



with













**Richard Whatman Consulting** 



## **Brief and Approach**

The Lennoxtown Town Centre Charrette is principally instigated by East Dunbartonshire Council but seeks to involve the Community Planning partners and the local community (individuals and groups).

The aim of the Charrette process is to support the development of a Town Centre Action Plan that incorporate well-informed ideas specific to Lennoxtown. The process should harness existing and potential assets across the study area, which includes the resources currently directed towards Lennoxtown from all sectors.

To support this aim, the process set out to answer three broad questions:

- 1) What 'activity' is happening right now?;
- 2) Who is involved in this 'activity'?; and
- 3) How can this 'activity' be best shaped to support identified opportunities?

The study area is defined by the red dashed line, with the blue dashed line representing the Village Centre boundary as defined by the Local Development Plan.

The Charrette is a 'point in time' process so the socio-economic, physical, transportation and Public Sector strategy baseline for the town was established in March 2016.

At the centre of the process will be individual conversations, that will be consolidated within a qualitative framework to create a genuine 'place brief for the charrette team to respond to in generating ideas and proposals. The comments are included in an 'unaltered state' within the report to underline their validity. T

The conversations that happened within the process are as important as what is captured in this report.

# **Pre-Charrette**

At least 100 people engaged directly

### Community Pre-Charrette Engagement

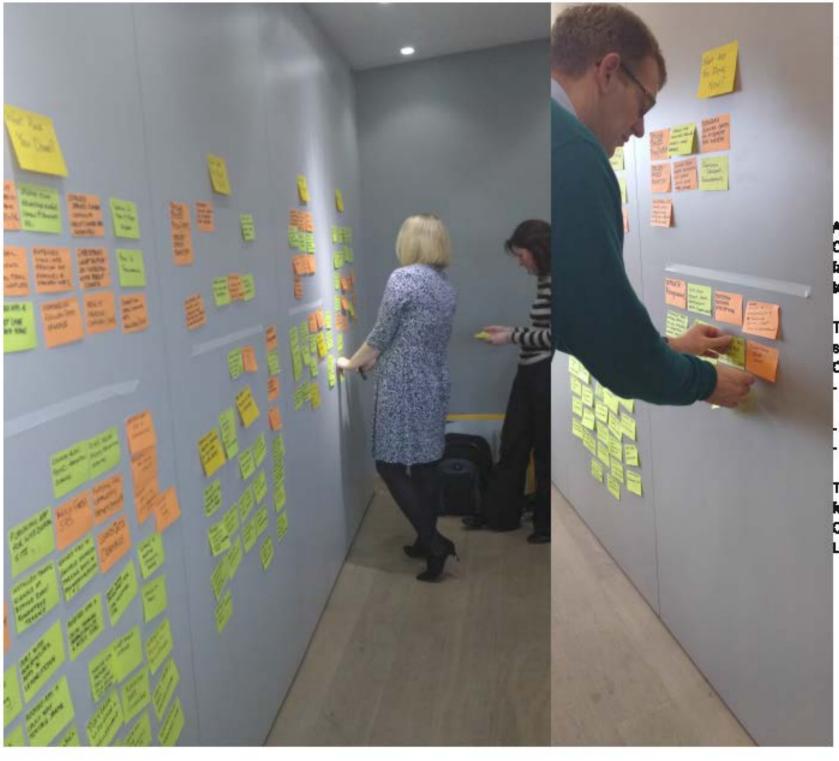
The Community Council and other representives were invited to participate in a Place Standard workshop, a few weeks prior to the Charrette Event.

The Scottish Government and NHS Health Scotland tool was used as the basis for a bespoke process that allowed the attendees to identify 'where' a problem was, 'what' the problems was and provide an overall appraisal of the Town centre, according to their Individual experience.

The information generated at this workshop was transferred directly to the Charrette Studio as the start of the public conversation.

# 10 People Engaged





# East Dunbartonshire Council PreCharrette Engagement

A wide varierty of East Dunbartonshire Council officers were invited to sitend a facilitated workshop a few weeks prior to the Charrette Event.

The bespoke workshops was specifically designed to allow each Officer to set out:

- what they had previously worked on within the Town;
- what they are working on now; and
- what they are planning to do.

This approach created a clear context for the current and planned resource the Council was directing towards Lennostown.

# 20 People Engaged

# Primary & Secondary Schools Pre-Charrette Engagement

- 1. Lennoxtown Primary School;
- 2. St Machana Primary School; and
- Klisyth Academy.

Specialist consultants ran highly interactive workshops with all schools to support the attending children to describe their experience of the Town Centre.

The modelling and paper-based exercises helped determine;

- the routes they use;
- the buildings they know and like; and
- things they'd like to see in the town

# 70 People Engaged





Words that describe Lennoxtown

Creative engagement process using arts & crafts as a method to stimulate discussion



### What do you like to do in the Town Centre?

### St Machans P6

- I like to play football at Celtic Park
- I like to go up the main street with my friends
- like to play with my friend around the streets
- dance & flip on grass
- play football at Lennoxtown Primary
- I like to play football at football pitchs
- I like to play outside, mostly at the park
- go to the shops and going to the hub
- hanging around the park & school
- I like to play at High park
- I like to wander around Lennoxtown
   Primary with my friends

### Lennoxtown P6

- I like going to Youth Club with my friends
- play in parks
- I like to go and help my caretaker at the Hall
- Taekwondo
- swimming, BMX, Bike, scooter
- staying at home
- around cycle, play in parties,
- go to the shops
- Nothing
- walk
- go to library
- exersise C Hill
- play football & sports
- Hang out with my friends
- the library
- the High Park
- I only use the Main street to get to friends house

### Kilsyth Academy

- café & parks
- cycle
- walk down the line
- Go to Bhaji's
- Go to Campsie Hills/glen
- go to the High park
- go to the co-op
- eat
- walk around and meet up with friends
- play football
- going wild camping in the hills
- eat & get beauty treatments

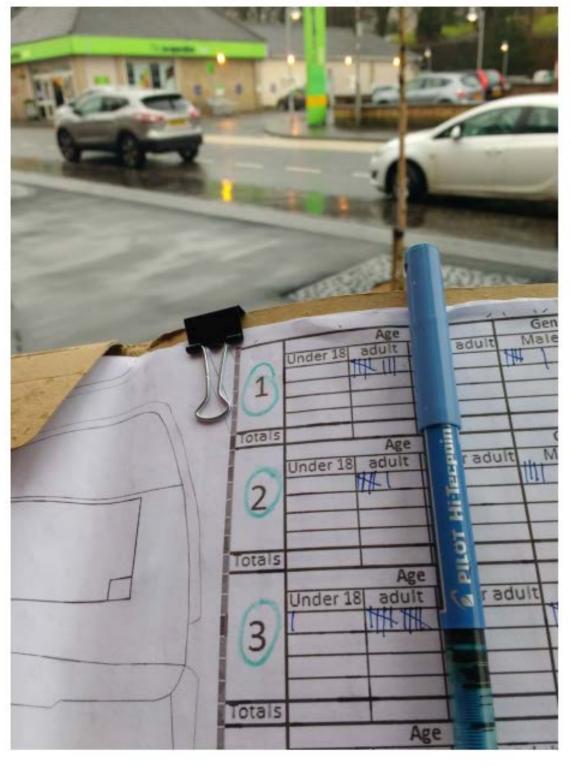
### All schools

- Leasure Centre
- more parks near my house
- more space to play at the High Park
- a Cinema
- swimming pool
- an astro turf pitch down at the park

What's the one thing

you'd like to see in the Town Centre?

