



# My Mainway Consultancy Report

Consultancy Project | 13<sup>th</sup> November 2020 | Dr Mirian Calvo, David Perez, Prof Leon Cruickshank





## Executive Summary

The aim of the consultation project was to critically explore with Mainway residents the benefits and disadvantages of two options: rebuild (regeneration) or renovate (refurbishment) of the Mainway Estate. We gathered the residents' preferences on this matter in order to inform the decision-making process of Lancaster City Council (LCC). We engaged with 50% of the total households in Mainway, conducted 119 interviews at the doorstep, and generated over 260 participant interactions in total. The gathering of data has captured over 3500 data points, systematically analysed following thematic analysis.

**The community recommendation is to undertake a regeneration project for the future redevelopment of the estate. 45% of the participants selected this option, compared to the 17% who selected the refurbishment option.** It is important to note that 38% of the participants expressed having mixed feelings, which indicates the requirement of maintaining a responsive approach to the evolution of the consultancy, joining our efforts to keep momentum. The most popular regeneration scenario depicting small clusters, with low buildings combined with 5-storey buildings. Most residents shared the wish of not having high-rises.

Another key factor of this proposal was the idea of embedding customisation, and being empowered to take decisions. Residents were attracted by the idea of co-designing certain aspects of their cluster, e.g. use/activities of semi-private spaces, security systems, garden areas, covering elements of façades etc. Most of participants also perceived the new construction as a good way to addressing simultaneously the property issues and the prime social issue: the eradication of illegal activities in the estate. Most of participants see the regeneration option as the one able to holistically address the social, sustainability and architectural issues, which are intertwined.



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## Section one: Introduction

This report describes the My Mainway consultancy project carried out from July to October 2020. My Mainway aims to foreground as protagonists the present and future inhabitants and beneficiaries of the Mainway Estate. Citizen participation is an essential aspect in the transformation of the built environment since it brings together urban agents (e.g. residents, direct users, technicians, architects, planners, public workers, politicians, etc) around projects, acting as a catalyst to collectively define an agenda built upon citizen needs and social situations. Participation is not a series of events, rather, a process by which the estate, the city, and its inhabitants experience a collective process of learning, approaching perspectives from the common and the diverse, looking for agreements, commitments and reaching consensus.

The consultancy process had three objectives: (i) to begin building trust and mutual understanding with the dwellers; (ii) to explore the benefits and disadvantages of two ways of redeveloping the social housing estate: 1) refurbishment option (renovation) of the existing buildings in Mainway, and 2) regeneration option (rebuilding), which contemplated the demolition of the entire residential buildings; and (iii) to identify what do the residents prefer regarding these two options, and identify general space outcomes, e.g. clustering, customisation within limits and acknowledge also the implications of these choices in terms of disruption.

The consultancy project consisted of eleven engagement events undertaken from August to October 2020:

- 1) a touring walk around Mainway Estate with its residents, conducted the 6<sup>th</sup> of August;
- 2) another touring walk with LCC councillors, conducted the 26<sup>th</sup> of August;
- 3) a planning online workshop with LCC officers, conducted the 27<sup>th</sup> of August;
- 4) a five-day door-to-door engagement activities, conducted the 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 7<sup>th</sup> and 8<sup>th</sup> of September at the doorstep of a total of 257 homes, -
- 5) training session to instruct five research teams shaped by one researcher from ImaginationLancaster (Lancaster University) and an officer from LCC;



- 6) a drop-in session focused on exploring and gathering the residents' views on the refurbishing (renovation) or regeneration (rebuilding) preferences, conducted the 16<sup>th</sup> of September;
- 7) a drop-in session focused on enabling residents to devise new visions about how the future of Mainway may look like, conducted the 26<sup>th</sup> of September;
- 8) a drop-in session where we presented the key findings about the explored two options to the residents and asked them to provide feedback, conducted the 30<sup>th</sup> of September;
- 9) a drop-in session focused on children living in Mainway, and on exploring with them and their parents what type of sociocultural activities they would like to have in the future redevelopment, conducted the 11<sup>th</sup> of October;
- 10) a drop-in session focused on young people living in Mainway, and on exploring with them sustainability as a theme for the future redevelopment of Mainway, conducted the 24<sup>th</sup> of October;
- 11) a drop-in session focused on exploring and reimagining how each individual home could be retrofitted and enhanced in the case of adopting a refurbishing strategy for the redevelopment of the Estate, conducted the 28<sup>th</sup> of October.

In total, the consultancy project engaged with 50% of the total households in Mainway, of which 91.6% were residents of Mainway, and 8.4% were stakeholders from local businesses and public officers, and generated 260 participant interactions. The gathering of data of each of the events has enabled to capture more than 3500 meaningful statements from the participants. All the gathering-data set has been appropriately coded and analysed to inform the recommendations presented in this report.



Figure 1. New visions drop-in session, September 2020





## Section two: Process

We deployed a number of collaborative design (co-design) methods to bring residents together from different buildings and backgrounds, to engage in dialogue in order to explore the prime social issues they experience as inhabitants of Mainway, and identify their preferences about the options presented by LCC: refurbishment (renovation) or regeneration (rebuilding). A participatory process of this nature allowed the incorporation of personal needs, expectations and demands of the inhabitants or direct users of Mainway. It provided essential information to illustrate an overview of resident views. This entailed a process involving residents in creative designerly situations at their doorstep and thereafter at the Hub, a shop in 7 Captains' Row that has been refurbished and reutilised to host community events. The Hub has been our headquarters, from where we operate and engage, making our presence more visible in the neighbourhood. It functions as a pop-up space, open weekly for anyone who wants to participate in the consultation, draw an idea and meet new and old neighbours around a cup of tea. All the engagement events followed strict social distancing measurements, where protective equipment was mandatory to ensure the health and wellbeing of residents and the research team.

The most important is that residents begin to feel they can trust the consultancy process. Just over one third of the participants expressed certain levels of scepticism and disengagement about the consultancy process, as one resident said:

*"at the end of the day the council are gonna do what they are gonna do."*

This is a dynamic that this consultancy process aims to change, by changing the way they feel about Mainway and becoming active in improving their living space and, with it, their way of living. With this, the consultation aspires to regenerate a sense of community which commit them to development.



Figure 2. Touring walk with residents, August 2020

The essence of a neighbourhood or a city is not found in the quality of the physical spaces but in the human activities and interactions (also with the environment) that they support, conforming a social environment. Hence, it is not just about physically creating a new residential development, but also, and far more important, building a networked community behind to support the diverse identities of it, to care for it, to be part of it before, during and after its materialisation.

To assemble the engagement events, we followed four steps: 1) preparation for community engagement events; 2) community engagement situations; 3) coding and systematising data; and 4) dissemination. This process enabled the validation of local knowledge that emerged throughout the dialogues during the engagements. The dissemination step is important in the process of validating data with the residents of Mainway. Each engagement event informed the development of the next event, presenting a rigorous and responsive approach. All the methods described below were adapted to strict hygiene and social distance measures according to COVID-19





regulations, as well as the number of participants was reduced. These measures were taken to ensure the health and wellbeing of the participants and the research team.

The following are the descriptions of the events that we conducted between 6<sup>th</sup> of August and 28<sup>th</sup> of October 2020.

### **Touring walk with residents**

On the 6<sup>th</sup> of August 2020 we run the first event: a walk around Mainway to explore with 30 residents (in three toured walks: morning, afternoon and evening) their personal experience of living in Mainway. Walking became the way to engage in an informal and relaxed atmosphere (see figure 3). This also gave us the opportunity to experience first-hand the outdoors and some indoors spaces that shape Mainway. The residents picked the stops and shared their personal stories. During each walk, residents defined the stops where they shared their memories, pointed out social issues, and highlighted things they wanted to change.

During the walks, the participants expressed their concerns about the real intentions of LCC in relation to the project and their feelings about it. Residents claimed that the communications with LCC should be improved, and proposed to set a tenant's association seeking to solve this issue. They also shared the feelings of anxiety and discomfort on what would happen with them once the redevelopment begins. Some residents expressed their scepticism about the whole engagement process. One of them shared a belief that LCC has already a redevelopment plan with less social homes and an increment of private houses. Another resident said:

*“The main thing is that say we all have to get out. That is going to be a problem surely.”*

Similarly, they also shared their experiences of living in Mainway They indicated that the main problem that the community faces is the consumption of drugs and alcohol in the communal areas and illegal activities such drug dealing. Some residents expressed that sometimes they need to share communal spaces or live door to door with dangerous

people. They argued that these are main issues that affected the possibility to generate a cohesive community in the area.

The walk also allowed us to begin to grasp some visions for the future redevelopment, as another resident said:

*"If everyone has houses with own space, own garden and maybe some blocks of flats that are not above 4 floors, so we don't have tower blocks anymore. So, we can get out on to balconies and enjoy living here rather than feeling like we are just going to sleep in a box."*



Figure 3. Touring walk with residents, August 2020.

### **Touring walk with councillors**

On the 26<sup>th</sup> of August we facilitated the same toured walk around Mainway with five councillors (see figure 4) with the intention of gaining their views on the refurbishment (renovation) or regeneration (rebuilding) options. In this regard, one councillor said:

*“We want to find out what the residents want so this estate can be reutilised as they please. For instance, the bin areas do not serve their purpose and they have been used to dumping other stuff.”*

All the councillors shared the belief that Mainway could be one of the most vibrant and thrilling urban areas in Lancaster, but they had different views on how to make it happen. One councillor focused on connecting the South-West side of the estate, divided by Owen Road, with the North-East side. Another one shared a vision where Mainway would become a village again:



Figure 4. Touring walk with councillors, August 2020



*“I would make it a village again, stop thinking about houses. What’s a village look like? How do you know a centre? How do you know your neighbours? How do you enjoy each other’s company? What things are around a village?”*

Another one said:

*“At the moment it is called Mainway, that is a road, and it doesn’t seem to me to be very attractive. I would move people closer together, so they could see each other, talk to each other”.*

### **Planning session with LCC officers**

On the 27<sup>th</sup> of August, we facilitated an online workshop to gather insights from LCC officers involved in the process. Ten participants engaged in a session and together we explored three themes: 1) energising the community; 2) security; and 3) Public and green spaces. After sharing some views, we identified the following principles:

#### 1) Energising the community

- Space for greater social cohesion
- Community building
- Connectivity between neighbours
- Sense of ownership
- Create a place, not a design

#### 2) Security

- Create a safe place
- Difference between security and safety: security focuses on preventing the deliberate action directed towards inflicting harm, whether safety refers to the condition of being protected, also depicts the feeling in control of potential risks.
- Ignite a welcoming feeling



### 3) Public and green spaces

- Enhance the great prime geolocation of the estate, highly valued by the residents.
- Enhance connectivity

#### **Door-to-door engagement activities**

From the levels of isolation and the impracticality of having mass events anytime soon due to the pandemic, we visited every single household in Mainway, a total of 257 households, investing an average of 30 minutes on each household, doing a series of creative activities 'at the doorstep', capturing their views and concerns about the redevelopment (see figure 5). Before the five-day door-to-door engagement, we delivered an online training session with all the members to illustrate the engagement activities, clarify roles, capturing of data, and health and safety protocols.



