



London Legacy Development Corporation

Safety of Women and Girls

Consultation Report

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This report takes into account the particular instructions and requirements of our client. It is not intended for and should not be relied upon by any third party and no responsibility is undertaken to any third party.

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Foreword

2021 saw the tragic murders of Sarah Everard, Bibaa Henry, Nicole Smallman, Sabina Nessa and many others whose stories may not have received national coverage. These terrible events brought women's safety in public spaces to the forefront of safety considerations.

LLDC in its management of Queen Elizabeth Olympic Park already has some good working practice in relation to safety and security. It is the first public Park in the UK to achieve Secured by Design accreditation which has been maintained since its opening in 2014. However, whilst we are well placed to deal with general safety and security, the specific question of women's safety across our planning area has not previously been the subject of focused consideration. The continued epidemic of violence against women and girls requires us all to explicitly consider what we can do to improve their experience – and perception – of safety.

As a planning authority, landowner, developer and regeneration body, LLDC has a transformative impact across the development corporation area and therefore has a responsibility to ensure developments coming forward contribute to creating a safe and welcoming environment for all, and particularly women and girls.

This report has produced a series of recommendations that our project teams at LLDC will work to action but crucially, the report has highlighted the importance of collaborating with our partners and stakeholders to make a real impact, especially where identified issues or recommended interventions fall outside of our remit. I am therefore pleased that our stakeholders have committed to work in partnership to take these recommendations forward.

The publication of this report is an important milestone in our work to improve the safety of women and girls, allowing us to prioritise key interventions and give us an evidence base to inform future planning, design, and development work. A safe space for women and girls is a safe space for all.

Lyn Garner

Chief Executive Officer, London Legacy Development Corporation



Executive Summary

Key findings and actions to enhance women and girl's safety across the Legacy Corporation area

Arup have been commissioned by the London Legacy Development Corporation (referred to as Legacy Corporation in this report) to produce this Consultation Report, detailing the findings of a public consultation into the safety of women and girls in public spaces across the Legacy Corporation area.

The consultation was launched in September 2021. It aimed to understand the experience and perception of personal safety across the Legacy Corporation area, and to understand what makes women and girls feel safe or unsafe in particular spaces. The consultation analysis aims to identify what interventions can be made to improve the perception of safety, and whether these interventions fall within the remit of the Legacy Corporation or could be referred to other stakeholders and collaborators for action.

Respondents pinpointed specific locations and provided information about where they do and do not feel safe. A wide range of engagement methods were used to provide a diversity in response, including an online consultation platform, bespoke consultation via focus groups, including bespoke sessions with young people and youth groups.

This report analyses the outcomes of the consultation and provides recommendations to increase the safety and feeling of safety of women and girls. The definition of 'women and girls' in this report is trans-inclusive and includes non-binary respondents. The report also considers intersectionality in responses and actions, including consideration of age, gender identity, race, religion, sexuality and disability. Improving the experience of women is beneficial for everyone living, working or visiting the Legacy Corporation area; these recommendations are designed to produce a more inclusive and welcoming environment for all.

The consultation feedback indicated key themes and areas where women and girl's safety are an issue. In consultation with the Legacy Corporation, other key stakeholders, and Arup discipline specialists, this report provides a set of recommendations that could improve the perception of safety for women and girls and, by extension, create a more welcoming and inclusive public realm for everyone.

It should be noted that:

- Some recommendations provided in this report will fall outside the remit of the Legacy Corporation and will need to be taken forward by, or in collaboration with, other stakeholders.
- Some recommendations are location-specific and cannot be feasibly implemented across the entire Legacy Corporation area.
- Some recommendations are related to the temporary status of an area – for example, areas under construction – and others have been identified for future development or public realm improvement works that have not yet been implemented. As such the timescale for these recommendations will depend on the Legacy Corporation and partners' delivery programme.

- All recommendations should be viewed in the context of other policies and objectives, including those relating to biodiversity and ecology, to arrive at a solution that balances all needs.

