments or any other source.

If two or more related people in the household have equal income, please answer this question with the oldest in mind
The Chief Income Earner can be either male or female, with no preference to either.

Are you the chief income earner in your household?

Yes = 1	SPONTANEOUS	SPONTANEOUS
No = 2	Refused = - 2	Don't Know = - 1

**SE_5 Which of these best describes your current employment situation?
[SINGLE RESPONSE ONLY - READ OUT OPTIONS]**

Self employed = 1	On maternity leave = 5	Govt training scheme = 9
Paid employment(ft/pt) = 2	Family care or home = 6	Unpaid, family business = 10
Unemployed = 3	Full-time student = 7	Doing something else = 97
Retired = 4	Long Term sick or disabled = 8	SPONTANEOUS Refused = - 2

SE_5B [ROUTING ONLY IF SE_4 IS 2] Which of these best describes the current employment situation of the Chief Income Earner in your household? [SINGLE RESPONSE ONLY - READ OUT OPTIONS]

Self employed = 1	On maternity leave = 5	Govt training scheme = 9
Paid employment(ft/pt) = 2	Family care or home = 6	Unpaid, family business = 10
Unemployed = 3	Full-time student = 7	Doing something else = 97
Retired = 4	Long Term sick or disabled = 8	SPONTANEOUS Refused = - 2

SE_8 [ROUTING IF SE_5=2 EMPLOYED] How many people are employed at the place where you work? [SINGLE RESPONSE ONLY - DO NOT READ OUT OPTIONS]

1 - 2 = 1	100 - 199 = 6	Don't know but fewer than 25 = 10
3 - 9 = 2	200 - 499 = 7	Don't know but 25 or more = 11
10 - 24 = 3	500 - 999 = 8	SPONTANEOUS Refused = - 2
25 - 49 = 4	1000 or more = 9	SPONTANEOUS Don't Know = - 1
50 - 99 = 5		

SE_9 [ROUTING IF SE_5=1 SELF-EMPLOYED] How many people do you employ? [SINGLE RESPONSE ONLY - DO NOT READ OUT OPTIONS]

1 - 2 = 1	50 - 99 = 5	Don't know but fewer than 25 = 10
3 - 9 = 2	100 - 199 = 6	Don't know but 25 or more = 11
10 - 24 = 3	200 - 499 = 7	SPONTANEOUS Refused = - 2
25 - 49 = 4	1000 or more = 9	SPONTANEOUS Don't Know = - 1

13 SE_10 What was your main job last week? [SINGLE RESPONSE ONLY - DO NOT READ OUT OPTIONS]

INSTRUCTION: ENTER JOB TITLE AND DESCRIBE THE WORK DONE IF MORE THAN ONE JOB, MAIN JOB IS THE JOB WITH MOST HOURS. IF EQUAL HOURS THEN MAIN JOB IS JOB THAT IS HIGHEST PAID.

inapplicable -8	Electronics engineers = 2124
don't know -1	Design and development engineers = 2126
Senior officials in local government = 1113	Production and process engineers = 2127
Senior officials of special interest organisations = 1114	Planning and quality control engineers = 2128
Production, works and maintenance managers = 1121	Engineering professionals n.e.c. = 2129
Managers in construction = 1122	IT strategy and planning professionals = 2131
Managers in mining and energy = 1123	Software professionals = 2132
Financial managers and chartered secretaries = 1131	Medical practitioners = 2211
Marketing and sales managers = 1132	Psychologists = 2212
Purchasing managers = 1133	Pharmacists/pharmacologists = 2213
Personnel, training and industrial relations managers = 1135	Higher education teaching professionals = 2311
Information and communication technology managers = 1136	Further education teaching professionals = 2312
Research and development managers = 1137	Education officers, school inspectors = 2313
Quality assurance managers = 1141	Secondary education teaching professionals = 2314
Customer care managers = 1142	Primary and nursery education teaching professionals = 2315
Financial institution managers = 1151	Special needs education teaching professionals = 2316
Office managers = 1152	Registrars and senior administrators of educational establishments = 2317
Transport and distribution managers = 1161	Teaching professionals n.e.c. = 2319
Storage and warehouse managers = 1162	Scientific researchers = 2321
Retail and wholesale managers = 1163	Researchers n.e.c. = 2329
Police officers (inspectors and above) = 1171	Solicitors and lawyers, judges and coroners = 2411
Hospital and health service managers = 1181	Legal professionals n.e.c. = 2419
Healthcare practice managers = 1183	Chartered and certified accountants = 2421
Social services managers = 1184	Management consultants, actuaries, economists and statisticians = 2423
Residential and day care managers = 1185	Architects = 2431
Farm managers = 1211	Town planners = 2432
Natural environment and conservation managers = 1221	Chartered surveyors (not quantity surveyors) = 2434
Conference and exhibition managers = 1222	Public service administrative professionals = 2441
Restaurant and catering managers = 1223	Social workers = 2442
Publicans and managers of licensed premises = 1224	Laboratory technicians = 3111
Leisure and sports managers = 1225	Electrical/electronics technicians = 3112
Property, housing and land managers = 1231	Building and civil engineering technicians = 3114
Hairdressing and beauty salon managers and proprietors = 1233	Science and engineering technicians n.e.c. = 3119
Shopkeepers and wholesale/retail dealers = 1234	Draughtspersons = 3122
Managers and proprietors in other services n.e.c. = 1239	IT operations technicians = 3131
Chemists = 2111	IT user support technicians = 3132
Civil engineers = 2121	Nurses = 3211
Mechanical engineers = 2122	

Midwives = 3212
Paramedics = 3213
Medical radiographers = 3214
Dispensing opticians = 3216
Pharmaceutical dispensers = 3217
Medical and dental technicians = 3218
Physiotherapists = 3221
Therapists n.e.c. = 3229
Youth and community workers = 3231
Housing and welfare officers = 3232
Ncos and other ranks = 3311
Police officers (sergeant and below) = 3312
Fire service officers (leading fire officer and below) = 3313
Protective service associate professionals n.e.c. = 3319
Artists = 3411
Authors, writers = 3412
Actors, entertainers = 3413
Musicians = 3415
Arts officers, producers and directors = 3416
Graphic designers = 3421
Product, clothing and related designers = 3422
Journalists, newspaper and periodical editors = 3431
Broadcasting associate professionals = 3432
Public relations officers = 3433
Photographers and audio-visual equipment operators = 3434
Sports coaches, inst = 3442
Fitness instructors = 3443
Sports and fitness occupations n.e.c. = 3449
Aircraft pilots and flight engineers = 3512
Legal associate professionals = 3520
Estimators, valuers and assessors = 3531
Brokers = 3532
Finance and investment analysts/advisers = 3534
Taxation experts = 3535
Financial and accounting technicians = 3537
Business and related associate professionals n.e.c. = 3539
Buyers and purchasing officers = 3541
Sales representatives = 3542
Marketing associate professionals = 3543
Estate agents, auctioneers = 3544
Public service associate professionals = 3561
Personnel and industrial relations officers = 3562

