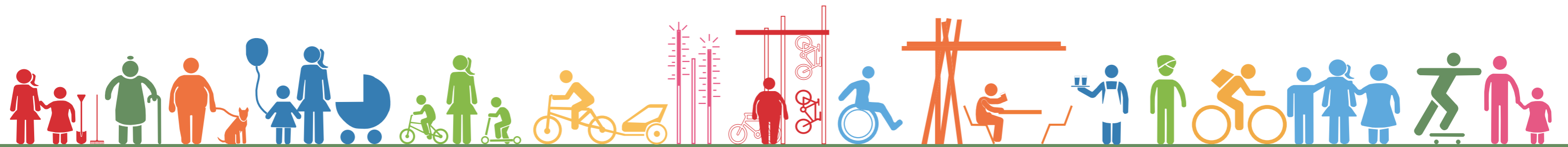


# LN TOOLKIT

GLASGOWS LIVEABLE NEIGHBOURHOODS



JUNE 2021





## Liveable Neighbourhoods

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## EXECUTIVE SUMMARY

This Toolkit has been produced at an incredibly exciting moment for Glasgow and Scotland. The level of ambition in relation to active travel, localism and climate action has radically increased in the last few years.

At the same time, there has been a rapid acceleration of innovation and implementation of new approaches to improve the quality of life in urban areas, which prioritise people moving on foot, by bicycle and public transport.

This Toolkit provides a community and place based approach, which seeks to balance interventions associated with the streetscape and the wider social and economic potential of Glasgow's districts. To create areas that are an inclusive network of accessible neighbourhoods designed for the benefit of all with enhanced public space and integrated green infrastructure.

In doing this, the Toolkit is intended to act as inspiration for action and a guide towards implementation for the wider community. It is also an expression of Glasgow City Council's intention to transform streets through collaboration with meaningful engagement, into areas where people feel they are safe, welcome and attractive environments with inclusion of measures to encourage active travel as first choice of transport. In other words more 'liveable'.

## PROJECT VISION

Glasgow's Liveable Neighbourhoods will be accessible and healthy places that allow people, of all ages and abilities, out to play and socialise in their local area. Neighbourhoods should perform in such a way that maximises the social, economic and environmental benefits of the area through interventions that improve localities and place, and help to reduce the city's dependency on cars by making walking, cycling and public transport first choice.



SAUCHIEHALL STREET, GLASGOW





# FOREWORD

The global climate crisis as well as the COVID-19 pandemic has had a significant impact on local neighbourhoods and town centres highlighting the importance of local public space within our city and the need to re-prioritise the balance of our streets.

The Scottish Government has already made commitments to deliver a net zero society and green long-term investments that will transform our society and build a wellbeing economy. These policy shifts have highlighted the importance of neighbourhoods and place with this being evident in the Government's National Planning Framework 4 position statement highlighting the '20 minute neighbourhood' as the number one opportunity for making our streets and neighbourhoods more liveable. This is an approach, where people can meet their daily needs within 20 minutes from their house via sustainable means.

To bring the 20 minute neighbourhood and the Place Principle together Glasgow City Council has developed this Toolkit that offers residents, professionals, businesses and community groups a tool to enable local communities to start the conversation in their neighbourhood and assist them in working together to determine the vision for the locality and realising it.



SHAWLANDS, GLASGOW



# INTRODUCTION TO THE TOOLKIT

It is possible to rebalance the way streets are designed and used, to make them more people friendly and better for socialising and improving commercial activity. But also to place active travel and public transport as a first choice whilst maintaining the transport needs of the city. Glasgow is adopting the 20 minute neighbourhood approach by establishing the Liveable Neighbourhoods Plan. The publication of this toolkit is the first stage of a 10 year programme that will focus on enabling communities and people of all abilities to improve their neighbourhoods.

The toolkit establishes the themes, objectives and priorities to aid with the implementation of this vision across the city and assists communities to identify areas for improvement within their neighbourhood, mapping out a pathway which will allow Glasgow to implement best practice across the city.

As well as improvements to streets for active travel, the toolkit will consider placemaking more generally, focusing on Glasgow's network of town centres, local schools and building place quality around new and established community hubs.

By looking at everyday journeys the toolkit will help to outline an approach which prioritise the needs and requirements of local people.

Within the toolkit a series of stories representing a variety of local people are presented to provide a backdrop to everyday lives and how they can use the toolkit to change the streetscape of their local neighbourhood.

These stories are based around the four identified key themes of Local Town Centres; Everyday Journeys; Active Travel and Streets for People. Storytelling highlights some of the issues we are keen to address such as the spatial imbalance of vehicles over people and the priority of vehicle movements over people movement. It also brings together initiatives such as car free zones around schools and the active travel strategy for the city as well as working towards the city's target to be carbon neutral by 2030.

By mapping this series of scenarios we can explore concepts and strategies for rebalancing the priorities of the neighbourhood, and illustrate the benefit of them.

***In its simplest form and given Glasgow's commitment to being Carbon Neutral by 2030, we're looking to reduce the amount of space that road vehicles use and re-balance it with more people based, environmentally conscious and community inspired interventions.***



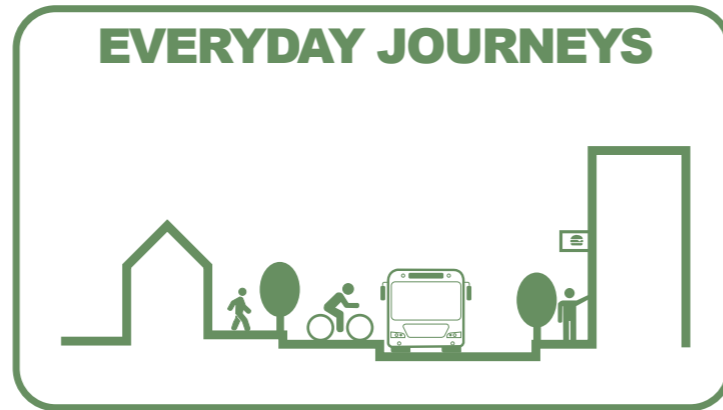


# THEMES

The four key themes of a 'Liveable Neighbourhood' are:



Local centres enable communities to meet their everyday needs locally and bring vibrancy, activity and jobs. The Liveable Neighbourhoods approach supports local centres by making them easier to get to by walking and cycling, and more pleasant places to spend time outdoors.



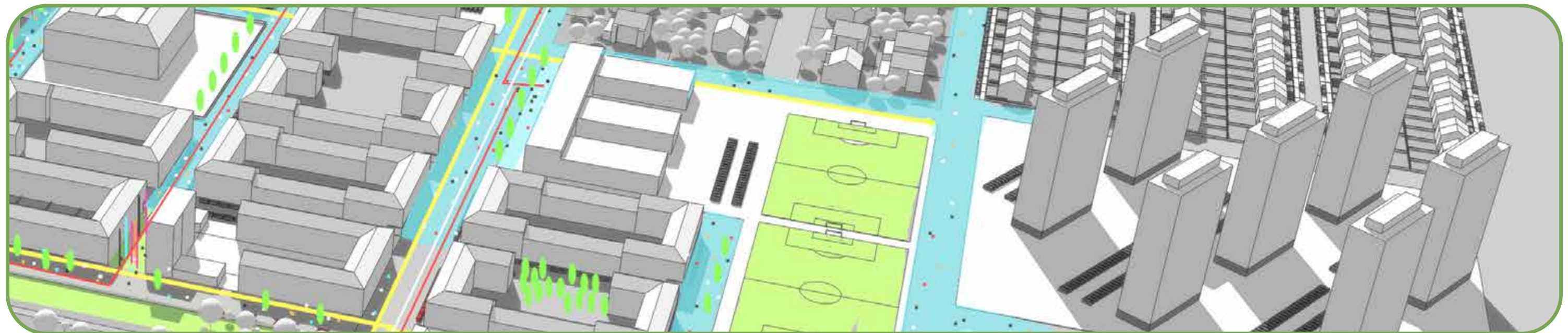
Many short journeys are made by car that could happen on foot or by bike: for example to school, childcare, shops, or family and friends. The Liveable Neighbourhoods approach will focus on improving the quality and safety of short walking and cycling journeys.



Walking, cycling and moving around on your own helps health, wellbeing and carbon emissions. To help more people walk and cycle more, the Liveable Neighbourhoods approach will help people to choose walking and cycling with infrastructure, public transport integration and local delivery networks.



Streets should be for people as well as vehicles, with space to meet and greet as well as drive and park. The Liveable Neighbourhoods approach achieves a better balance between vehicles and people by working with local communities, learning from best practice elsewhere, and sharing design guidance.



# USING THE PLACE STANDARD

The Place Standard tool is proposed as the method to allow communities to assess the quality of their neighbourhood and define the common issues that can be targeted by proposals and interventions.

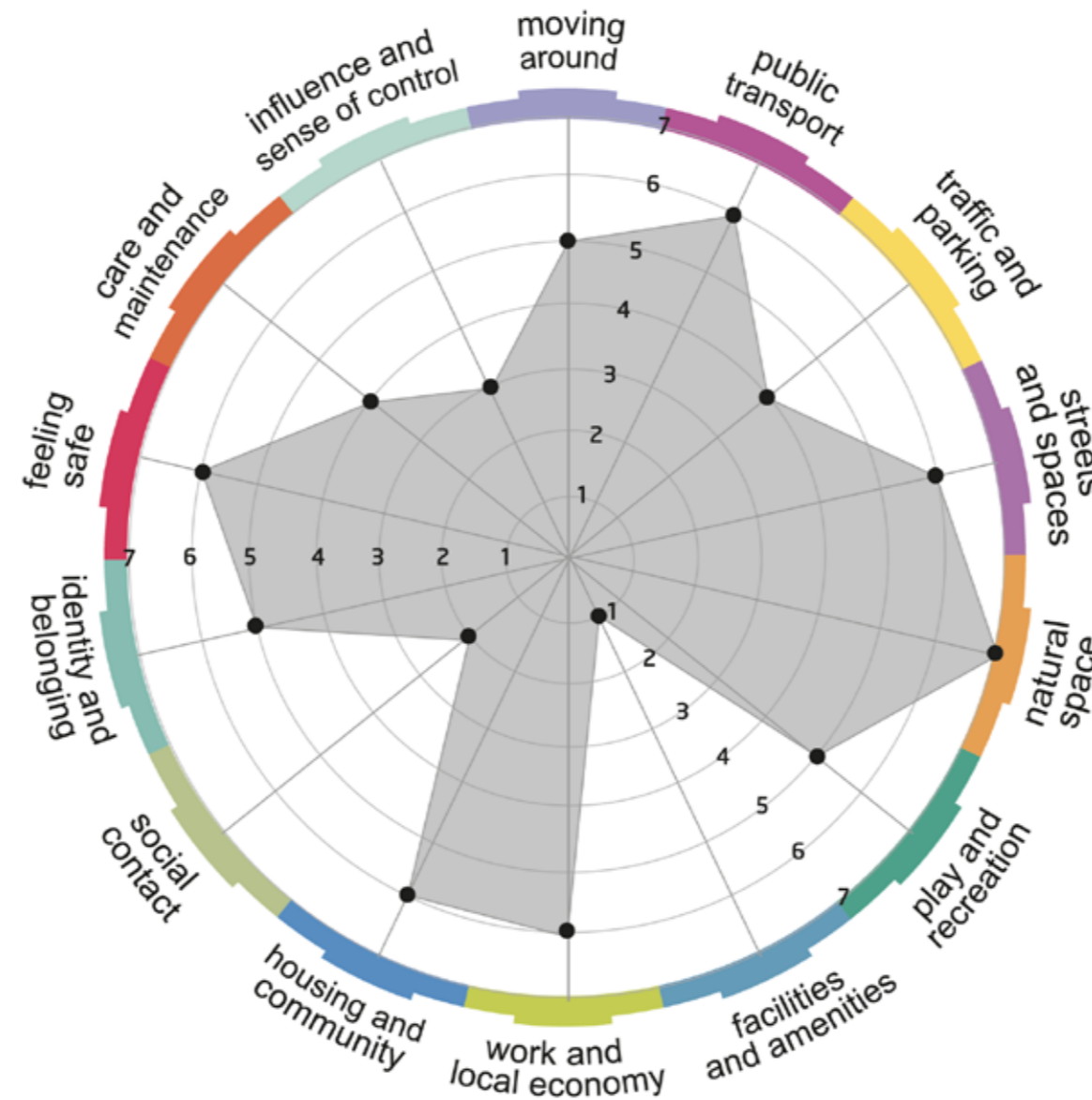
The Place Standard Tool provides a simple framework to structure conversations about place. It allows people to think about the physical elements of a place (for example its buildings, spaces, and transport links) as well as the social aspects (for example whether people feel they have a say in decision making). The tool provides fourteen prompts for discussions, allowing consideration for all the elements of a place in a logical way. The tool pinpoints the assets of a place as well as opportunities where a place could be improved.

More details on Place Standard and examples of how it has been used in practice can be found using the links below.

[Placestandard >](#)

[Architecture & Design Scotland >](#)

[Scotland's Towns Partnership >](#)



- MOVING AROUND
- PUBLIC TRANSPORT
- TRAFFIC AND PARKING
- STREETS AND SPACES
- NATURAL SPACE
- PLAY AND RECREATION
- FACILITIES AND AMENITIES
- WORK AND LOCAL ECONOMY
- HOUSING AND COMMUNITY
- SOCIAL CONTACT
- IDENTIFY AND BELONGING
- FEELING SAFE
- CARE AND MAINTENANCE
- INFLUENCE AND SENSE OF CONTROL





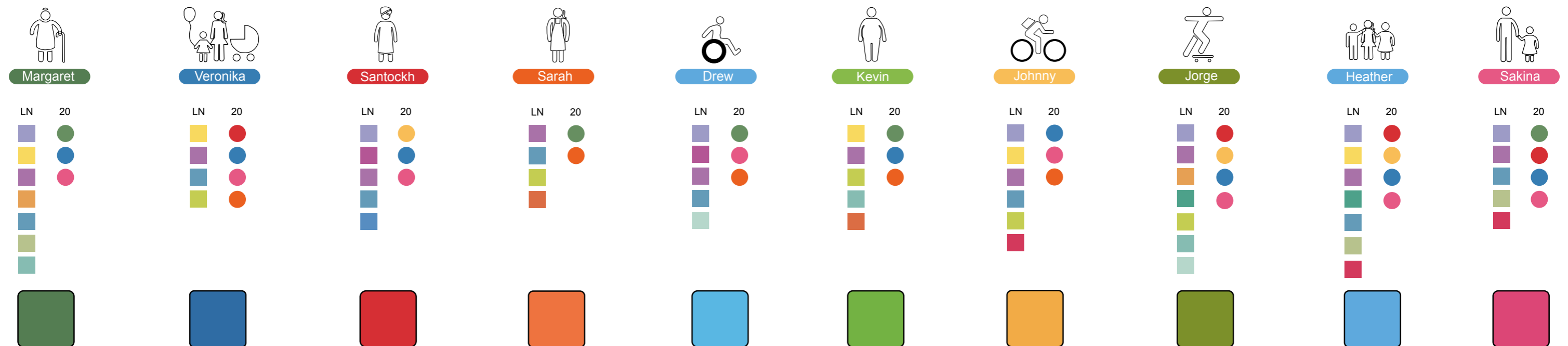
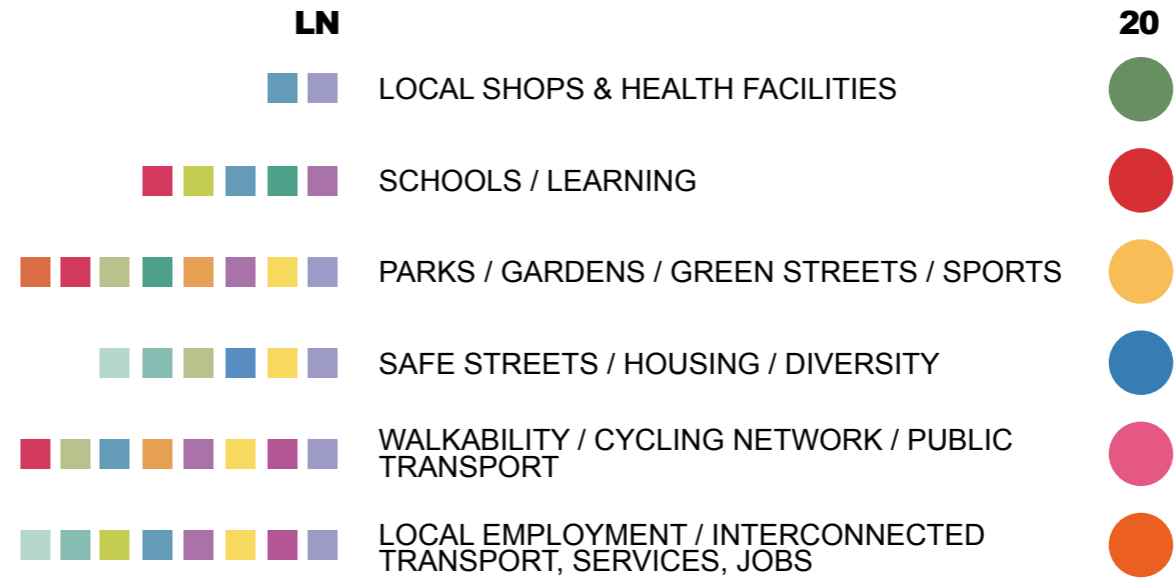
# INTRODUCTION TO THE STORIES

It is the diverse nature of the people within the city and how they use their neighbourhoods that define the character of the place. The approach described for Liveable Neighbourhoods in this document recognises the importance of responding to the unique character of Glasgow's many areas and communities as proposals for change are developed

To help illustrate how the Liveable Neighbourhoods approach can implement change in a manner that puts people and their experience at the centre of the design process, this Toolkit uses a series of 'stories'. Whilst being based on imagined people, these stories show how the diverse needs of individuals can be the catalyst for creative and effective redesign of Glasgow's neighbourhood spaces. The story of Margaret on page 12 draws out this process of linking personal experiences to improved place conditions, through a design process that is rooted in public engagement.