Figure 5. Door-to-door engagement, September 2020



For conducting this engagement, we divided into five teams of 2 people, one from ImaginationLancaster and one from LCC. Each team visited on average 50 households during five intense days, conducting 119 engagements at the doorstep and reaching 47% of the entire residents.



Figure 6. Door-to-door engagement, September 2020

The door-to-door engagement was conducted between the 3<sup>rd</sup> and the 8<sup>th</sup> of September 2020. Its purpose was to reach as many people as possible including those who for different reasons were isolated. We facilitated three activities that consisted of capturing

personal information from the residents, views on Mainway as a whole and inside of their flats, imagining the future redevelopment of the area (see figure 6). The analysis of the insights given by the residents will help to decide whether the redevelopment plan will consist of the renovation or the rebuilding of the state. The gathering-data set was analysed following thematic analysis (see section three for further information), unfolding an enriched set of themes, which assisted in the elaboration of our recommendations.

### **Rebuilding (regeneration) or refurbishing drop-in session**

On the 16<sup>th</sup> of September, we facilitated a drop-in session at the Hub. This was the first time the Hub was open to the public. In total 29 participants took part in three activities guided towards exploring the advantages and disadvantages of the two renewal options. The first activity consisted of a conversation with a member of LCC which aimed to provide detailed information about how each option would influence them personally. The second activity focused on selecting a potential future scenario, expanding the conversations around the benefits of rebuilding or refurbishing the estate. The third activity consisted of mapping out the activities and concerns that each participant had about each option. This generated a visual big picture of the participants' views (see figure 7).



Figure 7. Rebuilding or refurbishing drop-in session, September 2020

## New visions drop-in session

The 26<sup>th</sup> of September we conducted a second drop-in session with 18 residents and stakeholders at the Hub. In this session we focused on the creation of *new visions* for Mainway. We used a 1.8x1.2qm physical model at 1/300 scale to facilitate the co-creation process (see figure 8). The physical model had wooden blocks simulating buildings at the same scale. In order to explore refurbishing or rebuilding options, there were two sets of buildings: the first set depicted the current buildings as they are now, and another set with different simple geometric shapes.



Figure 8. New visions drop-in session, September 2020



### Recommendations drop-in session

The next event was held at the Hub the 30<sup>th</sup> of September and brought in total 9 participants who were keen to find out what were our recommendations. We presented a summary of the key themes and sub-themes found in the analysis of the door-to-door engagement. We also displayed a sample of the data (see figure 9) to illustrate how the data was analysed. Then, we invited the participants to reflect on the sub-themes identified and prioritise their top five.



Figure 9. Debating about the recommendations with four residents, recommendations drop-in session, September 2020

### Children drop-in session

On the 11<sup>th</sup> of October, we conducted another drop-in session focused on children at the Hub with 20 participants. The aim of the event was to collect ideas and considerations about what Mainway should include in the regeneration or refurbishment plan from the perspective of the children.

A bright and sunny day was on our side. We installed a gazebo in front of The Hub to invite people to participate. The Hub turned into a colourful and creative space where children, parents, and residents of the area shared their views of the project. The event

consisted of three activities geared towards exploring: (i) how children feel in Mainway; (ii) what are the places they like or dislike the most and why; and (iii) identifying concept-ideas to inform the new redevelopment.

The first activity was located outside of the Hub, where we pasted on the window shopping of the Hub a large poster to support a collective drawing activity. Also, we invited the little ones to colour the sidewalk, outside of the hub with their art ideas (see figure 10). The second activity invited participants to create a postcard where they could express their feelings and expectations of My Mainway project, from the perspective of children. The third activity was held inside the hub. Children were invited to portray their wishes on a scaled model of Mainway. We provided them cut-out balloons to do this, but their creativity went beyond, and they ended up creating models of go-karts and animals with the materials we had available.

Overall, parents, residents and children expressed their desire of having more activities and safe spaces for children. Safety was one of the issues that they mentioned the most. They would like safer places where children can play with others and not being exposed to anti-social behaviour and illegal activities.



Figure 10. Children writing and drawing on the pavement the activities they liked, Children drop-in session, October 2020





### Young people drop-in session

On the 24<sup>th</sup> of October, we facilitated an engagement event called 'Scrawl on the Wall'. This event aimed to engage with the young people of Mainway and invite them to share their vision for future redevelopment. We hosted the event at the Hub on a rainy and windy day. The weather could have impacted the number of participants in the session. On that day, we had one resident of the area participating in the session. Thus, we decided to carry this activity on in the next days at the daily opening hours of the Hub. This decision allowed us to engage with a total of 8 participants and expand our data-gathering set.

During these drop-in sessions we used lettering and graffiti techniques to engage with young residents and citizens to explore meaningful ways to incorporate sustainability to the future development of Mainway (see figure 11). The term sustainability is increasingly being used on news and different media and gaining resonance to address the climate emergency and its associated urgent social challenges. We asked them to think and portray a concept in the windows of the Hub that illustrate their visions of a sustainable future for Mainway. Through this activity, we captured the residents' perspectives on sustainability and unpack what such a complex word meant to them. The activity helped them to prioritise what areas of sustainability they wish to see embedded in the future of Mainway. The creativity of participants remained impregnated in the windows of the Hub. Also, they showcased the creative talent and views on the sustainability of the residents of Mainway.



Figure 11. Participants engaging on the graffiti activity, Young drop-in session, October 2020

### Refurbishment & customisation drop-in session

On the 28<sup>th</sup> of October, we facilitated the last engagement drop-in session concentrated on exploring how the residents' homes could be retrofitted in a refurbishing redevelopment. In total 10 participants took part in two activities guided towards reimagining the architectural conditions of each individual home.

We devised two A1 panels illustrating the technical/architectural plans of each building comprising the entirely social housing estate. Currently the estate has 18 buildings made up of six housing typologies: (i) type A depicts three towers (Park House – 9 storeys, Bridge House– 11 storeys, and Skerton House – 11 storeys); (ii) type B illustrates Captains' Row – 3 storeys; (iii) type C comprises Lune House and Derby House – 4 storeys; (iv) type

D (Klin Court, Church Court, Miller Court, and Steward Court – 3 storeys); (v) type E (Acre Court, Greenwater Court, and Shards Court – 4 storeys), and (vi) type F (Frankland House, Gregg House, Ellershaw House, Rigg House, and Fleming House – 3 storeys). In addition, we prepared A3 individual architectural plans of each of the typologies mentioned above to capture the views of residents about their properties. In conversations about communal areas and circulation spaces (e.g., corridors, stairs, lifts, passages, main doors, back doors, etc.) participants indicated:

- lack of soundproofing of vertical compartments (walls), particularly significant in the apartments and flats adjacent to the elevators/lifts
- problems of humidity and water collection from the pipes in the houses on the ground floor of buildings
- lack of communal or/and meeting spaces, e.g. neighbourhood meetings, community gatherings, etc.
- Security problems: it was reported that main doors and backdoors usually are open so non-residents and illegal activities roam at ease

The second activity focused on exploring and reimagining each participant home with the facilitation of an architect. The main question we asked was: “what would you do with your flat if you did not have any financial constraint?” To explore their visions, each participant was invited to build a rapid physical model using their own home plans and model making equipment (e.g. glue, scissors, blue tack, polymer clay, cardboard, wood, architectural figures, etc.). Also, we utilised sticky notes and drawing techniques with participants that did not want to build a physical prototype. As in the previous activity, we identified the following themes:

- Lack of heat and sound insulation of the walls, which was reflected in high costs of energy and reduced sense of privacy among flats (people can easily hear their neighbours)
- More space for storage
- Renovation of kitchens



Figure 12. Participants exploring retrofitting options with an architect, Customisation drop-in session, October 2020

## Section three: Data Analysis

The analysis of the data collection of the eleven participation events followed a thematic analysis. Thematic analysis is a method that focuses on identifying themes (patterns of meaning) in qualitative data. It is well-established in many social science disciplines. We collected and analysed qualitative and visual data from audio recording of conversations, notes taken during the events and devising engagement tools that allowed us to collect the participants' views.

The touring walks and the planning online session were recorded, transcribed, and then analysed following a two-phase reflective process, each one illuminating a higher level of abstraction than the first analysis. The first phase consisted of revisiting the audio recordings, fieldnotes and transcripts to identify key insights. The second phase consisted in coding and clustering those insights according to their affinity. This process enabled us to identify five themes (patterns of meaning):

- 1) **Image and vision:** they comprise aspects related to the big picture of a place, such as comfortability, safety, cleanliness, and availability of sitting areas.
- 2) **Uses and activities:** they cluster aspects regarding activities and uses of a place. Activities are the cornerstone of a vibrant and thrilling place, because they provide a reason to come to a place. A place remains empty when there is nothing interesting to do, a symptom that something is wrong.
- 3) **Sociability:** this theme gathers insights about how residents and other users of a place interact. When a place becomes the favourite for gatherings of friends, family, where people feel safe to interact to strangers, these are symptoms of a healthy and wellbeing place.
- 4) **Access and linkage:** they comprise all aspects related to connections to the surroundings, including visual connectivity. Usually a great place is easy to access and navigate.
- 5) **Property scale:** this theme clusters aspects and insights related to communal building areas and homes.



