



This is where we live!

The Community Mapping Action Pack



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This Action Pack has been produced by the London 21 Sustainability Network with the support of the City Bridge Trust. It has been developed as part of a three year project by London 21 to consider and map local perceptions of environmental inequalities. It has been written by Colleen Whitaker, with inputs from Louise Francis, Chris Church and Muki Haklay. Copies of this pack can be obtained from the London 21 website (www.London21.org). Text copyright London 21. This material is made available for public use subject to written acknowledgement being made of the source and its availability on the London 21 website.

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Introduction

If you're going to make sense of where you live – your neighbourhood, your village, your town, your street – it's helpful to have a map. A map is simply a way of drawing together lots of information about a place so that anyone can look at it. A map usually just shows the streets, the green spaces, the post office (if there is one) and local 'places of interest'. But there's no reason why a map shouldn't have the information about a place that the people who live there would like (and the information that they know that may be helpful to others).

Making maps of an area or a community is not new. There's lots of good examples. But over the last few years it's become possible for any community to use computer-based maps to show what's going on where they live. Mapping on a computer means that you can add in lots of different types of information (and find it when you need it) and you can update the map easily when things change. Most importantly a community map can show not just what is happening but also the things that people think should happen!

This action pack will show you how to produce a map of where you live, with the information that matters to you. Your map can highlight the things you like about your area: green spaces to walk or play in, community groups and centres, local projects, interesting local places to visit. But it can also point out things that need to change: you can map areas where people are scared to go, where the traffic is dangerous, where public transport is bad or non-existent, or where there are no good shops. A map can also highlight problems and inequalities. In this pack you'll read about people who've made a map of noise from a local scrap yard; others are mapping air pollution.

Developing your own map will take some time and effort. This guide will take you through that work. It will work best if you can do this with or as part of an organisation based in the area. The result will be a map that doesn't just show what's in your area, but will help you change where you live and involve more people in making that change. ●

Before you start

What is a community map, and why do you need one?

A community map is very much what it sounds like – it's a map created by members of a community or group. The map shows things that you are interested in or concerned about. It is built from your own *local knowledge* and therefore the only expertise you need is what you already know from living in your area. You are the expert!

The topics that could be included in a map are virtually endless, but some examples are:

- local organisations, groups and facilities
- an inventory of “unofficial” green space
- areas where people do and do not feel safe and why
- a survey of a local problem such as litter or graffiti
- monitoring a local environmental problem, such as noise pollution
- a collection of cycling or walking routes favoured by local people.

Why do you need a map?

A lot of the decisions made about local areas in the UK are based on “evidence” collected or supplied by the government. While this seems reasonable, often this “official” evidence doesn't tell the whole story, or is missing altogether. Bringing your own evidence to a situation can help challenge official views.

For example, one of the communities we worked with were concerned about noise pollution. The official statistics show they live

in only a *relatively noisy* area – but they knew this wasn't the case! We helped them produce a noise map of their neighbourhood which showed it was much noisier than the official statistics suggested. The local authority is now using *their* information as a basis for dialogue and further investigation.

In another neighbourhood a group of concerned residents got together to conduct a pedestrian survey and create a pedestrian flow map. This helped persuade the local authority to increase the width of a pavement in a particularly congested area.

Presenting your information as a map can be a powerful way of expressing your views and concerns. As the examples above show, it can help you address a specific issue, and present your own evidence when you know the story the decision-makers see just isn't the reality of life in your area.

Who is this action pack for?

This action pack is intended for a dedicated group of individuals who are ready to do something productive in their neighbourhood. The techniques and know-how required to produce a community map are not complicated. *But it does take time and commitment!* In order to create your map(s) you'll need to mobilize others in the community to help, so the people you work with need to be engaged.

Some of the suggestions in the pack refer to accessing online maps and other resources. It is not absolutely necessary to do so, but you will find this project easier if you have access to internet and a minimum level of confidence operating a computer.

How to use this guide

This action pack can be used in two ways. You can read it straight through for beginning to end instructions on how to conduct your own community mapping project. It can also be used as a reference guide. You can simply turn to the sections you are most interested in, or re-visit sections to refresh your memory. We hope you will find it useful to refer to even after you've completed your own project.

Case studies

Throughout this guide we will be referring to examples of case studies from the London 21 Environmental Inequalities Programme (http://www.london21.org/page/79/project/show/env_ineq). This project worked with five different communities in London over one and a half years to produce maps which expressed their issues and concerns about the local living environment. Please see the focus boxes for a full description of each case study highlighted here.

case study

Pepys Estate

The Pepys Estate in Lewisham, south London, is a predominately 1960's housing estate on the banks of the Thames. Situated near a busy thoroughfare and surrounding an industrial site, the estate suffers a variety of urban environmental issues. Our programme in the area was initiated with the Pepys Community Forum, along with partners from UCL and the London Sustainability Exchange (LSx).

Initial meetings with residents revealed that a major environmental concern is the pollution (air, noise, etc) from a large scrap yard near the centre of the estate. Residents have been trying to address the problem for over six years with no result. To help tackle this issue we proposed to help residents measure noise levels and create noise maps of the area.