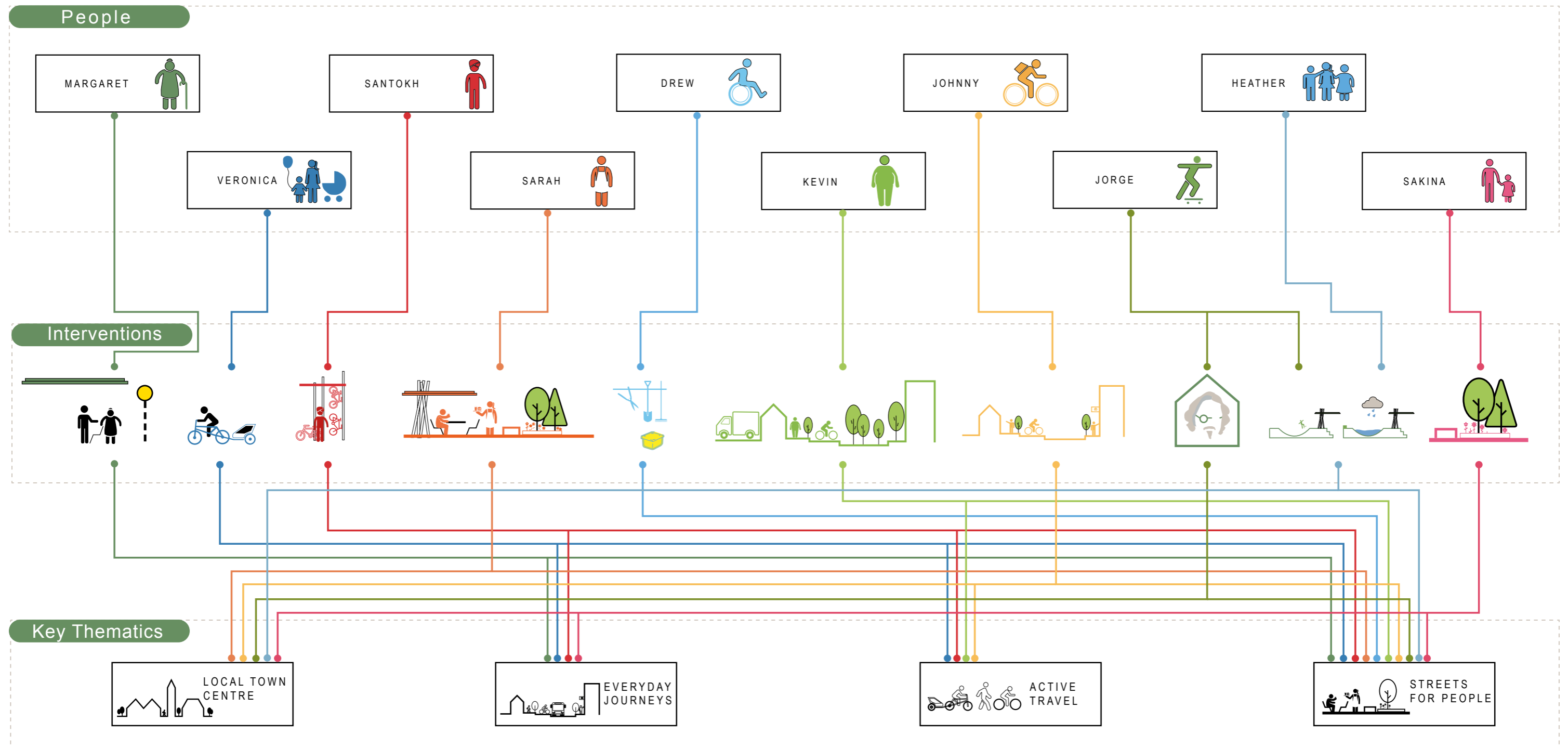
We have combined the elements of the Place Standard with the key attributes of 20 Minute Neighbourhoods and linked these to the characters, their challenges and the place-based design solutions proposed, as shown in the illustration below.

## PLACE STANDARD / 20 MINUTE NEIGHBOURHOOD ADAPTION

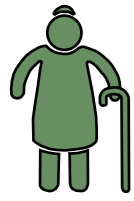


# DIAGRAM OF A LIVEABLE NEIGHBOURHOOD

This illustration shows how by linking the Liveable Neighbourhood key thematic priorities with the diversity of individual lived experiences of place, an implementation plan can be developed which is effective, desirable and produces outcomes which meet a broad range of needs.

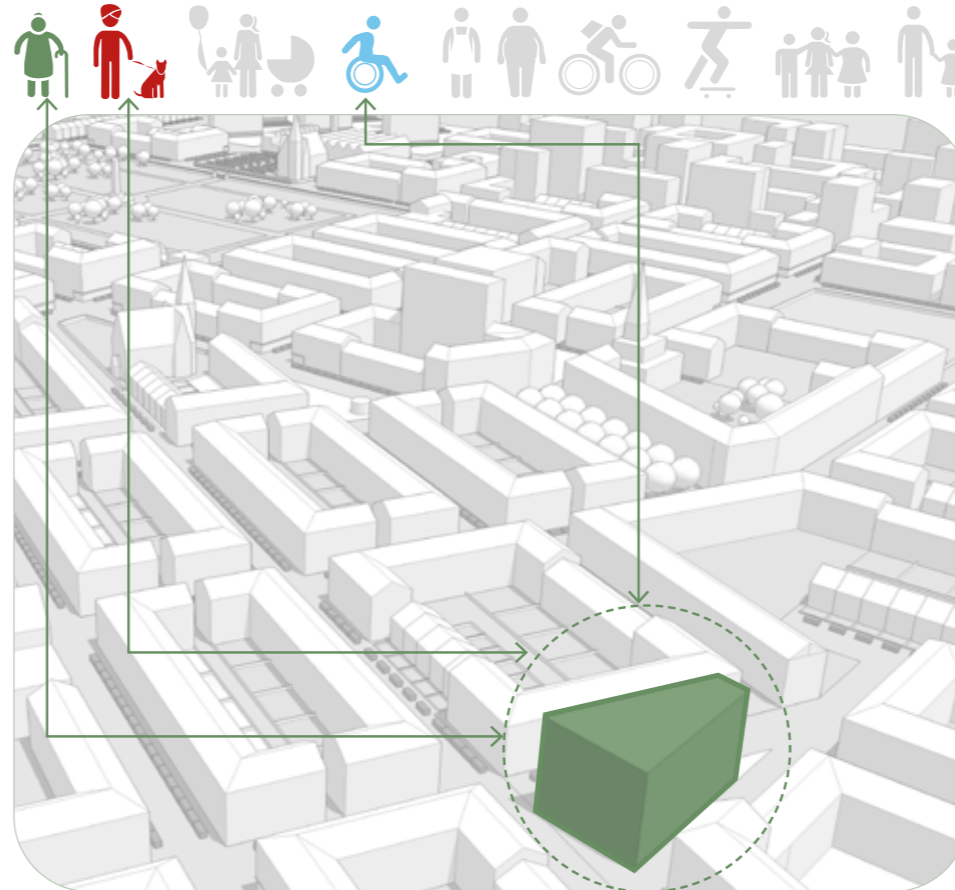
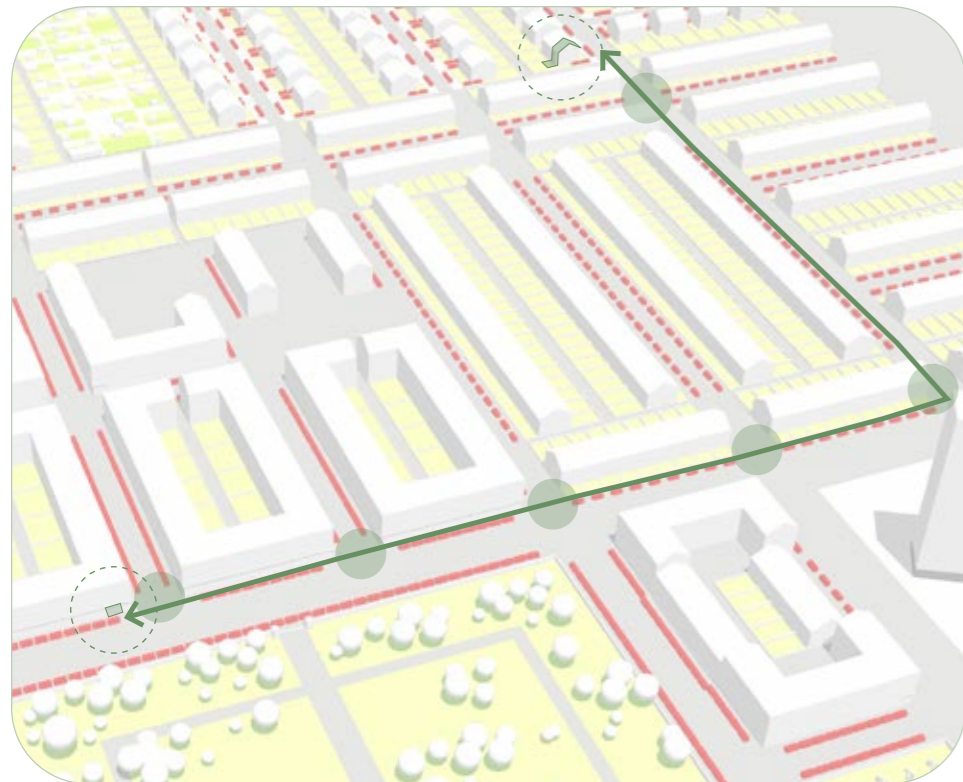






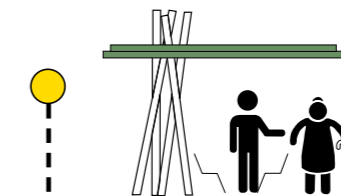
## MARGARET: INTRODUCING THE STORIES

Margaret is a retired Home Economics teacher. She likes to get out at least once a day, for exercise to collect the messages and for a blether with anyone she meets.



On her way to the local shops Margaret must cross roads with heavy traffic on seven occasions. Due to her age and fragility the walk can take up to an hour however the route has no place for her to stop and take a rest.

While blethering with one of her pals Margaret became aware of a community workshop being held at the local Library. The workshop was basically a big conversation guided by the Place Standard tool and helped Margaret and the others identify some of the areas in their community that could be better. Most of them agreed that there could be more public space in their neighbourhood and that sometimes the streets are too busy with cars to be comfortable.



At the meeting Margaret and the others were made aware of the one of the ideas of the Liveable Neighbourhoods toolkit called 'Filtered Permeability, where the junctions of can be turned into small parks, making them easier to cross while cutting down traffic within the neighbourhood, Margaret would also now have a place to rest on her daily walk and a seat while having a blether.



# USING THE TOOLKIT

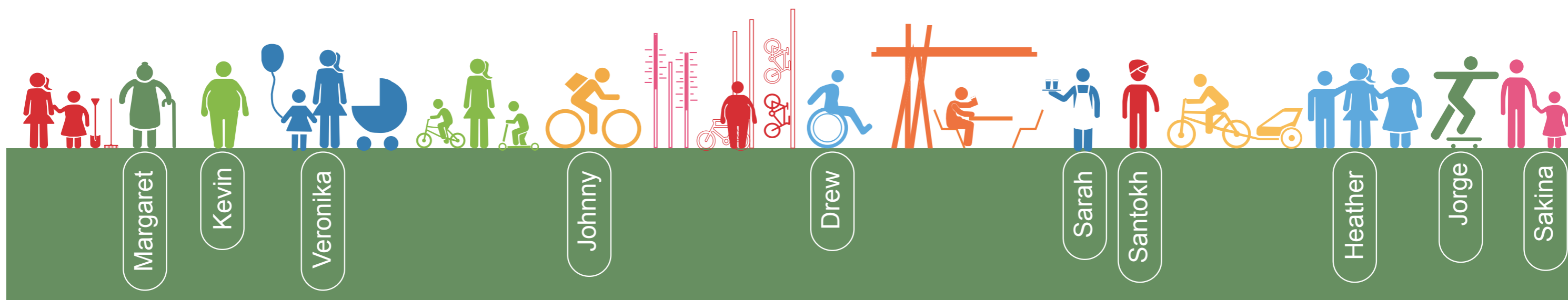
This document aims to provide inspiration and guidance to communities and other stakeholders in Glasgow. Through the stories the Toolkit sets out a narrative for how the project vision of accessible and healthy places that allow people, of all ages and abilities, out to play and socialise in their local area can be achieved. The document also provides lots of guidance and information to help people take these ideas and put that into action in their communities.

The toolkit uses storytelling to highlight some of the issues we are keen to address. These include things like the current imbalance of vehicles over people in many locations, the need to consider the wide range of personal capabilities in the design process and the wonderful place assets Glasgow has to build on. This storytelling approach also brings together initiatives such as car free zones around schools and the active travel strategy for the city as well as working towards the city's target to be carbon neutral by 2030.

Using the 20-minute neighbourhood concept we've created a digital square mile that is all about 'living locally', giving people the ability to meet most of their daily needs within a 20-minute walk from home, with access to amenity space, safe cycling and local transport options. By mapping a series of scenarios, we have explored concepts and strategies for rebalancing the priorities of the neighbourhood, and illustrated the benefits. As the Liveable Neighbourhood Plan moves to delivery, the design process will aim to take this approach from theory and into practice with real people and communities.