Vocational and industrial trainers and instructors = 3563
Careers advisers and vocational guidance specialists = 3564
Statutory examiners = 3566
Occupational hygienists and safety officers (health and safety) = 3567
Environmental health officers = 3568
Civil Service executive officers = 4111
Civil Service administrative officers and assistants = 4112
Local government clerical officers and assistants = 4113
Credit controllers = 4121
Accounts and wages clerks, book-keepers, other financial clerks = 4122
Counter clerks = 4123
Filing and other records assistants/clerks = 4131
Pensions and insurance clerks = 4132
Stock control clerks = 4133
Transport and distribution clerks = 4134
Library assistants/clerks = 4135
Database assistants/clerks = 4136
Market research interviewers = 4137
Telephonists = 4141
Communication operators = 4142
General office assistants/clerks = 4150
Medical secretaries = 4211
Legal secretaries = 4212
School secretaries = 4213
Company secretaries = 4214
Personal assistants and other secretaries = 4215
Receptionists = 4216
Typists = 4217
Gardeners and groundsman/groundswomen = 5113
Agricultural and fishing trades n.e.c. = 5119
Metal plate workers, shipwrights, riveters = 5214
Welding trades = 5215
Pipe fitters = 5216
Metal machining setters and setter-operators = 5221
Metal working production and maintenance fitters = 5223
Precision instrument makers and repairers = 5224
Motor mechanics, auto engineers = 5231
Vehicle body builders and repairers = 5232
Electricians, electrical fitters = 5241
Telecommunications engineers = 5242

Computer engineers, installation and maintenance = 5245	Merchandisers and window dressers = 7125
Electrical/electronics engineers n.e.c. = 5249	Sales related occupations n.e.c. = 7129
Bricklayers, masons = 5312	Call centre agents/operators = 7211
Roofers, roof tilers and slaters = 5313	Customer care occupations = 7212
Plumbers, heating and ventilating engineers = 5314	Food, drink and tobacco process operatives = 8111
Carpenters and joiners = 5315	Glass and ceramics process operatives = 8112
Glaziers, window fabricators and fitters = 5316	Textile process operatives = 8113
Construction trades n.e.c. = 5319	Chemical and related process operatives = 8114
Plasterers = 5321	Paper and wood machine operatives = 8121
Floorers and wall tilers = 5322	Energy plant operatives = 8124
Painters and decorators = 5323	Metal working machine operatives = 8125
Tailors and dressmakers = 5414	Assemblers (electrical products) = 8131
Printers = 5422	Assemblers (vehicles and metal goods) = 8132
Bookbinders and print finishers = 5423	Routine inspectors and testers = 8133
Bakers, flour confectioners = 5432	Sewing machinists = 8137
Fishmongers, poultry dressers = 5433	Routine laboratory testers = 8138
Chefs, cooks = 5434	Assemblers and routine operatives n.e.c. = 8139
Furniture makers, other craft woodworkers = 5492	Road construction operatives = 8142
Musical instrument makers and tuners = 5494	Construction operatives n.e.c. = 8149
Hand craft occupations n.e.c. = 5499	Heavy goods vehicle drivers = 8211
Nursing auxiliaries and assistants = 6111	Van drivers = 8212
Ambulance staff (excluding paramedics) = 6112	Bus and coach drivers = 8213
Dental nurses = 6113	Taxi, cab drivers and chauffeurs = 8214
Houseparents and residential wardens = 6114	Rail transport operatives = 8216
Care assistants and home carers = 6115	Seafarers (merchant navy); barge, lighter and boat operatives = 8217
Nursery nurses = 6121	Transport operatives n.e.c. = 8219
Childminders and related occupations = 6122	Fork-lift truck drivers = 8222
Playgroup leaders/assistants = 6123	Mobile machine drivers and operatives n.e.c. = 8229
Educational assistants = 6124	Farm workers = 9111
Animal care occupations n.e.c. = 6139	Labourers in building and woodworking trades = 9121
Sports and leisure assistants = 6211	Labourers in other construction trades n.e.c. = 9129
Travel agents = 6212	Industrial cleaning process occupations = 9132
Travel and tour guides = 6213	Packers, bottlers, canners, fillers = 9134
Air travel assistants = 6214	Labourers in process and plant operations n.e.c. = 9139
Leisure and travel service occupations n.e.c. = 6219	Postal workers, mail sorters, messengers, couriers = 9211
Hairdressers, barbers = 6221	Hospital porters = 9221
Beauticians and related occupations = 6222	Kitchen and catering assistants = 9223
Housekeepers and related occupations = 6231	Waiters, waitresses = 9224
Caretakers = 6232	Bar staff = 9225
Sales and retail assistants = 7111	Leisure and theme park attendants = 9226
Retail cashiers and check-out operators = 7112	Elementary personal services occupations n.e.c. = 9229
Telephone salespersons = 7113	Window cleaners = 9231
Debt, rent and other cash collectors = 7122	

Road sweepers = 9232
 Cleaners, domestics = 9233
 Launderers, dry cleaners, pressers = 9234
 Refuse and salvage occupations = 9235
 Elementary cleaning occupations n.e.c. = 9239
 Security guards and related occupations = 9241
 Traffic wardens = 9244

School crossing patrol attendants = 9245
 School mid-day assistants = 9249
 Car park attendants = 9251
 Elementary security occupations n.e.c. = 9259
 Shelf fillers = 9251
 elementary sales occ = 9259

ONLY THOSE WHO ARE NOT THE CHIEF INCOME EARNER

SE_10b [ROUTING ONLY IF SE_4 IS 2] What was the Chief Income Earner in your household's main job last week? [SINGLE RESPONSE ONLY - DO NOT READ OUT OPTIONS]

INSTRUCTION: ENTER JOB TITLE AND DESCRIBE THE WORK DONE IF MORE THAN ONE JOB, MAIN JOB IS THE JOB WITH MOST HOURS. IF EQUAL HOURS THEN MAIN JOB IS JOB THAT IS HIGHEST PAID.

inapplicable -8
 don't know -1
 Senior officials in local government = 1113
 Senior officials of special interest organisations = 1114
 Production, works and maintenance managers = 1121
 Managers in construction = 1122
 Managers in mining and energy = 1123
 Financial managers and chartered secretaries = 1131
 Marketing and sales managers = 1132
 Purchasing managers = 1133
 Personnel, training and industrial relations managers = 1135
 Information and communication technology managers = 1136
 Research and development managers = 1137
 Quality assurance managers = 1141
 Customer care managers = 1142
 Financial institution managers = 1151
 Office managers = 1152
 Transport and distribution managers = 1161
 Storage and warehouse managers = 1162
 Retail and wholesale managers = 1163
 Police officers (inspectors and above) = 1171
 Hospital and health service managers = 1181
 Healthcare practice managers = 1183
 Social services managers = 1184
 Residential and day care managers = 1185
 Farm managers = 1211
 Natural environment and conservation managers = 1221
 Conference and exhibition managers = 1222
 Restaurant and catering managers = 1223

Publicans and managers of licensed premises = 1224
 Leisure and sports managers = 1225
 Property, housing and land managers = 1231
 Hairdressing and beauty salon managers and proprietors = 1233
 Shopkeepers and wholesale/retail dealers = 1234
 Managers and proprietors in other services n.e.c. = 1239
 Chemists = 2111
 Civil engineers = 2121
 Mechanical engineers = 2122
 Electronics engineers = 2124
 Design and development engineers = 2126
 Production and process engineers = 2127
 Planning and quality control engineers = 2128
 Engineering professionals n.e.c. = 2129
 IT strategy and planning professionals = 2131
 Software professionals = 2132
 Medical practitioners = 2211
 Psychologists = 2212
 Pharmacists/pharmacologists = 2213
 Higher education teaching professionals = 2311
 Further education teaching professionals = 2312
 Education officers, school inspectors = 2313
 Secondary education teaching professionals = 2314
 Primary and nursery education teaching professionals = 2315
 Special needs education teaching professionals = 2316
 Registrars and senior administrators of educational establishments = 2317
 Teaching professionals n.e.c. = 2319