Four local residents volunteered to take part in the noise mapping. UCL provided noise level meters (these are standard noise meters which can be purchased at electronic shops) and helped us to develop a noise mapping survey. The volunteers were trained on how to use the meters and collect information at all hours of the day and night across the whole of the estate. The monitoring lasted for seven weeks. In addition to recording actual noise levels, residents also collected qualitative information expressing how they felt about the noise. They were asked to choose words such as *relaxing*, *annoying*, or *disturbing* to describe the sound.

We collected and analysed all the data to produce noise maps of the estate. The results showed disturbingly high levels of noise, effecting quality of life up to 350 metres from the scrapyards! Qualitative results revealed that the vast majority of readings were described as either *Loud*, *Very Loud* or *Extremely Loud* by residents. In addition, the results indicate that individuals are quite accurate in the perception of noise levels, suggesting that perhaps people themselves are very reliable noise monitors!

Armed with the results of the noise mapping the Pepys Community Forum held a public meeting to present their findings to Lewisham Council and the Environment Agency. The council and the Environment Agency accept that there is a problem, and have jointly appointed an acoustic consultant to carry out a detailed analysis of noise in and from the scrapyards. The residents who carried out the survey have met with the council to discuss this analysis and an action plan for moving forward together.

Marks Gate

At the far north end of Barking and Dagenham in northeast London, Marks Gate is a small neighbourhood sitting alongside the A12. Three sides of this community are surrounded by agricultural fields, and it is relatively isolated from the rest of the borough. The Marks Gate Local Agenda 21 group (MG21) is a long-standing and active group in the area. Together with UCL and LSx we began working with this group in mid-2007.

Initial discussions with residents revealed a wide variety of community concerns, ranging from problems with subways under the A12, to general safety and quality of green space. To address the variety of issues, we proposed a project to help map community priorities. This allows residents to express their own perceptions and issues in the area, and combined results reveal collective priorities.

We trained four local residents on how to collect this information using printed maps of the area. Over four weeks they surveyed friends, family and neighbours, reaching over 100 residents. Each time people were asked to indicate on a paper map their own views and concerns about the neighbourhood. We collected and digitalised these using Geographic Information Systems (GIS) to produce a shared map of priorities (the same can be done at a very basic level using Google Maps).

The mapping results revealed a set of key issues in the area, including subways where many people felt unsafe, green space in need of facility improvements, and community facilities which needed extending. Using the mapping results, volunteers drafted a set of action points, as well as a summary of initiatives already underway to help identify where more help was needed. We were also able to work with the local Neighbourhood Management team who incorporated several of the action points into their ward-level plan for the year.

By summer 2008 the volunteers had created a summary report of their work which was handed back to MG21, along with all the mapping results. Action points not incorporated into the Neighbourhood Management Plan will be adopted by MG21. Some of these have already been achieved, such as establishing a “Friends” group to help improve the local park, and getting the Council to agree to more regular maintenance of open space.

At the Marks Gate Fete in June 2008 we shared the results of the mapping project with local residents and distributed information about how people can find out more about the action plan and get involved.

Archway

Located in the borough of Islington in North London, Archway sits at junction 1 of the A1 and

suffers many issues associated with traffic and road systems.

A run-down and underused central area also contribute to a living environment in need of improvement. Our work in the area was done in partnership with the Better Archway Forum (BAF), a local community group seeking to promote an empowered and proactive community in Archway.

BAF were particularly interested in collecting map-based evidence around a set of local issues.

Adequate provision for pedestrian safety is a primary concern in Archway. Crowded pavements and a confusing gyratory system which encourages dangerous illegal crossings are all part of daily life. Together with urban design specialists Space Syntax we supported BAF to carry out a pedestrian mapping project. Over 20 local volunteers were trained as part of four survey sessions. The results were compiled to produce Pedestrian Flow maps showing numbers of pedestrians per hour in key locations near the town centre. These have been shared with the council as well as TfL to inform a potential re-design of the gyratory system.

A negative night time atmosphere is also a concern for Archway residents. Many feel that solid metal shutters on shop windows increase a feeling of danger and unfriendliness in the area. We helped local volunteers conduct a map-based survey of shutters on the high street. These maps will be used by BAF to encourage the council to enforce it's no solid shutter policy.

In addition to these map-based surveys, we collaborated with members of BAF to create an interactive, community-owned, online map of Archway. The *Archway Community Map* has been developed in partnership with UCL as part of our joint Community Maps website (www.communitymaps.london21.org). We worked with a small steering group of local residents who helped guide and support the creation of the Archway map.

The map is being used to highlight strengths of the area (such as locally-owned independent shops), as well as to identify and comment on green spaces, advertise local events, and promote community organisations. Anyone in the community can visit the site and add information about the area. Overseen by BAF the map will continue to grow and develop into the future.

A further collaboration has now been initiated between BAF, London 21 and Space Syntax. This will involve training local residents to analyse urban layout and design using methods developed by Space Syntax, and to become more involved in helping to analyse and create plans for the future of Archway.

2

Getting started

Finding a project leader and creating a steering group

What does a project leader do?

The project leader is probably the person who came up with the idea of doing a project in the first place. In some situations this may be a few people rather than one person alone. A leader is important as they will help put together the steering group, get thing started, and keep the project going.

What is a steering group and what do they do?