For the door-to-door engagement activities were conducted with 119 residents at the doorstep of their homes. The conversations were recorded, when the residents provided consent, and fieldnotes were taken by each research team. All this data-set was digitised, generating an excel document (see figure 13). The excel document was used to thematically colour code insights that could be fitted in one of the themes. This process also passed through two phases of abstraction, following thematic analysis approach. Out of this, new sub-themes emerged. Figure 14 illustrates these sub-themes in the exterior circle of the thematic framework. Each sub-theme is clustered under the themes described above. We added a new sixth theme: surprising themes, in order to be able to cluster key insights that could otherwise not fit in any of the other five themes.

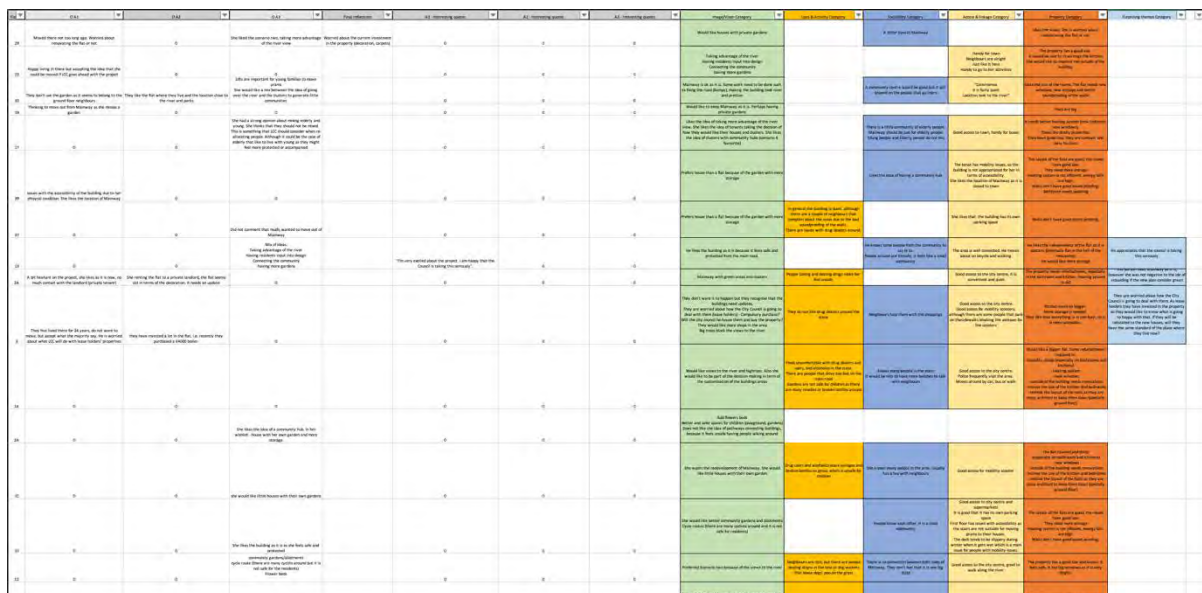


Figure 13. Section of the excel data-Hub document, September 2020

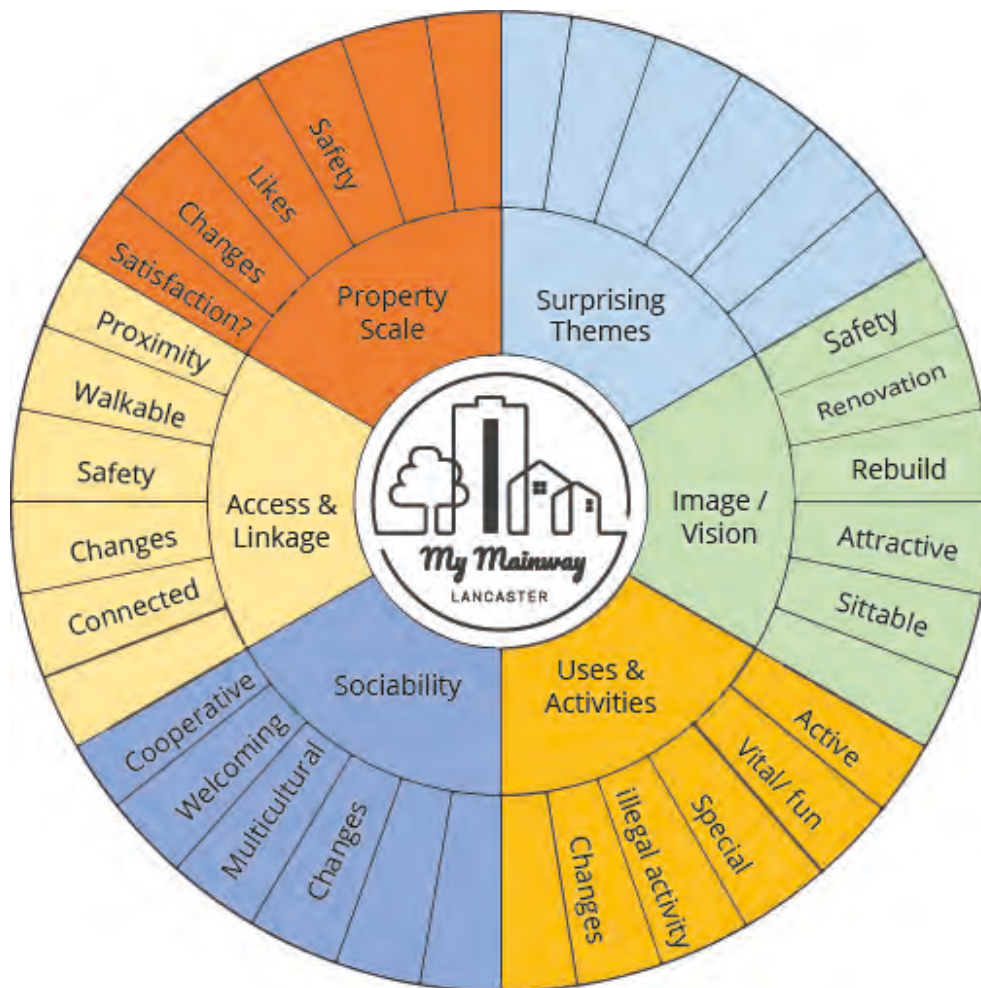


Figure 14. Thematic framework with sub-themes, September 2020

The most common sub-themes identified during this analysis are depicted in table 1:

Themes	Most Common sub-themes
Image and vision	<ul style="list-style-type: none"> <li>• Safety / attractiveness: most of the people felt that the overall image of the estate is deteriorate during the last years. Not enough maintenance of the green and public spaces, of the buildings which have holes in the flats, damp on the walls etc. The neglected image of the estate, along with the illegal activities make some residents feel unsafe in their own home, and in the overall neighbourhood.</li> <li>• Preferred scenario: rebuilding option with small buildings in clusters</li> </ul>

	<ul style="list-style-type: none"> <li>• Enhance public and green areas: add flower beds, better play areas and gardens, better pathways etc.</li> <li>• More sittable and walkable</li> <li>• Semi-private communal spaces</li> </ul>
<p>Activities and uses</p>	<ul style="list-style-type: none"> <li>• Illegal activities: most of the residents expressed to be uncomfortable with the use of drugs/alcohol within the Estate. This was frequently mentioned, as well as anti-social behaviour issues. The prime activities in the estate are illegal: drug dealing, gangs and fly tipping are very ingrained in this urban tissue. Non-residents use the pathways (stairs and halls) to sleep over night and consume drugs and alcohol.</li> <li>• Inactivity of the public areas: 25% of the participants stated they do activities in Mainway, most of them related to family gatherings indoors, some people walk around the green areas.</li> </ul>
<p>Sociability</p>	<ul style="list-style-type: none"> <li>• Family: there are several residents who have relatives living in Mainway.</li> <li>• Cooperative: most of the residents take care of each other:</li> <li>• Not welcoming: some residents feel the estate is not a welcoming place, some of them shared that they feel embarrassed to tell friends where they live.</li> <li>• Welcoming: conversely to the image of the estate, most of the residents made the research team feel welcomed. Most of the participants acknowledge to have good neighbours who take care of each other, yet there are few people who are troublemakers (drug/alcohol issues related).</li> <li>• Feeling isolated: a few residents expressed not interacting with neighbours. Some of them related this due to the pandemic lockdown, others had mobility limitations, but most of them related this to the lack of gathering spaces</li> </ul>

	<p>(the drug issues hamper current spaces to be enjoyed by its residents).</p> <ul style="list-style-type: none"> <li>• Enhance facilities: some participants mentioned to improve public services, and access to local businesses, in order to bring more sociocultural activities to revitalise the estate.</li> </ul>
Access and linkage	<ul style="list-style-type: none"> <li>• Proximity: 49% of participants highlighted its location (close to town, close to parks and the river etc.).</li> <li>• Walkable: 60% of the participants said they usually walk as major mobility option.</li> </ul>
Property scale	<ul style="list-style-type: none"> <li>• Changes: many of the residents wanted to improve their flats. Some of them were related to building services: 24% of the participants emphasised the bad energy performance. Other concerns were about their home space (i.e. separated living /dining areas, kitchen/bathroom renovation, storage).</li> <li>• Most valued aspects: the views, the size of the flats and the reasonable rent.</li> </ul>
Surprising themes	<ul style="list-style-type: none"> <li>• Police Involvement: some residents mentioned the need of more intervention from the police to help discourage the anti-social behaviour in the area.</li> <li>• Changes: idea of creating fixing rooms or drug consumption facility to help clearing needles off the estate.</li> <li>• Unsafe, Frustration, and Lower expectations: 68% of the participants mentioned feel unsafe, and most of them seemed frustrated with their personal and living situation. Changes need to happen.</li> <li>• Community Wellbeing Centre: 52% of the participants mentioned to be happy if a community centre, with shared spaces, was about to be built as part of the redevelopment.</li> <li>• Concerns about to be moved out: 35% of the participants mentioned to be stressed, worried or similar feelings about being moved out.</li> </ul>

This qualitative data set (Excel document) was then reviewed using narrative inquiry as a method to extract the residents' views about their preferences of the two options to undertaking the redevelopment: rebuilding (regeneration) or refurbishing. The notion of narrative is understood as an introspective meaning making, where narrative becomes a vessel for understanding people's opinions and their perspectives from their eyes (Chase 2008).