Scientific researchers = 2321	Public relations officers = 3433
Researchers n.e.c. = 2329	Photographers and audio-visual equipment operators = 3434
Solicitors and lawyers, judges and coroners = 2411	Sports coaches, inst = 3442
Legal professionals n.e.c. = 2419	Fitness instructors = 3443
Chartered and certified accountants = 2421	Sports and fitness occupations n.e.c. = 3449
Management consultants, actuaries, economists and statisticians = 2423	Aircraft pilots and flight engineers = 3512
Architects = 2431	Legal associate professionals = 3520
Town planners = 2432	Estimators, valuers and assessors = 3531
Chartered surveyors (not quantity surveyors) = 2434	Brokers = 3532
Public service administrative professionals = 2441	Finance and investment analysts/advisers = 3534
Social workers = 2442	Taxation experts = 3535
Laboratory technicians = 3111	Financial and accounting technicians = 3537
Electrical/electronics technicians = 3112	Business and related associate professionals n.e.c. = 3539
Building and civil engineering technicians = 3114	Buyers and purchasing officers = 3541
Science and engineering technicians n.e.c. = 3119	Sales representatives = 3542
Draughtspersons = 3122	Marketing associate professionals = 3543
IT operations technicians = 3131	Estate agents, auctioneers = 3544
IT user support technicians = 3132	Public service associate professionals = 3561
Nurses = 3211	Personnel and industrial relations officers = 3562
Midwives = 3212	Vocational and industrial trainers and instructors = 3563
Paramedics = 3213	Careers advisers and vocational guidance specialists = 3564
Medical radiographers = 3214	Statutory examiners = 3566
Dispensing opticians = 3216	Occupational hygienists and safety officers (health and safety) = 3567
Pharmaceutical dispensers = 3217	Environmental health officers = 3568
Medical and dental technicians = 3218	Civil Service executive officers = 4111
Physiotherapists = 3221	Civil Service administrative officers and assistants = 4112
Therapists n.e.c. = 3229	Local government clerical officers and assistants = 4113
Youth and community workers = 3231	Credit controllers = 4121
Housing and welfare officers = 3232	Accounts and wages clerks, book-keepers, other financial clerks = 4122
Ncos and other ranks = 3311	Counter clerks = 4123
Police officers (sergeant and below) = 3312	Filing and other records assistants/clerks = 4131
Fire service officers (leading fire officer and below) = 3313	Pensions and insurance clerks = 4132
Protective service associate professionals n.e.c. = 3319	Stock control clerks = 4133
Artists = 3411	Transport and distribution clerks = 4134
Authors, writers = 3412	Library assistants/clerks = 4135
Actors, entertainers = 3413	Database assistants/clerks = 4136
Musicians = 3415	Market research interviewers = 4137
Arts officers, producers and directors = 3416	Telephonists = 4141
Graphic designers = 3421	Communication operators = 4142
Product, clothing and related designers = 3422	General office assistants/clerks = 4150
Journalists, newspaper and periodical editors = 3431	
Broadcasting associate professionals = 3432	

Medical secretaries = 4211	Nursery nurses = 6121
Legal secretaries = 4212	Childminders and related occupations = 6122
School secretaries = 4213	Playgroup leaders/assistants = 6123
Company secretaries = 4214	Educational assistants = 6124
Personal assistants and other secretaries = 4215	Animal care occupations n.e.c. = 6139
Receptionists = 4216	Sports and leisure assistants = 6211
Typists = 4217	Travel agents = 6212
Gardeners and groundsmen/groundswomen = 5113	Travel and tour guides = 6213
Agricultural and fishing trades n.e.c. = 5119	Air travel assistants = 6214
Metal plate workers, shipwrights, riveters = 5214	Leisure and travel service occupations n.e.c. = 6219
Welding trades = 5215	Hairdressers, barbers = 6221
Pipe fitters = 5216	Beauticians and related occupations = 6222
Metal machining setters and setter-operators = 5221	Housekeepers and related occupations = 6231
Metal working production and maintenance fitters = 5223	Caretakers = 6232
Precision instrument makers and repairers = 5224	Sales and retail assistants = 7111
Motor mechanics, auto engineers = 5231	Retail cashiers and check-out operators = 7112
Vehicle body builders and repairers = 5232	Telephone salespersons = 7113
Electricians, electrical fitters = 5241	Debt, rent and other cash collectors = 7122
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Computer engineers, installation and maintenance = 5245	Sales related occupations n.e.c. = 7129
Electrical/electronics engineers n.e.c. = 5249	Call centre agents/operators = 7211
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Roofers, roof tilers and slaters = 5313	Food, drink and tobacco process operatives = 8111
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Plasterers = 5321	Energy plant operatives = 8124
Floorers and wall tilers = 5322	Metal working machine operatives = 8125
Painters and decorators = 5323	Assemblers (electrical products) = 8131
Tailors and dressmakers = 5414	Assemblers (vehicles and metal goods) = 8132
Printers = 5422	Routine inspectors and testers = 8133
Bookbinders and print finishers = 5423	Sewing machinists = 8137
Bakers, flour confectioners = 5432	Routine laboratory testers = 8138
Fishmongers, poultry dressers = 5433	Assemblers and routine operatives n.e.c. = 8139
Chefs, cooks = 5434	Road construction operatives = 8142
Furniture makers, other craft woodworkers = 5492	Construction operatives n.e.c. = 8149
Musical instrument makers and tuners = 5494	Heavy goods vehicle drivers = 8211
Hand craft occupations n.e.c. = 5499	Van drivers = 8212
Nursing auxiliaries and assistants = 6111	Bus and coach drivers = 8213
Ambulance staff (excluding paramedics) = 6112	Taxi, cab drivers and chauffeurs = 8214
Dental nurses = 6113	Rail transport operatives = 8216
Houseparents and residential wardens = 6114	
Care assistants and home carers = 6115	

Seafarers (merchant navy); barge, lighter and boat operatives = 8217	Leisure and theme park attendants = 9226
Transport operatives n.e.c. = 8219	Elementary personal services occupations n.e.c. = 9229
Fork-lift truck drivers = 8222	Window cleaners = 9231
Mobile machine drivers and operatives n.e.c. = 8229	Road sweepers = 9232
Farm workers = 9111	Cleaners, domestics = 9233
Labourers in building and woodworking trades = 9121	Launderers, dry cleaners, pressers = 9234
Labourers in other construction trades n.e.c. = 9129	Refuse and salvage occupations = 9235
Industrial cleaning process occupations = 9132	Elementary cleaning occupations n.e.c. = 9239
Packers, bottlers, canners, fillers = 9134	Security guards and related occupations = 9241
Labourers in process and plant operations n.e.c. = 9139	Traffic wardens = 9244
Postal workers, mail sorters, messengers, couriers = 9211	School crossing patrol attendants = 9245
Hospital porters = 9221	School mid-day assistants = 9249
Kitchen and catering assistants = 9223	Car park attendants = 9251
Waiters, waitresses = 9224	Elementary security occupations n.e.c. = 9259
Bar staff = 9225	Shelf fillers = 9251
	elementary sales occ = 9259

SE_14 [ROUTING IF SE_5=1 or SE_5=2] Thinking about your (main) job, how many hours, excluding overtime and meal breaks, are you expected to work in a normal week? [OPEN NUMERIC]

INSTRUCTIONS: PLEASE ENTER HOURS IN NUMBERS

INSTRUCTION: MAIN JOB IS THE JOB WITH MOST HOURS. IF EQUAL HOURS THEN MAIN JOB IS JOB THAT IS HIGHEST PAID.