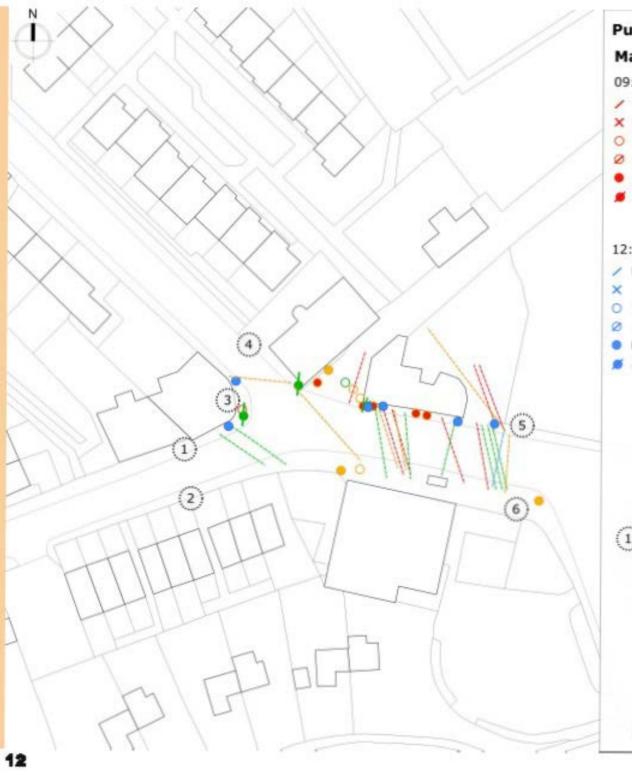
- Museum of Lennoxtown
- put more stuff in the centre
- skate park
- better book selections
- Gym
- hire a bike' stall
- Bus to Kilsyth (one bus no changes)
- restaurants
- make a game store
- have fun things here
- more plants & flowers
- Tennis Court
- Outside gym
- Get rid of 'BETFRED' to deter gambling



### Public Life Survey

The team carried out a full day abdy into the movements of people around Main street, the interesting results of which are shown on the following pages.

The survey method was designed to simply count the number of people using the streets at specific locations, observe their activity when standing still and trace their movements through public space.



### **Public Life Survey**

### Main Street - Service: 19th February 2016

09:10 - 10:00

- / Looking at window / object / ATM
- X As above, for more than 10 mins
- O Talking with another person
- As above, for more than 10 mins
- No activity / phone call / smoking
- As above, for more than 10 mins

10:40 - 11:30

- / Looking at window / object / ATM
- X As above, for more than 10 mins
- Talking with another person
- As above, for more than 10 mins
- No activity / phone call / smoking
- As above, for more than 10 mins

12:10 - 13:00

- / Looking at window / object / ATM
- X As above, for more than 10 mins
- O Talking with another person
- As above, for more than 10 mins
- No activity / phone call / smoking
- As above, for more than 10 mins

13:40 - 14:30

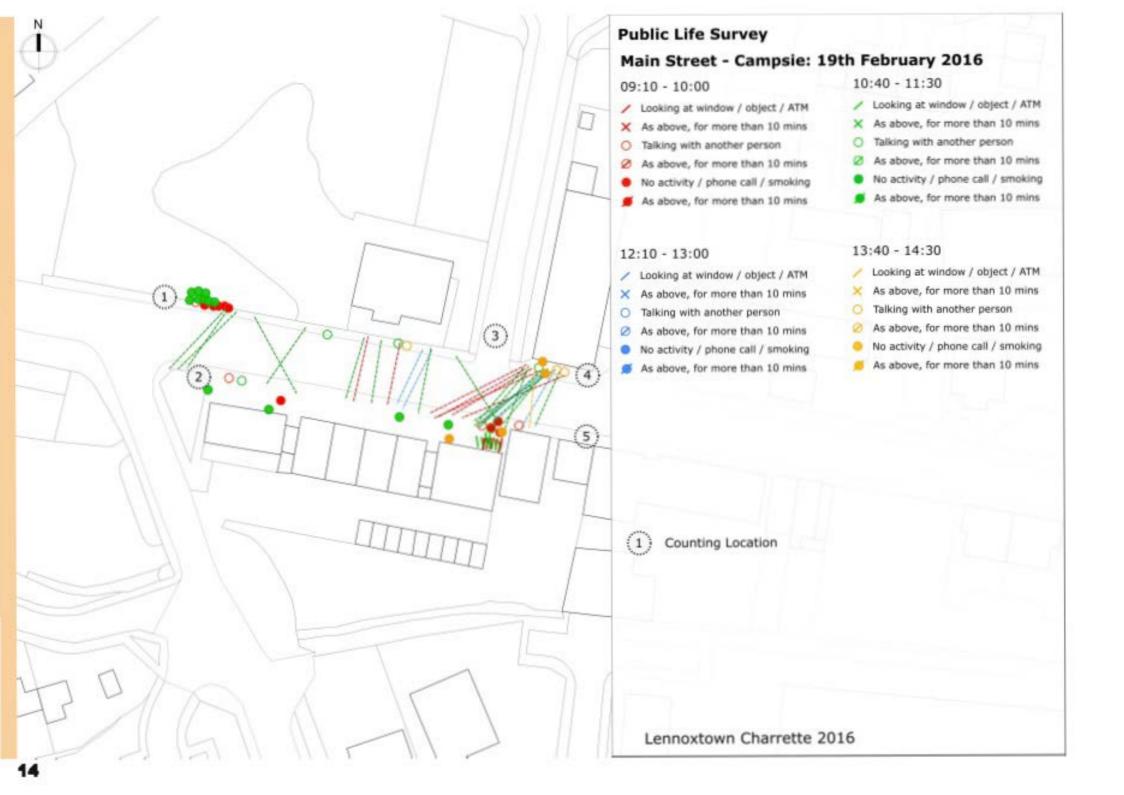
- / Looking at window / object / ATM
- X As above, for more than 10 mins
- Talking with another person
- As above, for more than 10 mins
- No activity / phone call / smoking
- As above, for more than 10 mins