KELVIN WAY, GLASGOW 2021

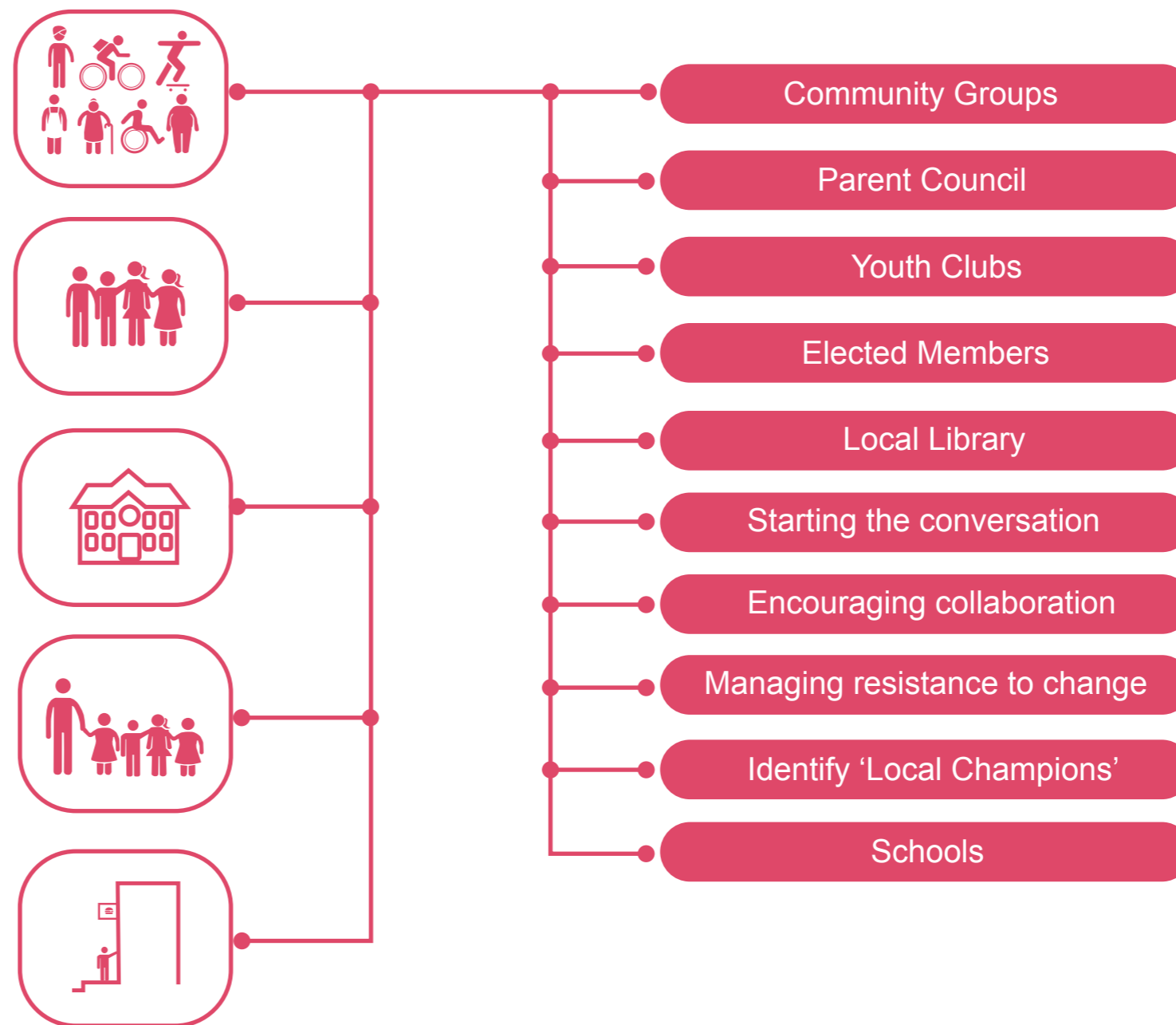


# USING LOCAL KNOWLEDGE

The Liveable Neighbourhoods approach recognises that people are experts when it comes to understanding the challenges and assets of their local place. As the key users of any new infrastructure or amenities it is crucial to secure buy-in to the proposals. Through an active involvement in the design process communities and individuals can raise aspirations and improve outcomes.

Equally, it is recognised that not all individuals or communities within the City have the same capacity or enthusiasm to engage. Indeed, some of those with the greatest needs and the most potential to benefit from change, are often the hardest to engage in formal processes. As such, the Liveable Neighbourhoods approach will look to work with communities and individuals, taking approaches to consultation and engagement that are best suited to local needs.

As people become enthusiastic about the potential for change in their area, it is important to help them to understand existing neighbourhood governance, and also to be made aware of which groups have been successful in achieving change. As well as leading design and engagement processes, the Liveable Neighbourhood Plan will guide individuals and communities towards local elected members, council officers and other 3rd sector organisations that can assist them in achieving their goals.

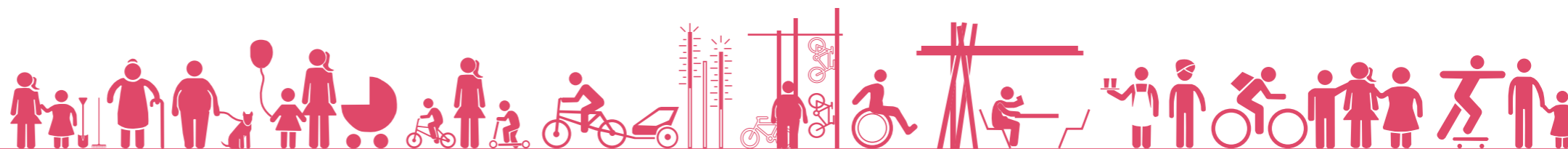


***“Is there a local community council or group in existence?”***

***“Is there an active Parent’s Council at the local school?”***



[glasgow.gov.uk/communitycouncils](http://glasgow.gov.uk/communitycouncils)



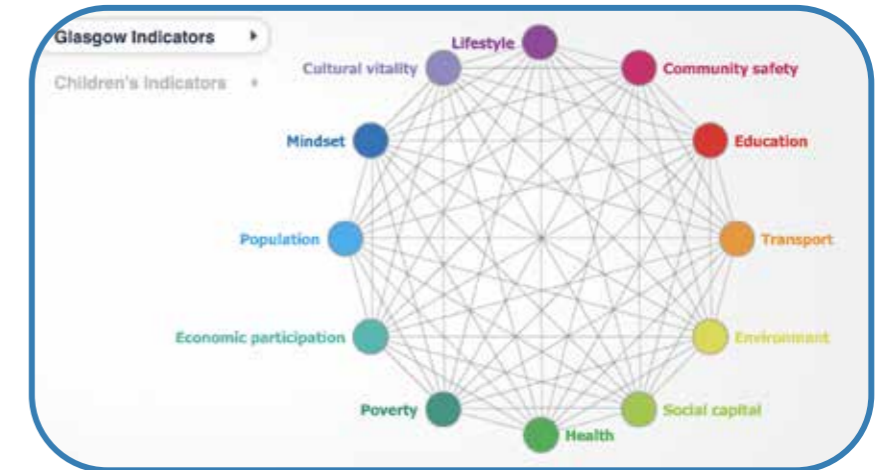
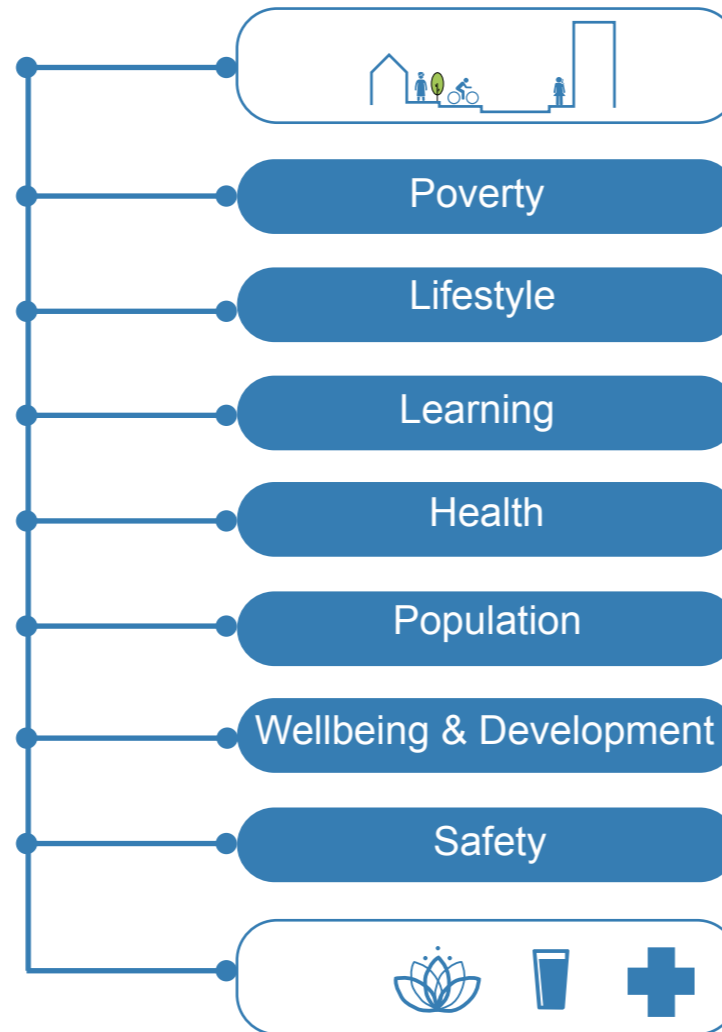


# UNDERSTANDING MY NEIGHBOURHOOD

There are many facets that make up a neighbourhood and no one understands a community better than the people who live and work in it. But it's also key to understand other demographic factors such as, health, education and environment. Whilst sharing similarities, many of Glasgow's neighbourhoods have quite a distinct demographics that are not always obvious. In that context the Liveable Neighbourhoods approach will use a broad range of data to better understand these factors and will work with communities to make these tools available to assist them in delivering the changes they need.

One such important resource is the Glasgow Indicators Project, which sets out to describe life circumstances and health in the city based on a series of indicators. These include health, poverty, education and environment.

Glasgow City Council have used GIS technology to create a user-friendly platform that provides the public with a visual display of its neighbourhoods characteristics. The website overlays information held in layers over a map of the city. Each layer represents different neighbourhood information ranging from bike rack locations to levels of child poverty. The information is there to be used as an aid to understanding the complexity of your neighbourhood.



UNDERSTANDING GLASGOW



GLASGOW GIS MAPS

**“What information would help to make decisions about my neighbourhood?”**

[glasgowgis.maps.arcgis.com](http://glasgowgis.maps.arcgis.com)

[understandingglasgow.com](http://understandingglasgow.com)



# USING PLACE TOOLS

Over recent decades there has been a growing sophistication in the understanding of the importance of place on quality of life, opportunities and how the City meets the needs of people. At the same time a number of tools have been developed, which help to draw out the key qualities of place and create simplified platforms for dialogue between built environment professionals and the wider lay community. The Liveable Neighbourhoods approach supports the use of these tools, both when initiated by the Council and when led by communities as they identify a need and a benefit. These tools can help to improve the quality of dialogue around the design process and crucially lead to better outcomes.

To assess the quality of a place, the Place Standard tool can be used as a means to structure the discussions. Conversations can then begin to assess the neighbourhood through a series of focussed topics.

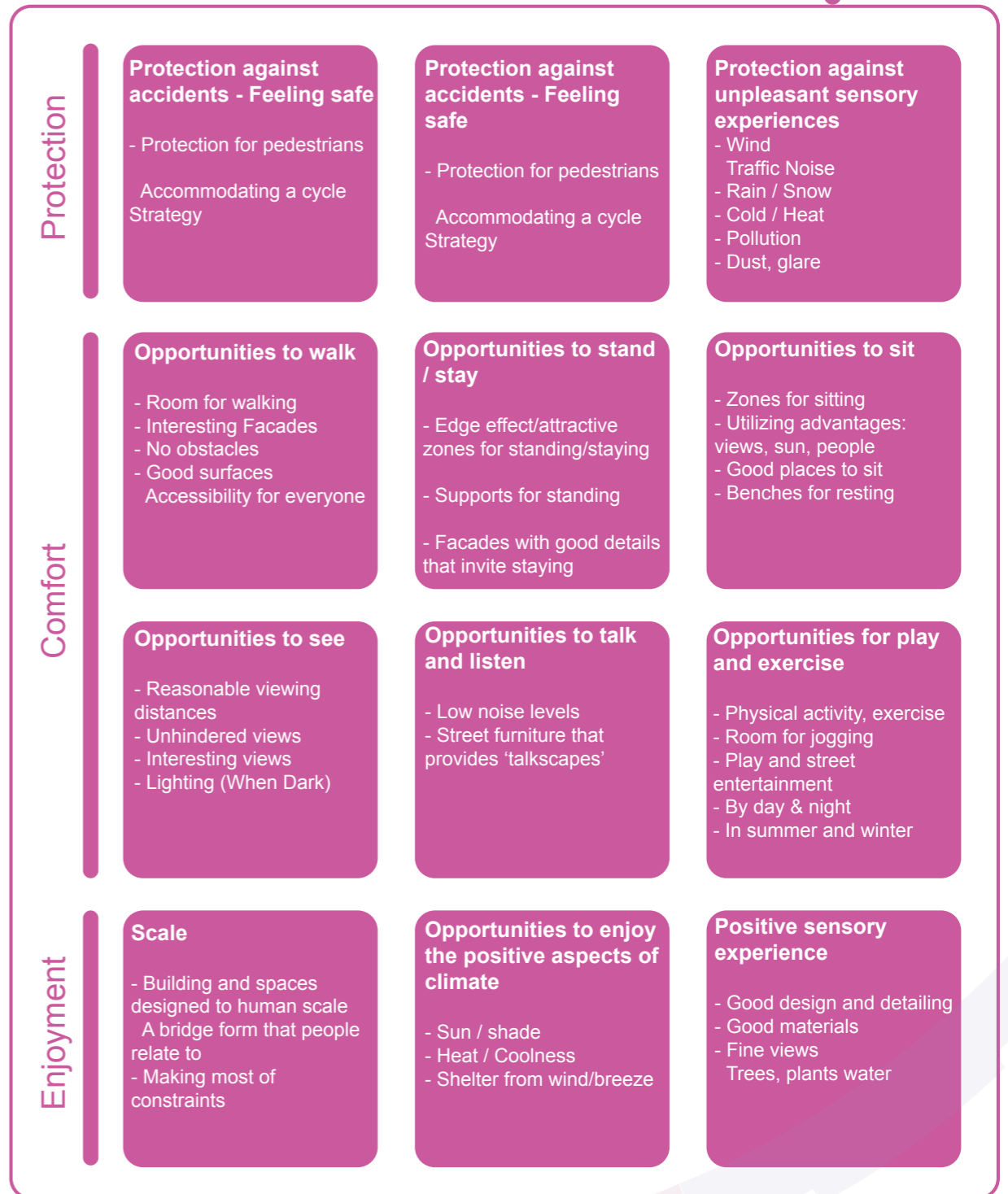
The tool can then help people to identify their priorities for their neighbourhood and as well as a means of recording improvement. The tool is simple and free to use. It consists of 14 questions, which cover both the physical and social elements of a place.

## TWELVE QUALITY CRITERIA

The place standard tool is one of many planning tools used by communities, local authorities and urban designers. There are a range of other useful planning and place tools that have been successfully used, such as the 12-key quality criteria as established by Jan Gehl.



## Gehl / Twelve Quality Criteria



*“Can we find examples of where the place tools have been used to make changes?”*

Antwerp



# USING CURRENT INITIATIVES

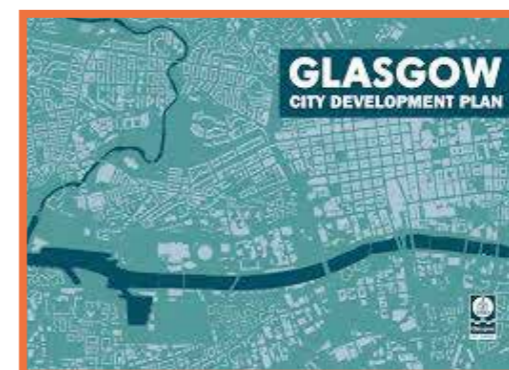
Across Glasgow there are many existing policies and programmes that support the delivery of the Liveable Neighbourhoods Plan. There are many initiatives and precedents that communities and organisations can use to establish their Liveable Neighbourhood.

It is recognised that there is an opportunity to work with communities to enhance their understanding of the context for change. The Liveable Neighbourhoods approach will steer community groups towards the full range of resources that can assist them in meeting their aims. These will include funding opportunities and design support. The Council will also advise on local and national policies that can support the community as well as assist on more technical issues such as planning and building control.

Some examples of current initiatives can be found by clicking the links on this page.

Further information can also be found by clicking the Liveable Neighbourhoods link below.