SPONTANEOUS Refused = - 2

SPONTANEOUS Don't Know = - 1

AI_2 [ROUTING IF SE_5=1 or SE_5=2] Thinking about your (main) job, About how long does it usually take for you to get to work each day, door to door in minutes? [OPEN NUMERIC PLEASE WRITE MINUTES IN NUMBERS]

SPONTANEOUS Refused = - 2

SPONTANEOUS Don't Know = - 1

SE_15 What is the combined annual income of your household, prior to tax being deducted? [ACCEPT SINGLE RESPONSE ONLY – READ OUT]

INSTRUCTIONS: IF RESPONDENT UNABLE TO GIVE PRECISE NUMBER, ASK FOR THEIR BEST ESTIMATE

Up to £7,000 = 1	£41,001 to £48,000 = 7	£83,001 to 100,000 = 13
£7,001 to £14,000 = 2	£48,001 to £55,000 = 8	£100,001 to 150,000 = 14
£14,001 to £21,000 = 3	£55,001 to £62,000 = 9	£150,001 or more = 15
£21,001 to £28,000 = 4	£62,001 to £69,000 = 10	SPONTANEOUS Refused = - 2
£28,001 to £34,000 = 5	£69,001 to £76,000 = 11	SPONTANEOUS Don't Know = - 1
£34,001 to £41,000 = 6	£76,001 to £83,000 = 12	

SE_17 Are you a UK citizen, a citizen of your country of birth or a citizen of another country? If you have citizenship of more than one country please tell me all of them. [MULTIPLE DO NOT READ OUT OPTIONS]

INSTRUCTION: IF UNSURE, CITIZENSHIP MEANS YOU ARE ENTITLED TO HOLD A PASSPORT ISSUED BY THAT COUNTRY

PLEASE FIND OUT IF THEY ARE A UK CITIZEN (OPTION 1), OR A CITIZEN OF A COUNTRY WHERE THEY WERE BORN (OPTION 2), OR A CITIZEN OF ANOTHER COUNTRY (OPTION 3). IF CITIZEN OF MORE THAN ONE COUNTRY PLEASE RECORD ALL THAT APPLY.

IF THEY ARE A CITIZEN OF ANY OTHER COUNTRY OTHER THAN THE UK, PLEASE RECORD THE COUNTRY NAME.

UK citizen = 1	Turkey = 12	Kenya = 22
Citizen of country of birth = 2	Australia = 13	Ghana = 23
Citizen of other country = 3	New Zealand = 14	Nigeria = 24
Republic of Ireland = 5	Canada = 15	Uganda = 25
France = 6	U.S.A = 16	South Africa = 26
Germany = 7	China/Hong Kong = 17	Jamaica = 27
Italy = 8	India = 18	Other country = 97
Spain = 9	Pakistan = 19	SPONTANEOUS Refused = - 2
Poland = 10	Bangladesh = 20	SPONTANEOUS Don't Know = - 1
Cyprus = 11	Sri Lanka = 21	

SE_18 Can you tell me the highest educational or school qualification you have obtained? [SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

University higher degree/Doctorate/MBA or Equivalent) = 1	Higher grade/advance (Scottish) = 10
1st degree level or equivalent (such as PGCE) = 2	Certificate of sixth year studies= 11
Diploma in higher education = 3	GCSE /O level = 12
Teaching qualification not PGCE = 4	CSE = 13
Nursing or other medical qualification= 5	Standard/ordinary/lower = 14
A level = 6	Other school certificate = 15
Welsh baccalaureate = 7	None of the above = 96
International baccalaureate = 8	SPONTANEOUS Refused = - 2
AS level = 9	SPONTANEOUS Don't Know = - 1

SE_19 Is the house/ flat [READ AS APPROPRIATE] in which you live owned by you or by another member of your household or is it rented or rent free. Which of these applies to the house / flat [READ AS APPROPRIATE]...

The house / flat [READ AS APPROPRIATE] is...

[SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

Owned Outright by you or another member of your household = 1

Owned With Mortgage by you or another member of your household = 2

Part self-owned, part owned by a Housing Association = 3

Other affordable home ownership scheme such as HomeBuy or NewBuy = 4

Local Authority Rented = 5

Rented Private Furnished = 9

Housing Association Rented = 6

Other = 10

Rented From Employer = 7

SPONTANEOUS Refused = - 2

Rented Private Unfurnished = 8

SPONTANEOUS Don't Know = - 1

SE_20 What is your current legal marital status? Are you... [SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

single, never married = 1	separated from spouse = 4	former civil partner = 8
married = 2	divorced = 5	surviving civil partner = 9
civil partner = 3	widowed = 6	SPONTANEOUS Refused = - 2

SE_22 [ROUTING if Ind_5 b or c or d] Is your child or children's school a state school or is it a private, fee paying school? [ACCEPT MULTIPLE RESPONSES IF MORE THAN ONE CHILD]

state school = 1	SPONTANEOUS Refused = - 2
private, school = 2	SPONTANEOUS Don't Know = - 1
not at school = 3	

SE_23 [ROUTING if Ind_5 a or b or c or d] Would you personally like to see your child or children go on to university or college when they finish their schooling? [SINGLE RESPONSE ONLY - DO NOT READ OUT OPTIONS]

Yes = 1	SPONTANEOUS Refused = - 2
No = 2	SPONTANEOUS Don't Know = - 1

AI_5 [ROUTING if Ind_5 a, b, c, d] Does your child/do your children [READ AS APPROPRIATE] have an outdoor space or facilities where they can play safely? [SINGLE RESPONSE ONLY - DO NOT READ OUT OPTIONS]

Yes = 1	SPONTANEOUS Refused = - 2
No = 2	SPONTANEOUS Don't Know = - 1

AI_8 [ROUTING if Ind_4b is 2] How satisfied are you with the quality of facilities for children and young people aged 0 to 4 years old in your local area? [SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

INSTRUCTION: AREYOU...	Neither satisfied nor dissatisfied = 3	SPONTANEOUS Refused = - 2
Very Satisfied = 1	Dissatisfied = 4	SPONTANEOUS Don't Know = - 1
Satisfied = 2	Very dissatisfied = 5	

AI_8 [ROUTING if Ind_4b is 4] How satisfied are you with the quality of facilities for children and young people aged 5 to 11 years old in your local area? [SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

INSTRUCTION: AREYOU...	Neither satisfied nor dissatisfied = 3	SPONTANEOUS Refused = - 2
Very Satisfied = 1	Dissatisfied = 4	SPONTANEOUS Don't Know = - 1
Satisfied = 2	Very dissatisfied = 5	

AI_8 [ROUTING if Ind_4b is 2] How satisfied are you with the quality of facilities for children and young people aged 12 to 15 years old in your local area? [SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

INSTRUCTION: AREYOU...	Neither satisfied nor dissatisfied = 3	SPONTANEOUS Refused = - 2
Very Satisfied = 1	Dissatisfied = 4	SPONTANEOUS Don't Know = - 1
Satisfied = 2	Very dissatisfied = 5	