Counting Location

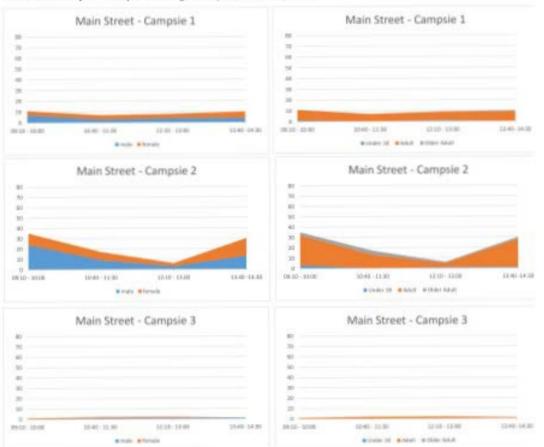
Lennoxtown Charrette 2016

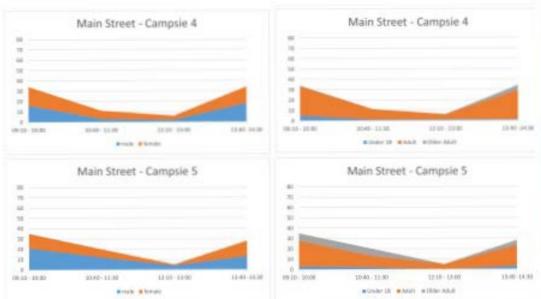


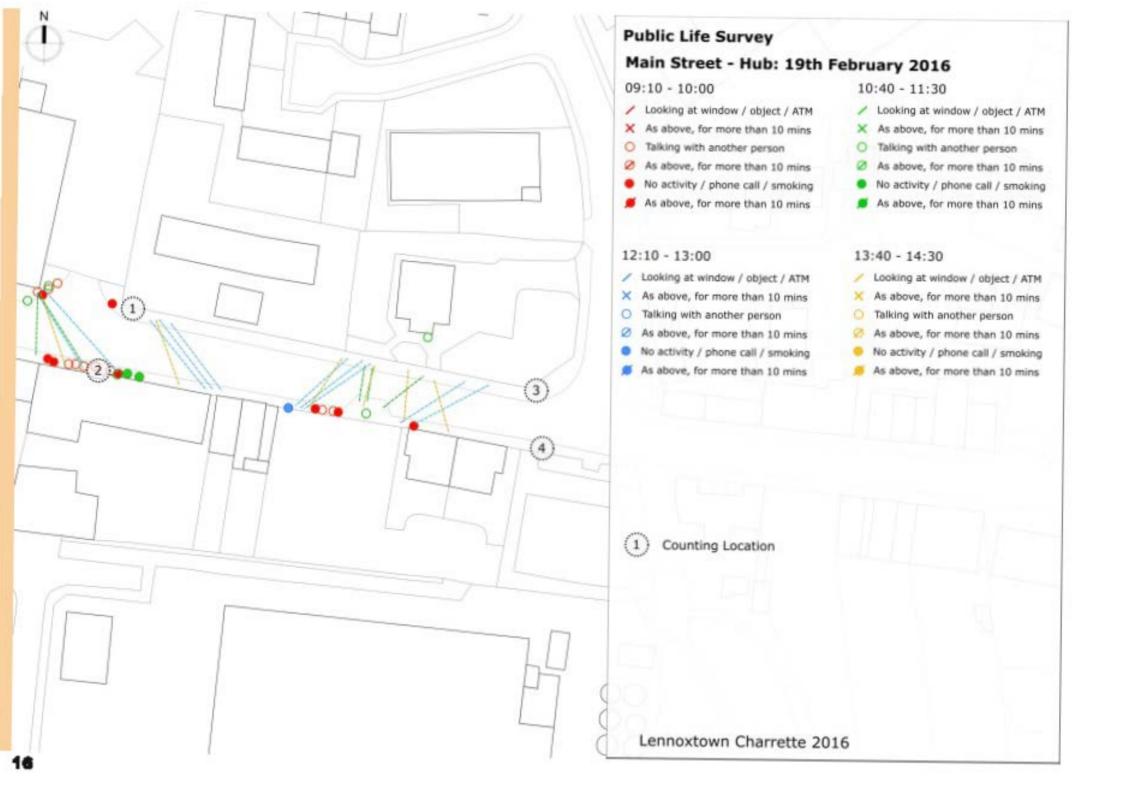
Lennoxtown Charrette 2016



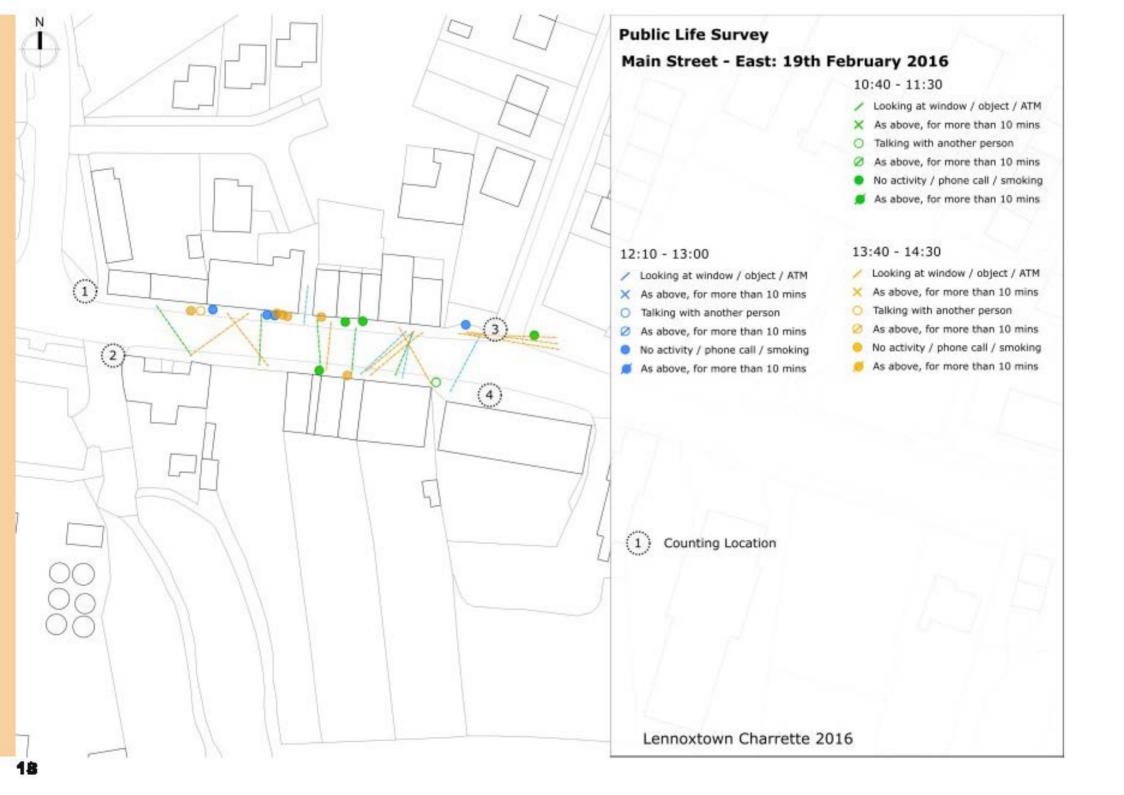
### Public Life Survey: People Counting - Friday 19th February 2016













### Socio-Economic Appraisal

The overview of the town's performance is shown on this page and taken from the 'Understanding Scottleh Places' web platform.

### Lennoxtown EAST DUNBARTONSHIRE

POPULATION 4,094

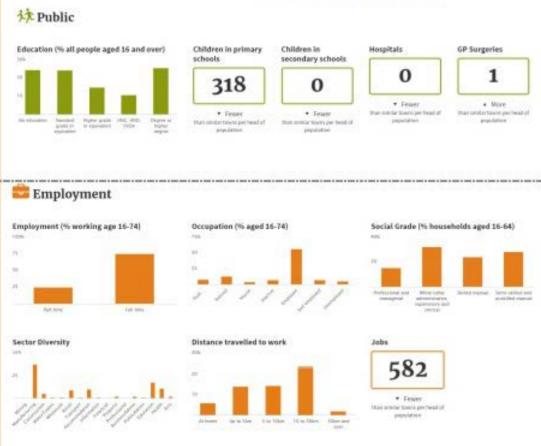
This type of medium-sized town is extremely mixed in terms of demographics. There is a particularly wide range of people, housing and activities. The number of older couples with no children are higher than average. There is a mix of professional and non-professional jobs, and part-time and self-employment are both important for a significant proportion of residents. Socioeconomic status is higher than in other kinds of town and there is a mix of professionals and nonprofessionals, those with higher and lower educational attainment.

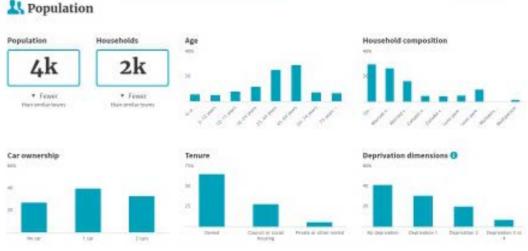
Lennoxtown is an interdependent to dependent town.

Its most similar towns are Duntocher and Hardgate, Stewarton, Dreghorn, and

Kirkmuirbill and Blackwood 🐧

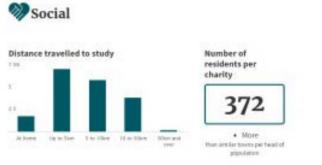








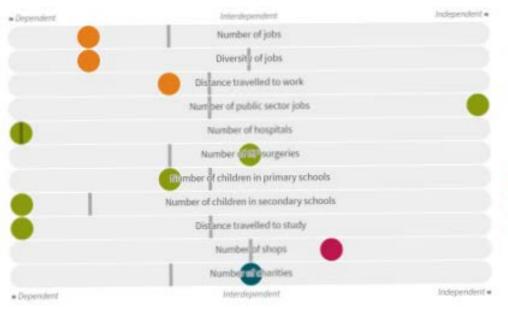
Commercial



The web platform also provides a summery of the town in terms of its relationship to other places.

One of the factors that make the town more dependent on other locations is the location of jobs. This is acknowledged by the 'distance travelled to work' and 'study' indicators (see right) and shown more clearly in the graphics below that illustrate the commuting patterns.

### Inter-relationships o

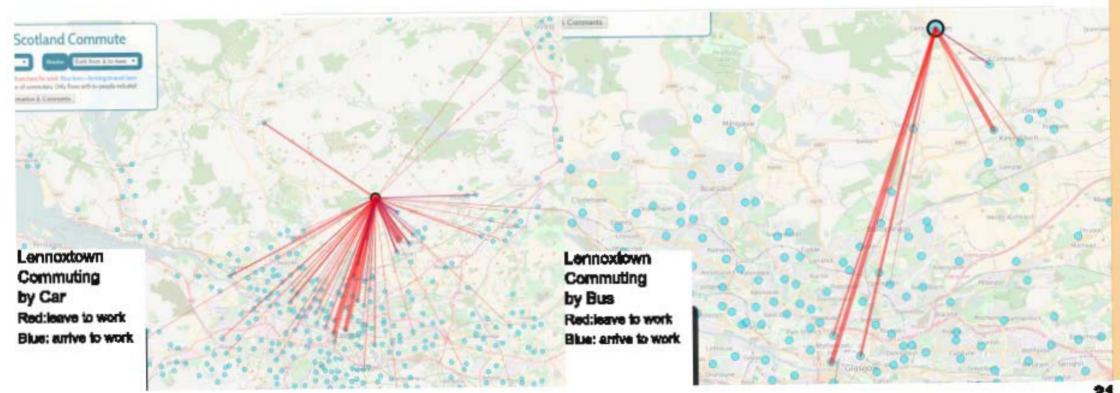


Lennoxtown is an interdependent to dependent town.