- [School Car Free Zones](#)
- [Spaces for People](#)
- [Private Lane Toolkit](#)
- [Locality Planning / Thriving Places](#)



[City Development Plan](#)



[Open Space Strategy](#)



[Sustainable Spatial Strategy](#)

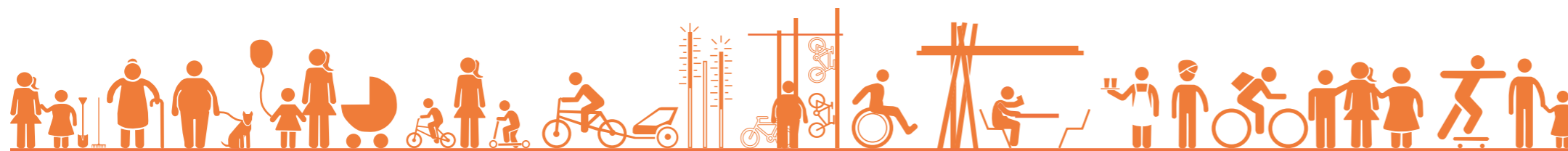


[Environmental Task Force](#)

*“How can we find out about any initiatives in my local neighbourhood?”*

[Glasgow's Liveable Neighbourhoods](#)

[GCC Social Media](#)









# WHO CAN WE LEARN FROM?

Whilst there has been a growing trend over recent decades, in cities around the world, towards the prioritisation of space for people within the street environment, the last year has seen a huge acceleration of this tendency. This has been driven primarily by the crises of the Covid-19 pandemic and the climate emergency. However, this rapid pace of change has been built on experience built up through a wide range of projects over decades.

There are many precedent projects all around the world, which can be used as inspiration and ideas in the creation of a liveable neighbourhood. The Liveable Neighbourhoods approach will seek to highlight this body of experience to communities to make them aware of the broad range of choices and possibilities available to them. Crucially, this will be linked to design support, to ensure that proposals and implementation plans are bespoke and effective.

The following are just few examples as part of an ever-growing list as more communities begin to re-imagine their immediate environment.

- Enjoy Waltham Forest >
- Healthy Streets London >
- TfL Streets Toolkit >
- Strade Aperte, Milan >
- Cycleslangen, Copenhagen >
- Bee Line, Manchester >
- Times Square, New York City >
- Superillas, Barcelona >



SUPERILLAS, BARCELONA



FRANCIS ROAD, WALTHAM FOREST



PARKING DAY, PHILADELPHIA

*“Now we’re interested, how can I find out more about these types of projects?”*



Liveable Neighbourhoods >





# MANAGING CHANGE

It is recognised that the complexity of urban life and the competing demands on space and use mean that it can often be difficult to achieve consensus in the context of proposals for change. There can be resistance to change within any neighbourhood or community. However, the Liveable Neighbourhood approach is based on an understanding that where the design process emphasises genuine and constructive dialogue with communities at an early stage, this energy can be an assets in terms of creating quality outcomes that are bespoke to the place. Changes to streets and pavements can uncover strongly differing views on what's best for an area. Spending time thinking about how to manage these tensions may make the difference between success and failure. Good clear communications are vital. A staged approach, as explained on page 21, can be helpful.

Social media can go some way to getting the message out there and communities will be supported to manage this effectively.

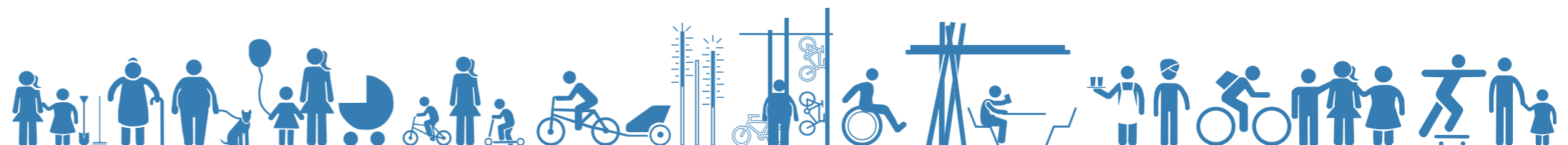
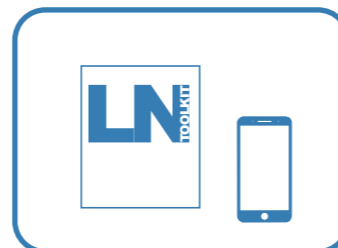


STREET PLAY, GLASGOW 2019

*“I like the ideas but they’re not addressing my needs. Who can I speak to for advice?”*



PAS Active citizenship





# THE STAGES OF CHANGE

Looking further afield, there is a significant body of evidence from cities nationally and internationally, that a staged approach can ease community concerns around the pace of change, whilst at the same time demonstrating the effectiveness of the principles of the approach. This can allow a scheme to be trialled, refined and improved, before full implementation.

Creating a series of temporary events or installations is a great way to test ideas and bring the community together to talk about how to start making change.

Simple micro-interventions can contribute immediately to the richness of your street or public space and also raise community interest and awareness.

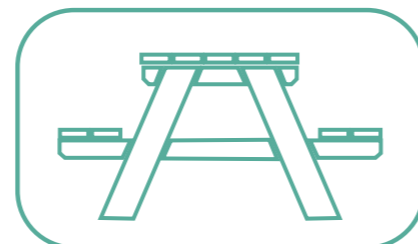
Flexible and short-term interventions allow spaces and places to be tested by creating temporary uses. This is known in the design community as 'tactical urbanism' and there are many examples of how communities around the world are starting to recapture road space from motor vehicles to allow more spaces for play, fun and recreation.

TIMES SQUARE, NEW YORK



*“How do we get started and how long will it take?”*

Liveable Neighbourhoods

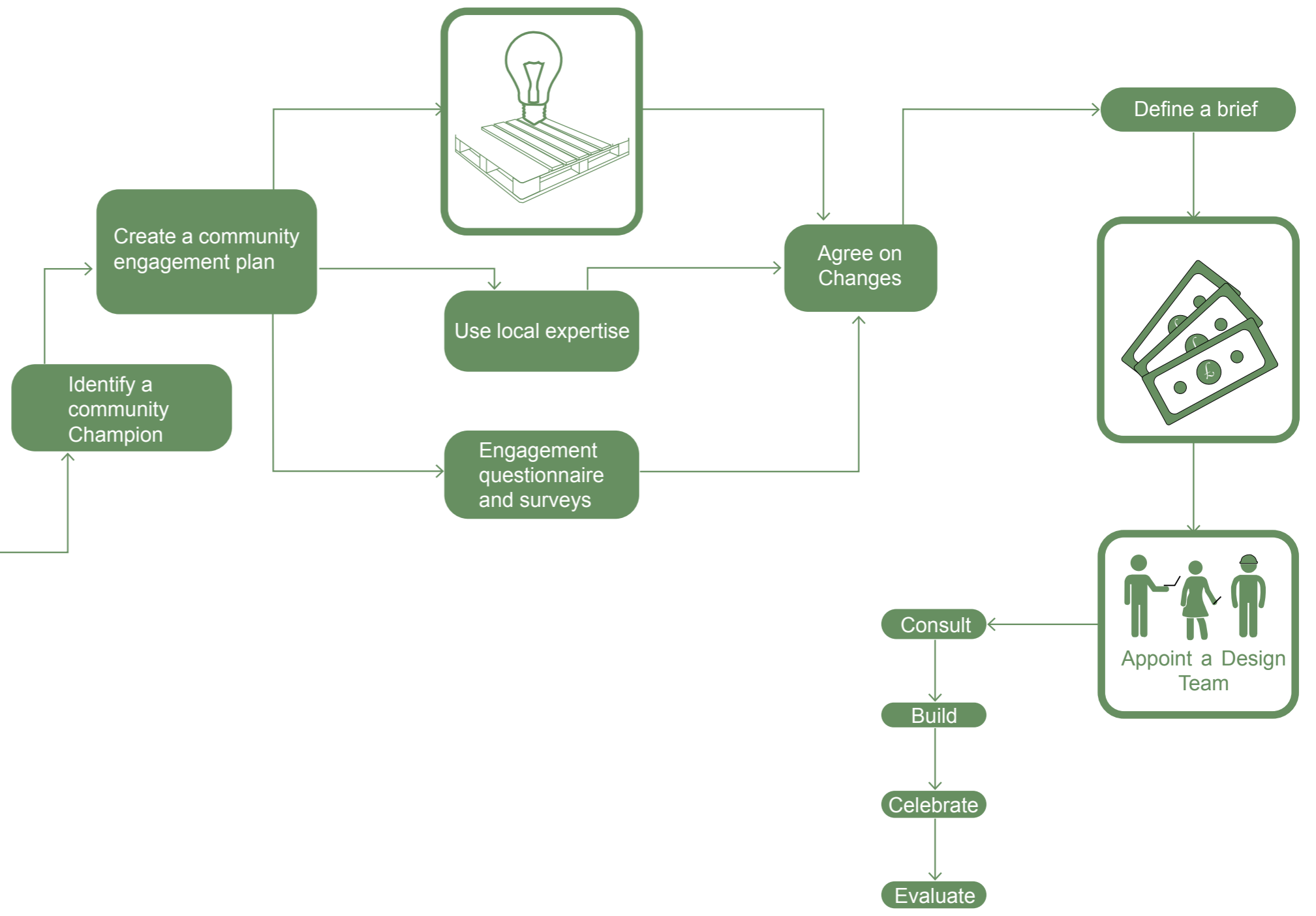
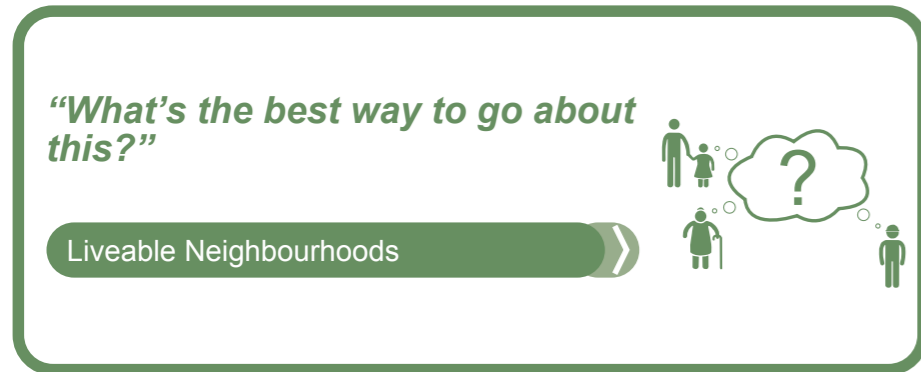


# AGREEING AN ACTION PLAN

Local communities can play a leading role in gathering local views and initiating change in their area.

A good place to start is the formation of a community group. There may already be a local community council or other groups and associations that would be keen to be involved.

The Liveable Neighbourhoods project can put you in touch with advisory organisations that can help you with your community group and how it can be developed into a constituted group, which means you can then apply for funding opportunities as well as gain further support in developing your ideas into reality.



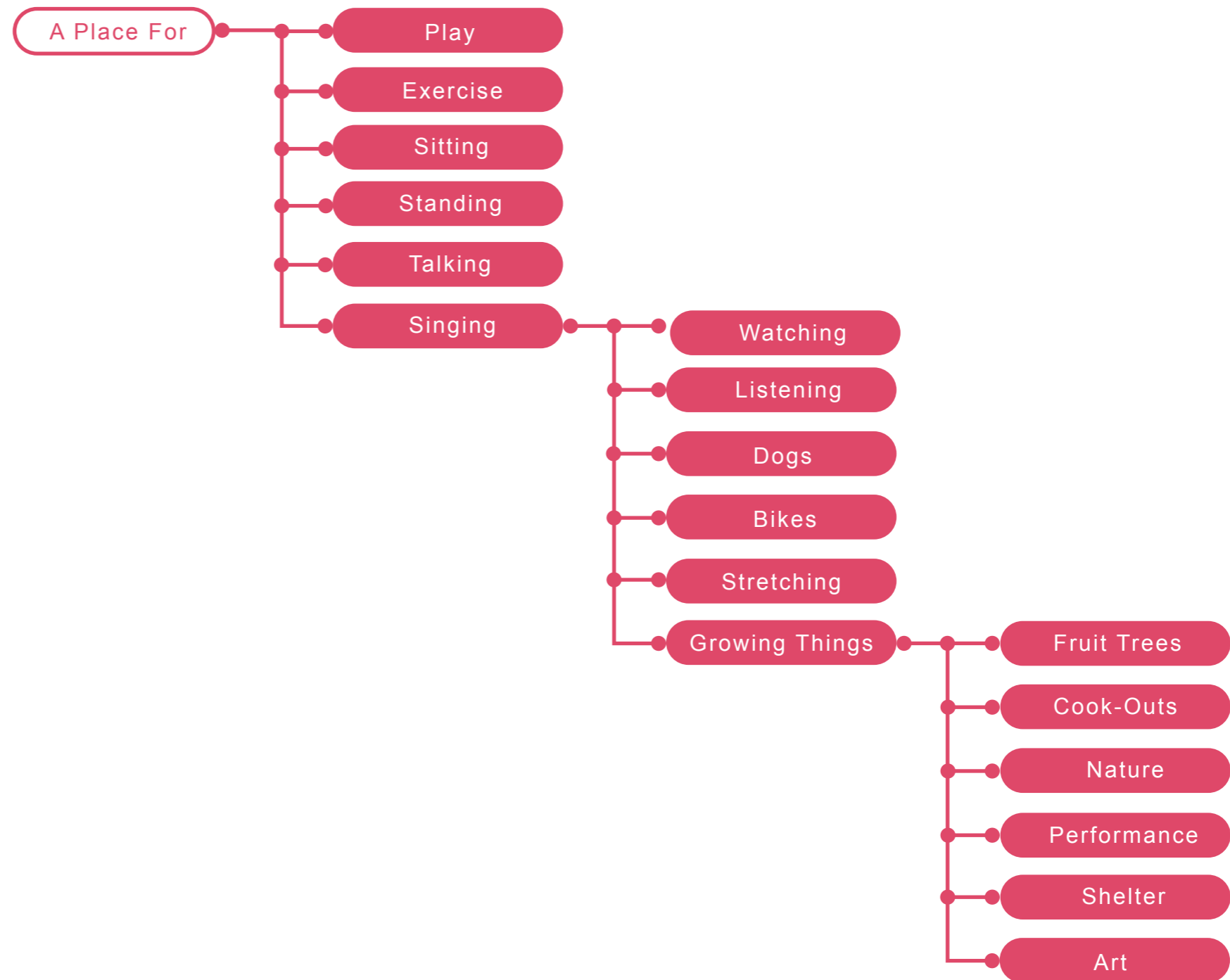


# PALETTE OF IDEAS

The Liveable Neighbourhoods approach understands that people use and enjoy their places primarily based on the things that they can do there and that they experience. The design process for the Liveable Neighbourhoods Plan will start from where people are, by engaging in dialogue to understand how they use their local place and what they value or what presents challenges.

As discussions around change are progressed these will start from an understanding of what activities are easier and harder in a place and what people would like to do more. This reflects the idea that people are experts in living in their own areas. The diagram opposite shows how needs and opportunities can be linked and supported through the design and placemaking process.

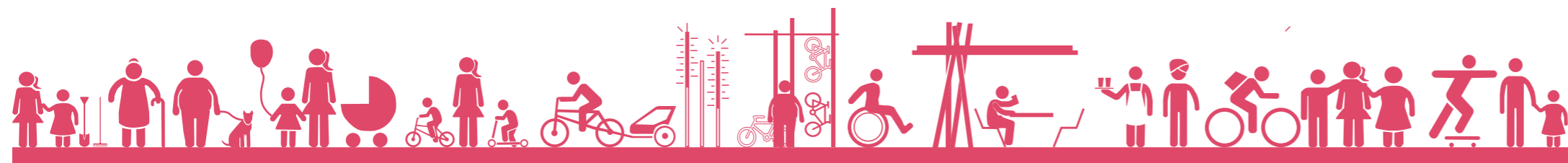
This list can be used as a starting point to think about ideas and inspiration, as communities come together to discuss the opportunities for change.