elderly	Mid age	young	children	alone	with people	Walk	Bike	Public transport	Private car	taxi	Scooter (mobility limitations)	Interested	Happy with the change	Concerned to move out	Refurbish	Regeneration	Mixed feelings	Favourite scenario	Activities in Mainway	Proximity	Know people in Mainway
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	1	0	0	0	0	0	0	0	1	0	1	1	0	0	0	0	0	0
0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	1	1	0	0	1	0	0	1	1	0	1	0	0	4	1	1	1
0	1	0	0	1	0	0	0	0	1	0	0	1	1	1	1	0	0	1	1	1	1
0	1	0	0	1	0	1	0	0	0	0	0	1	1	0	1	0	0	1	0	1	1
0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	2	0	1	0	1	1	0	0	1	0	0	1	1	0	0	1	1	4	1	1	1
0	0	2	1	0	1	1	1	0	0	0	0	1	1	0	0	1	0	4	1	1	1
0	2	0	0	0	1	0	0	0	1	0	0	1	1	0	0	1	0	2	0	1	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	1	1	0	1	0	0	0	1	1	0	0	1	0	4	1	1	1
0	0	2	1	0	1	1	0	0	0	1	0	1	1	1	0	0	1	4	1	1	1
0	1	0	2	0	1	0	0	0	1	0	0	1	0	1	0	1	1	4	1	1	1
0	0	1	2	0	1	1	0	0	0	0	0	1	0	0	0	0	1	0	1	1	1
0	0	1	1	0	1	1	0	1	0	1	0	0	0	0	0	0	1	0	1	1	1
2	0	0	0	1	0	1	0	1	0	0	0	1	0	1	1	0	1	1	0	1	1
2	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	1	0	0	1	1
0	1	0	0	1	0	1	0	0	1	0	0	1	0	1	1	0	0	1	0	1	1
0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	2	0	1	1
1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	4	1	1	1
1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	2	1	1	1
0	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	1	0	2	1	0	1
0	1	0	0	1	0	1	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0
64	26	42	23	63	38	61	6	21	19	7	8	75	44	41	17	44	37	4	30	58	73

Figure 15. Quantitative data set, excel document, September 2020

During this process we quantified aspects of the inquiry (see figure 15), such as proportion of demographics engaged in the process, the residents' house co-habitation status, what are their usual means of mobility. Figure 16 shows the percentage of the population sectors that participated in these door-to-door events. Around 40% of them were elderly residents, followed by young residents with 27% of the total. Figure 17 illustrates that about 52% of the engaged residents live alone, and figure 18 illustrates that 50% of the residents engaged usually/preferably walk, then follows public transport with a 17%, followed closely by private car with a 15.5% of the residents engaged.



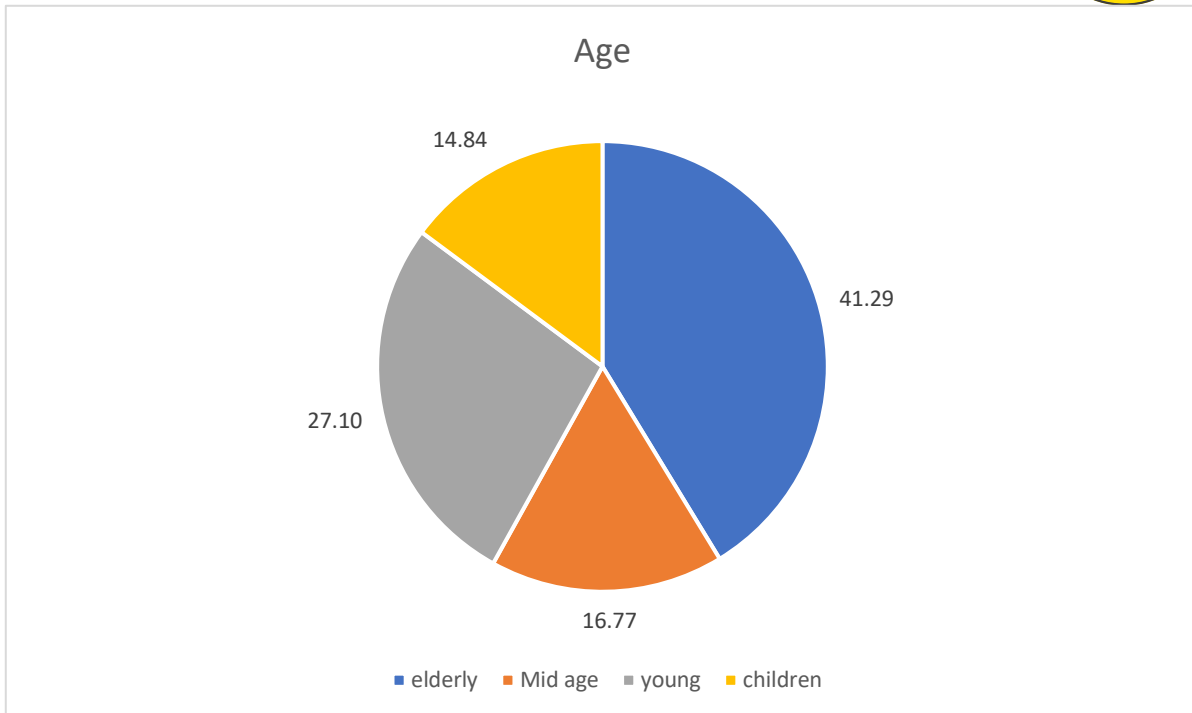


Figure 16. Percentage of the population sectors engaged, door-to-door activities, September 2020

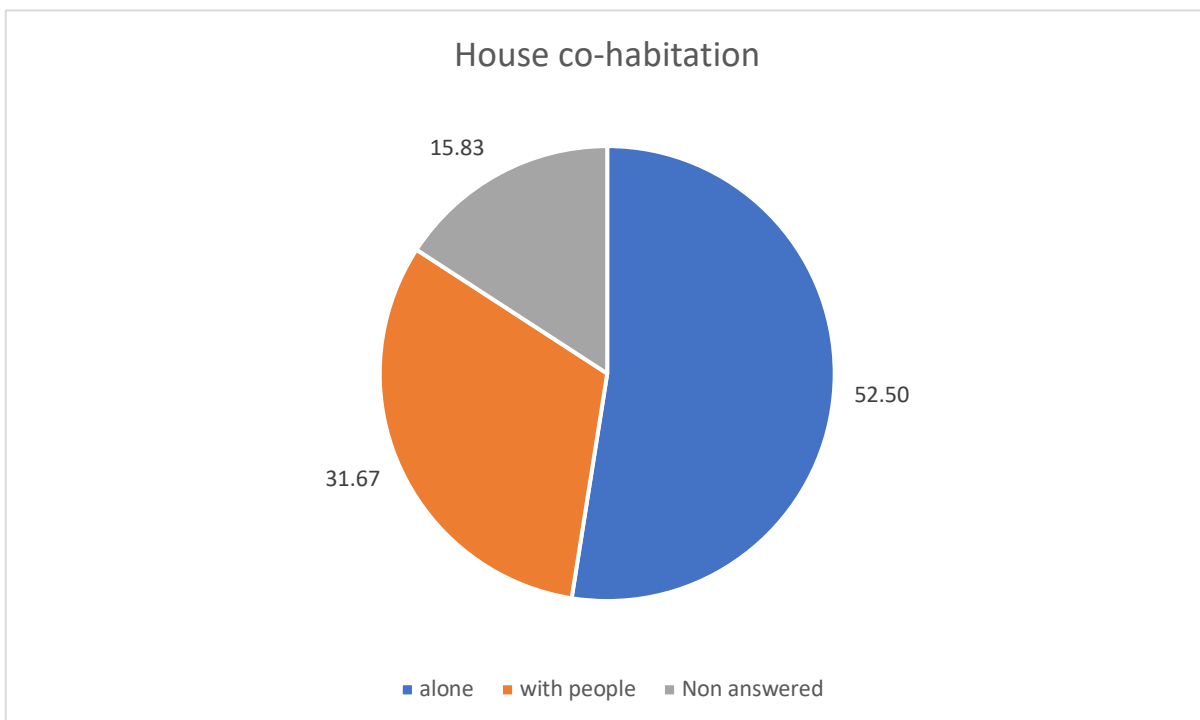


Figure 17. Percentage of the house co-habitation status, door-to-door activities, September 2020

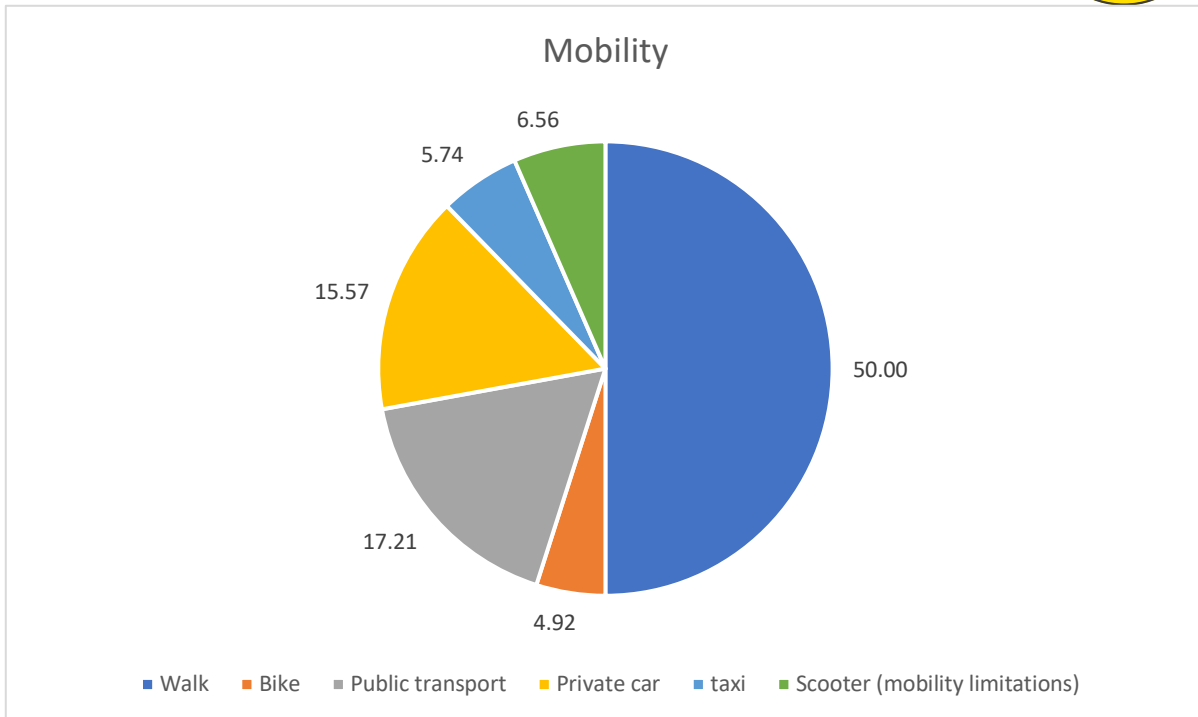


Figure 18. Percentage of usual mobility means of residents engaged, door-to-door activities, September 2020