Combining inter-relationships and typology, Lennoxtown is grouped with 19 other towns. It has similarities to these towns in terms of the number of charities, GP surgeries, hospitals, children in primary schools, children in secondary schools, and jobs. It also has similarities in the distance travelled to work.

It differs in terms of the number of public sector jobs. It also differs in the diversity of jobs. Lennoxtown differs most from its group in the distance travelled to study.

- Employment
- Public
- Commercial
- Social
- Average for the category

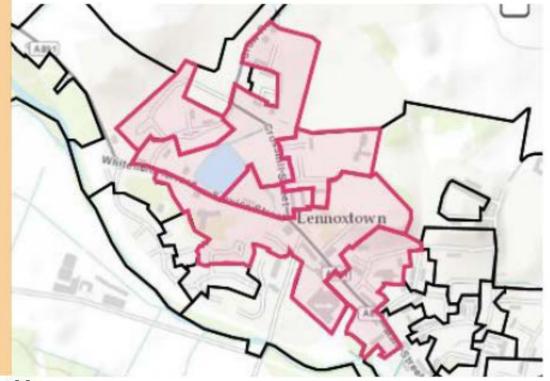


Most of the information provided by the USP tool covers the whole settlement of Lennoxtown, with a population of nearly 4,100 people. Information was collected by the project team focusing on the town centre only. Adjustments were made to the smallest occorraphic areas (data zones) from published data to estimate employment and population within the town centre.

A single datazone (501001548) covers Lennoxtown's town centre. including Main Street and adjoining roads. The most recent (2012) Scottish Index of Multiple Deprivation (SIMD) shows the datazone covering

the lown centre ranked at 722 out of 6.505 detezones ecross Scotland. This means I arynoxioum's town centre is among the 15% most decrived great in Scotland.

The SIMD for 2004 showed the town centre area was ranked 1.422 in terms of deprivation. The SIMD measure was repeated in 2006, 2008 and 2012 with Lennoxtown's relative deprivation worsening each time. In terms of decrivation associated with crime, the town centre area is ranked at 318. This means the fown centre is among the most deprived areas in Scotland in terms of crime.



Socio-Economics		
Current population	842	
Number of businesses	34	
Employment	346	
Number of data zones in 15% Most Deprived SIMD*	1	
Crime		
Number of data zones in 16% Most Crime Deprived SIMD*	1	
Housing		
Total number of houses	347	
% Owned	64.3% (223)	
% Rented	35.7% (124)	
Town Type		
Scotish Government 8 Fold Urban/Rural Classification	Accessable Small Town	
Heritage Properties		
Total number of listed buildings	.0	
Scottish Index of Multiple Deprivation (SIMD)	•	

The number of lobs in Lennoxtown's town centre has fallen by around one fifth over the last five years. However, care should be taken in interpreting town centre employment trends as the number of lobe involved is small (around 100 jobs). The number of town centre jobs (around 100) is lower than the number of people living in the town centre who are employed (346). This suggests significant net outward commuting from the town centre.

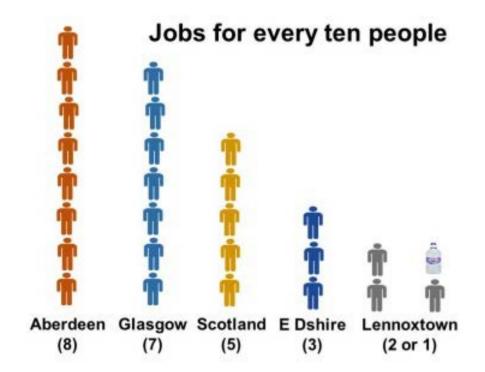
Nearly one third of all the town centre businesses (17) are retail operators with public services (17) accounting for nearly another third. The figures above appear to support the data provided by the USP tool with a limited range of jobs hosted in Lennoxtown's town centre. The figures also support the USP tool data suggesting that the town centre is

reliant on public services as a source of employment.

The Business Register and Employment Survey (BRES) published by the Office for National Statistica (ONS) show employment in the town centre by detailed sector of activity. The BRES data shows that 42% of all lobe in Lennoxtown's town centre are in public administration. health, social work or education. The public service lobe based in Lannoxtown's town centre includes. activities associated with primary education, general medical practice and dental practice.

#### Town Cantra Businesses

Retail Operators	
Total number of retail businesses	17
% convenience	25
% comparison	25
% retail service	50
% independents (5 or less)	1
% multiples	8
Property, Finance & Business Services	
Total number of service businesses	4
Leisure Services	100
Total number of leisure operators	12
Public Services	
Number of public service operations	17
Cultural Services	La.
Number of cultural service operations	- 2
Evening Economy	
Total number of outlets	2



Due to the low number of jobs based in the town centre it is difficult to provide any further detailed breakdown. Retail activities alongside foodservice and accommodation activities account for 43% of jobs in Lennoxtown's town centre.

The BRES data is consistent with the business mapping undertaken by the project team. The business mapping showed that the public services accounted for nearly one third of all town centre businesses.

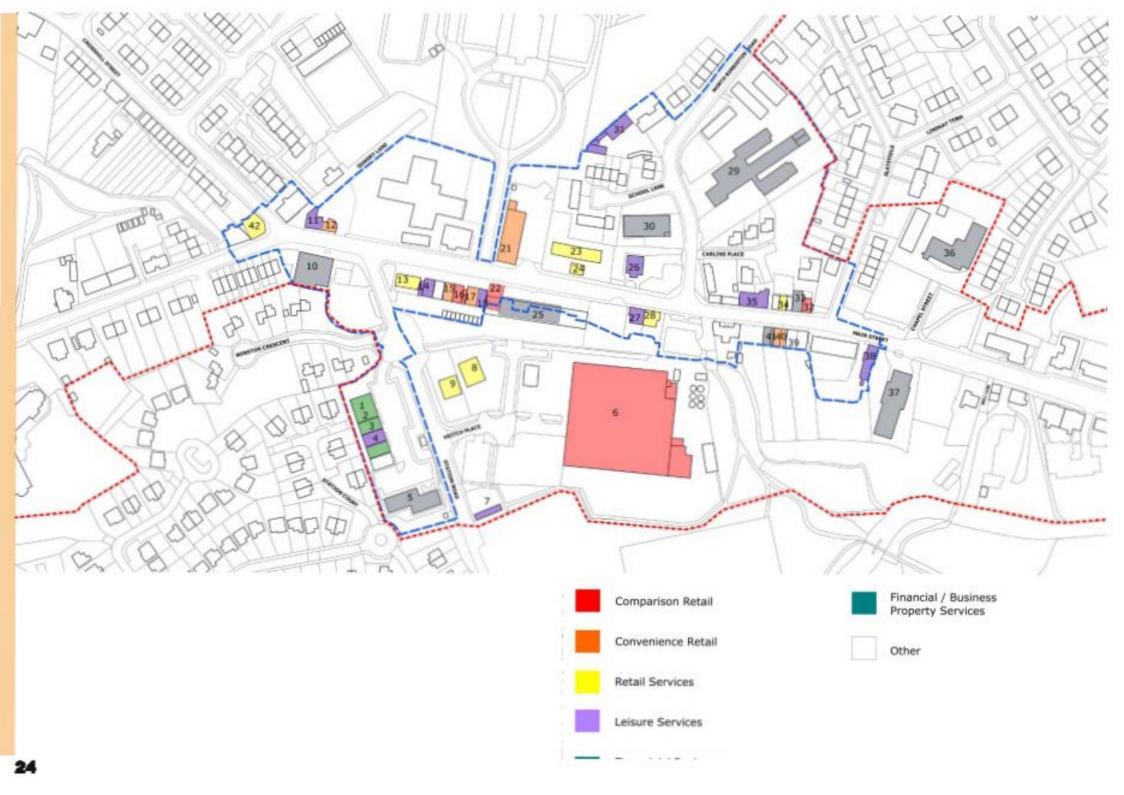
### Issue 1: Do people who commute spend time within the town centre?