AI_8 [ROUTING if Ind_4b is 4] How satisfied are you with the quality of facilities for children and young people aged 16 to 18 years old in your local area? [SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

INSTRUCTION: AREYOU...	Neither satisfied nor dissatisfied = 3	SPONTANEOUS Refused = - 2
Very Satisfied = 1	Dissatisfied = 4	SPONTANEOUS Don't Know = - 1
Satisfied = 2	Very dissatisfied = 5	

AI_10 How satisfied are you with the quality of health facilities in your local area? [SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

INSTRUCTION: ARE YOU...	Neither satisfied nor dissatisfied = 3	SPONTANEOUS Inapplicable = - 8
Very Satisfied = 1	Dissatisfied = 4	SPONTANEOUS Refused = - 2
Satisfied = 2	Very dissatisfied = 5	SPONTANEOUS Don't Know = - 1

Please say how strongly you agree or disagree with each of these statements

AI_11 How satisfied are you with the quality of sport and leisure facilities in your local area? [SINGLE RESPONSE ONLY- PLEASE READ OUT OPTIONS]

INSTRUCTION: ARE YOU...	Neither satisfied nor dissatisfied = 3	SPONTANEOUS Inapplicable = - 8
Very Satisfied = 1	Dissatisfied = 4	SPONTANEOUS Refused = - 2
Satisfied = 2	Very dissatisfied = 5	SPONTANEOUS Don't Know = - 1

AI_12 How satisfied are you with the facilities in your local area to socialise with friends and family? [SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

INSTRUCTION: ARE YOU...	Neither satisfied nor dissatisfied = 3	SPONTANEOUS Inapplicable = - 8
Very Satisfied = 1	Dissatisfied = 4	SPONTANEOUS Refused = - 2
Satisfied = 2	Very dissatisfied = 5	SPONTANEOUS Don't Know = - 1

Please say how strongly you agree or disagree with each of these statements

SC_3 I plan to remain a resident of this neighbourhood for a number of years. [SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

INSTRUCTION: DO YOU...		
Strongly agree = 1	Disagree = 4	SPONTANEOUS Refused = - 2
Agree = 2	Strongly disagree = 5	SPONTANEOUS Don't Know = - 1
Neither agree/disagree = 3		

SC_4 I feel like I belong to this neighbourhood, by this I mean 15-20 minute walk from your home? [SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

INSTRUCTION: DO YOU...		
Strongly agree = 1	Neither agree/disagree = 3	SPONTANEOUS Refused = - 2
Agree = 2	Disagree = 4	SPONTANEOUS Don't Know = - 1
	Strongly disagree = 5	SPONTANEOUS Don't Know = - 1

SC_5 The friendships and associations I have with other people in my neighbourhood mean a lot to me. [SINGLE RESPONSE ONLY - PLEASE READ OUT OPTIONS]

INSTRUCTION: DO YOU...		
Strongly agree = 1	Neither agree/disagree = 3	SPONTANEOUS Refused = - 2
Agree = 2	Disagree = 4	SPONTANEOUS Don't Know = - 1
	Strongly disagree = 5	SPONTANEOUS Don't Know = - 1

SC_6 If I needed advice about something I could go to someone in my neighbourhood. [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: DO YOU...

Strongly agree = 1	Neither agree/disagree = 3	SPONTANEOUS Refused = - 2
Agree = 2	Disagree = 4	SPONTANEOUS Don't Know = - 1
	Strongly disagree = 5	SPONTANEOUS Don't Know = - 1

SC_7 I borrow things and exchange favours with my neighbours. [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: DO YOU...

Strongly agree = 1	Disagree = 4	SPONTANEOUS Refused = - 2
Agree = 2	Strongly disagree = 5	SPONTANEOUS Don't Know = - 1
Neither agree/disagree = 3		

SC_8 I regularly stop and talk with people in my neighbourhood. [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: DO YOU...

Strongly agree = 1	Disagree = 4	SPONTANEOUS Refused = - 2
Agree = 2	Strongly disagree = 5	SPONTANEOUS Don't Know = - 1
Neither agree/disagree = 3		

VI_5 I would be willing to work together with others on something to improve my neighbourhood. [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: DO YOU...

Strongly agree = 1	Disagree = 4	SPONTANEOUS Refused = - 2
Agree = 2	Strongly disagree = 5	SPONTANEOUS Don't Know = - 1
Neither agree/disagree = 3		

SC_10 To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: DO YOU...

Definitely agree = 1	Definitely disagree = 4	SPONTANEOUS ONLY- All same backgrounds = 6
Tend to agree = 2	SPONTANEOUS ONLY- Too few people in the local area = 5	SPONTANEOUS Refused = - 2
Tend to disagree = 3		SPONTANEOUS Don't Know = - 1

SC_9 How important is where you live to your sense of who you are? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: IS IT...

Very important = 1	Not at all important = 4	SPONTANEOUS Refused = - 2
Quite important = 2	Don't know = 5	SPONTANEOUS Don't Know = - 1
Not very important = 3		

The following questions are about how you have been feeling recently.

SC_11 Have you recently felt that you were playing a useful part in things? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

more so than usual = 1	or much less able = 4	SPONTANEOUS Don't Know = - 1
same as usual = 2	SPONTANEOUS Refused = - 2	And have you...
less able than usual = 3		

SC_14 Been feeling reasonably happy? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

more so than usual = 1	less able than usual = 3	SPONTANEOUS Refused = - 2
same as usual = 2	or much less able = 4	SPONTANEOUS Don't Know = - 1

40 SC_15 Generally speaking would you say that most people can be trusted, or that you can't be too careful in dealing with people? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

Most people can be trusted = 1	Depends = 3	SPONTANEOUS Don't Know = - 1
Can't be too careful = 2	SPONTANEOUS Refused = - 2	

41 SC_16 Please say which you feel best describes how dissatisfied or satisfied you are with the following aspects of your current situation.

Satisfaction with life overall

[SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: ARE YOU...

Completely dissatisfied = 1	Neither Satisfied nor Dissatisfied = 4	Or Completely satisfied = 7
Mostly dissatisfied = 2	Somewhat satisfied = 5	SPONTANEOUS Refused = - 2
Somewhat dissatisfied = 3	Mostly satisfied = 6	SPONTANEOUS Don't Know = - 1

SC_17 Overall, how satisfied or dissatisfied are you with your local area as a place to live? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: ARE YOU...

Very satisfied = 1	Fairly dissatisfied = 4	SPONTANEOUS Refused = - 2
Fairly satisfied = 2	Or very dissatisfied = 5	SPONTANEOUS Don't Know = - 1
Neither satisfied nor dissatisfied = 3		

SC_18 How safe do you feel walking alone in this area after dark? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: ARE YOU...

Very safe = 1	A bit unsafe = 3	SPONTANEOUS Refused = - 2
Fairly safe = 2	or very unsafe = 4	SPONTANEOUS Don't Know = - 1

SC_19 How safe do you feel walking alone in this area during the day? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: ARE YOU...

Very safe = 1	A bit unsafe = 3	SPONTANEOUS Refused = - 2
Fairly safe = 2	or very unsafe = 4	SPONTANEOUS Don't Know = - 1

SC_20 Compared to the country as a whole do you think the level of crime in your local area is... [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

Higher than average = 1	Or About the same = 3	SPONTANEOUS Don't Know = - 1
Lower than average = 2	SPONTANEOUS Refused = - 2	

VI_1 In the last 12 months, has any organisation asked you what you think about your local environment? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

Local sporting facilities = 1	Local environment = 3	SPONTANEOUS Refused = - 2
Local cultural facilities = 2	Or none of these = 4	SPONTANEOUS Don't Know = - 1

VI_3 Do you agree or disagree that you can influence decisions affecting you local area? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: DO YOU...