We also measured their degrees of safety, and registered the activities taken place in Mainway, the degree of sociability of the neighbours, and what aspects of the estate were most valued by the residents (see figure 19). The most valued aspect of Mainway by the residents is its prime geolocation – proximity to town, to the river, to shopping areas, etc. It is relevant to indicate that almost 9% of the participants said they felt safe, leaving a big percentage of residents who said not feeling safe. This gives us a glimpse of the main problem in Mainway: the high incidence of illegal activities. The image of Mainway as the lawless place in Lancaster, where local drug sellers roam and drug consumers pilgrimage every day to buy their dose, just adds more frustration and vulnerability to the dwellers. We gathered a large amount of residents' statements emphasising this prime social issue, such as this quote:

*"Door being broken all the time, people coming in, homeless people sitting on the stairs shooting up all the time, yeah, people in Derby House screaming, yeah, I'm not being funny, I am going to speak my mind Andrew, I want to speak my mind because I am sick and tired of it."*

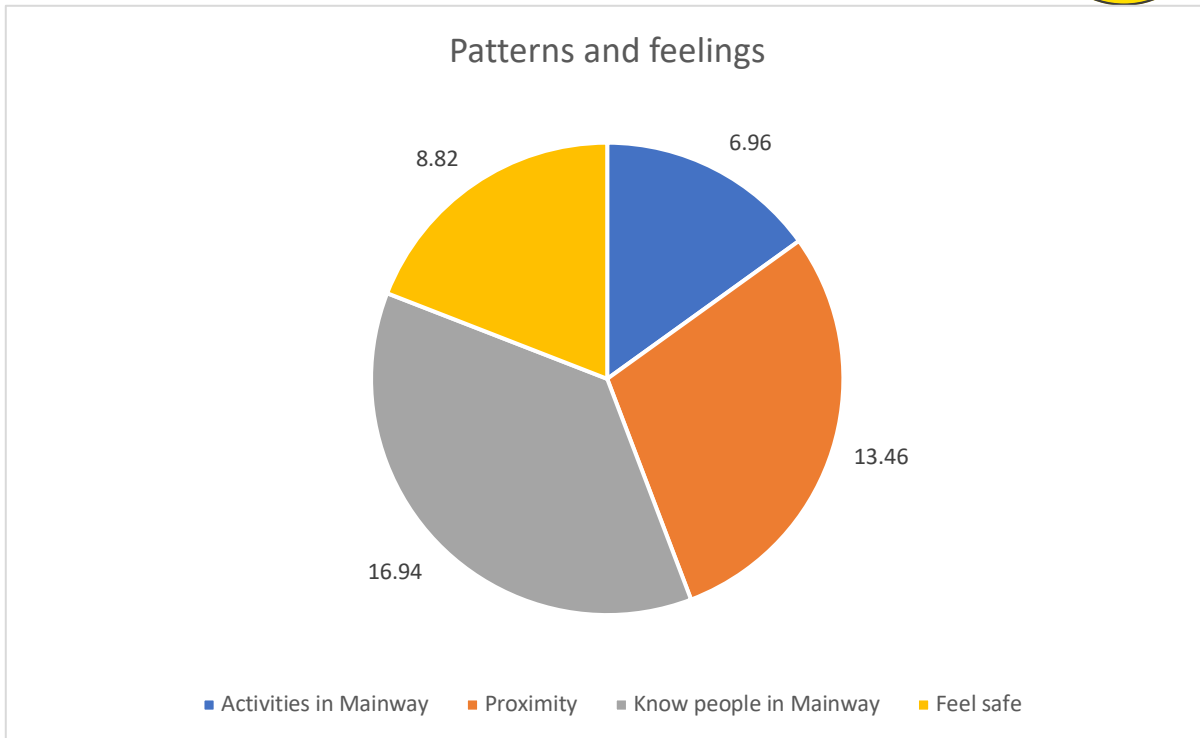


Figure 19. Patterns and feelings of residents engaged, door-to-door activities, September 2020

Figure 19 also illustrates that about 17% of the participants said to know their neighbours, most of those said to know their floor neighbours –highlighting the great cooperation and caring between these small groups of neighbours. Some residents also said they have relatives living in Mainway or close by. Yet just about 7% of the participants mentioned doing activities in Mainway. This is a clear symptom that Mainway is lacking public healthy life. **Any future redevelopment needs to prioritise the integration of human healthy and legal activities. As it is now the estate is one of the loci for *illegal* activities.**

We also were able to quantify that 48% of the people consulted showed interest in improving the neighbourhood, 27.5% seemed happy with significant upcoming change, and 26% expressed their concerned about moving out (see figure 20).

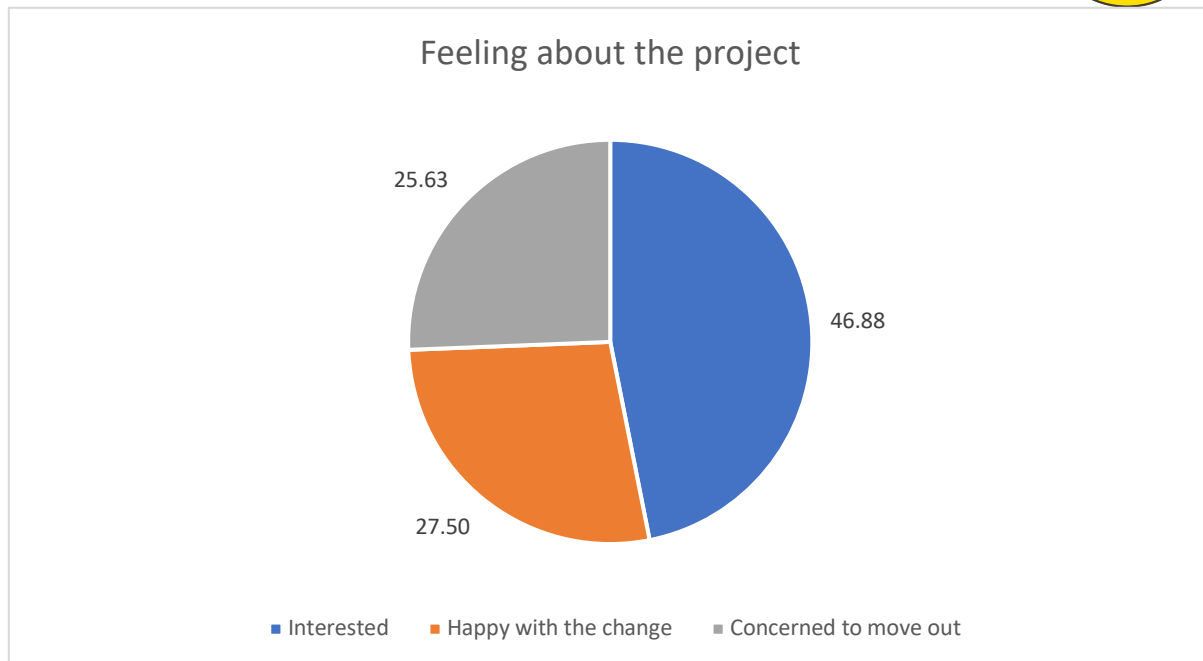


Figure 20. Participants' feelings about the consultation, door-to-door activities, September 2020

We analysed each conversation, following the principles of narrative inquiry, and quantified each resident's preference regarding the options of regeneration (rebuilding) and refurbishment. Figure 21 shows that 45% of the participants favour a regeneration project (rebuilding), followed by 38% of the participants who evidence to have mixed feelings, and 17% of the participants expressed strong desire of a refurbishment project. In activity 3 we provided four futuristic scenarios of Mainway to spark their thinking and envision what could be done. The first one depicted a refurbishment option, the other three regeneration options with different residential typologies. The most selected



scenario was the fourth option, depicting small clusters, with low buildings combined with 5-storey buildings.

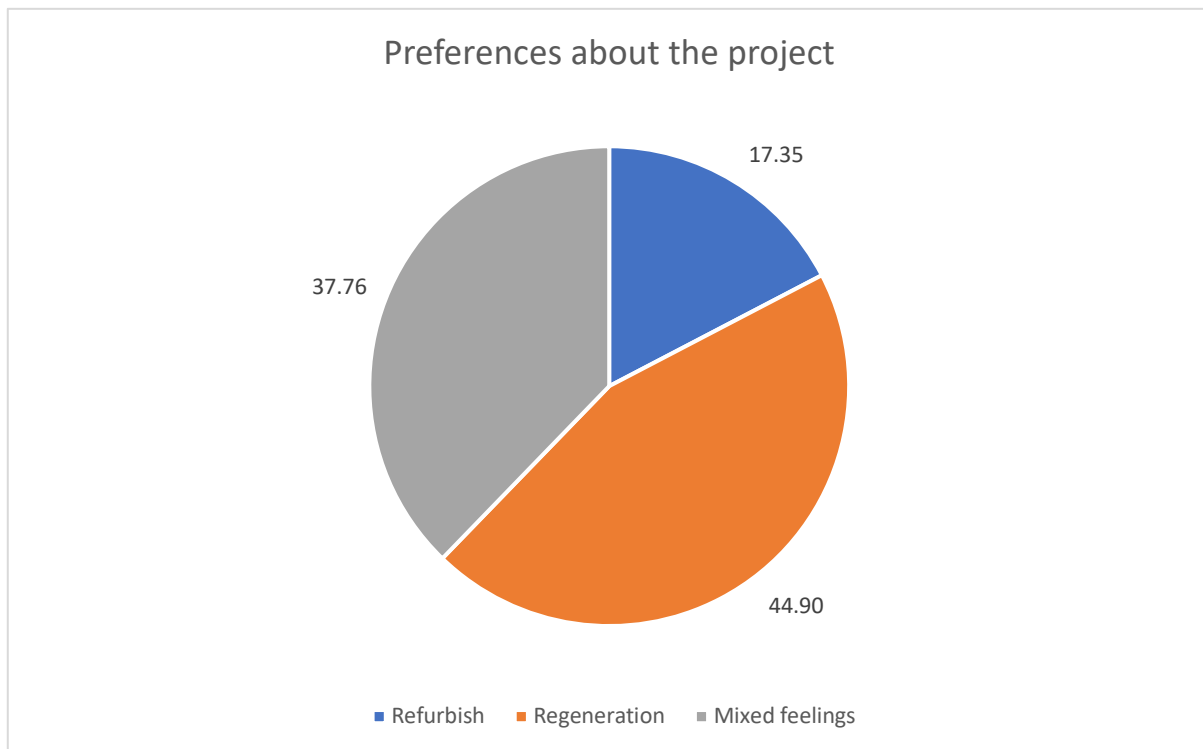


Figure 21. Residents' preferences about regeneration (rebuilding) or refurbishment, door-to-door activities, September 2020