The data shows there are more people with jobs living in the town centre than there are jobs in the town centre. This suggests a significant number of people living in Lennoxtown work in nearby larger towns and cities. Estate agents refer to Lennoxtown as having good transport links with Glasgow and Kirkintilioch.

The town is also described by estate agents as within commuting distance of Stirling and Falkirk. This is consistent with the longer commuting patterns for work and study identified by the USP tool.

# leave 2: How can gains in population better support the town centre?

National Records of Scotland (NRS) provide a limited emount of date on settlements and localities across Scotland. The population of Lennoxtown was 4,060 in 2012 (measured se a locality) and in 2003. this figure stood at 3,780. The population growth of 7.4% growth in Lennoxtown compared with 4.8% growth across Scotland and 1.0% fall. across East Durbertonshire. Although the rate of population growth of Lennoxdown is relatively high the above figures suggest the population increased by around 30 people each year from 2003 to 2012. The population of Lennoxtown is growing markedly more guickly than Scotland as a whole and against the trend of population decline across East Dunbartonshire.

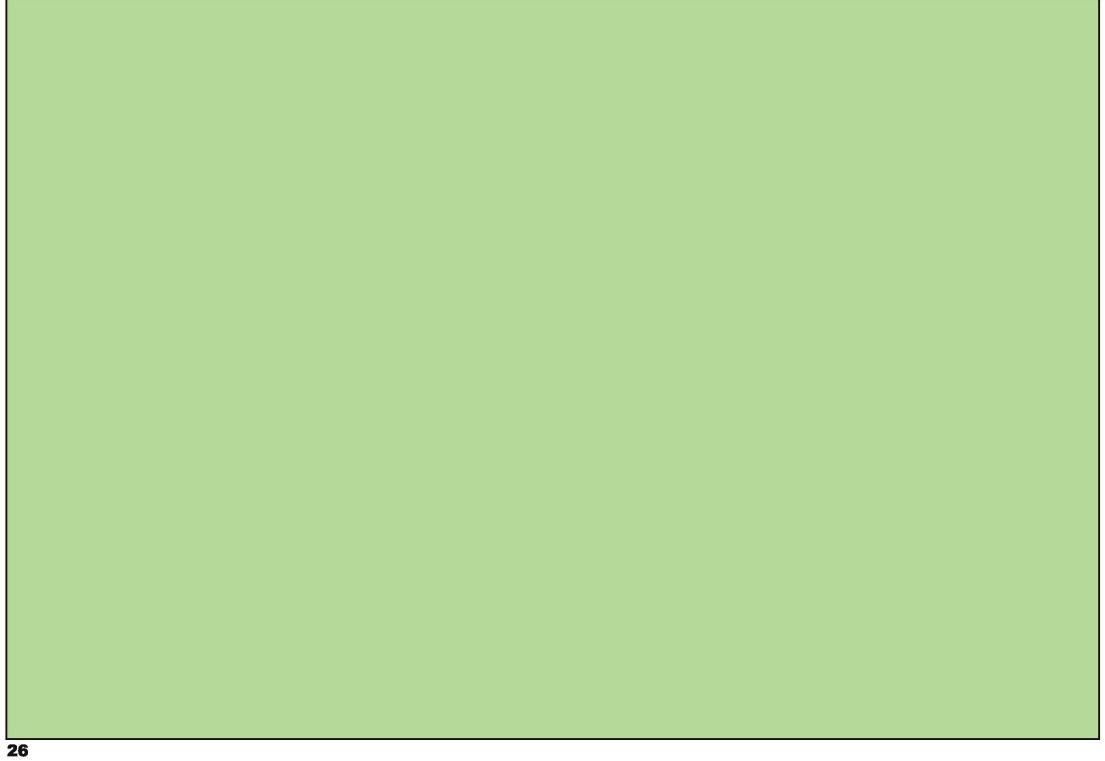


Ref	Name	Ref	Name
1	Morgan Sindall Construction	27	Bhaji's Hot Food Takeway
2	Select Facilities	28	Glam + Glossy Sunbeds
3	Table 13 Catering	29	Lennoxtown Primary School
4	Titan N2	30	BT OPENZONE
5	Lennoxtown Enterprise Centre	31	WM Drummond Plant Hire
6	Highland Spring Water	32	Farren Pharmacy
7	Campsie Blackwatch FC - Football Pitch	33	Campsie Dental Care
8	Lennoxtown Garage	34	Vanity Hair + Beauty
9	Campsie Coachworks	35	Drookit Dug
10	Campsie Memorial Hall	36	St Machans Catholic Church
11	Cuisine Kitchen Chinese Takeaway	37	Campsie Parish Church
12	Premier Shop	38	The Commercial Inn
13	Gravity Hair + Beauty	39	Olivia's – Chip Shop
14	Café Barga	40	Erhans – Barbers
15	A.M Newsagents	41	Xiang Ji Chinese Takeaway
16	Melanie Cairney Photography	42	Campsie Funeral services
17	Hunter Paul Butchers		10 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 -
18	New Adams Tandoori Takeaway		

21	CO-OP
22	Lenoxtown Hardware
23	Lennoxtown Service station
24	Lennoxtown Thames Petrol station
25	Lennoxtown Community Hub
26	Betfred

# 20 People Engaged

Mapping the businesses provided the opportunity for a number of one-to-one conversations.



# **Charrette Event**

At least 150 people engaged directly

# 150 People Engaged:



# 80 People

Place Standard Interviews
EDC Officers Interviews
Community Planning Interviews

# 3 techniques over 4 days



50 People

20 People

# Place Standard Interviews: Diagnostics

All qualitative conversations with members of the public were structed around the 14 themes and questions of the Place Standard tool (to help ensure consistency with future exercises) which are:



### 1. Moving Around

"Can I easily walk and cycle around using good quality routes?"

### 2. Public Transport

"Does public transport meet my needs?"

### 3. Traffic and Parking

"Do traffic and parking arrangements allow people to move around safely and most the community's needs?"

### 4. Streets and Spaces

"Do buildings, streets and public apaces create an attractive place that is easy to get around?"

### 5. Natural Space

"Can I regularly experience good quality natural space?"

### 6. Play and Recreation

"Do I have access to a range of spaces and opportunities for play and recreation?"

### 7. Fecilities and Amenities

"Do facilities and amenities meet my needs?"

### 8. Work and Local Economy

"is there an ective local economy and the opportunity to access good quality work?"

### 9. Housing and Community

"Does housing support the needs of the community and contribute to a positive environment.

### 10. Social Interaction

"Is there a range of spaces and opportunities to meet people?"

### 11. Identity and Belonging

"Does this place have a positive identity and do I feel I belong?"

### 12. Feeling Safe

"Do I feel safe?"

### 13. Care and Maintenance

"Are buildings and spaces well cared for?"

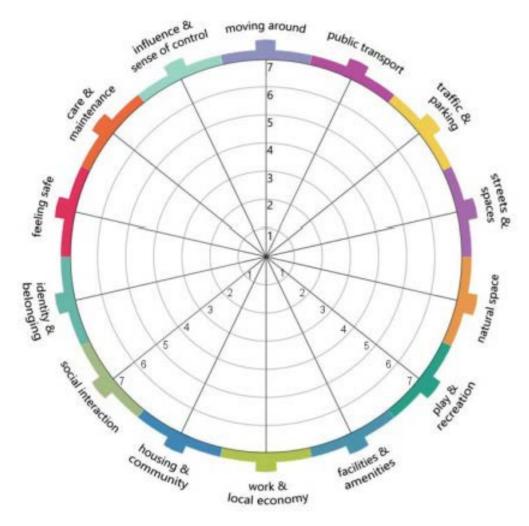
### 14. Influence and Sense of Control

"Do I feel able to participate in decisions and help change things for the better?"

The qualitative convenation is designed to create three specific outputs using three specific techniques designed by DPT Urban Design to make better use of the Place Standard tool.