Definitely agree = 1	Tend to disagree = 3	Don't know = 5
Tend to agree = 2	Definitely disagree = 4	SPONTANEOUS Refused = - 2

VI_4 How important is it for you personally to feel that you can influence decisions affecting your local area? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: IS IT...

very important, = 1	not very important, = 3	SPONTANEOUS ONLY: Don't know = 5
quite important, = 2	or not at all important = 4	SPONTANEOUS Refused = - 2

VI_6 In the last 12 months, have you taken any of the following actions to try to get something done about the quality of your local environment? [ACCEPT MULTIPLE RESPONSES - PLEASE READ OUT OPTIONS]

INSTRUCTIONS: Yes = 1 No = 2	
Commented on internet such as a local forum, website or blog =	
Contacted a local radio station, television station or newspaper =	
Talked to / written to a sporting or cultural facility directly =	
Contacted the council =	
Contacted a local councillor or MP =	
Joined a local residents' group or attended a neighbourhood forum =	
Attended a protest meeting or joined a campaign/action group =	
Or helped organise a petition =	
(SPONTANEOUS) No problems affecting facilities in local area =	
SPONTANEOUS EXCLUSIVE None of the above =	
SPONTANEOUS EXCLUSIVE Don't know =	

VI_7 To what extent do you agree or disagree that people in this neighbourhood pull together to improve this neighbourhood? [SINGLE RESPONSE ONLY – PLEASE READ OUT OPTIONS]

INSTRUCTION: DO YOU...

Definitely agree = 1

Tend to agree = 2

Tend to disagree = 3

Definitely disagree = 4

SPONTANEOUS ONLY: Nothing needs improving = 5

SPONTANEOUS ONLY: Don't know = 6

SPONTANEOUS Refused = - 2

VI_8 Overall, what three factors about living in this neighbourhood contribute most to your quality of life? Please give as much detail as possible. [OPEN QUESTION COLLECT VERBATIM RESPONSES, PROBE FOR DETAIL]

Appendix F

Analysis of open question: “Overall, what three factors about living in this neighbourhood contribute most to your quality of life?”

Across all four sites, the most commonly identified factors that Berkeley Group residents appreciated were the peacefulness, greenness, sense of safety, public transport links and their own neighbours.

In **The Hamptons**, the five most frequently identified factors seen by residents as contributing to their quality of life were the green and open spaces, the quietness and safety, neighbours and public transport links.

In **Empire Square**, the five most frequently identified factors seen by residents as contributing to their quality of life were the public transport links, local amenities, safety, its central location and cleanliness.

In **Knowle Village**, the five most frequently identified factors seen by residents as contributing most to their quality of life were the quietness of the area, the green and open spaces, safety, the local environment and the friendliness of the area.

In **Imperial Wharf**, the five most frequently identified factors seen by residents as contributing to their quality of life were the safety and low crime rate, the local shops, neighbours and cleanliness of the area.

Note: each resident was able to give three responses

TABLE F1: ANALYSIS OF OPEN-ENDED QUESTIONS IN RESIDENTS SURVEY

Imperial Wharf		The Hamptons		Empire Square		Knowle Village		All Sites	
It's generally safe	30	The green spaces / open spaces	56	Public transport links	45	It's generally quiet	82	It's generally quiet	156
Low crime rate	22	It's generally quiet	45	Local amenities in general	39	It's generally safe	43	The green spaces / open spaces	136
The high street / local shops	18	It's generally safe	34	It's generally safe	29	It's generally safe	43	It's generally safe	136
My neighbours	18	My neighbours	26	Centrally located / well located	25	The local environment	16	Public transport links	85
The level of cleanliness	18	Public transport links	23	The level of cleanliness	24	It's friendly	16	My neighbours	73
It's generally quiet	17	Suitability for children	19	My neighbours	16	Suitability for children	16	Local amenities in general	69
The people	13	The schools	18	The green spaces / open spaces	13	Motorway access	15	The level of cleanliness	67
The local environment	12	The level of cleanliness	17	The high street / local shops	12	My neighbours	13	Centrally located / well located	56
Public transport links	10	The local environment	17	The high street / local shops	12	Centrally located / well located	12	The local environment	23
The green spaces / open spaces	10	Local amenities in general	16	Local to work	11	The general appearance / maintenance of the area	10	The high street / local shops	48

Appendix G

Social sustainability assessment scores

How the scores are derived:

- for the Amenities and Infrastructure dimension, the results of the site survey and transport links assessment.
- for the Social and Cultural Life and Voice and Influence dimensions, the z-scores of comparing residents' survey results and the benchmarks for comparable places.
- also in Social and Cultural Life and Voice and Influence are the aggregated results of the created questions on satisfaction with facilities.
- the results of two questions in Voice and Influence are based on a combination of underlying questions.

TABLE G1: SOCIAL SUSTAINABILITY ASSESSMENT SCORES

Dimension	Development	Development provides community facilities	Community facilities appropriately provided	Well designed/ managed public space	
AI	The Hamptons	1	1	1	
AI	Imperial Wharf	1	1	1	
AI	Knowle Village	0.5	0.5	0.5	
AI	Empire Square	1	1	1	
Dimension	Development	Provision of community space AI_1 TOTAL	PTAL Score	Transport links	Transport Links AI_2 TOTAL
AI	The Hamptons	1	na	0.60	0.6
AI	Imperial Wharf	1	0.5	na	0.5
AI	Knowle Village	0.5	na	0.5	0.5
AI	Empire Square	1	1	na	1.0
Dimension	Development	Place with a distinctive character AI_3	Accommodation mix that reflects the needs and aspirations of local community	Tenure mix that reflects the needs of local community	
AI	The Hamptons	1	1	1	
AI	Imperial Wharf	1	1	1	
AI	Knowle Village	0.5	1	0	
AI	Empire Square	1	1	1	

TABLE G2: SOCIAL SUSTAINABILITY ASSESSMENT SCORES

Dimension	Development	Design of the local environment promotes engagement with wider community	Integration with wider neighbourhood AI_4	Buildings and layout make it easy to find your way around?
AI	The Hamptons	1	1	1
AI	Imperial Wharf	0.5	0.8	1
AI	Knowle Village	0.5	0.5	0.5
AI	Empire Square	1	1	1
Dimension	Development	Scheme integrates with existing streets, paths and surrounding development	Streets are pedestrian, cycle and vehicle friendly	Design of the local environment supports the needs of people with limited physical mobility
AI	The Hamptons	0.5	1	1
AI	Imperial Wharf	1	0.5	0.5
AI	Knowle Village	0	1	0.5
AI	Empire Square	1	1	1
Dimension	Development	Public spaces and pedestrian routes overlooked and feel safe	Accessible & Safe Street Layout AI_5	Internal spaces and layout allow for adaption, conversion or extension
AI	The Hamptons	1.0	0.9	0.5
AI	Imperial Wharf	1.0	0.8	0.5
AI	Knowle Village	1.0	0.6	0
AI	Empire Square	1.0	1.0	0.5
Dimension	Development	External spaces and layout allow for adaption, conversion or extension		Physical Space on the development that is adaptable in the future AI_6
AI	The Hamptons	1		0.75
AI	Imperial Wharf	0		0.25
AI	Knowle Village	1		0.5
AI	Empire Square	0		0.25