Before you start your mapping project you should put together a steering group. This is a group of people who will oversee the project and ensure that it is completed. They will help organise activities and prepare materials. They may also make decisions about what should be mapped.

Who should be part of a steering group?

Ideally you want to have a wide variety of people from different backgrounds and ages. This is because people's different experience will lead them to notice different things about your community. For example, a teenager will probably be concerned with different local issues than a mother. Incorporating as many different viewpoints as possible will help your map be more genuinely reflective and relevant to more people in your community.

The steering group doesn't have to be large. Four to eight people is probably sufficient, anymore than eight and it will become difficult to arrange meeting times, and it may be more

difficult to make decisions. The most important thing is that the members are committed to completing the project and are dedicated to positively contributing to your area. Remember, these will be the people motivating others to take part.

Identifying *what* to map

After you've formed a steering group, the next step is to decide what your goal is. For example, do you want to address an environmental nuisance, gather evidence about a local problem, or create a community action plan? The mapping should be a tool to achieve your goal. Think about how you are going to use the information and who you are going to present it to. This can be done within the steering group itself, but ideally will include members of the wider community.

Your group may already have a burning desire to address a specific issue (e.g. you really want a map of neglected areas or "unofficial" green spaces to encourage them to be used). If so this is great, but it still might be a good idea to go through the brainstorming to make sure you haven't missed anything.

Where to start: brainstorming and discussion

If you don't know where to start, it's a good idea to have a look at some of the information that is already available for your area. There is a wide range of environmental and social information, much of it mapped, accessible on the internet. For a full description of these please refer to **Appendix 1**.

You can use this available information as a basis for an open discussion with your friends and neighbours. Look at some of the information and think: *Does this make sense?*

*Does it show what we think is important?
Do we think it is an accurate reflection of our area?* If not, you may want to think about what is missing – this could be the basis of your mapping project.

Write down all your ideas in a big list. To begin with, include everything that people think may be an important issue (see **Figure 1**). After you think you have a good set of topics, then sit down and begin to prioritise these. Which are the most important? Re-arrange your list with the most important items at the top.

Example topic list from brainstorming session:

Traffic
(congestion and pedestrian safety)
Litter
Safety in the area
Park needs better equipment
Where can kids ride their bikes?
Pollution
Doctors surgery not open enough

Figure 1: Example topic list

Finalising your list of topics

Not everything can or should be mapped. You need to be sure a map will give you information you don't already have, or help you to answer a question. For example: if you are interested in finding the areas in your neighbourhood where lighting is inadequate, a map could be very useful. But, if you are concerned about maintenance issues in a local tower block, a map is not likely to be very helpful. You should review your list and decide which items are appropriate topics for mapping.

You also want to make sure you avoid “mapping for mapping’s sake” – this means making a map of something just because you can. For example, you could make a map of every shop on your high street, but what does this show you? If you have a specific question (e.g. what percentage of shops sell fresh fruit and veg, and how far apart are these on the high street), then the map is useful. But make sure you don't just end up cataloguing information. Go through your list and eliminate issues for which a map is not needed.

Example topic list from brainstorming session:

Traffic
(congestion and pedestrian safety)
Litter
Safety in the area
~~Park needs better equipment~~
Where can kids ride their bikes?
~~Pollution~~
~~Doctors surgery not open enough~~

Final list:

Safety in the area
Traffic
(congestion and pedestrian safety)
Litter
Where can kids safely ride their bikes?
Pollution (particularly noise pollution)

What if there are no clear priorities?

You may find that there is not a clear consensus in your group about what topics you want to investigate. If this is the case, your group could benefit from creating a “Community Priorities Map”. For more on this topic please go to section 4.

Make sure you need a map

To decide if a topic is appropriate for mapping, ask yourself:

1

Can I think of a way to make a map of this?

2

Will a map of this help me answer a question or give me information I need to take action?

3

Who am I going to present the information to and what is the information that will have the most impact on these persons/organisation?

Don't get too worried about an exact boundary. The important thing is to use your common sense and think about what information you are collecting. If you are really unsure try getting all members of your steering group to draw on a map where they think the neighbourhood boundaries are. You'll probably find these are all slightly different, but you should be able to agree on a general area to focus on.

Another thing to consider is whether or not you want to compare your information to “official” data or statistics held by the local authority. In this case you may want to make sure you are looking at an area roughly comparable to your *ward* boundary. Wards are the geographical area for which much of this information is collected. To find out your ward boundary visit: <http://www.neighbourhood.statistics.gov.uk/> . Type in your postcode and ask for information at the *ward* level. Wards are important when you talk with your local authority, as they will have policies and activities that are targeted at specific wards.

How long will it take?

This depends entirely on what you want to map. For example, the pedestrian mapping in Archway took two days, while the noise mapping in the Pepys estate took seven full weeks.

If you are doing monitoring work, mapping can be an ongoing activity that can continue at a low intensity for years, helping the community to build evidence on what is happening in your area.

Identifying *where* to map

What area should your mapping project include?

You want the project to address *local* issues, so you shouldn't be looking to cover a very large area. Think about what is commonly considered the boundary of your neighbourhood. This is obviously not a definitive boundary, but most communities will have a general idea of their boundaries (for example, people in Archway generally agree that as you start going very high up Highgate Hill you are now in *Highgate* rather than in *Archway*.)