*“We know what we’d like to achieve, but we’re not sure what it would look like. What ideas have you got?”*



Barcelona Superilla Poblenou





# PUTTING IDEAS INTO PRACTICE

As the Liveable Neighbourhood Plan progresses there will be opportunities for communities to work with the Council to take innovative approaches to putting ideas into practice.

The Liveable Neighbourhoods approach recognises that design solutions should be arrived at in dialogue with communities and that each location will require a bespoke approach. However, it is also recognised that there is a broad range of very good examples of the types of interventions that are likely to be effective and deliverable that can be highlighted.

Given the range of approaches available, many cities are implementing temporary or light versions of street interventions to trial them before undertaking full scale capital works. Glasgow and other cities in Scotland have demonstrated this approach through the Spaces for People programme, which rapidly created new and improved space for people walking and cycling as part of the Covid-19 pandemic response.

Lanes Toolkit

*“Where else can I go to see good examples?”*



Liveable Neighbourhoods



Streets For People, Aberdeen



South City Way, Glasgow



Hidden Gardens, Glasgow



Dundee City Centre





# SMALL CHANGES BIG IMPACTS

Whilst the Liveable Neighbourhoods Plan has an ambitious city-wide vision, experience from cities around world shows that many of the activities that will enable the desired transition will be small in scale and don't have to be expensive or even permanent.

One example of a simple tool that can be implemented quickly and cheaply, but can have a big impact on the street scene and the ability for people to use the space, is the parklet. Parklets emerged as an idea that would allow people to transform the use of a parking space in the urban environment. Parklets are an exciting way to change the use, look and feel of a street. They are small park interventions that can be used for a variety of functions such as sitting, playing, art and bike storage. They make use of the smallest spaces that have perhaps been forgotten.

The Liveable Neighbourhood Plan will work with communities to identify small scale interventions that can have a big impact in their area.



Glasgow City Centre Strategy >>



Meristem Design Ltd >>



## 'Are there any quick fixes?'

London Parklet Campaign >>

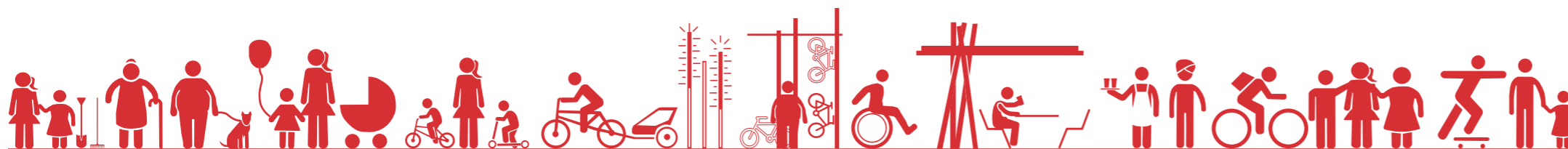
Hackney Council Parklets >>



YesMake Ltd >>



Cyclehoop Ltd >>

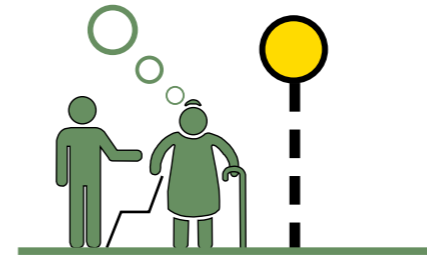




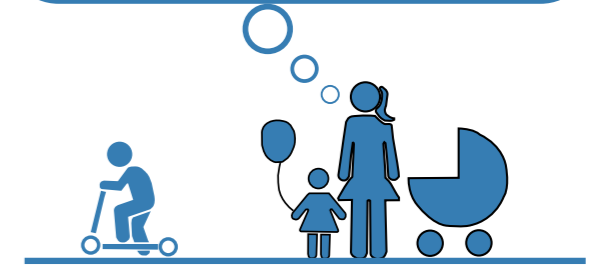
# THE STORIES

The following pages align the anecdotes from the fictional characters with the Liveable Neighbourhood themes to illustrate how the toolkit can be used to implement change in Glasgow's neighbourhoods.

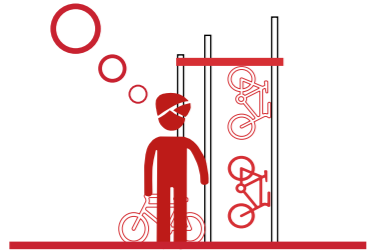
Hi I'm Margaret. I like a chat on my way to the shops.



Hey I'm Veronika, I'm a parent and teacher and worry about the safety of children.



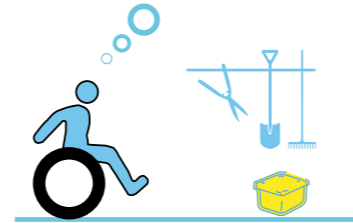
I'm Santockh, I want to get into cycling but I'm a little concerned about safety on the road.



I'm Sarah, I own a wee cafe and like hearing what's going on with my customers.



Hi, I'm Drew. I like my neighbourhood but want to help improve it more.



I'm Kevin and own a local hardware store. I enjoy the new neighbours but hope they remember to respect the old.



I'm Johnny, I'm recently into cycling and enjoying the money I've saved.



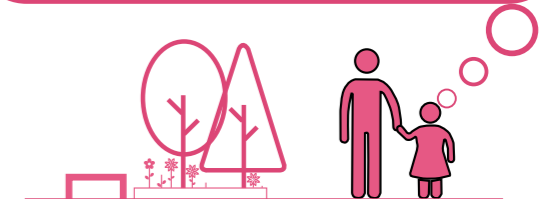
Hey I'm Jorge, an Erasmus student. I want to know how to contribute my artistic skills to the neighbourhood.



Hey, my name is Heather and I'm in primary school. Me and my friends are keen to help the environment.



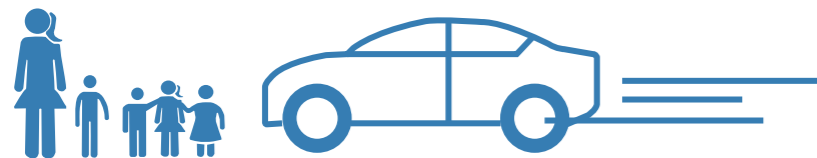
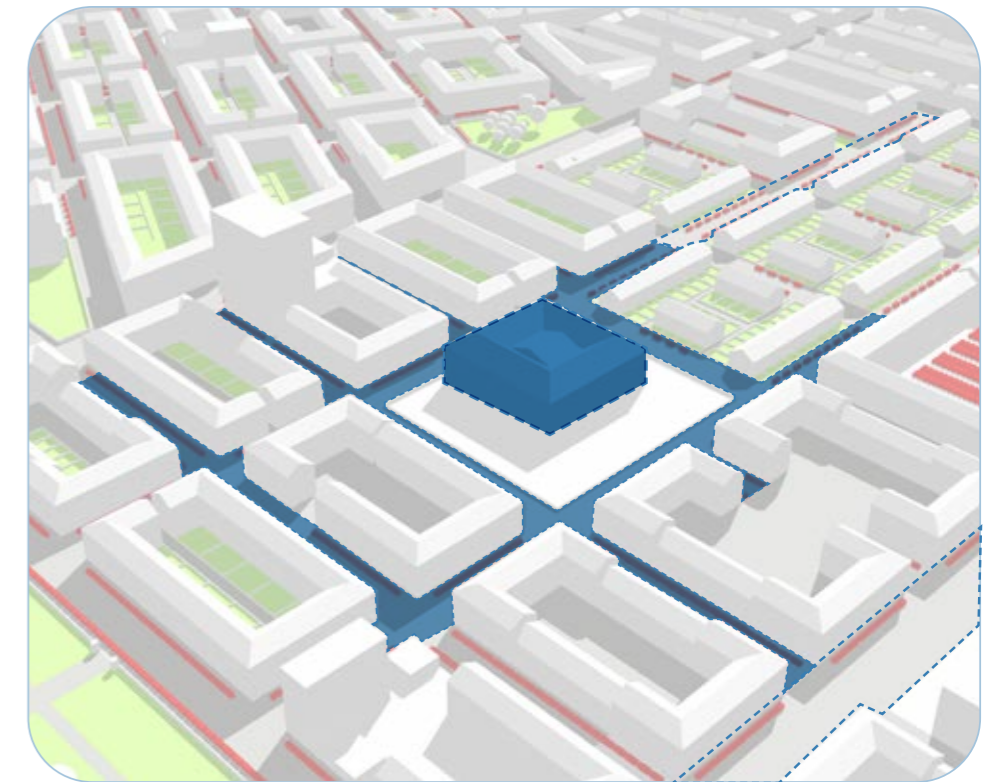
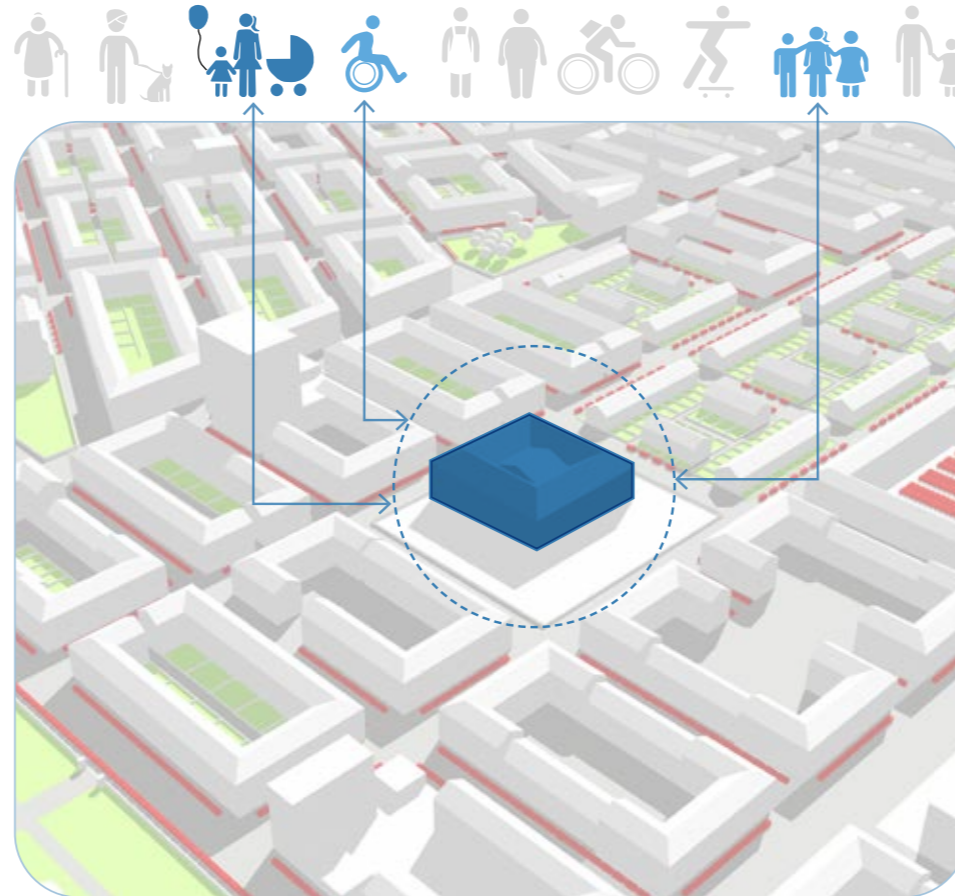
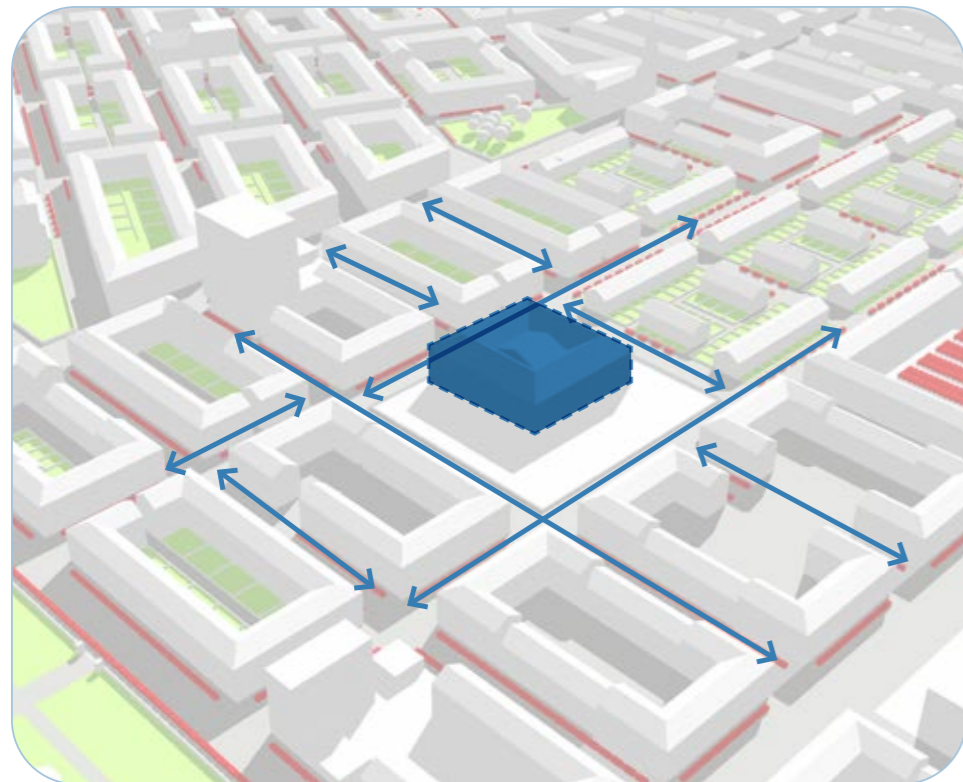
Hey I'm Sakina, I look after my younger brother but could do with some support.







Veronika is a Teacher and a mother of two small children. She teaches at the Primary School and lives locally. She moved to Glasgow from France 5 years ago and has no family here.



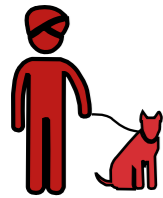
As a Parent and Teacher Veronika is becoming increasingly concerned about the amount of traffic around her School especially around the start and end of the school day. Parents cars are blocking the streets up making it less safe to cross the road and most of them leave their engines running while doing so. She is worried about the potential of a serious accident and for the health of the children under her charge.

Veronika raises the issue at the next Parent Teacher Council meeting, most of the members agree that they should do something about it. Having read the Liveable Neighbourhoods toolkit one of the parents suggests they ask that the area around the school is made a School Car Free Zone (SCFZ). The SCFZ reduces the amount of traffic allowed onto the streets surrounding the school at the start and end of the School day.