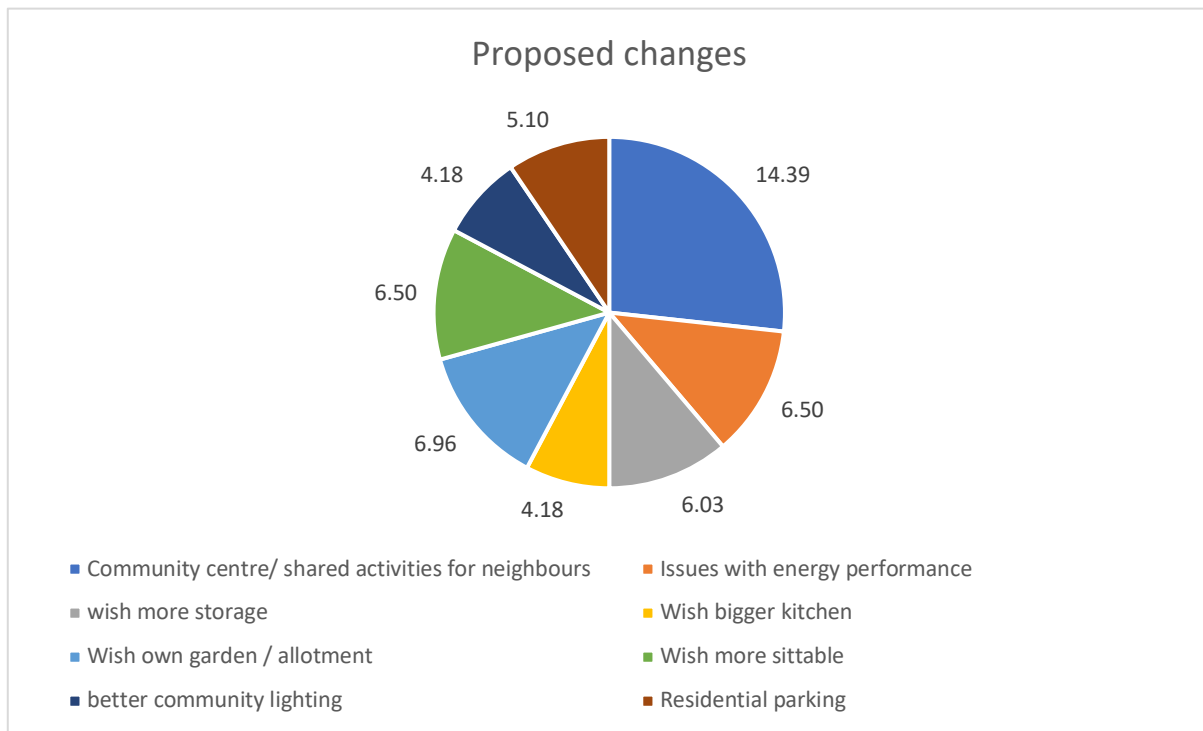


Figure 22. Most repetitive changes at both urban and property scale, door-to-door activities, September 2020





Figure 24. Scenario 2: regeneration option, regeneration or refurbishment drop-in session, September 2020



Figure 25. Scenario 3: regeneration option, regeneration or refurbishment drop-in session, September 2020





In the new visions drop-in session, the participants generated three completely new visions of the estate (see figures 28, 29, and 30).



Figure 28. New vision 1, regeneration proposal, new visions drop-in session, September 2020



Figure 29. New vision 2, regeneration proposal, new visions drop-in session, September 2020

The density of all the proposals was slightly increased comparing to the current layout. Mainway Street was enhanced with communal areas, fountains, sittable areas, areas for pets, for children to play, etc. One of the proposals considered a change in the outline of Mainway Street, folding the street depicting a small zigzag, to accommodate a mix of residential typologies, combining five/four storey buildings with terrace house. Another theme all the proposals shared is the collective aspirations to enhance the public space and green areas to serve the enjoyment of its residents.



Figure 30. New vision 3, regeneration proposal, new visions drop-in session, September 2020

The recommendation drop-in session served as a platform for people to discuss in small groups about our early findings. We presented the process of analysis in order to make as transparent as possible. The participants acknowledged the value of the consultancy process and provided feedback on the themes and subthemes on the thematic framework (see figure 31). Some of our findings were reinforced such as the community request to include a community/health centre, enhance the walkability of the area, or the

request for residential parking. Yet we also found new insights such as the community desire to repurpose the roofs as green/garden areas.



Figure 31. Feedback wall activity, Recommendation drop-in session, September 2020

For the children event, we first analysed the collective mapping activity made by children and supported with the physical model scale 1/300 (see figure 32).





Figure 32. Mapping collective wishes, Children drop-in session, October 2020

We classified each concept-idea in three main areas of interest: (i) environmental connection; (ii) motion, activity and games; and (iii) protection and relax. Figure 33 shows this classification of each concept-idea captured on the physical model.



Figure 33. Concept-idea classification

Figure 34 illustrates the location of each of these concept-ideas. This distribution of the desired activities could be, to some extent, interesting in case of adopting a refurbishing strategy to redevelop the estate.

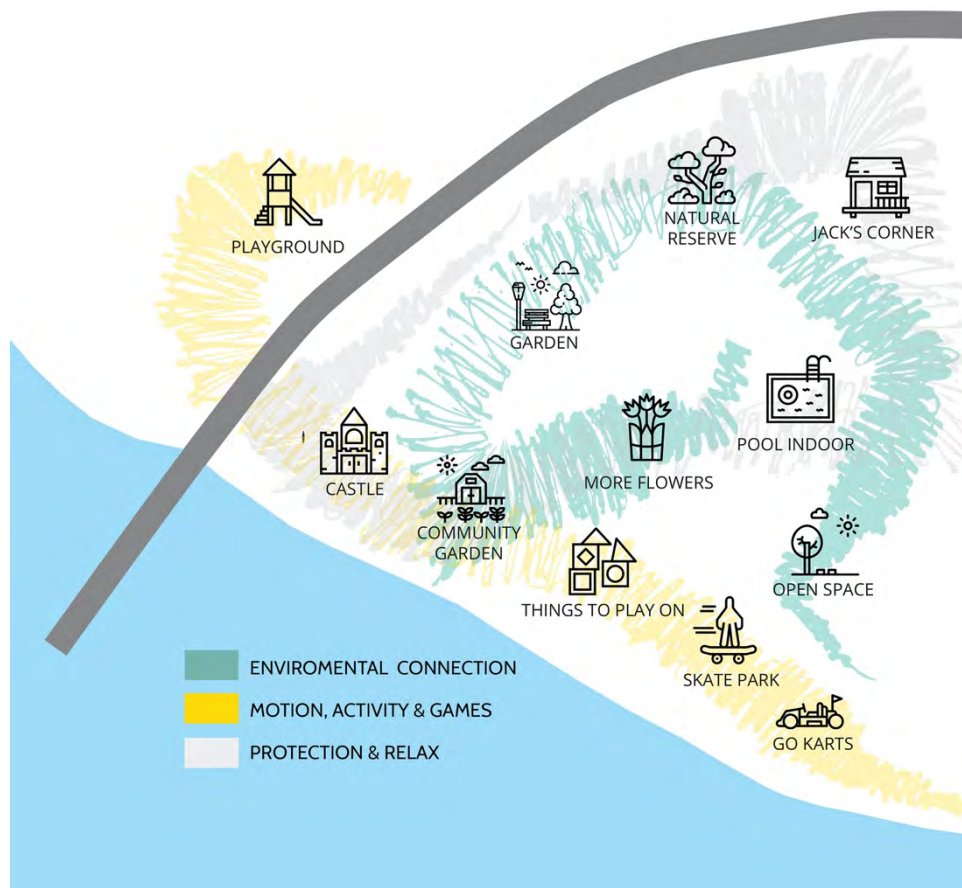


Figure 34. Concept-idea map analysis

However, we further analysed the data gathered through affinity diagramming, an interpretive and reflective method that is used to achieve new insights and ideas - not to provide definite, objective answers. Out of this, we produced another map illuminating a higher level of abstraction to locate the three main areas of interest (see figure 35).