3

Preparation

Types of maps and where to get them

In general there are two types of maps that you may encounter when doing your project. These are paper maps and digital, or computer-based, maps. They each are useful for different types of activities.

Paper maps

Paper maps can be found in a variety of places (see **Box 1**). The paper maps will be the “survey sheets” for your local mapping project.

The important thing to remember is that you’re likely going to be writing all over these maps when you collect your information, so don’t spend a lot of money on them. Printing or photocopying maps will carry a small cost, but much less than buying expensive officially published maps.

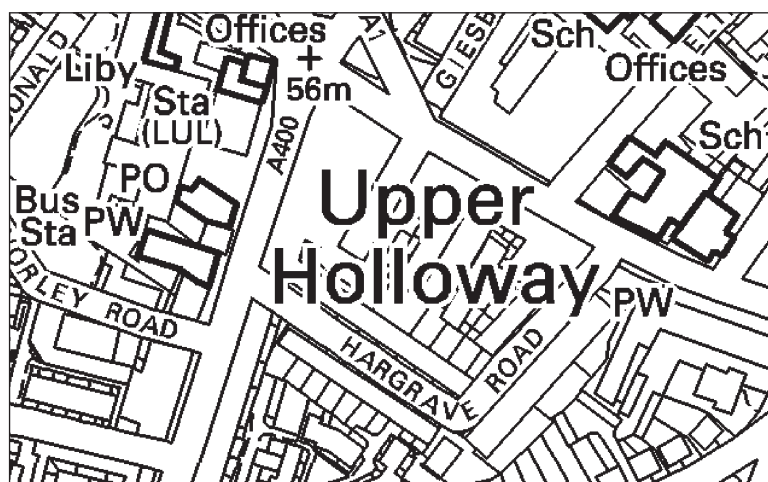
Where to find paper maps

- **A–Z maps** are the most commonly used road maps in Britain. These can be photocopied (and pieced together if need be for a large area).
- You can usually access maps at your **local library** or your **local authority planning department**.
- You can try contacting the geography department of your nearest **university**, you may be surprised to find that they’re usually willing to help.
- You can print maps off the **internet** (see digital maps section below).

Box 1: Where to find paper maps



A–Z maps are available at most bookstores



Ordnance Survey maps can be accessed through libraries or universities

Digital maps

If you have access to the internet you can explore the variety of free maps available to you. Here we offer details on the most common and easy to use.

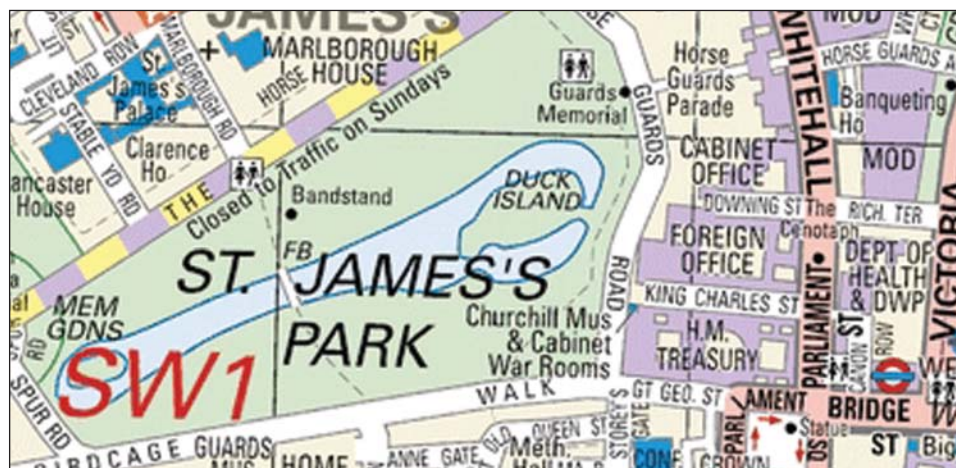
● Google Maps

(www.google.co.uk/maps) Google is probably the most commonly used online map. It offers road maps, as well as aerial photography for the whole world. You can search for locations based on name or postcode. Very easy to use. For more detail on Google Maps (including making your own maps with Google) please see section 5. Google are adding new tools and items all the time, so keep checking to see what's new.



Example of maps available from Google Maps

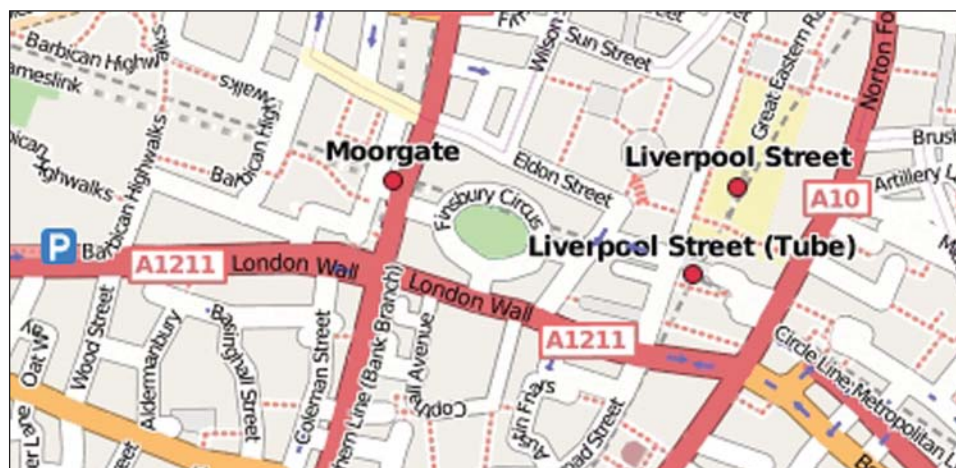
● **Multimap** (www.multimap.com) is another popular source of online maps. These maps can be easier to use because they include more landmarks. Aerial photographs are also available. Postcode and place name searches are available too. Ordnance Survey maps (1:25,000) are now also available on multimap.