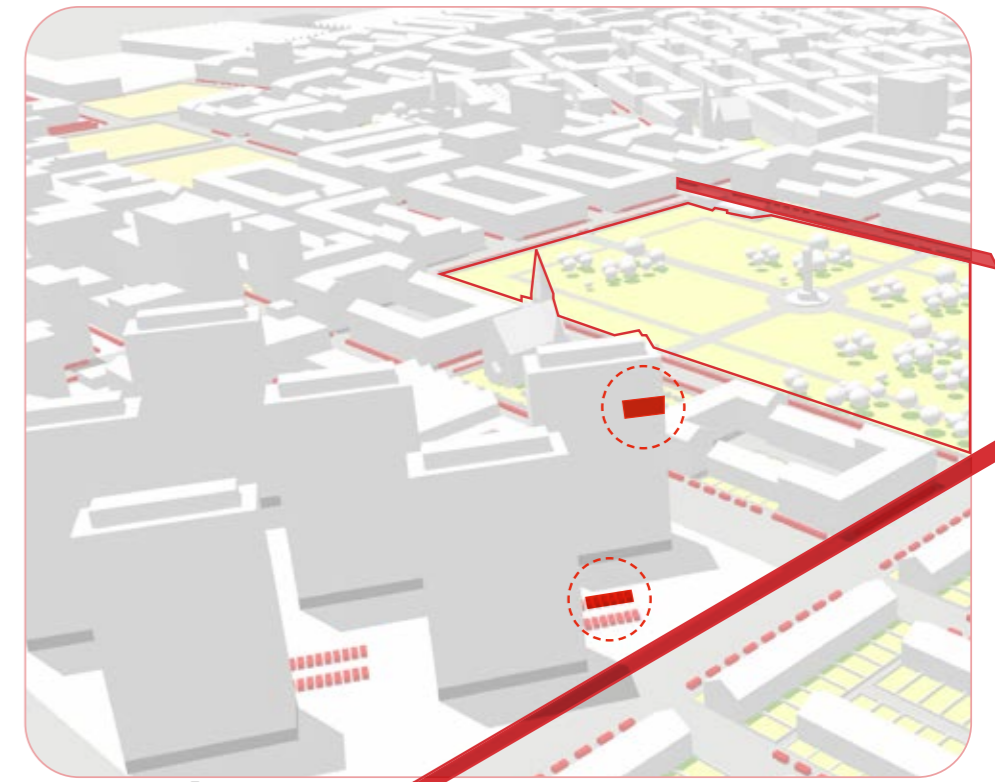
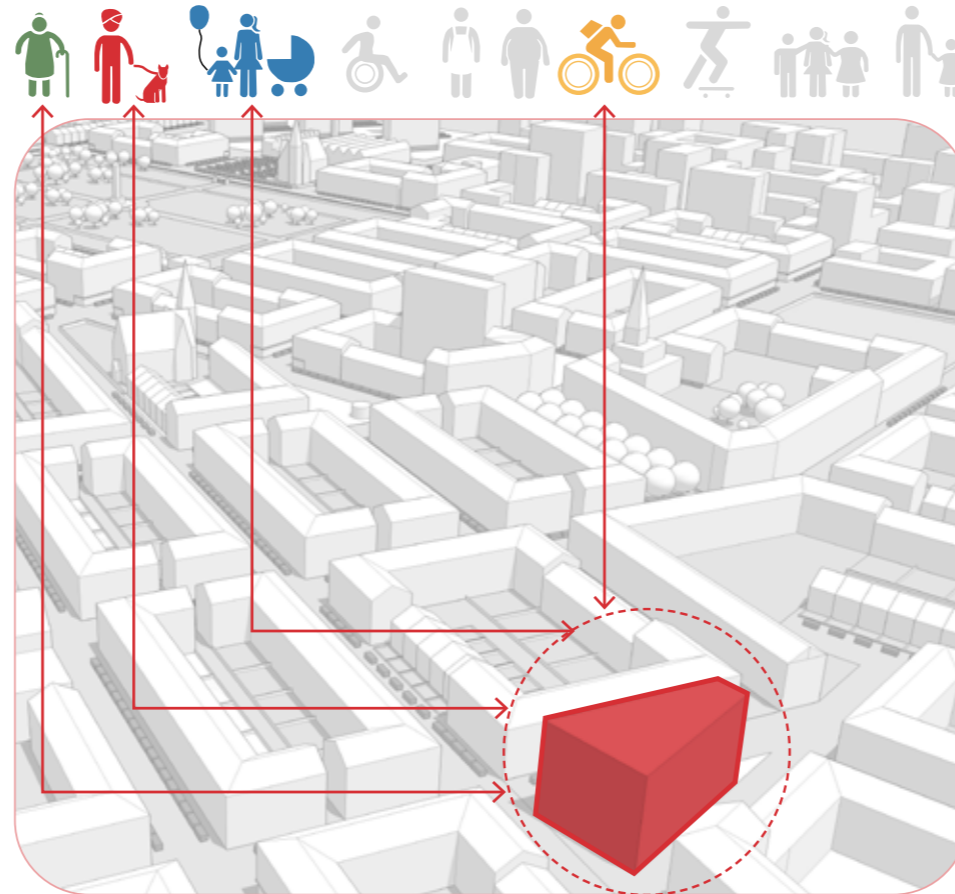
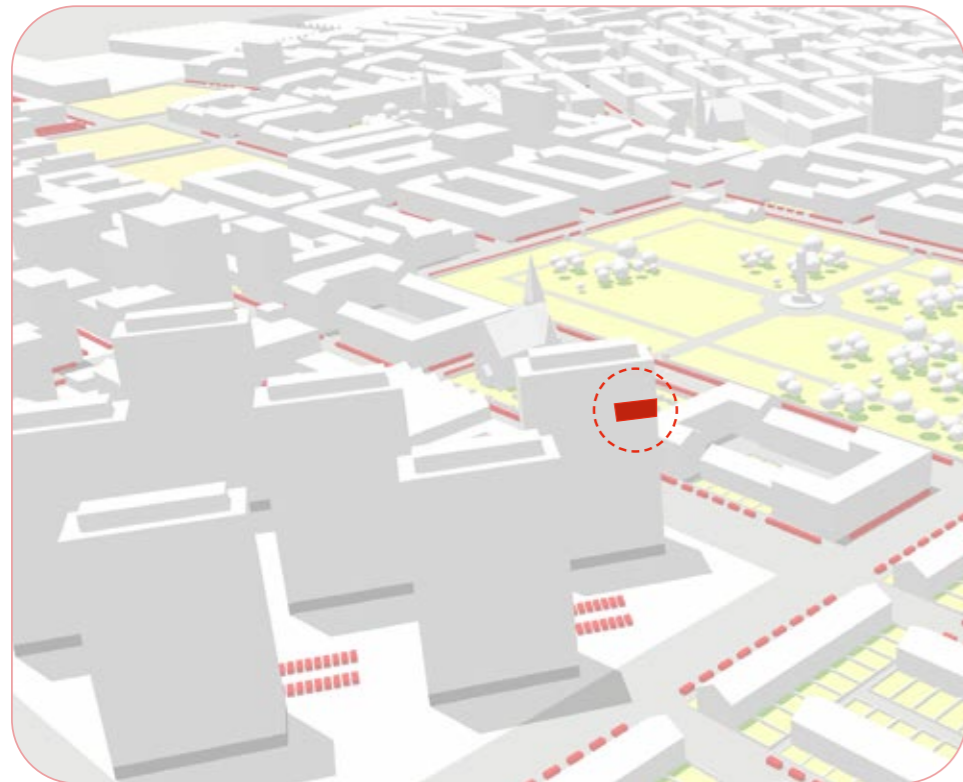
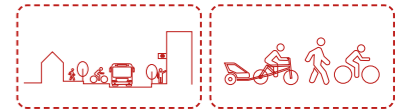
With the SCFZ in place more and more parents and pupils are cycling, wheeling and walking to school, it's a much safer and more pleasant experience now with less cars and cleaner air to breath. Having read more about Liveable Neighbourhoods, Veronika is leading the parents and teachers in a drive to make some of the key routes that lead to the school safer as well. She is particularly interested in linking the school to the existing network of core paths, cycleways and the local High Street, this would allow parents and children to actively travel to the school from a greater distance.





# SANTOCKH

Santockh is an NHS Nurse. He works night shifts and has an irregular work balance. He lives on the 12th floor of a high rise flat.



Although Santockh lives and works in the city he still drives to work, he would cycle but he has no room to store a bike and would struggle to get it up to the 12th floor anyway. He is also a little uncertain on the roads given that they can be quite busy at times.

While at the library Santockh picked up a leaflet about the Liveable Neighbourhoods toolkit. After downloading the App he realised that there was a scheme that would replace a car parking space with a secure covered bike rack. Researching a little further he found that the toolkit could also help him to team up with other members of his community to start other schemes that could make his route to work a lot safer and easier to do.

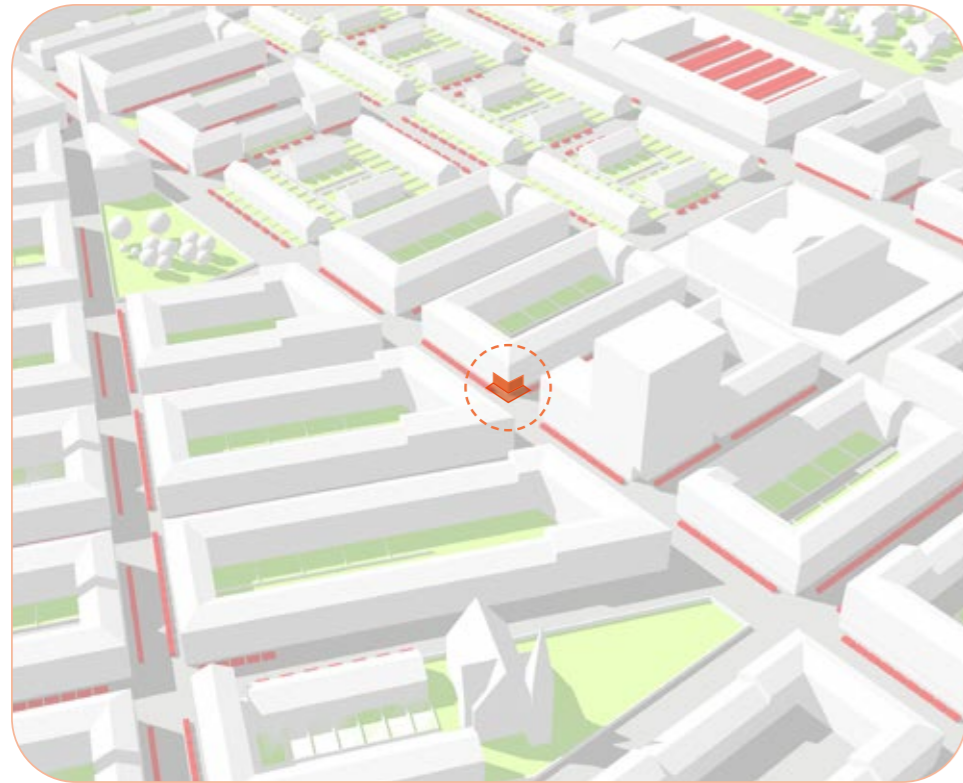


With a secure place to store his bike and an easier route to work Santockh and a greater percentage of his neighbourhood now cycle as much as they can. The streets around them are benefiting from less traffic and are healthier places to be.

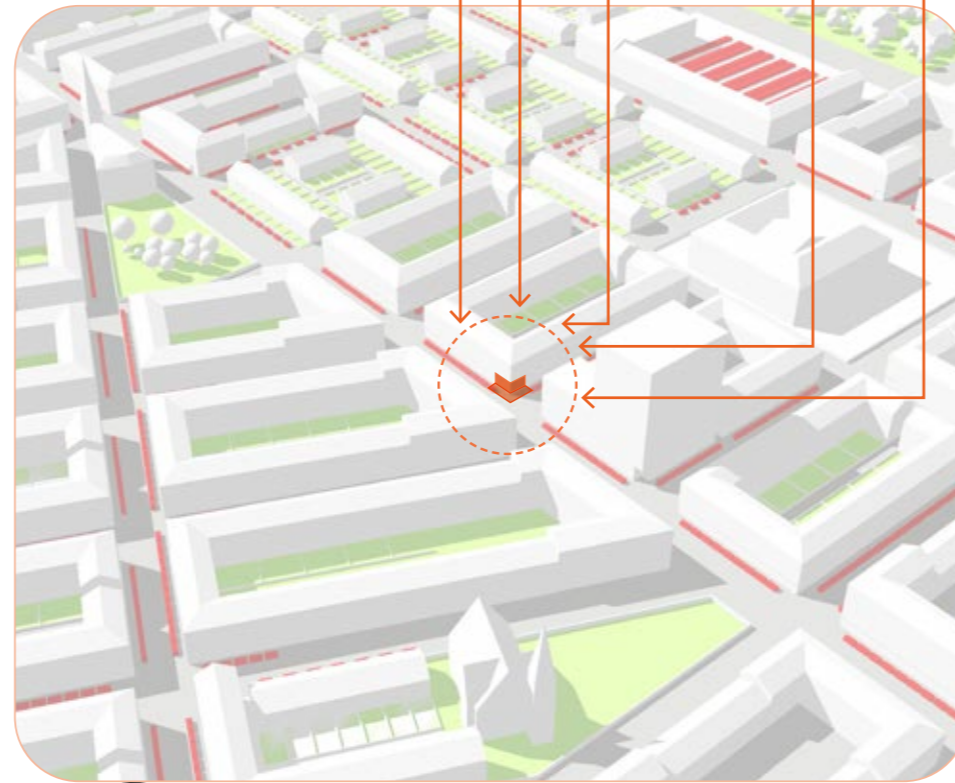


# SARAH

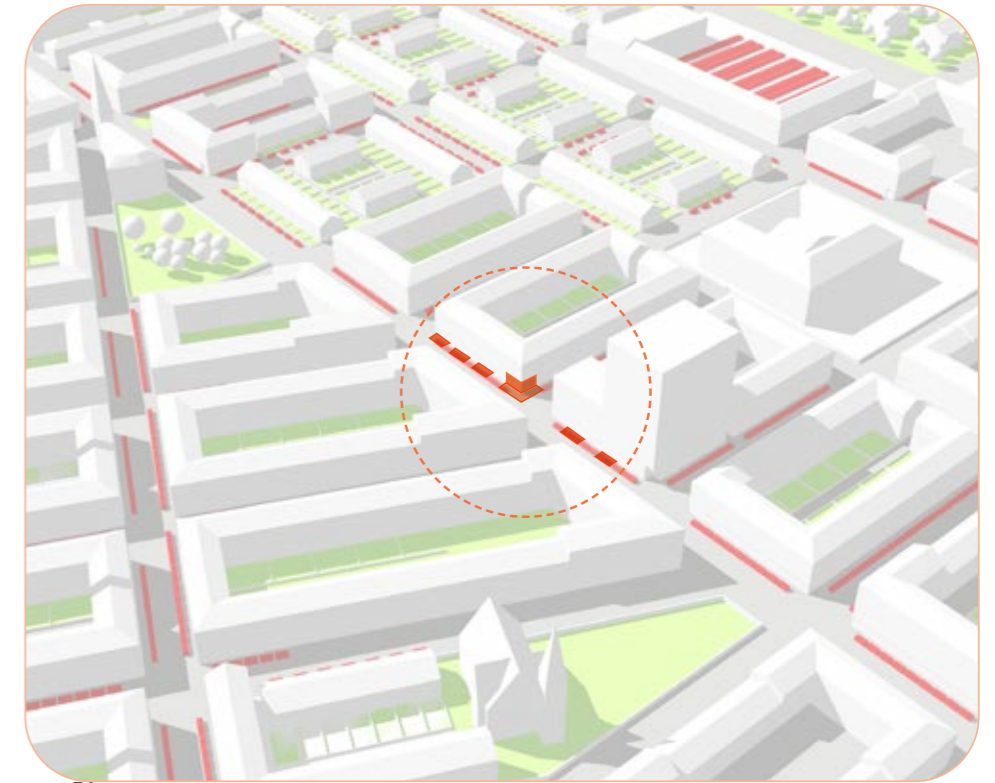
Sarah runs her own business a sandwich shop on the local High Street. She would like to expand her business from a takeaway.



Sarah's sandwich shop is doing well but she would like to expand to offer a place for customers to sit down and eat their lunch. She applied for an outdoor licence for tables and chairs but it was refused due to there not being enough pavement space.



One of Sarah's customers had recently been to a meeting at the school to discuss the parking situation there and suggests that she should look at the Liveable Neighbourhood Toolkit for suggestions as it is quite broad in its scope. There are some precedents on the website that could really assist her business, the idea of taking away some carparking spaces in front of her shop and replacing them with a 'parklet' that offers a seating area really appeals.