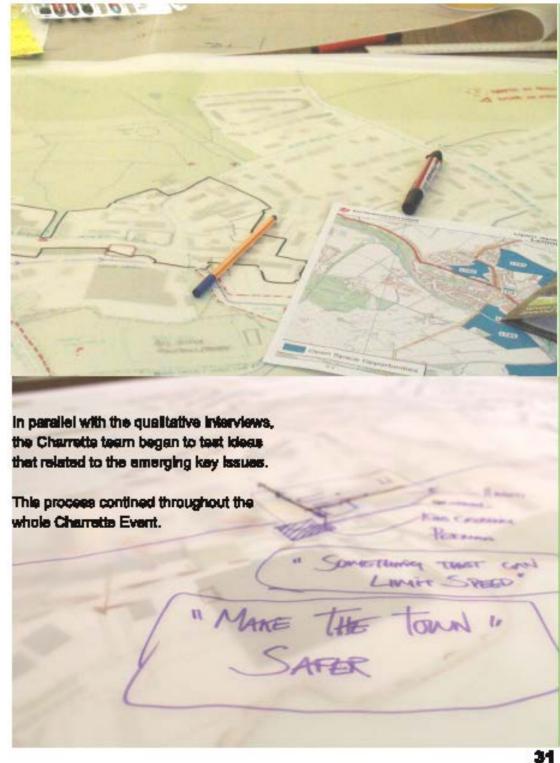
- Place-specific user-generated issues (what are the issues): using facilistion to identify precise main issues for each of the 14 questions from each member of the public to enable analysis and identification of priorities.
- Spatial priorities (where are the issues): using design-led techniques to identify clusters of issues for a particular building, street or space;
- 3. Overall Place Standard (how important are the issues overall): analysis of all Place Standard scores to generate theme-specific analysis and a Town Centre Place Standard diagram

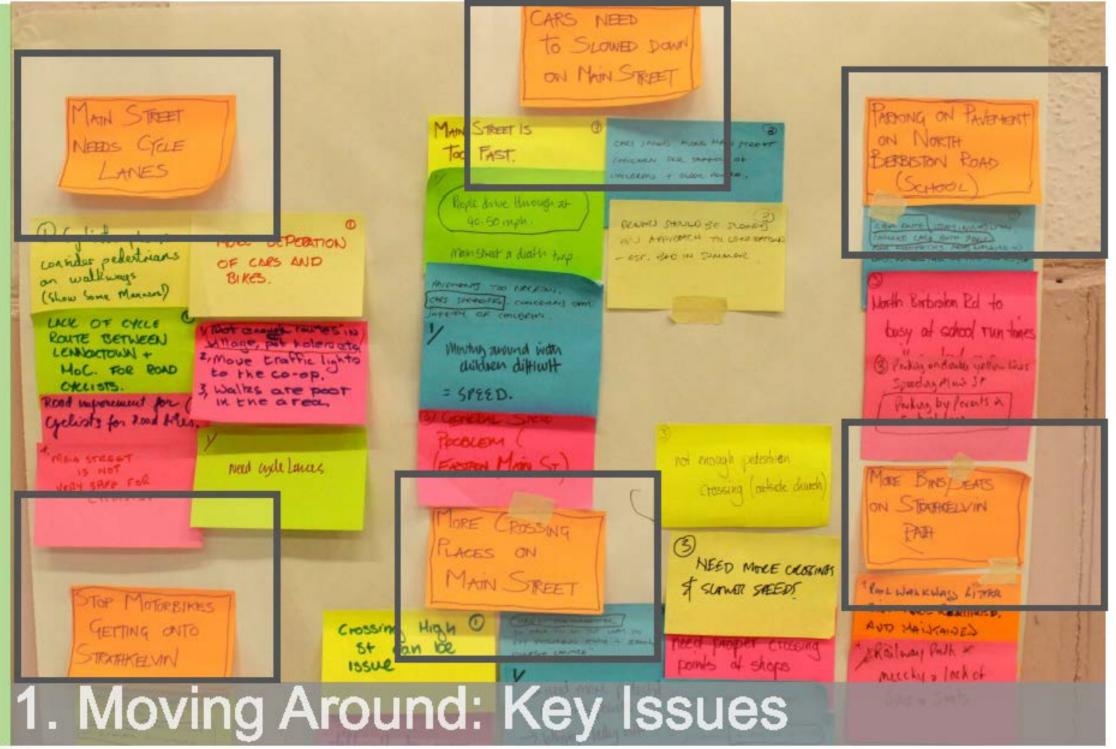
Each member of the public generated their own unique place standard score using the diagram shown on the next page.



### The next section identifies:

- the principle issues for each theme, based solely on user-generated data at the Event
- The overall scoring for each theme;
- An overall Town Centre Place Standard acore and theme ranking.

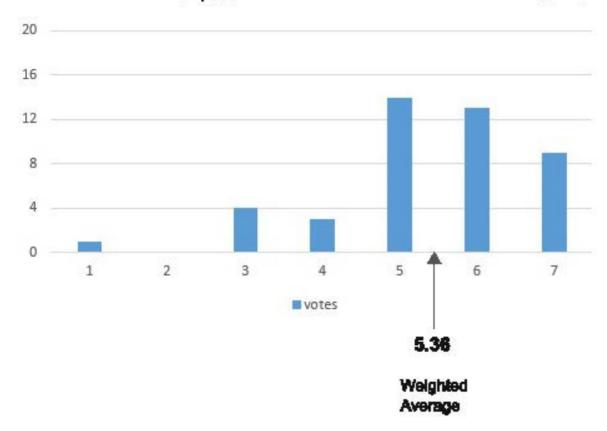


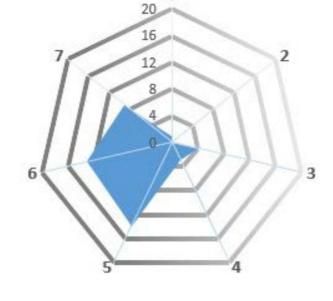


### 1. Can I easily walk and cycle around using good quality routes?

Scoring System: 1 - very

- 1 very bad, no positive aspects
- 3 the negative aspects just outweight positive supects
- 4 the positive aspects just outweight the negative aspects
- 7 very good, no negative aspects





The scoring suggests most people find the Town Centre easy to move around.

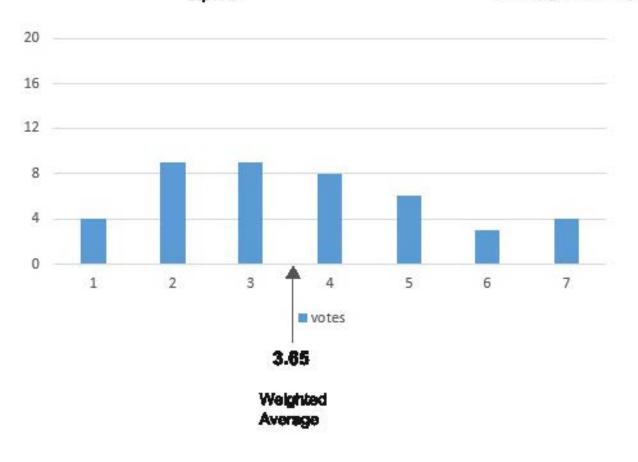
The weighted average score is the highest (1) for all 14 themes.

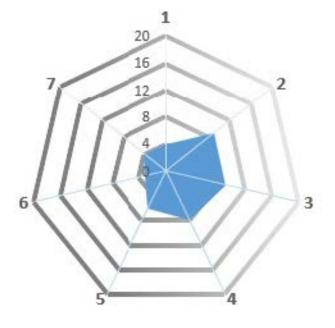


2. Public Transport: Key Issues

## 2. Does public transport meet my needs?

- Scoring System: 1 very bad, no positive aspects
  - 3 the negative aspects just outweight positive aspects
- 4 the positive expects just outweight the negative sepects
- 7 very good, no negative espects





The acoring is epread relatively evenly across all 7 columns indicating a mixed experience of public transport. The rader chart clearly identifies most people acored this question 2, 3 or 4.

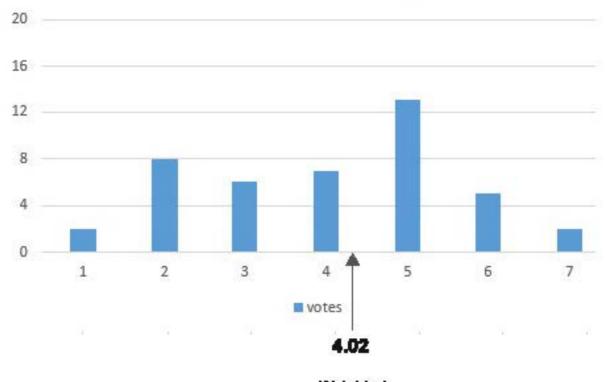
The weighted acore (ranked 9) suggests as many people have a bad experience as those that have a positive experience.