Example of maps available from Multimap

● Open Street Map

(www.openstreetmap.org) Open Street Map is an *open source* online map, meaning that it isn't owned by anyone (like Google) and there are no copyright laws that apply. It is built by individuals like you. As with the others you can search by postcode and place name. The one caveat is that because it is a collaborative ongoing project, some areas have more complete information than others.



Example of maps available from Open Street Map

You can print sections from any of these online maps to get paper maps which you can use to collect information with. If the area you want to cover doesn't fit on the screen, you can print each view separately and then tape them together to make a usable map of a bigger area.

Digital maps can be very effective means of organising and presenting your information. Please see section 5 for more about display and presentation.

Types of data collection

Community Priorities Mapping

It may be the case that there is no clear consensus within your group about the key issues that you want to investigate through mapping. In this case you should consider doing a bit of *Community Priorities Mapping*. This type of mapping is more general and seeks to highlight issues from a wide variety of residents. This basically involves finding out what people like and don't like about your area, and putting it on a map. The combined result of everyone's thoughts will help identify your collective community priorities.

You may then find that you *do* have an issue(s) you want to collect further evidence on (e.g. in Archway Community Priorities Mapping revealed that many residents have concerns about pedestrian safety in this busy area. A detailed survey of pedestrian flows was useful in this case).

To prepare for this type of data collection you will need plenty of paper maps for the area you are covering. These can be either A3 or A4, depending on how big your area is (see **Figure 2**).

Evidence Gathering

If you do know that there is a particular issue you'd like to gather evidence about, then doing a mapping programme of *Evidence Gathering* could be very useful for you. This simply means finding a way to collect information about a certain topic. For example, in the Pepys estate residents wanted to collect information about noise pollution. In Archway, members of the steering group wanted to collect information about the amount of solid shop shutters, which they felt contributed to a negative night time atmosphere.



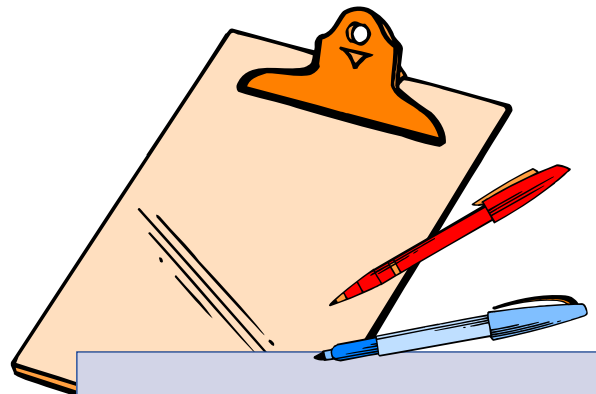
Figure 2: Example of paper map used to collect data in Marks Gate. These were supplied as A3 maps. Ordnance Survey maps can be accessed through universities.

To prepare for this type of data collection you will need paper copies of maps for the area you are covering, and perhaps also an associated survey form (e.g. in the Pepys Estate residents filled in noise survey forms. See Appendix 2 for more on survey forms).

What materials do you need?

The materials needed for both types of data collection exercises are very simple. For both *Community Priorities Mapping* and *Evidence Gathering* you will need the following:

- 1 **Paper maps** upon which to write your information. For information on where to access paper maps see section 3, page 8. It works best if your maps are black and white (which is great, as this is the cheapest). This is because you will be writing directly onto the maps, and your pen marks will be easier to see on black and white copies.
- 2 Since you'll be writing on the maps, you'll also need one **coloured pen/pencil** for each person. Try out the pens on the maps first to make sure they show up well.
- 3 If your data collection will occur while walking around outside, then you may want to consider having some **clipboards** or something hard to write on.
- 4 If you are conducting an Evidence Gathering exercise you may also need **survey sheets** in addition to the paper maps. (See section 4 for an example of a survey sheet).



Materials check list:

- Paper maps
- Coloured pens or pencils
- Clipboards
- Survey sheets (if necessary)

4

Mapping: Collecting information

We will use the case studies introduced in section 1 to describe in detail how information should be collected. We'll look at each type of mapping project in turn.

Community Priorities Mapping

The key to this type of mapping is to get as many different people involved as possible. Basically you are trying to find out people's perception of your area and what they think is important. There are many different ways of doing this, but the overall goal is to get people to draw and write on a map.

What to do:

Indicate an area on the map with a circle or cross, put a number next to the area, and then write a comment about the area on the front or back of the page (see **Figure 3** for example).

There are many different ways of doing this, and you should think about what is best for your area. This could be setting up a stall at a local event, organising a "mapping" picnic, or just getting your local group to address it at their next meeting. Here we offer two examples from the case studies.