The consultation findings have identified:

Key themes in the response as to what is making people feel unsafe across the Legacy Corporation area, including:

- Lighting
 - A lack of sufficient, consistent and quality lighting at a human scale and along key pedestrian and active travel routes.
- Intimidation, harassment and groups of men
 - A perception of unsafety due to the presence of men and a fear of, or previous experience of, harassment, particularly in public gathering spaces and adjacent to transport hubs.
- Anti-social behaviour and crime
 - A perception that an area is known for crime, or anti-social behaviours in an area.
- Isolation and fear
 - Specific routes and locations that are either not overlooked, poorly lit, or unpopulated, generating a sense of isolation, fear, or feeling trapped on long linear routes.
- Management, upkeep and litter
 - A sense that poorly maintained spaces or spaces with rubbish / fly-tipping are less managed, less intentional in design, and less safe.

Key actions, including:

- Design interventions in specific locations, as set out under each hotspot, including:
 - Canals and waterways
 - Specific design interventions to direct users to alternative lit routes, or where possible to provide safe lit routes at night along canals, are recommended.
 - Bridges and footbridges
 - Design guidance or interventions to increase visibility and choice at bridges, to encourage positive usage and to provide human-scale lighting.
 - Isolated routes
 - Interventions on these routes, particularly the Greenway and active travel routes in general through green space, will require careful intervention balanced with the ecological needs of the space.
- Recommended strategies and guidance that could create a cohesive, integrated strategy across all stakeholders, including:
 - Area-wide plan for routes across the planning area and how these can be lit
 - Guidance for developers to set out:
 - Considerations for temporary works and development sites
 - Guidance for the design of key infrastructures, such as footbridges, to support safety
 - A site-wide strategy for biodiversity that considers:

- Dark routes on a site-wide scale, to understand better where lighting interventions can be made
 - Management and maintenance of existing planting to reduce dense planting (particularly bushes) where these block sightlines for natural surveillance, and to reduce dense planting directly adjacent to pedestrian routes. Introducing trees with greater height clearance than bushes can help to increase visibility from paths
 - Increase in the maintenance and upkeep of planting along pedestrian routes to increase pedestrian interest and diversity (for example, trimmed grass and wildflower planting)
- Initiatives, training and awareness as set out in the Women's Safety Action Plan (see Section 1.2.1)
 - Consideration of wayfinding and navigation across the site to help people identify safe, lit routes (either through signage or app-based systems)

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1. Introduction

1.1 Legacy Corporation area context

The Legacy Corporation was created in 2012 as a Mayoral Development Corporation and is the Local Planning Authority ('LPA') responsible for the development of buildings and outdoor spaces in and around Queen Elizabeth Olympic Park. Figure 1 shows the Legacy Corporation boundary ('Legacy Corporation area'). The area encompasses parts of four London Boroughs: Newham, Hackney, Waltham Forest and Tower Hamlets (the four boroughs).

The total Legacy Corporation area comprises 480ha, of which 226ha is Queen Elizabeth Olympic Park. The rest of the area includes approximately 100ha of Local Open Space including green space in the surrounding communities¹.



Figure 1: The Legacy Corporation planning boundary

In addition, the Legacy Corporation is the landowner, developer and manager of specific sites and venues within the Legacy Corporation area.

1.2 The Legacy Corporation's role

All stakeholders in public space have a responsibility to ensure and improve the safety of women and girls. The issue is wide-ranging and complex, and exceeds the bounds and remits of any one body or authority. The purpose of this report is to understand what issues are present and what interventions may be desirable.

As a Mayoral Development Corporation, the powers and responsibilities of the Legacy Corporation are limited. As a result, it has limited power to execute some relevant policies and interventions that fall within the remit of other authorities. This includes:

- Certain specific interventions, such as policing of anti-social behaviour and fly-tipping
- Providing support to victims
- Training and educational programs
- Design interventions in public realm, where these fall under the remit of other relevant authority or stakeholder, such as the four London boroughs and the Canals and Rivers Trust
- Any space outside the bounds of the Legacy Corporation area (see Figure 1 above).

Where identified issues or recommended interventions fall outside of the Legacy Corporation's remit, the Legacy Corporation has committed to working in partnership with relevant authorities to communicate these and encourage action to be taken. The Legacy Corporation works closely with key stakeholders around the site, including the local boroughs, policing bodies, the Canals and Rivers Trust and key landowners. Furthermore, the Legacy Corporation as Local Planning Authority is a limited lifespan authority. It has been agreed that the planning powers are returned to the four boroughs by the end of 2024. To better understand the needs and constraints of these stakeholders for the purpose of this report, Arup representatives attended the monthly stakeholder meeting in March and May 2022.