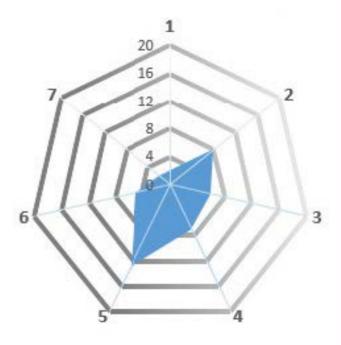
## 3. Do traffic and parking arrangements allow people to move around safely and meet the community's needs?

Scoring System:

- 1 very bad, no positive sepects
- 3 the negative aspects just outweight postive espects
- 4 the positive expects just outweight the negative expects
- 7 very good, no negative aspects



Weighted Average



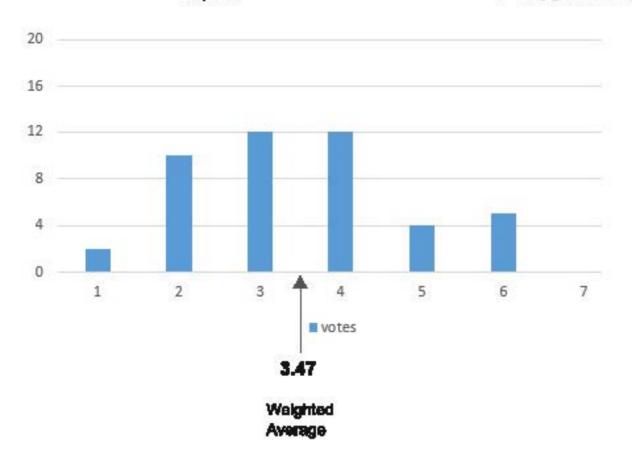
A mixed response provides two peaks, at a score of 2 and 5, which is clearly evident in the radar chart, with the majority of votes scored between these peaks suggesting a number of issues need resolving.

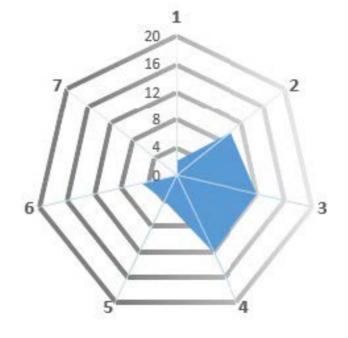
The weighted average (rank 6) also suggests problems need to be addresed.



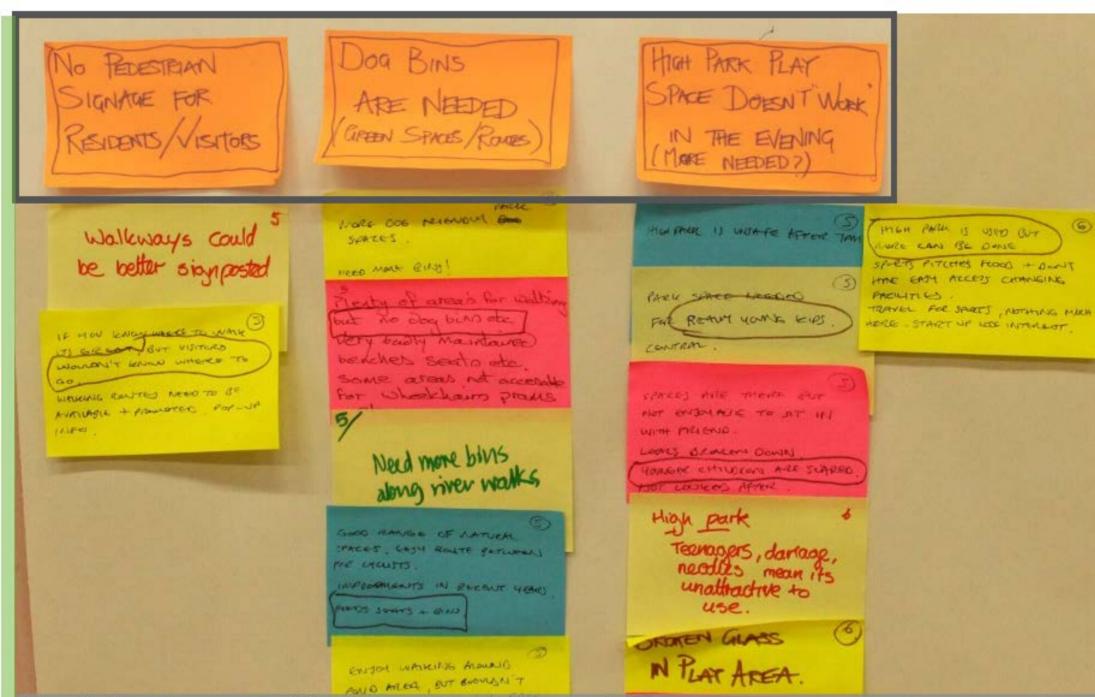
## 4. Do buildings, streets and public spaces create an attractive place that is easy to get around?

- Scoring System: 1 very bed, no positive aspects
  - 3 the negative aspects just outwelcht postive espects
- 4 the positive expects just outweight the negative espects
- 7 very good, no negative aspects.





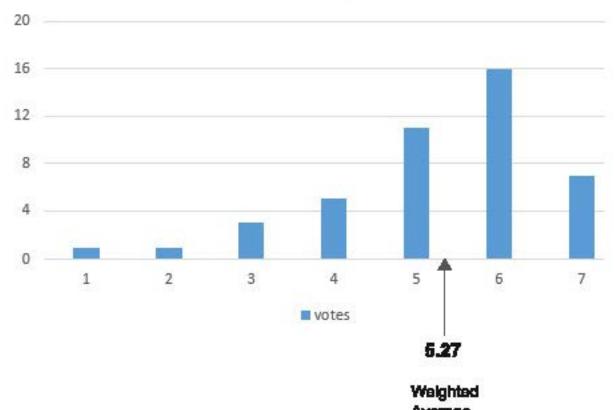
The majority of the according appears in the 2 4 columns indicating a general dissettefection, which is renforced by one of the lowest weighted averages (rank 12).



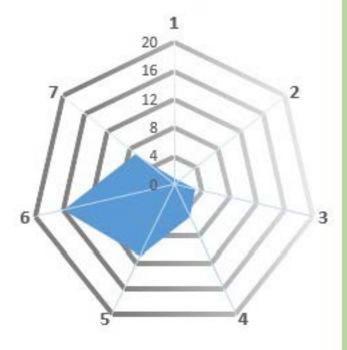
5. Natural Space: Key Issues

# 5. Can I regularly experience good quality natural space?

- Scoring System: 1 very bad, no positive espects
  - 3 the negative espects just outweight positive espects
- 4 the positive aspects just outweight the negative appects
- 7 very good, no negative espects



Average

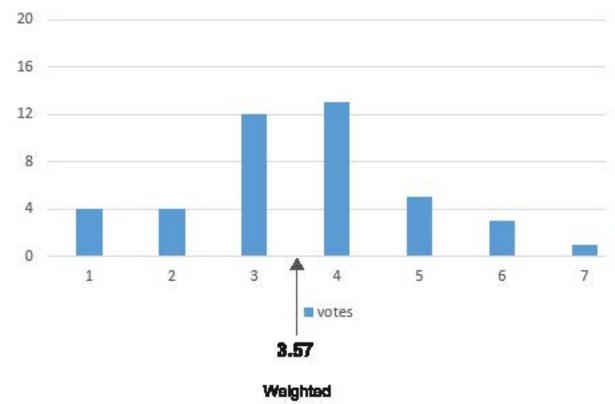


The peaks at 5 and 6 suggest people could regularly experience good quality natural spaces spaces. The weighted average supports this view, as does the overall theme ranking of 2.