- 1 In **Archway**, a group of about 25 people came together on a Saturday. We gave them all maps, pens, and clipboards, and basic instructions of how to fill-in the maps. They then went out and walked around the area for about an hour, marking on their maps anything that occurred to them (see **Figure 3** for examples). At the end we collected all the maps.

This is a good way of collecting this information because it gets people out into the area and they may notice things that they would otherwise have forgotten or not thought about.

- 2 In **Marks Gate** we trained four local volunteers to collect information, and gave them a big stack of paper maps. Over four weeks they interviewed friends, neighbours and even stopped some people they'd never met before outside local shops. Each time they brought a map and asked the person to fill it in with comments. In this way they were able to talk to over 100 residents. In the end all the maps were collected.

This is a good way of involving more people than would have come out for a single afternoon exercise. The difference between this method and that used in Archway is that people are not actively walking around the neighbourhood, but are instead sitting and chatting with a mapping volunteer. The possible drawback here is that it requires a few dedicated people to go around get people to fill in maps.

- ⑨ Keep small shops on Junction Rd eg antiques, Cafe Del Parc, Ta Diliwa, Johns Bar, Kuzile Turkish shops, Coop, flower shop, Indian grocers, pots shop.
- ⑩ Protect school building on corner of Vorty Rd.
- ⑪ Keep the green spaces - Whittington Park, Waterlow PK, Cathcart Hill etc. Sports grounds etc. Put allotments on covered reservoirs
- ⑫ What goes on in derelict space opposite Wyndham Green?
- ⑬ Make use of wide pavements w/ Sainsbury's - should be pavement cafes, as in Belsize Park

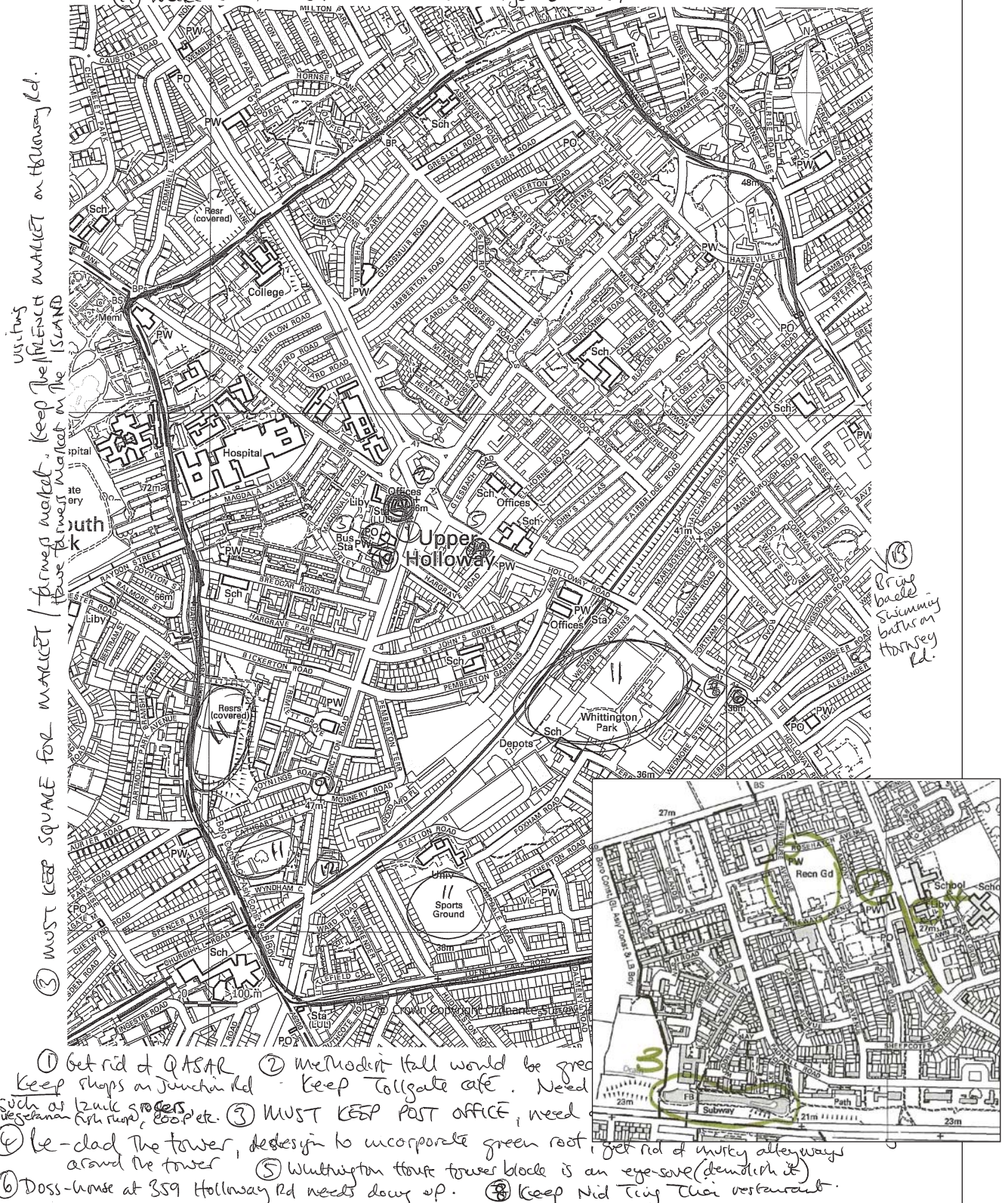


Figure 3: Community Priorities Mapping in Archway and Marks Gate

Evidence Gathering

This type of data gathering is like conducting a fact-finding survey of your area. The key here is to be clear about *what* information you are collecting, and make sure your survey sheets reflect this. Once you have done this you just need people to go out and fill in the surveys.