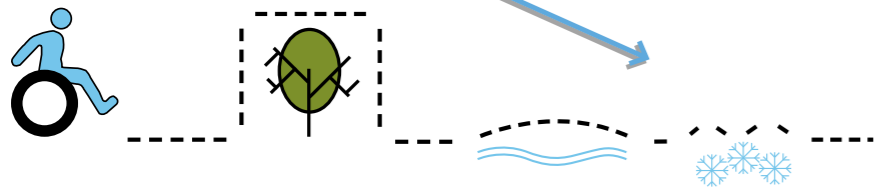
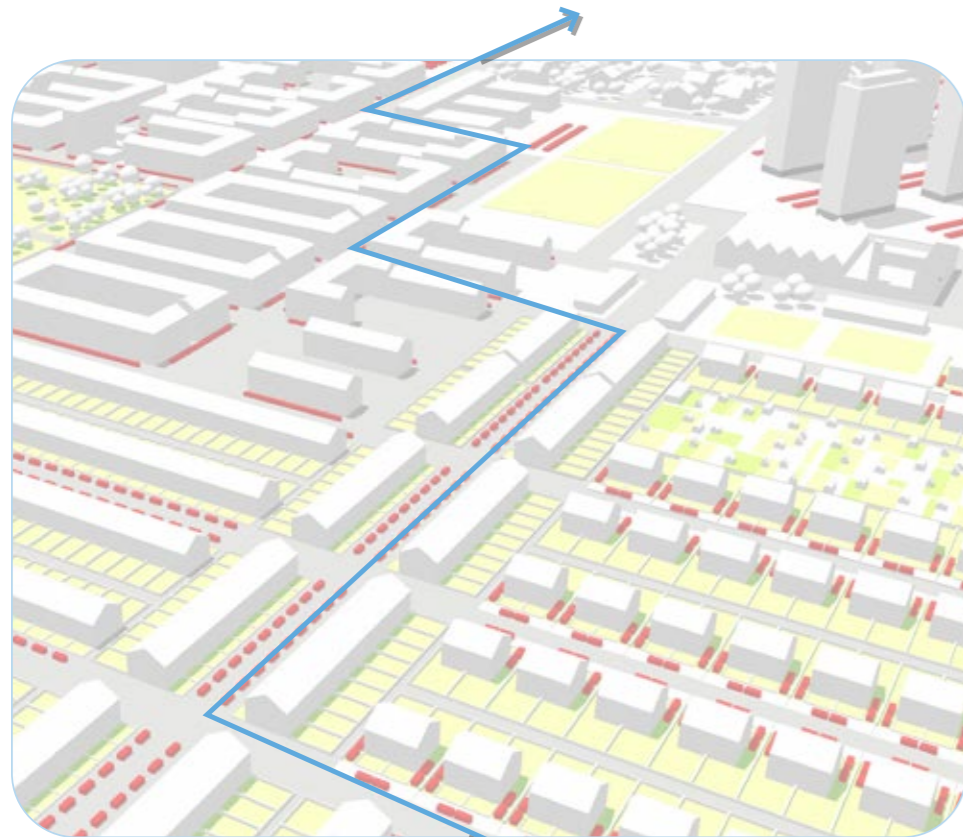


Sarah has her seating area in place and through the process has discovered that there are many different types of parklet, some of them add greenery while some of them allow people to store their bikes. The local shopkeepers have noticed that people are using the parklets more and more and are staying longer in the area. The town centre is starting to flourish again.

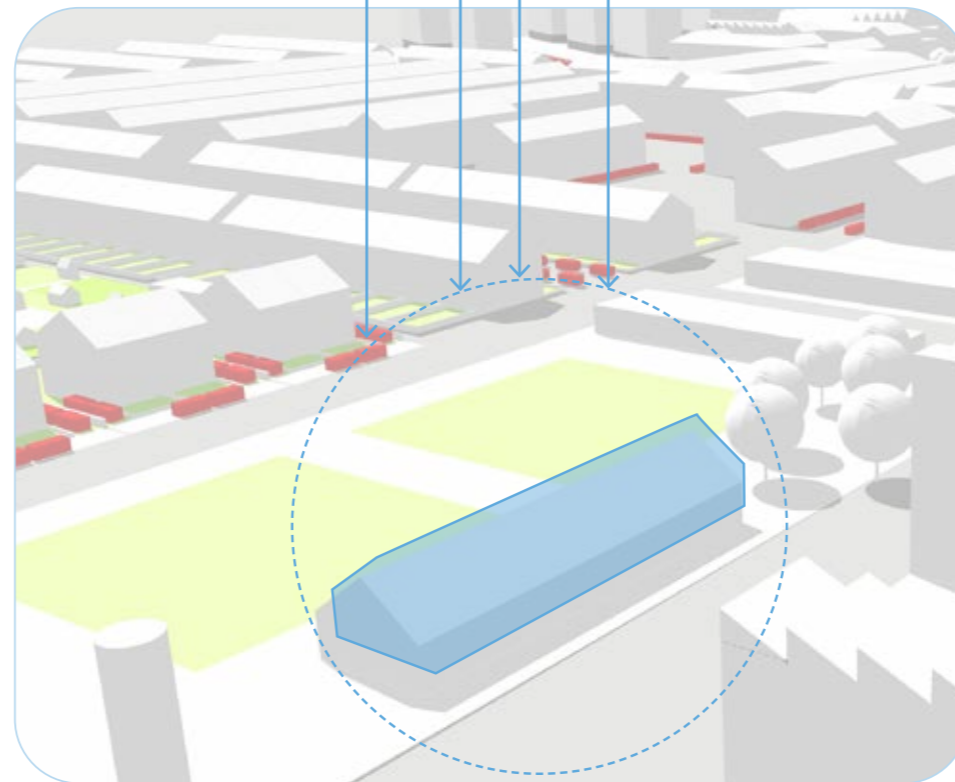




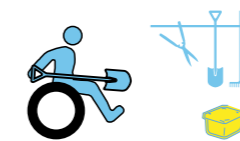
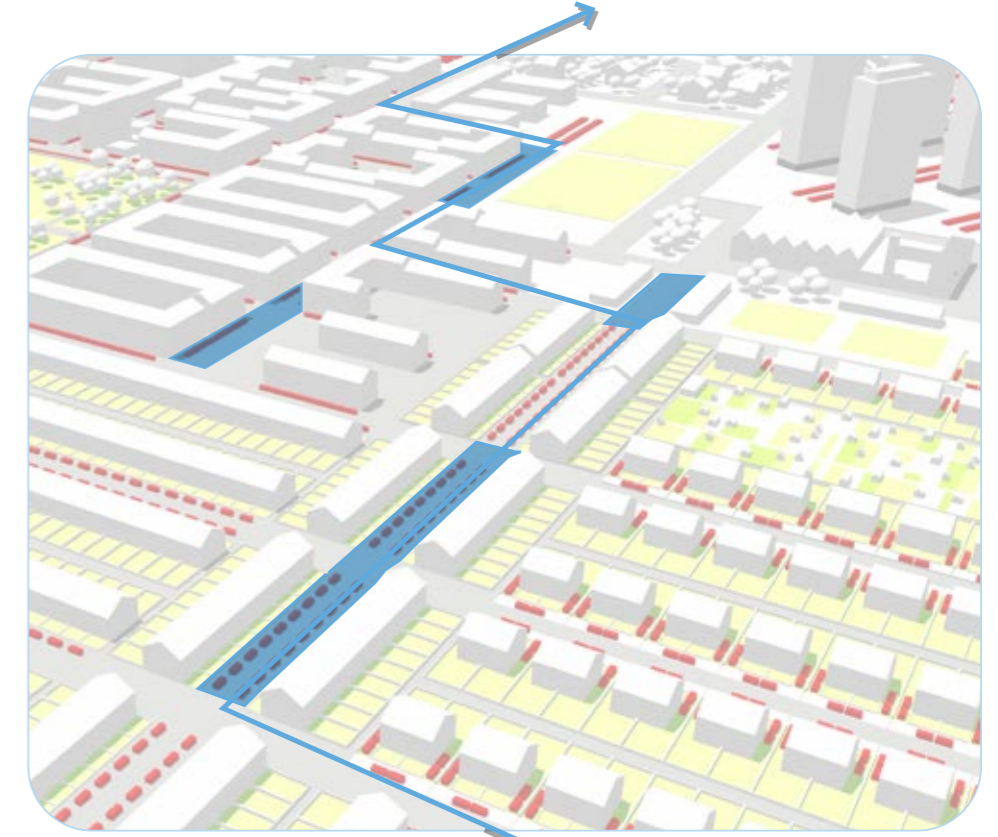
Drew works from home most of the time, occasionally he needs to head to the city centre for meetings and to meet his friends. Drew is a sports fan and is a member of his local Rugby Club.



Drew normally takes the bus into town as it is difficult for him to negotiate the journey in his wheelchair. Drew's bus to town takes about 20 – 30 minutes. It would take him less time to wheel this journey but a combination on steep kerbs and poorly maintained routes and vegetation make it nearly impossible.



He becomes aware of the Liveable Neighbourhoods Toolkit while chatting with his pals at the Rugby Club who are keen to volunteer to address some of the issues Drew faces. They also suggest that he raises his concerns with the Glasgow Disability Alliance.



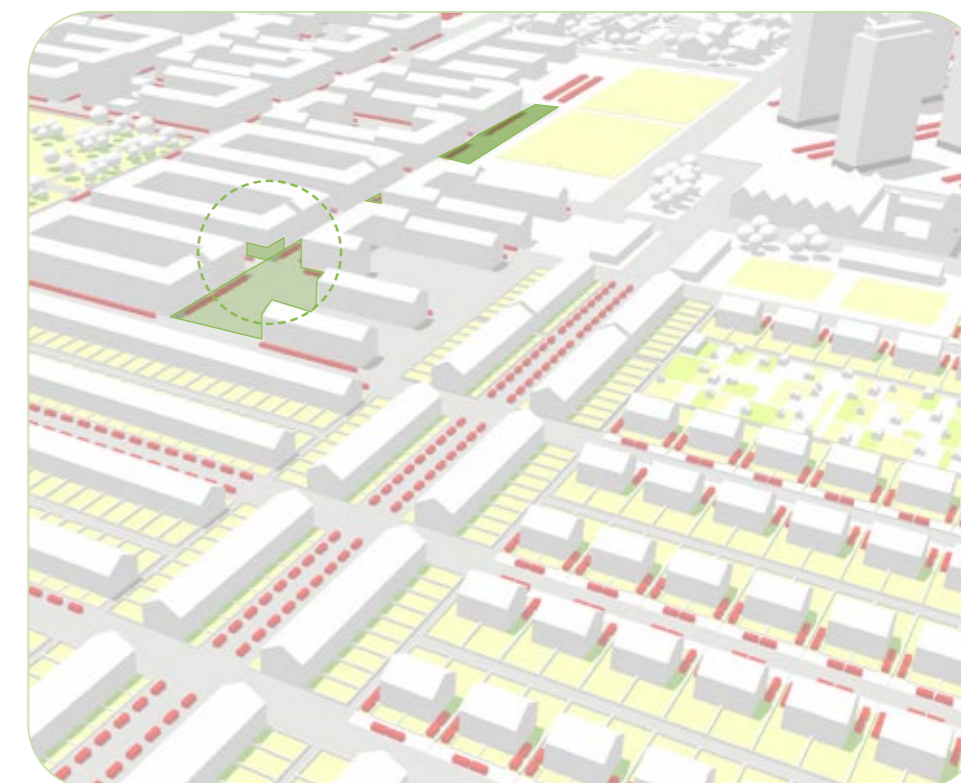
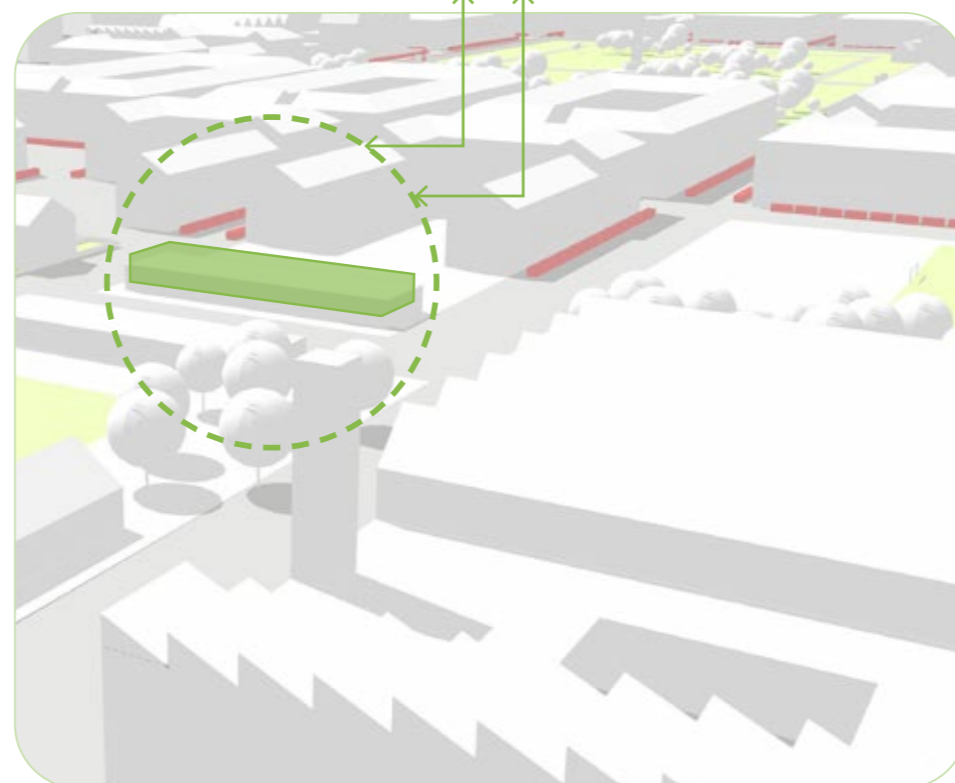
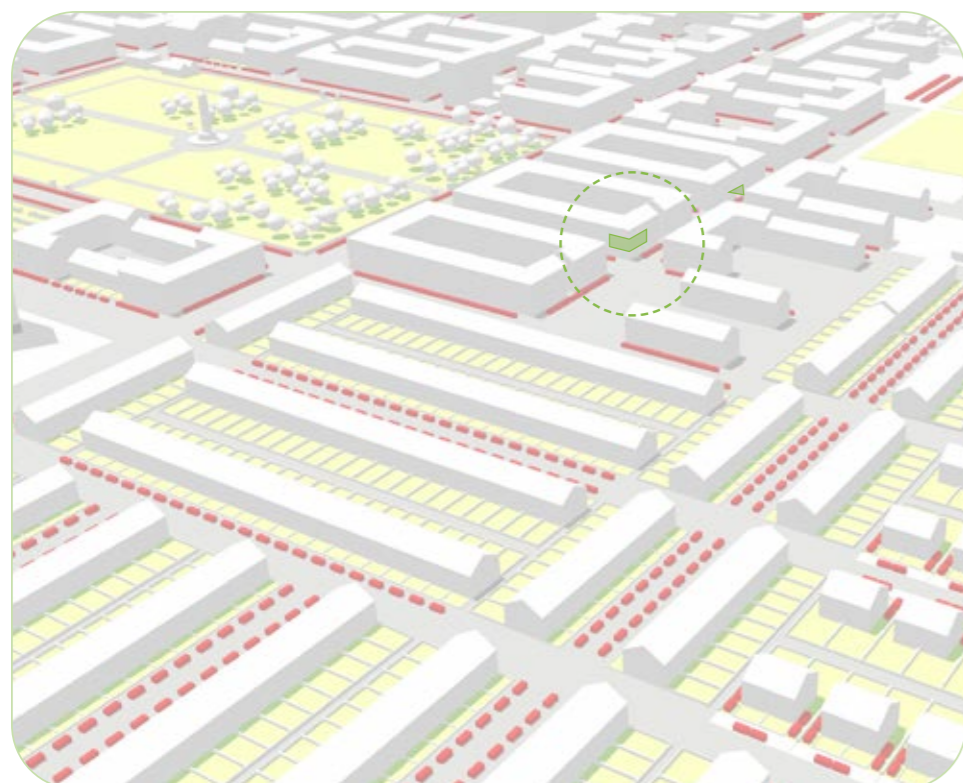
Over time the Glasgow Disability Alliance have worked with the Council to address some of the junctions along Drew's route, some of these become filtered permeability schemes, while others are simply adjusted by dropping the kerbs to make the crossing easier for wheelers. Drew and his pals also volunteered with Neighbourhood Maintenance and have targeted some of the problems in the area.





# KEVIN

Kevin owns a Hardware store, the store is on the local High Street. His business has been serving the local community for decades. He relies on both local business and passing trade from the High Street.



Kevin is concerned about new proposals that could see a cycle lane in front of his shop and the road next to it stopped up to make a park. His business relies on both locals and passing trade to be successful and the removal of the parking spaces outside may deter people from stopping and buying things from him. He is also concerned about how he will manage deliveries to his business going forward.