1.3 Context

In March 2021, the murder of Sarah Everard in London brought national attention to the ongoing problem of women's safety in public spaces. This tragic event prompted the Legacy Corporation to conduct a review of their approach to women's safety across the Legacy Corporation area. As a key step, in September 2021 the Legacy Corporation conducted a consultation exercise using the Commonplace consultation platform. This consultation aimed to understand explicitly, and from the voices of respondents, what issues face women and girls in public space across the area and how they could be addressed. Figure 1 above shows the Legacy Corporation's boundary, which includes Queen Elizabeth Olympic Park (the Park).

The consultation forms part of a wider review encompassing a number of ongoing initiatives, including the London Women's Safety Night Charter², ongoing consultation with Legacy Youth groups, and lighting audits across the Park.

It can also be viewed in context of existing guidance and key safety and security principles the Legacy Corporation has developed for new developments in its area, including the Evening and Night-Time Economy Supplementary Planning Document³, the Inclusive Design Standards for the area⁴, the Design Quality Policy⁵ and the Park Design Guide⁶.

This consultation report will be included within the evidence base that will be built up over time to inform any relevant work that Legacy Corporation or the partner organisations may undertake in the future, such as preparation of other supplementary planning documents, future planning policies, regeneration initiatives and masterplan solutions. The consultation findings will be used to identify and prioritise improvements, including infrastructure interventions, which can be made to the current area. The report is not intended to replace or supplement the guidance set out above, but to provide information and possible actions for the Legacy Corporation to consider moving forward – this may include consideration of revisions / supplements to the above documents.

1.3.1 Other relevant works

This consultation forms part of a wider programme of works across the Legacy Corporation area aimed at improving safety, security and the experience of women and girls in general. Together these initiatives form the Legacy Corporation Women's Safety Action Plan (the Action Plan).

The Action Plan includes current, ongoing and future works to champion inclusion across the area, ensure quality in design and development, and collaborate with all relevant stakeholders to understand needs and implement solutions. The Action Plan represents a collection of initiatives that are led by different departments across the organisation, in its function as a local planning authority, regeneration body, landowner/developer and an estates and venues manager.

Items in the Action Plan include:

Lighting and visibility

- Lighting audits and records of lux levels across the estate.
- Review of CCTV coverage and signage.

Improving visitor experiences in the Olympic Park and venues

- Customer service training, focused on interacting with women and girls, for security patrol staff and control room staff.
- Publication of guidance on being safe in the Park.
- 'Toolbox talk' on improving women's safety that can be delivered across developments and events in the Legacy Corporation area.
- Events and talks to bring awareness to women's safety.
- Security control room contact information to be added to maps in key locations in the Park.
- Getting venues across the Park to sign up to the Women's Night Safety Charter.

Engaging key stakeholders

- Managing the established stakeholder group for key organisations including local boroughs, with monthly forum meetings.
- Use the Legacy Corporation communication channels to support local borough initiatives and promoting Legacy Corporation initiatives through borough and stakeholder channels including social media.
- Online and in-person consultation with residents, visitors and community groups (summarised in this report).
- Maintaining relationships with these groups to continue to ensure an inclusive and representative response to consultations.

Action for development, development management and policy and design

- Take account of findings of the consultation report when considering policy and future design and development.
- Challenge relevant developers at all stages of the planning process to consider the safety of women and girls in their proposals.
- Ensure that relevant infrastructure improvement projects funded via Community Infrastructure Levy (CIL) carefully consider, and where

- appropriate address, the safety of women and girls. The projects should, where relevant, take the report recommendations and findings into account.
- Brief the Planning Decisions Committee and the Quality Review Panel and the prospective Neighbourhood Review Panel on the findings of the consultation. Ensure that third party development proposals are assessed against the principles set out within this Report.
 - East Wick Phase 2 playground – design review to consider a space for women and girls with input from the Legacy Youth group¹.
 - Support Badu Sports in the design and construction of the Gainsborough Pitches – process to be majority led by women⁷.
 - Prepare a Women and Girls Safety Design Guidance.