The length of time this will take will depend on what information you are gathering:

- Some information will only need to be surveyed once. For example, the night-time shutter survey in Archway was done over one night, as we assume most shutters do not change from day to day).
- The Archway Pedestrian Survey was conducted 4 different times, as the amount of pedestrians on the street changes according to the time of day, and also the day of the week. We surveyed at morning rush hour and lunchtime on a weekday, and also morning and afternoon on a weekend.
- The noise monitoring in the Pepys Estate was done *every day for seven weeks!* This was to ensure we got a reliable picture of the general/average noise levels on the estate at all times of day and night. We also needed to ensure we weren't just taking recordings on a noisy day. Taking many readings means the *average* is a more representative picture of overall noise levels.

We'll now look in detail at how each of the above Evidence Gathering projects were conducted.

Main steps for Evidence Gathering

- Decide what information you need
- Design your survey form
- Prepare your maps for data collection
- Collect information

Shutter survey – Archway

The members of the steering group were concerned that solid (opaque) shop shutters were contributing to a negative night time atmosphere on the main streets in Archway. They decided to conduct a shutter survey to get an idea of how many shop shutters were solid, with a view to later using this to communicate the problem to the council.

The first stage in the process was deciding what information they needed about each shop shutter. This is the *designing of the survey*. They agreed they needed to collect information about the density of the shutter (solid, high, medium, low). They also wanted to know if the shop lights were on or off. Lastly they included space for any other comments (see **Figure 4**).

Because the survey form itself includes the street name, building number, and shop name of each entry, surveyors did not need to carry maps with them when completing the survey. A map was needed to collate and display the information, however (see section 5).

STREET: JUNCTION ROAD				
Building Number	Premises Name	Density of Shutter (High, Med, Low, Absent)	Lit? Yes or no	Comment
02	ARCHWAY TOWER			
04	CAFÉ METRO			
06	D& D DEPALA NEWS			

Figure 4: Archway Shutter Survey Form

One evening in November, after the shops had closed, 4 Archway residents set out with their survey forms. The area had been divided among them. They simply visited each shop on their list and filled in the survey form.

Quality control:

Ideally you want to build-in a “quality control” on this type of data gathering. Judging whether a shutter is of “high” or “medium” density is subjective – two people may not agree. If you have at least three people survey the same area you can take the majority response as the final decision.

Pedestrian mapping – Archway

This survey model used here was designed by urban design specialists Space Syntax (www.spacesyntax.com) but could be duplicated by anyone for their own area. The primary objective is to count the number of pedestrians who pass by key locations. This is the basis of the *pedestrian flow map*.

Designing your survey locations:

The basic idea is to identify the key locations to survey. In the central area of Archway 50 locations (called “gates” in the survey forms) were identified. (See Appendix 2 for a map showing all gate locations.) To do the same in your own area try to identify a good spread of locations in important spots like just before junctions. Also, don’t ignore the quiet areas. The whole area is then divided into “Zones.” A zone is a group of five “gates” which are all close together.

The counting:

You will need one person for each “zone.” In Archway we had 10 Zones. The whole exercise takes about two hours.

- Meet up at a central location (here we used the Archway tube).
- 1 volunteer is assigned to each zone, and given blank survey sheets, a clipboard and a stop watch.
- Everyone walks to their assigned “zone” and starts at their first location (“gate”).
- Count people at each gate for 10 minutes, each time recording the information in the survey sheets.

- After completing all 5 gates, the surveyor immediately repeats the exercise, again counting at each gate for 10 minutes. Counting in each position twice increases the accuracy of the survey (the average at each position is used to make the final maps).

In Archway this same exercise was done over four different two-hour periods, to get a full picture of the pedestrian movements:

- Weekday, 8–10am
- Weekday, 12–2pm
- Weekend, 10–12pm
- Weekend, 12–2pm

The survey sheets are then collected and analysed. For an example of pedestrian survey sheets please see **Appendix 2**.

Noise mapping – Pepys

In the Pepys estate the goal was to produce a noise map of the neighbourhood. The Evidence Gathering survey was designed to collect information about both the *level* of the noise, and also people’s *reaction* to the noise (i.e. how does the noise affect you, or make you feel). If you are considering doing a noise survey in your area it is very important not to leave out this second part. In our experience the local authority and regulatory agencies were very interested in this information, and it formed an important part of the project. In fact, if you can’t get access to a noise meter, you could do the entire survey without it, just focusing on how residents describe the noise in different areas.

It is also important to remember when you do a noise survey that you are collecting information about the *ambient* or general noise in your area. This means all sources of noise will contribute (e.g. traffic, industry, airplanes, neighbours, etc). It is not possible with this type of survey to collect specific information on a single source of noise.