Through his involvement with the Business Improvement District, Kevin is invited to take part in a consultation meeting with the City Council using Place Standard, the conversation covers many different aspects of the local area and Kevin finds that he is not alone in his concerns about access and his business, he however became aware of other people's separate issues and the session was really useful for them all to begin to work together.

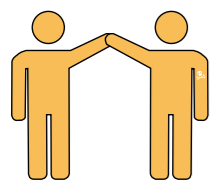
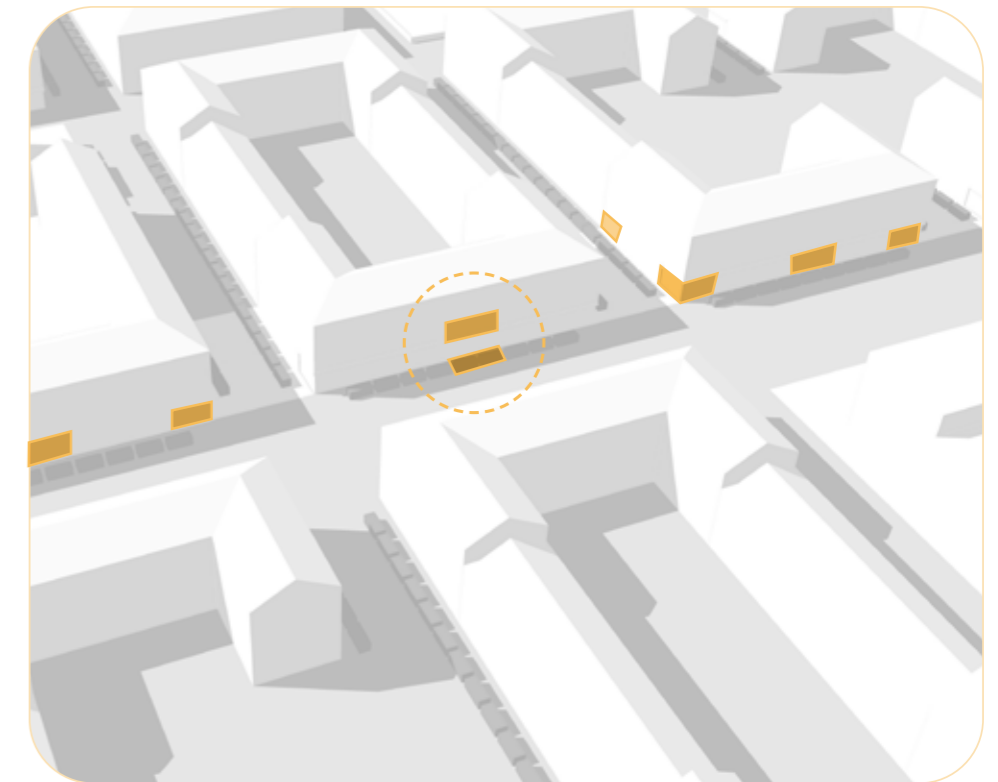
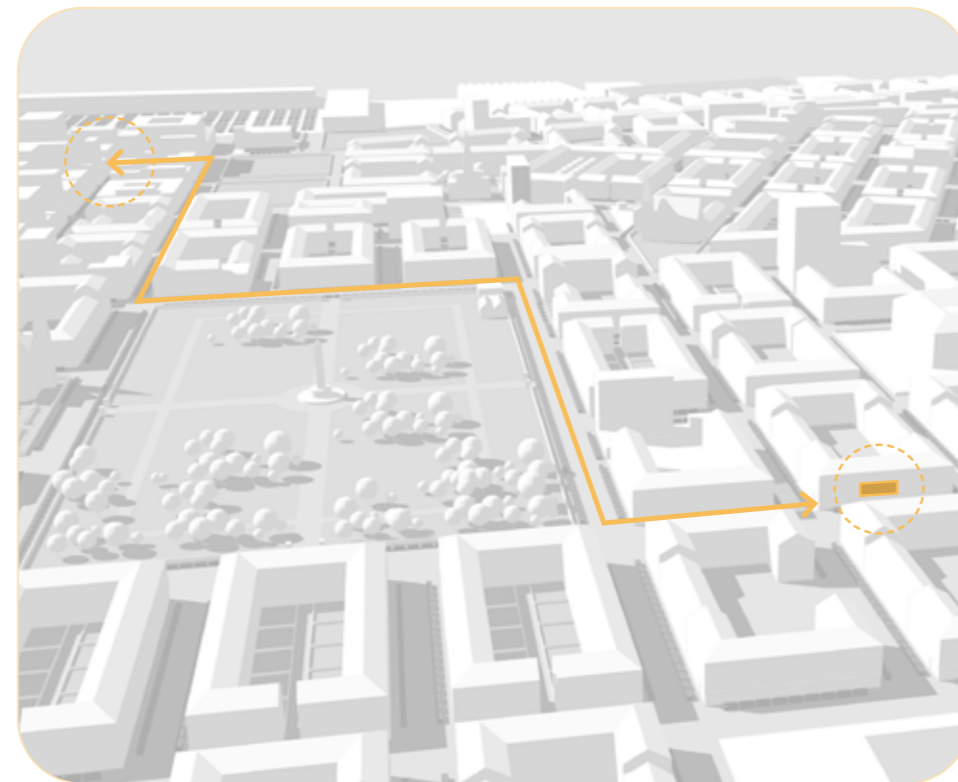
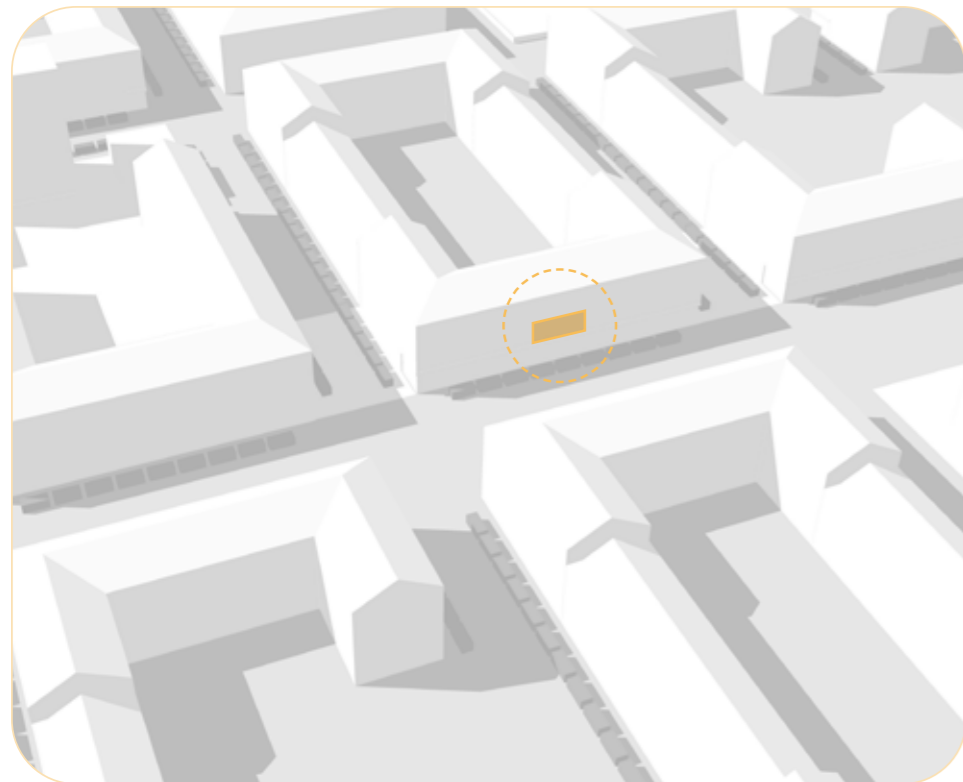


As part of the meeting Kevin was directed to a series of studies, precedents and business cases in the Liveable Neighbourhoods Toolkit, these suggest that footfall and passing trade could increase with the High Street becoming more accessible and active travel focused, his concerns regarding the cycle lane have lessened as this could be better for business. Through conversation with the City Council the design of the proposed park next to his shop has been adjusted to allow service vehicles to access his shop and the street beyond, it really only stops cars from using the neighbourhood as a rat run, which is a good thing.





Johnny is a 32 year-old Graphic Designer, most of his life and work is online, including his groceries and most of the things that he needs. If he has to go to a shop, he takes the car.



Johnny's doorbell goes and he answers it expecting it to be the delivery of his latest online purchase, instead its his friend Patti popping round. They have not seen each other for a while and decide to get some beers in. Johnny suggests driving to the supermarket.



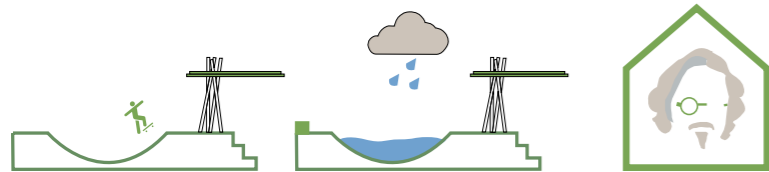
Patti insists they go by bike, Johnny doesn't have one, so they go to the Local Transport Hub, which is 10 mins walk from the flat. They pick up a bike for Johnny, cycle to pick up the beers and return the bike. It was a different experience to what Johnny was used to but he enjoyed it and was quite impressed by the Transport Hub. It was close to the Train Station, had car club cars, cargo bikes as well as a bus stop.



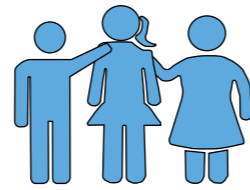
Johnny has sold his car as its cheaper to be part of the car club, he now has his own bike but often uses the cargo bikes at the hub for larger shopping trips. He has also discovered the variety of shops and business that he has locally and uses them as much as he can. If he needs to go further, he can jump on the train or take the bus. He is fitter and healthier than he was which has made Patti happier as he was concerned about his friend's lifestyle.



Jorge is studying Fine Art at GSA. Originally from Valencia he moved to Glasgow for the skateboard scene. He lives in the City Centre and loves the vibe of the place.



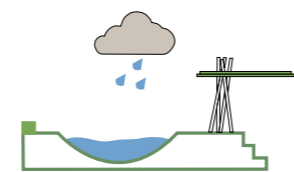
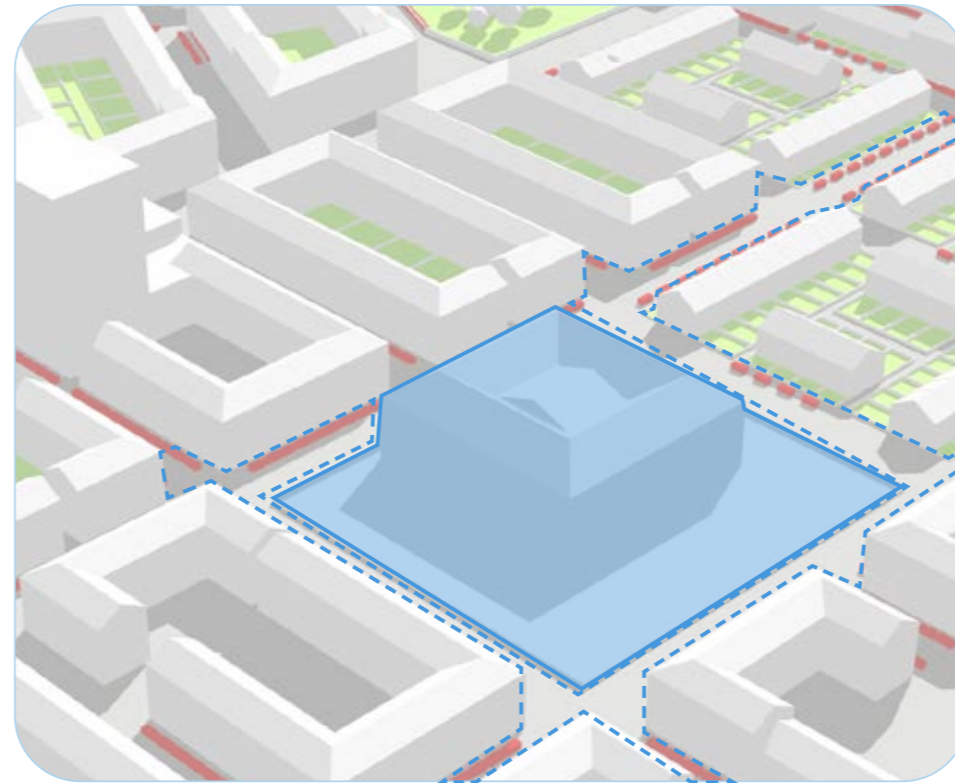
Jorge travels to skate parks around the city and can skate on any other unconventional surfaces. He isn't used to city centres having so much traffic and struggles to skate near his home. He hopes if more pocket parks and trees are planted, along with filtered permeability there will be more space in the city.



## HEATHER



Heather is almost 15. She works hard at school and regularly plays football for exercise and socialising with her friends. She lives in a suburb to the South of the city.



As part of her coursework, Heather is taught about Liveable Neighbourhoods and the Government focused 20 minute neighbourhood. Her class mates are assigned to interact in the neighbourhood around their school to come up with ideas as to how the community can be improved.

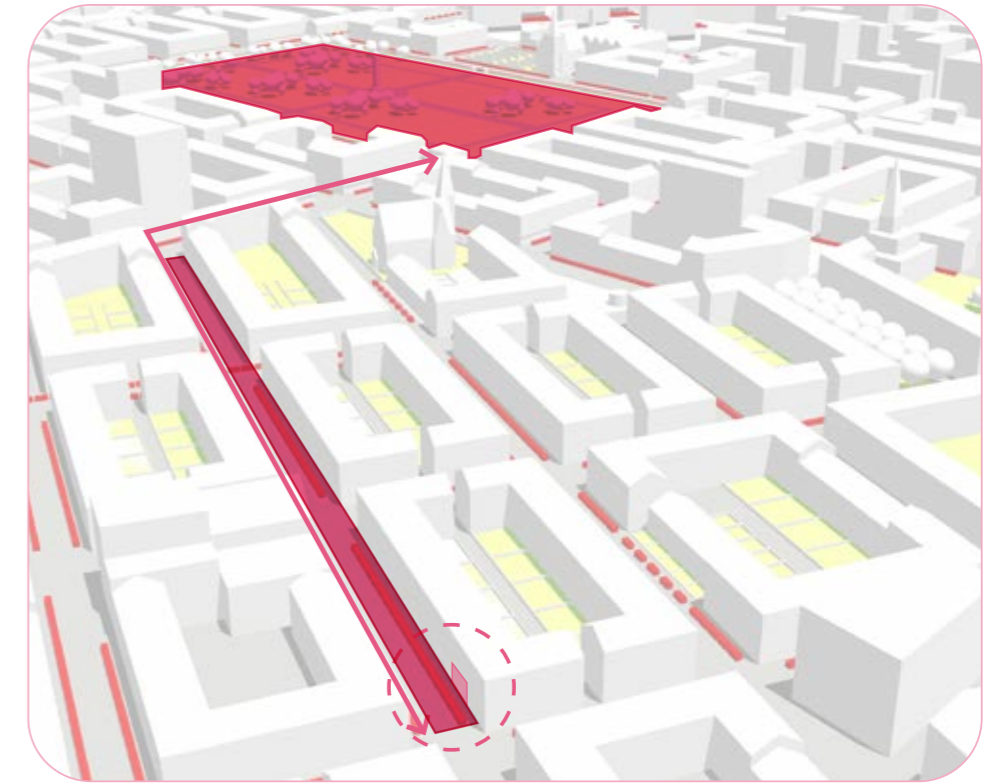


## SAKINA



Sakina takes her brother to local care facilities 3 times a week. She can do her homework in the neighbouring local library, or cafés whilst she waits.

Her brother has a bus pass however the public transport isn't connected and she has to get 2 buses which takes over an hour.



Sakinas brother loves walking and would prefer to walk to his appointment than take the bus. The heavy traffic can startle him so they tend to just take the bus. The Liveable Neighbourhood could provide the opportunity to lower the traffic through filtered permeability, one way street, or cycle lanes.







*'HISTORIC' STREET PLAY, GLASGOW  
(SOURCE: GETTY IMAGES)*





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- [W Glasgow's Liveable Neighbourhoods](#)