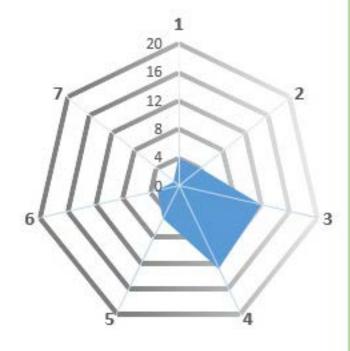


#### Do I have access to a range of spaces and opportunities for play and recreation?

- Scoring System: 1 very bad, no positive espects
  - 3 the negative espects just outweight positive espects
- 4 the positive aspects just outweight the negative aspects
- 7 very good, no negative espects

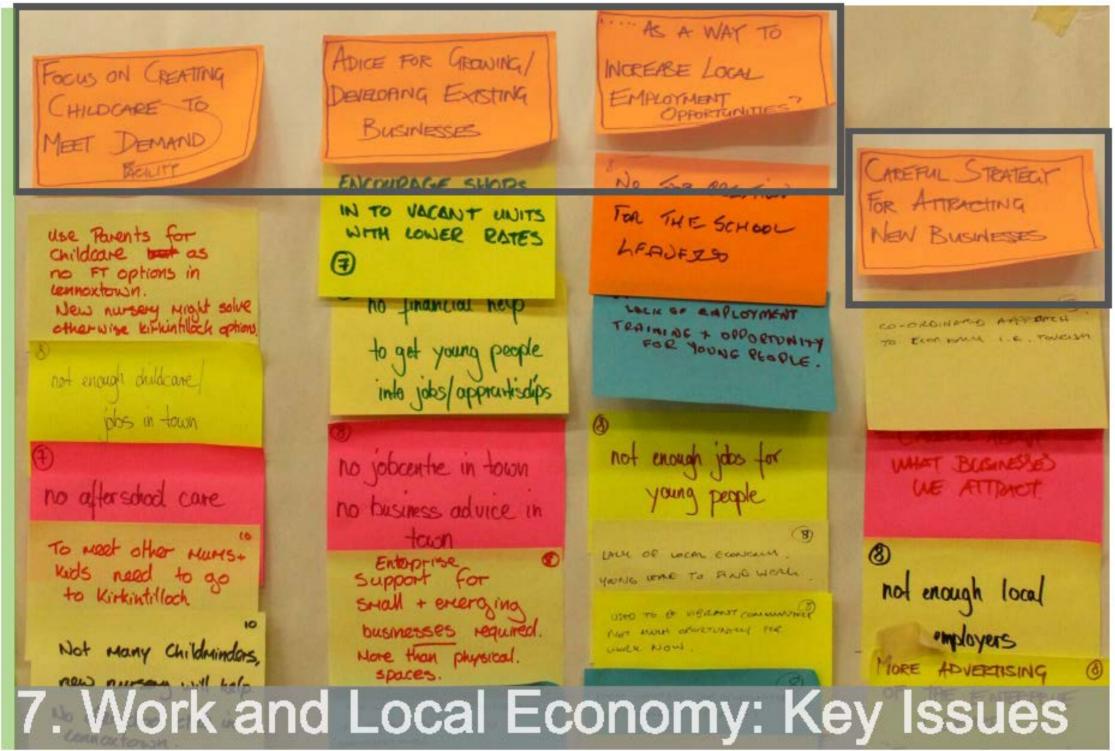


Average



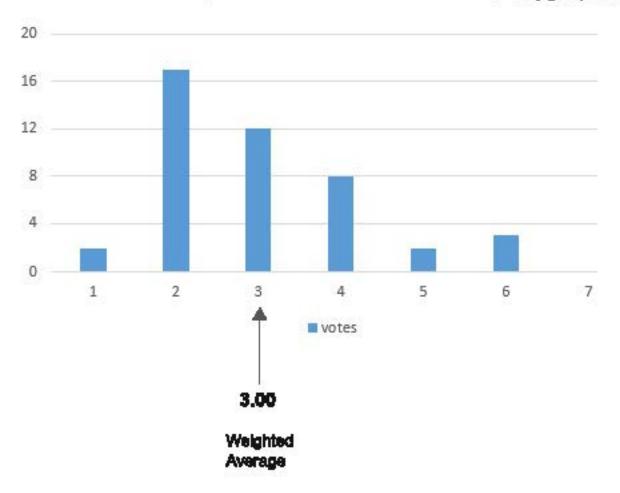
The scoring suggests a majority consider there is a lack of opportunities / range with two peaks in the 3 and 4 column with a significant minority in the 1 and 2. columns.

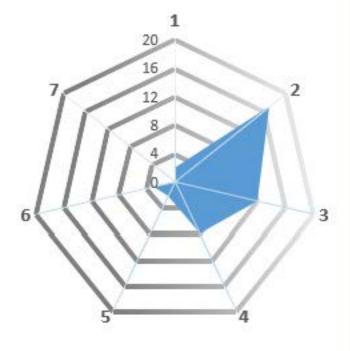
The weighted average suggests room for Improvement as does the ranking of 10.



#### 7. Is there an active local economy and the opportunity to access good quality work?

- Scoring System: 1 very bad, no positive espects
  - 3 the negative espects just outweight positive espects
- 4 the positive aspects just outweight the negative appects
- 7 very good, no negative espects





The majority of scores are within the 2 to 4 column range, with an obvious peak in the 2 column suggesting a clear negative opinion.

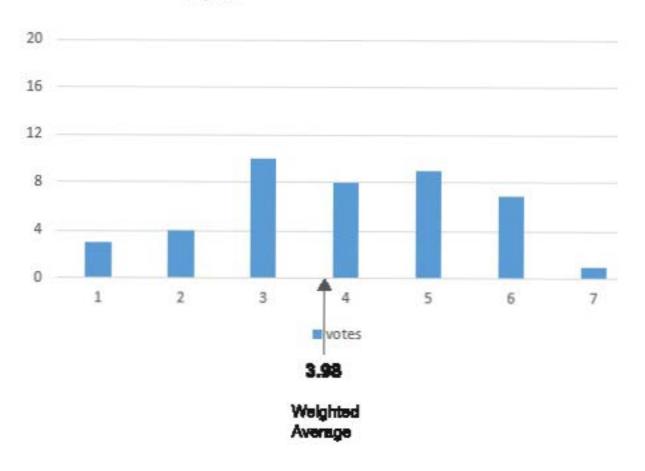
The weighted everage score is the lowest of all 14 themes, ranked 14.

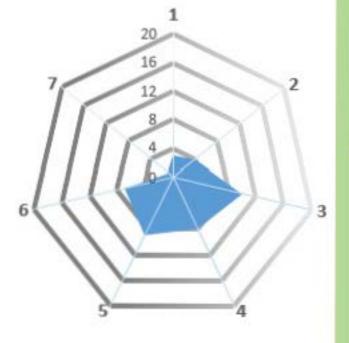


# 8. Do facilities and amenities meet my needs?

Scoring System:

- 1 very bed, no positive espects
- 3 the negative especta just outweight positive especta
- 4 the positive aspects just outweight the negative sapects
- 7 very good, no negative aspects





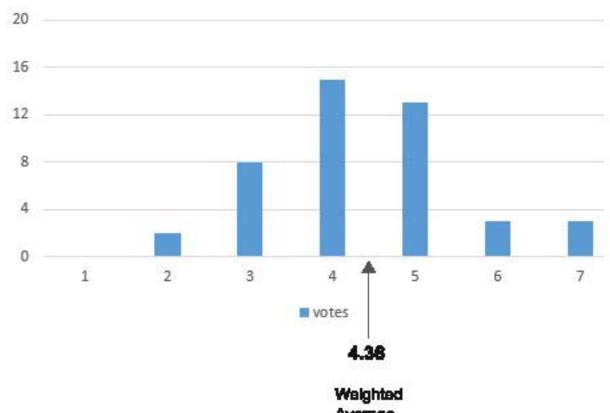
The majority of votes are across oclumns 3 to 5 with a significant minority in the 1 and 2 columns.

The weighted average (rank ?) score suggests many people consider their needs are not being met.

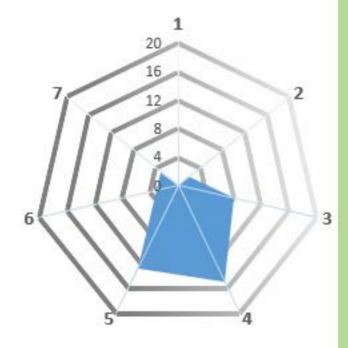


## 9. Does housing support the needs of the community and contribute to a positive environment?

- Scoring System: 1 very bad, no positive espects
  - 3 the negative espects just outweight positive espects
- 4 the positive aspects just outweight the negative aspects
- 7 very good, no negative aspects



Average



The voting is mainly for accres of 4 or 5 auggesting people recognise there are leaves but these are slightly outweighed by positives.

The weighted average is within the positive range and hee a rank of 5.