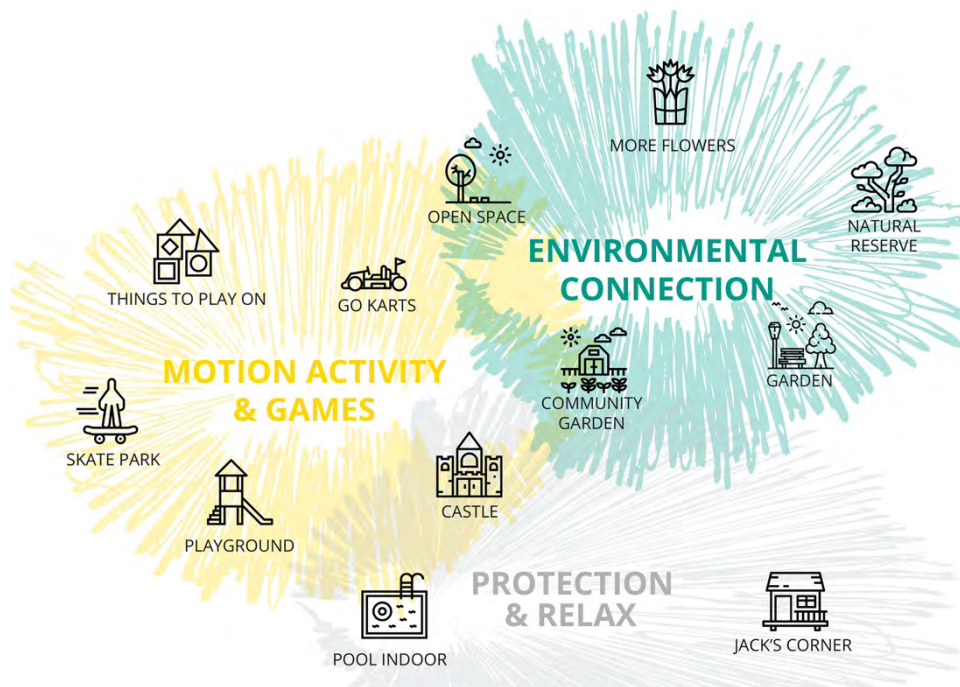


Figure 35. Concept-idea and main areas of interest map

Out of this analysis, we also identified the following themes:

- **Activities:** activities for children in the area would significantly improve the quality of life for children, and indirectly for other demographics. Some of the activities identified include music and art clubs, festivals, games and sports activities, as one child said:

*“I would like some meetings and games to be organised for more children so that they can play with others”*

- **Infrastructures:** the analysis suggests that the estate has a deficiency of public/urban facilities to host/support children’s healthy activities. During the analysis it has been highlighted that children need both outdoor and indoor spaces to play with other children from the area. The most popular outdoor spaces include skateparks, football pitches, go-karting and bicycle tracks. The playground area consists of an old-fashion layout that according to the maintenance support team needs to be updated, retrofitted or rebuilt. The children activities suggest also adding more swings and trampolines and provide more play areas (see figure

X). In terms of indoor facilities, a significant majority of the participants suggested that they would like to have a community/children hub. One parent said:

*“After school, children don’t have too much to do, same when it is bad weather, there is only one playground in the area”.*

- **Safety:** due to the anti-social behaviour and associated illegal activities, parents and children who took part on the activities expressed their feeling that Mainway does not offer a safe outdoors and indoors environment for children. Parents also explained that due to this fact they overprotect their children and limit the use of outdoor spaces. Another participant shared with us:

*“They need to feel safe. Kids need to get rid of anti-social behaviour”.*

- **Surrounding areas:** Skerton is part of Mainway area of human living interactions. When participants were asked about activities and places where they visit or would like to improve, they also mentioned Ryelands Park. This park offers other spatial conditions for children of Mainway to play around. They would like to see a natural reserve or gardens in Ryelands.
- **Other:** big picture of the future of Mainway. Some participants drew in their visions about the overall consultancy project and redevelopment. Some of them suggested urban interventions with lower residential densities recalling visions of the old fishing village that used to be in Mainway. Some of them mentioned the desire to have community spaces dedicated to gardens, vegetable patches, and cafes.

Table 2 depicts the classification of each of the activities captured in the postcard activity:

Insights	Frequency	Type
Festivals	3	activities
A programme of activities for children/ games	3	activities
Art club	1	activities
Community centre for kids	4	infrastructure
Skatepark	3	infrastructure
Football	3	infrastructure
Go-Kart	2	infrastructure
Biking track	2	infrastructure
Spaces to play outside of their flats	1	infrastructure
Run race	1	infrastructure
Swings	1	infrastructure
Trampoline	1	infrastructure
Better playground	1	infrastructure
Community veg patch	1	other
Village style green	1	other
Community café	1	other
Houses with garden	1	other
Safe places/ no anti-social behaviour	2	safety
Nature area/gardens	2	surrounding areas
Rayland Park	1	surrounding areas

**The overarching takeaway of this event is that people would like to have dedicated and safe spaces for children, both indoors and outdoors.** In addition to these spaces, they would like to have a programme of activities to keep children entertained especially after school hours during winter. The programme of activities could involve sports activities, games, clubs and festivals.

In the young people drop-in session, participants found the graffiti and lettering activity to be therapeutic and mindful. The research team facilitated conversations about the theme, and then participants went through an individual activity where drawing the fonts/letters support their own reflections. One participant said:

*"I'm actually really enjoying just adding bits from my imagination, I wouldn't normally do that".*

The analysis of this activity identified three main areas of sustainability to prioritise in the designing of the new redevelopment:

- Community building (illustrated in figures 36 and 37). Participants argued that in order to have a sustainable Mainway is necessary to build a strong and cohesive community.
- Green energy efficiency (see figures 38 and 39). Energy was another common theme regarding sustainability. Neighbours claimed that a more sustainable Mainway requires the use of green energy also increasing the energy efficiency performance of the properties.
- Better balance between natural ecosystems (see figure 40) and the built environment. The third theme regards to wildlife and natural ecosystems. Participants reflected that it is important to consider the inclusion of wildlife (for example, more flowers to attract bees), flower beds and allotments in the redevelopment project.

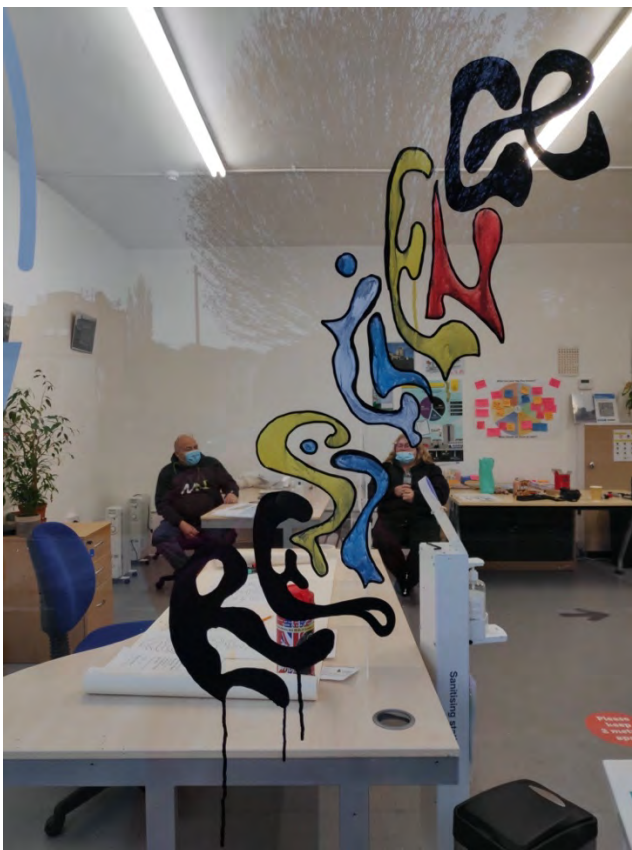


Figure 36. Community building graffiti artwork 1, Young drop-in session, October 2020





Figure 37. Community building graffiti artwork 2, Young drop-in session, October 2020



Figure 38. Energy efficiency graffiti artwork 1, Young drop-in session, October 2020





Figure 39. Energy efficiency graffiti artwork 2, Young drop-in session, October 2020

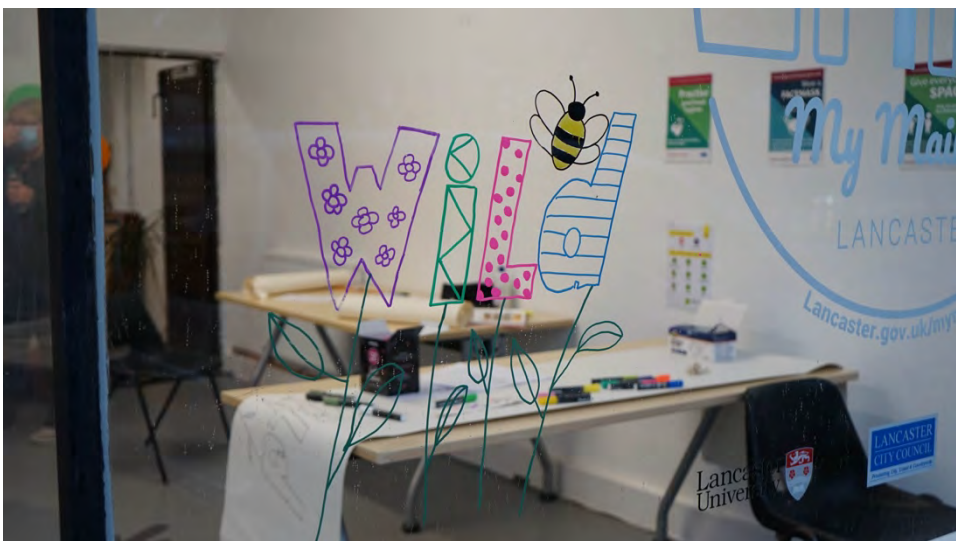


Figure 40. Nature & the built environment theme, Young drop-in session, October 2020

In the refurbishment and customisation drop-in session, the participants engaged in the making process which unfolded more personal conversations (see figure 41), also because this activity was conducted in small groups of two/three people, usually a single resident or a couple and the facilitator architect. Some participants did not engage in the making activity, but they drew their current layouts and reflect on potential changes (see figure 42).