The initiatives set out above are either currently underway or planned as part of the future programme. This consultation report fits into the wider Action Plan and should be considered alongside the actions set out above; it may inform the future development and implementation of the Action Plan.

1.4 The Boroughs

The Legacy Corporation area includes parts of four London Boroughs: Hackney, Newham, Tower Hamlets and Waltham Forest.

Key facts about the boroughs include:

- Some of the highest national concentrations of deprivation are found in Hackney, Newham and Tower Hamlets
- The average age of residents is lower than the London average, and there are lower levels of retired people than the London average
- Unemployment levels for the boroughs in 2018-2021 were 7.4% (Waltham Forest), 6.4% (Tower Hamlets), 5.4% (Hackney), and 5.2% (Newham)⁸. The London average for the same period was 5.3%.
- House prices are lower than the London average, and there is a greater proportion of social rented and Registered provider housing stock than the London average⁹
- According to UK Police data¹⁰, crime rates in Hackney, Tower Hamlets and Newham are higher than the average across other boroughs of London (calculated according to the number of recorded crimes per 1,000 people). This is true for a variety of specific crimes including violence and sexual offences, theft from the person and drug-related crime. Waltham Forest has lower than average crime rates.

1.5 Land usage across the Legacy Corporation Area

The Legacy Corporation area has a wide variety of land uses, and usage changes across the course of a day and throughout the year. It is a regeneration area and therefore land use is also changing as sites get redeveloped and neighbourhoods are transformed and created. It also includes large strategic brownfield development sites that are either being

¹ The Legacy Youth Voice (formerly the Legacy Youth Panel) is a panel of young, diverse people, between the ages of 13 and 21, from across the four boroughs helping to shape the future of the Park and the surrounding area. See Section 3.2.1.

hoarded and awaiting redevelopment, or in some instances are being activated through interim uses.

Section 5.2 later in this report provides more detail on why and when respondents to the consultation visit the area and the impact this has on perceptions and experiences of safety.

1.5.1 Queen Elizabeth Olympic Park

Queen Elizabeth Olympic Park includes a wide variety of green spaces and public realm that are free for the use of the general public, as well as public amenities such as sports venues. The Park receives over 6 million visitors each year.

The Park includes a large number of venues for sports and events, numerous waterways, parks, restaurants and cafes. Figure 2 shows a map of the Park.



Figure 2: Map of Queen Elizabeth Olympic Park

The Legacy Corporation is responsible for managing the Park and it is the landowner and developer for the Housing Developments plots, UCLE and East Bank sites, as identified on Figure 2.

Events

The Park contains five permanent major sporting venues hosting events year-round, in addition to other venues:

- Copper Box Arena
- Lee Valley Hockey and Tennis Centre (owned by Lee Valley Regional Park Authority)
- Lee Valley Velopark (owned by Lee Valley Regional Park Authority)
- London Aquatics Centre
- London Stadium.

The London Stadium also hosts music and cultural events.

As of 8th March 2022, 10 major sporting events including football and basketball matches and group runs were scheduled in April 2022.

During events, crowds can be expected adjacent to venues and a higher footfall can be expected in the local area. This has an impact on perceptions of safety.

Additional considerations include the prevalence of large groups, including groups of men, a larger staff presence including stewards and security, and a greater prevalence of intoxicated people. Events can also take place in the evening, or end in the afternoon during hours of darkness in winter, creating numbers of both men and women in the Park area after dark. The perception of safety for both women and girls attending events, and women and girls using the Park before, during and after events, should be considered.

Items from the Action Plan are focused on improving and ensuring women's safety in relation to events – including encouraging venues to sign up to the Women's Safety Night Charter and providing training and awareness to event staff.

1.5.2 Outside Queen Elizabeth Olympic Park

Beyond the boundary of Queen Elizabeth Olympic Park, the Legacy Corporation area encompasses:

East: Area around Stratford International Station and Westfield Shopping Centre, Carpenter's Estate busy transport and retail hubs.

South: The South section of the Greenway route and the streets directly south of Pudding Mill Lane station. This area is largely under redevelopment, either in planning process or under construction, currently and at the time of the consultation. This area also includes waterways in the Mill Meads area.

West: The mixed-use growth area between the Park and Hackney Wick, enclosed by the Eastcross Route and including Hackney Wick station.