TABLE G3: SOCIAL SUSTAINABILITY ASSESSMENT SCORES

Dimension	Development	Plan to remain resident of this neighbourhood for a number of years	Feel like I belong to this neighbourhood	Importance of where you live to sense of who you are
SC	The Hamptons	0	0	0
SC	Imperial Wharf	0.15918286	0.116036916	0
SC	Knowle Village	0	0	0
SC	Empire Square	.1602827	.1124889	0
Dimension	Development	Positive Local Identity SC_1 TOTAL	If I needed advice I could go to someone in my neighbourhood	I borrow things and exchange favours with my neighbours
SC	The Hamptons	0	0	0
SC	Imperial Wharf	0.137609888	0.106236495	0.087805468
SC	Knowle Village	0	-0.082028071	0
SC	Empire Square	0.136385801	0.085070331	0
Dimension	Development	Regularly stop and talk with people in my neighbourhood	Friendships in my neighbourhood mean a lot to me	Most people can be trusted or you cannot be too careful with people
SC	The Hamptons	0	0	0
SC	Imperial Wharf	0.170310503	0.084789699	0.083028816
SC	Knowle Village	0	0	0
SC	Empire Square	0.159355131	0.071305833	0
Dimension	Development	Different backgrounds get on well?	Relationships with neighbours SC_2 TOTAL	Felt you were playing a useful part in things
SC	The Hamptons	-0.178667689	-0.178667689	-0.120321049
SC	Imperial Wharf	0	0.106434196	-0.082221609
SC	Knowle Village	-0.201997607	-0.142012839	-0.090790496
SC	Empire Square	0	0.105243765	-0.075978672
Dimension	Development	Been feeling reasonably happy	Satisfaction of your life overall	How satisfied or dissatisfied are you with your local area as a place to live?
SC	The Hamptons	0	0	-0.510075315
SC	Imperial Wharf	0	0	0
SC	Knowle Village	0	0	-0.389220451
SC	Empire Square	0	0	0

TABLE G4: SOCIAL SUSTAINABILITY ASSESSMENT SCORES

Dimension	Development	Well-being SC_3 TOTAL	How safe do you feel walking alone after dark	How safe do you feel walking alone in this area during the day
SC	The Hamptons	-0.315198182	0.368609806	0.135710066
SC	Imperial Wharf	-0.082221609	.4701650	.3262324
SC	Knowle Village	-0.240005474	0.103354011	0
SC	Empire Square	-0.075978672	0.466952467	0.33624683
Dimension	Development	Level of crime in local area compared to country as a whole	Feelings of Safety SC_4 TOTAL	Outdoor space or facilities where children can play safely
SC	The Hamptons	0	.2521599	4.72
SC	Imperial Wharf	.4668256	.4210743	4.8
SC	Knowle Village	-0.278797685	-.0877218	5
SC	Empire Square	0.499121256	0.4341069	4.74
Dimension	Development	Quality of facilities for children and young people (0-4yrs)	Quality of facilities for children and young people (5-11yrs)	Quality of facilities for children and young people (12-15yrs)
SC	The Hamptons	3.14	2.6	2.21
SC	Imperial Wharf	4.04	4.55	4.25
SC	Knowle Village	3.4	3.88	3.24
SC	Empire Square	3.79	3.83	4
Dimension	Development	Quality of health facilities	Quality of sport and leisure facilities	Facilities where you socialise with friends and family
SC	The Hamptons	3.64	3.42	3.42
SC	Imperial Wharf	4.02	4.4	4.29
SC	Knowle Village	3.79	3.71	3.33
SC	Empire Square	4.05	3.89	4.04
Dimension	Development	Appropriate provision of amenities and social infrastructure SC_5		
SC	The Hamptons	3.307142857		
SC	Imperial Wharf	4.335714286		
SC	Knowle Village	3.764285714		
SC	Empire Square	4.048571429		

TABLE G5: SOCIAL SUSTAINABILITY ASSESSMENT SCORES

Dimension	Development	Can you influence decisions affecting area	Has any organisation asked you what you think about...	How important to feel that you can influence decisions in local area?
VI	The Hamptons	0	0.029542233	0
VI	Imperial Wharf	0.246510946	1.3260923	0
VI	Knowle Village	0	0.1002015	-0.18758014
VI	Empire Square	0.249583183	0.196619967	0.213845443
Dimension	Development	Perceptions of ability to influence local area VI_1 TOTAL	People pull together to improve neighbourhood	Willing to work with others to improve neighbourhood
VI	The Hamptons	0.029542233	-0.463000033	0
VI	Imperial Wharf	0.786301623	0	0.069489431
VI	Knowle Village	-0.04368932	-0.352234851	0
VI	Empire Square	0.220016197	0	0.071426827
Dimension	Development	Tried to get something done about local environment		Willingness to act to improve area VI_2 TOTAL
VI	The Hamptons	0.226606869		-0.118196582
VI	Imperial Wharf	0		0.034744715
VI	Knowle Village	0.60409293		0.12592904
VI	Empire Square	0.362247729		0.216837278

TABLE G6: QUESTIONS WHERE RESULT IS COMBINATION OF Z SCORES FOR UNDERLYING QUESTIONS

Has any organisation asked you what you think about....				
	Has any organisation asked you what you think about your local sporting facilities	Has any organisation asked you what you think about your local cultural facilities	Has any organisation asked you what you think about your local environmental facilities	Average
The Hamptons	0.1522445	0.1701286	-0.2337464	0.029542233
Imperial Wharf	0.873104	1.7790806	0	1.3260923
Knowle Village	0.1002015	0	0	0.1002015
Empire Square	0.3641016	0.3516125	-0.1258542	0.196619967
Tried to get something done about the local environment				
	Contacted a local radio station, TV station or paper	Talked to / written to a sporting or cultural facility	Contacted the council	Contacted a local councillor or MP
The Hamptons	0	0	0	0
Imperial Wharf	0	0	0	0
Knowle Village	0	0	0.354454983452312	0.526624228428888
Empire Square	0.556076995069519	0.414976950146668	0.18517172418968	0
	Joined a local group or attended a neighbourhood forum	Attended a protest meeting or joined a campaign group	Helped organise a petition	Average
The Hamptons	0.180987608353083	0	0.27222613050813	0.226606869
Imperial Wharf	0	0	0	0
Knowle Village	0.981222510576139	0.661435734206555	0.496727194776001	0.60409293
Empire Square	0.304051647834937	0.467957726224843	0.245251332476785	0.362247729

Appendix H

Analysis of responses by housing tenure

TABLE H1: PLAN TO REMAIN RESIDENT FOR NUMBER OF YEARS

EMPIRE SQUARE						
Plan to remain resident for number of years						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	37.9	41.4	6.9	6.9	6.9	29
Private rented %	37.0	44.4	7.4	11.1	0.0	27
Affordable housing %	37.3	44.8	11.9	4.5	1.5	67
N=	123					
IMPERIAL WHARF						
Plan to remain resident for number of years						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	46.2	52.6	1.3	0.0	0.0	78
Private rented %	39.4	54.5	6.1	0.0	0.0	33
Affordable housing %	25.0	75.0	0.0	0.0	0.0	12
N=	123.0					
THE HAMPTONS						
Plan to remain resident for number of years						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	32.5	41.6	9.1	13.0	3.9	77
Private rented %	41.2	41.2	11.8	5.9	0.0	17
Affordable housing %	35.9	38.0	4.3	13.0	8.7	92
N=	186					
KNOWLE VILLAGE						
Plan to remain resident for number of years						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	35.1	33.8	10.4	14.3	6.5	77
Private rented %	42.9	0.0	14.3	28.6	14.3	7
Affordable housing %	20.5	61.5	5.1	7.7	5.1	39
N=	123.0					