Figure 41. Exploring retrofitting options, Customisation drop-in session, October 2020

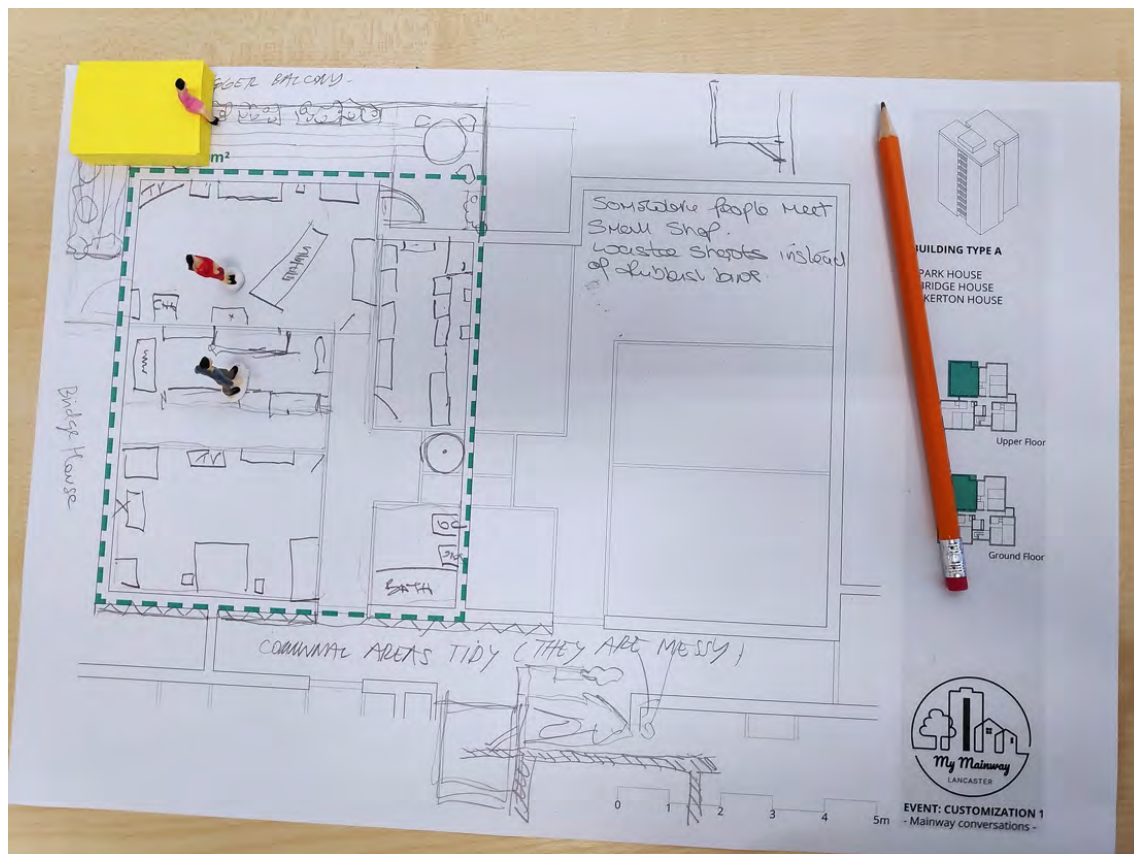


Figure 42. Retrofitting options outputs, Customisation drop-in session, October 2020

The activities enabled participants and the research team to collectively come up with retrofitted proposals or idea-generation concepts to solve the following recurring residents' demands at the communal scale:

- soundproofing walls
- better cost-effect energy systems (more affordable, better performance, sustainable green systems)
- installation of security systems (e.g. doors closed, corridors out of dangerous people, etc.)
- enhancement of tidiness and maintenance
- enhancement of accessibility for mobility limitations
- bin area redistribution

And at the property scale:



- walk-in showers
- increment of adjusted flats for mobility/healthy limitations of residents
- bigger kitchen space
- more cupboard spaces
- more storage spaces
- bigger balconies



## Section four: Recommendations

The data analysis section has summarised the inputs and presented the sub-themes and results of the process taken throughout the project. In total, we engaged with 50% of the total households in Mainway, of which 91.6% were residents of Mainway, and 8.4% were stakeholders from local businesses and public officers and generated over 260 participant interactions. This section presents the consultancy recommendations building upon such results and the main ideas and concepts that emerged in the eight engagement events. The challenge was to get people to think and react and come up with ideas to make Mainway one of the most vibrant places in Lancaster, but also to position themselves about the options: regeneration or refurbishment. The materials supporting the interactions during the events were intended to be used as tools that provided some possibilities for the redevelopment, and not as recipes for how it could look like. Considering the analysis, our recommendations for the future redevelopment of Mainway are:

1. **Regeneration option:**

The supporting evidence are found in the residents' responses and reactions to the activities conducted. Figure 21 illuminates on the preferences of each participant after analysing every single conversation, where **45% preferred the regeneration option**. For instance, when asked how they feel about the redevelopment during the door-to door engagement, the patterns show three aspects: the percentage of people interested in the consultation, their concerns about being moved out, and their degree of acceptance and happiness about the redevelopment (see figure 20). The scenarios activity (conducted in the door-to-door and regeneration or refurbishment drop-in sessions) was also crucial in unfolding the participants' views on regeneration or refurbishment. The most selected scenario in both events was the fourth option, depicting small clusters, with low buildings combined with 5-storey buildings. The main reason to pick this option was that the buildings were lower than 5 storeys. Most residents shared the wish of not having high-rises. Another key factor of this proposal was the idea of embedding customisation and being empowered to take decisions. Residents were attracted





by the idea of co-designing certain aspects of their cluster, for instance, use/activities of semi-private spaces, security systems, garden areas, covering elements of façades etc. **Most of participants also perceived the new construction as a good way to addressing simultaneously the property issues and the prime social issue: the eradication of illegal activities in the estate. Most of participants see the regeneration option as the one able to holistically address the social, sustainability and architectural issues, which are intertwined.**

- 2. Keeping an open-minded and responsive approach:** The results suggest that 38% of residents have mixed feelings about regeneration or renovation options. In most cases, this is due to a lack of understanding about the implications and possible benefits of each option. For example, during the door-to-door activities, the usual first reaction of residents was to express their concerns about being moved out. They assumed that a refurbishment option would not implicate a temporary moving out. **Yet throughout the conversation, some residents gained a better understanding about the implications and potential benefits of each option, hence being inclined to a regeneration option.** The consultation has generated a platform where residents can access information, raise concerns close to the community heart, and gained clear and transparent answers. This has led to beginning building incipient levels of trust with the consultancy team. Additionally, it has helped improving communications between LCC and the resident community, something highlighted as a priority. **We suggest and encourage LCC to keep a responsive approach, planning actions/measurements which respond to some of the claims and desires of residents.** For instance, it is necessary to address the illegal activities that are taking place in Mainway. We recommend establishing a team (including LCC expert officers, community members, police and maintenance team representatives, etc.) dedicated to identifying solutions in a short and mid-term. These actions will help to build trust and respect. An idea suggested after a conversation in the workshops was to set up a supervised injection site, sometimes known as fixing rooms or drug consumption facilities, which are legal, medically supervised spaces designed to offer a hygienic space in which to consume illicit recreational drugs intravenously. Fixing rooms are part of a

broader therapeutic approach in relation to the addicted population, known as harm reduction. When there, addicts will have access to support, sterile injecting equipment, information about drugs and health care, access to medical staff and importantly, treatment referrals. This is an incentive already considered in cities as Bristol to saving lives and clearing needles off the streets.

3. **Greater social cohesion, less social isolation:** The analysis illustrates residents' desires to see the estate become a greater place: with more sittable areas, enhancement and maintenance of greenery and pedestrian paths, residential parking areas, play areas for children, and the integration of community activities and facilities such as a community/ wellbeing centre to support legal activities with focus on healthy and therapeutic activities, and activities that can bring the community together. Most of the participants expressed their desire to connect with neighbours.
  
4. **Enhancement of relationships and sociability:** The most important and subtle challenge was, and still is, the continuous mediation of relationships between residents, residents with users of public and private spaces, and the relationship between residents and the city council. Evidence has been found to suggest that Mainway residents experience problems relating to each other, e.g. most of the elderly residents associate young residents with illegal activities, which has developed the desire to create clusters just for over 55 years old residents. One third of the residents expressed their distrust on LCC, and some residents said not to feel safe due to the antisocial behaviour of some non-residents (users of the estate), e.g. students from Chadwick School enter some buildings (illegally) to consume drugs and misbehave with some residents. We gathered an amazing breadth and depth of statements appointing to this, as it can be seen in this quote:

*"A couple of weeks ago, someone entered the block as the door is usually open, and went straight into our apartment during the night. This stranger was looking for a drug dealer who lived across the hall. We have been having issues of people with needles entering the block going to the third floor".*

Part of the issue is that most of the people visiting the area do it because Mainway is seen as a lawless land. Yet the neglected status of its public surroundings and the lack of quality communal spaces where residents can feel safe and establish relationships is an aspect that architecture design can address.

**5. Enhancement of legal activities and healthy uses of the public, semi-public and green areas. We suggest undertaking this regeneration project including residents and future stakeholders in the whole design process.** The redevelopment should address the architectural and inhabitation aspects alongside sociability matters (e.g., illegal activities), accessibility, and image. emphasis should be directed to provide legal and healthy activities to support the flourishing of a strong and healthy community. Activities are the cornerstone of any place; they provide a reason to come to a place. Figure 19 shows a 6% of residents who do activities in Mainway. Most of those activities consist of visiting relatives, seating in the few benches outdoors and go for a walk. This is a strong symptom that something is wrong. Additionally, **only 9% of residents feel safe, that is another indicator that healthy activities are an imperative to reverse the current trend of the estate.**

**6. Enhancement of safety:**

It is overwhelming the breadth and depth of the insights we found around safety. We define safety as the condition of being protected, and/or feeling in control of potential risks. We identified different dimensions regarding safety: 1) feeling safe when a place is welcoming newcomers; 2) feeling safe in accessing or passing by; 3) feeling safe in your own environment; and 4) feeling safe in your own house. All these aspects need to be addressed holistically through enhancing legal and healthy activities, minimising illegal behaviours and filling the neighbourhood with healthy social spaces. **We believe that security technology should be put in place in the regeneration project, but that is not enough because people make places, and craft its identity, rather than places make people.**

## Section five: Future Work

This report has briefly outlined the participatory process of inquiry, the methods used, and presented the data analysis and findings. A series of recommendations have been articulated, the results of a systematic, thematic analysis. **Yet the consultancy process needs further research and work with aspects requiring further consideration:**

**1) Definition of desired legal and healthy activities:** we have investigated this aspect but in a general scale. This needs further elaboration and detail. We also need to identify what activities may be suitable for elderly, mid-age, young people and children, presenting a diversified programme of sociocultural and healthy activities. The data suggests there are not activities directed to these demographic groups of residents. The playground is old-fashioned and fails in serving its purpose. The green fields are in disuse.

**2) Definition of the regeneration project:** this option is still in incipient idea-generation. It is required to define a number of aspects, such as identifying how the clusters may be co-designed; who may be living on each one, and why; co-design features of the semi-public sharing spaces, establish its uses and maintenance, etc. The consultancy process should be able to promote some collective initiatives or pop ups that may arise from the future community engagement events.

**3) Definition of the public spaces:** we need to continue working on the definition of the public spaces, detailing and prioritising ideas.

**4) Definition of property scale:** we need to advance further the co-designing of indoor spaces of the potential clusters, as well as looking into the mix of residential typologies.



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<http://imagination.lancaster.ac.uk/project/my-mainway/>

<http://lancaster.gov.uk/mymainway>

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