The survey pack:

The survey pack consists of a map of the area, and a blank survey form. It is important that you record information from as many places across your study area as possible, and also at as many different times as possible. A template survey is included in **Appendix 2**, and can be photocopied and used for your own study.

The noise meters:

Noise meters were provided by UCL for this project. To buy the meters yourself would cost about £60 each. If you can't afford these but are still keen to do your survey try contacting the team at UCL or London 21, there may be some spare meters we can share with you. If not, you can always do the survey without the meters and just collect the other bits of information.



The mapping:

Four volunteers each took a noise meter and lots of blank survey packs. Everyday they visited 4–6 locations in their area and took three consecutive one-minute long readings with the noise meter. They marked their location on the map, recorded the noise level from the meter (dBA), and filled in the other questions about the noise. At each location this takes about 4–5 minutes in total. See **Figure 5** to see the full spread of locations which were surveyed. All the individual surveys were collected and analysed by the team at London 21 and UCL (see section 5).

Doing the survey without meters:

Do everything the same, but just leave the spaces for the readings from the meter blank. Stand in a location for about three minutes and *listen to what you hear* – fill out how loud you think it is at that location (i.e. quiet, loud, extremely loud, etc), and how the noise makes you feel.

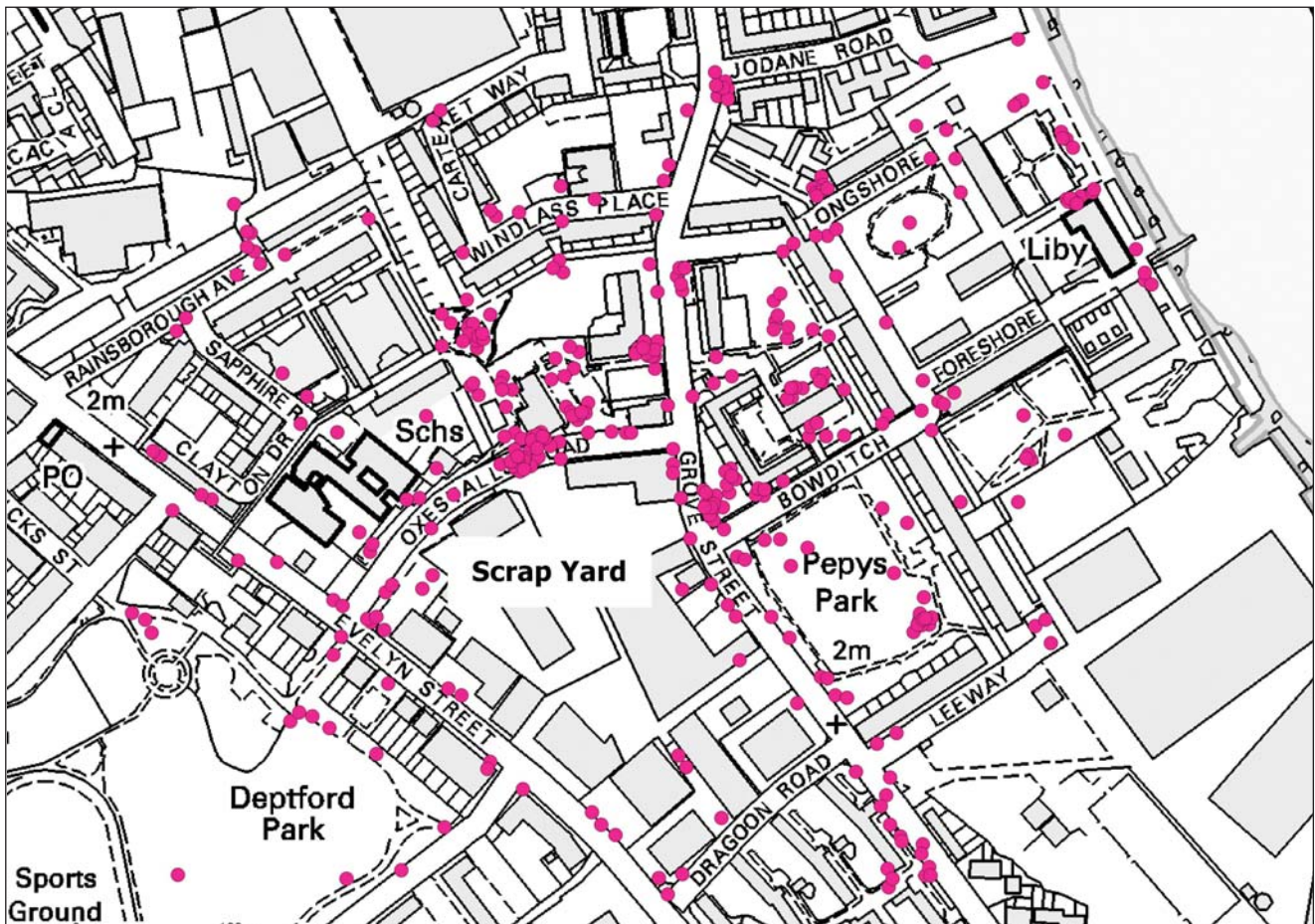


Figure 5: Pink points show each location surveyed during Pepys Noise monitoring