TABLE H2: I FEEL LIKE I BELONG IN THIS NEIGHBOURHOOD

EMPIRE SQUARE						
I feel like I belong in this neighbourhood						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	28.6	57.1	7.1	7.1	0.0	28
Private rented %	44.8	27.6	24.1	3.4	0.0	29
Affordable housing %	35.8	52.2	9.0	3.0	0.0	67
N=	124					
IMPERIAL WHARF						
I feel like I belong in this neighbourhood						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	50.0	44.9	5.1	0.0	0.0	78
Private rented %	39.4	42.4	15.2	3.0	0.0	33
Affordable housing %	83.3	8.3	8.3	0.0	0.0	12
N=	123.0					
THE HAMPTONS						
I feel like I belong in this neighbourhood						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	27.6	51.3	13.2	6.6	1.3	76
Private rented %	47.1	47.1	5.9	0.0	0.0	17
Affordable housing %	31.6	37.9	11.6	9.5	9.5	95
N=	188					
KNOWLE VILLAGE						
I feel like I belong in this neighbourhood						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	19.2	51.3	16.7	6.4	6.4	78
Private rented %	28.6	28.6	14.3	28.6	0.0	7
Affordable housing %	7.7	64.1	15.4	7.7	5.1	39
N=	124.0					

TABLE H3: DO PEOPLE GET ON WELL TOGETHER

EMPIRE SQUARE						
To what extent to you agree or disagree that this local area is a place where people from different backgrounds get on well together?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	44.4	40.7	7.4	7.4	0.0	27
Private rented %	46.4	32.1	17.9	3.6	0.0	28
Affordable housing %	29.5	52.5	16.4	1.6	0.0	61
N=	116					
IMPERIAL WHARF						
To what extent to you agree or disagree that this local area is a place where people from different backgrounds get on well together?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	75.3	23.4	0.0	0.0	1.3	77
Private rented %	69.7	24.2	3.0	0.0	3.0	33
Affordable housing %	75.0	25.0	0.0	0.0	0.0	12
N=	122.0					
THE HAMPTONS						
To what extent to you agree or disagree that this local area is a place where people from different backgrounds get on well together?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	41.6	48.1	7.8	2.6	0.0	77
Private rented %	61.1	38.9	0.0	0.0	0.0	18
Affordable housing %	33.0	43.2	10.2	13.6	0.0	88
N=	183					
KNOWLE VILLAGE						
To what extent to you agree or disagree that this local area is a place where people from different backgrounds get on well together?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	17.9	44.9	6.4	6.4	1.3	56
Private rented %	0.0	71.4	28.6	0.0	0.0	7
Affordable housing %	34.6	20.5	17.9	5.1	0.0	26
N=	89.0					

TABLE H4: HOW SATISFIED OR DISSATISFIED ARE YOU WITH THIS AREA AS A PLACE TO LIVE?

EMPIRE SQUARE						
Overall how satisfied or dissatisfied are you with your local area as a place to live?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	55.2	37.9	0.0	3.4	3.4	29
Private rented %	51.7	34.5	6.9	6.9	0.0	29
Affordable housing %	50.7	41.8	6.0	1.5	0.0	67
N=	125.0					
IMPERIAL WHARF						
Overall how satisfied or dissatisfied are you with your local area as a place to live?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	69.2	25.6	2.6	2.6	0.0	78
Private rented %	48.5	48.5	3.0	0.0	0.0	33
Affordable housing %	66.7	33.3	0.0	0.0	0.0	12
N=	123.0					
THE HAMPTONS						
Overall how satisfied or dissatisfied are you with your local area as a place to live?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	33.3	52.6	6.4	6.4	1.3	78
Private rented %	50.0	44.4	5.6	0.0	0.0	18
Affordable housing %	49.5	33.7	6.3	3.2	7.4	95
N=	191					
KNOWLE VILLAGE						
Overall how satisfied or dissatisfied are you with your local area as a place to live?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	36.7	46.8	8.9	3.8	3.8	79
Private rented %	28.6	57.1	14.3	0.0	0.0	7
Affordable housing %	35.9	46.2	12.8	2.6	2.6	39
N=	125					

TABLE H5: CAN YOU INFLUENCE DECISIONS AFFECTING YOUR LOCAL AREA?

EMPIRE SQUARE						
Do you agree or disagree that you can influence decisions affecting your local area?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	100.0	0.0	0.0	0.0	0.0	1
Private rented %	100.0	0.0	0.0	0.0	0.0	4
Affordable housing %	100.0	0.0	0.0	0.0	0.0	5
N=	10.0					
IMPERIAL WHARF						
Do you agree or disagree that you can influence decisions affecting your local area?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	100.0	0.0	0.0	0.0	0.0	8
Private rented %	100.0	0.0	0.0	0.0	0.0	4
Affordable housing %	100.0	0.0	0.0	0.0	0.0	3
N=	15.0					
THE HAMPTONS						
Do you agree or disagree that you can influence decisions affecting your local area?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	100.0	0.0	0.0	0.0	0.0	7
Private rented %	0.0	0.0	0.0	0.0	0.0	0
Affordable housing %	100.0	0.0	0.0	0.0	0.0	7
N=	14.0					
KNOWLE VILLAGE						
Do you agree or disagree that you can influence decisions affecting your local area?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	80.0	0.0	0.0	0.0	0.0	12
Private rented %	0.0	0.0	0.0	0.0	0.0	0
Affordable housing %	100.0	0.0	0.0	0.0	0.0	3
N=	15					

TABLE H6: DO PEOPLE IN THIS NEIGHBOURHOOD PULL TOGETHER?

EMPIRE SQUARE						
To what extent do you agree or disagree that people in this neighbourhood pull together to improve this neighbourhood?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	32.4	29.7	32.4	5.4	0.0	37
Private rented %	36.1	25.0	36.1	2.8	0.0	36
Affordable housing %	26.1	46.4	26.1	1.4	0.0	69
N=	142.0					
IMPERIAL WHARF						
To what extent do you agree or disagree that people in this neighbourhood pull together to improve this neighbourhood?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	66.2	24.3	4.1	0.0	5.4	74
Private rented %	61.3	25.8	3.2	0.0	9.7	31
Affordable housing %	90.9	9.1	0.0	0.0	0.0	11
N=	116.0					
THE HAMPTONS						
To what extent do you agree or disagree that people in this neighbourhood pull together to improve this neighbourhood?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	39.4	45.1	9.9	5.6	0.0	71
Private rented %	46.7	33.3	20.0	0.0	0.0	15
Affordable housing %	14.7	48.0	12.0	21.3	4.0	75
N=	161.0					
KNOWLE VILLAGE						
Do you agree or disagree that you can influence decisions affecting your local area?						
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Number of responses
Private owned %	9.0	50.6	20.3	6.3	0.0	67
Private rented %	0.0	14.3	14.3	0.0	0.0	2
Affordable housing %	9.3	48.7	12.8	10.3	0.0	33
N=	102					