The Legacy Corporation is a planning authority for this area and as such it has the responsibility for looking after the development of buildings and outdoor spaces through preparation of strategic planning policy documents and development management (approval of planning permissions). The Legacy Corporation is also the landowner and

developer for a number of sites outside Queen Elizabeth Olympic Park, such as Pudding Mill Lane, Bridgewater Triangle and Rick Roberts Way.

1.6 Transport links

1.6.1 Public transport

The Legacy Corporation area is served by numerous public transport links, including:

- Nine tube and train links (including Stratford International station, Hackney Wick Overground station and the DLR (Docklands Light railway)). Served by the 24-hour night tube on the Central and Jubilee lines.
- Numerous bus and coach routes across the site.

1.6.2 Road network

In addition to railway lines, the Legacy Development area is well connected to a strategic road network, including¹¹:

- Transport for London Road Network (TLRN)/Red Route: A12
 - Provides strategic route through the LLDC area, as well as servicing and providing vehicular access to major facilities such as Westfield
- Strategic Road Network: A118 Stratford High Street and Great Eastern Road, Leyton Road
 - Provide strategic access to and through the LLDC area, by bus and by private car, and for pedestrians and cyclists
- Queen Elizabeth Olympic Park Road Network: Waterden Road, Carpenters Road, Westfield Avenue, Montfichet Road
 - Provides access to the Queen Elizabeth Olympic Park area by public transport, private car, pedestrians and cyclists. These routes are used by vehicles primarily to access the Legacy Corporation area, rather than by through traffic

1.6.3 Pedestrian and active travel routes

There are numerous pedestrian routes and active travel routes for walking and cycling cross the Park and Legacy Corporation area. The London Cycle Hire Scheme also operates in the area.

Key routes include:

- The Leaway active travel route running north-south across the site
- The Greenway route running east-west
- Cycle Superhighways e.g., Superhighway 2 connecting Stratford and Aldgate East to central London
- Pedestrian crossings and routes across the Bow Interchange.

Cycling and active travel are activities in which women and girls are underrepresented (see Section 2). Promoting safety and comfort on active travel routes and increasing availability and connectivity of routes across the area are a key focus of this report.

1.7 Construction and development

Much of the Legacy Corporation area is under construction or proposed for redevelopment, at varying stages of completion. Figure 3 indicates the development status across the area as of March 2022. Plans for redevelopment continue, including major planned developments to be completed before 2030 at Stratford Waterfront, Bridgewater Triangle, and Rick Roberts Way, and Pudding Mill Lane development which is planned to complete in 2032.

The presence of sites proposed for development and sites under construction has an impact on the perception of safety in various ways:

- Development and construction sites typically will not provide active frontage²¹² and will have no pedestrian footfall or traffic across the development location, so they tend to be quiet and unoccupied. They also cannot provide natural surveillance or overlooking of routes, as they are not occupied. As a result, routes around development sites may feel isolated.
- Safety and security measures around site, such as hoardings or barriers, can create long enclosed routes with few opportunities to leave. They do not tend to be designed to provide an attractive frontage, and often provide limited light. As a result, routes lined with hoardings or barriers may make people feel trapped or intimidated.
- Construction sites are likely to be staffed by groups of men. Analysis of employment statistics by GMB suggested that only 1 in 8 workers in the construction industry are women¹³. The feedback to the consultation in this report suggests that groups of men are a major factor in women feeling unsafe – whether this is due to actual harassment / catcalling, or simply the intimidation associated with passing groups of men.
- Development and constant changes mean that routes across the site may be temporary and may be altered. This has an impact both on their design and on the level of awareness and knowledge people will have about how to navigate the site and possible safety risks they may encounter.

It should be noted that the Legacy Corporation, as an LPA, sets out performance measures and targets to improve the diversity of the construction workforce within sites in the Legacy Corporation area. Those target percentages are secured in Section 106 legal agreements, and include specific targets for a percentage of the construction workforce to be women.

This report considers the location of construction when analysing the consultation response, and a number of key actions relate directly to construction / development, including awareness training for construction workers, and encouraging developers to make design interventions to improve perception of safety around construction hoardings.

² Defined by Urban Design Guidelines as: “street frontages where there is an active visual engagement between those in the street and those on the ground and upper floors of buildings.”

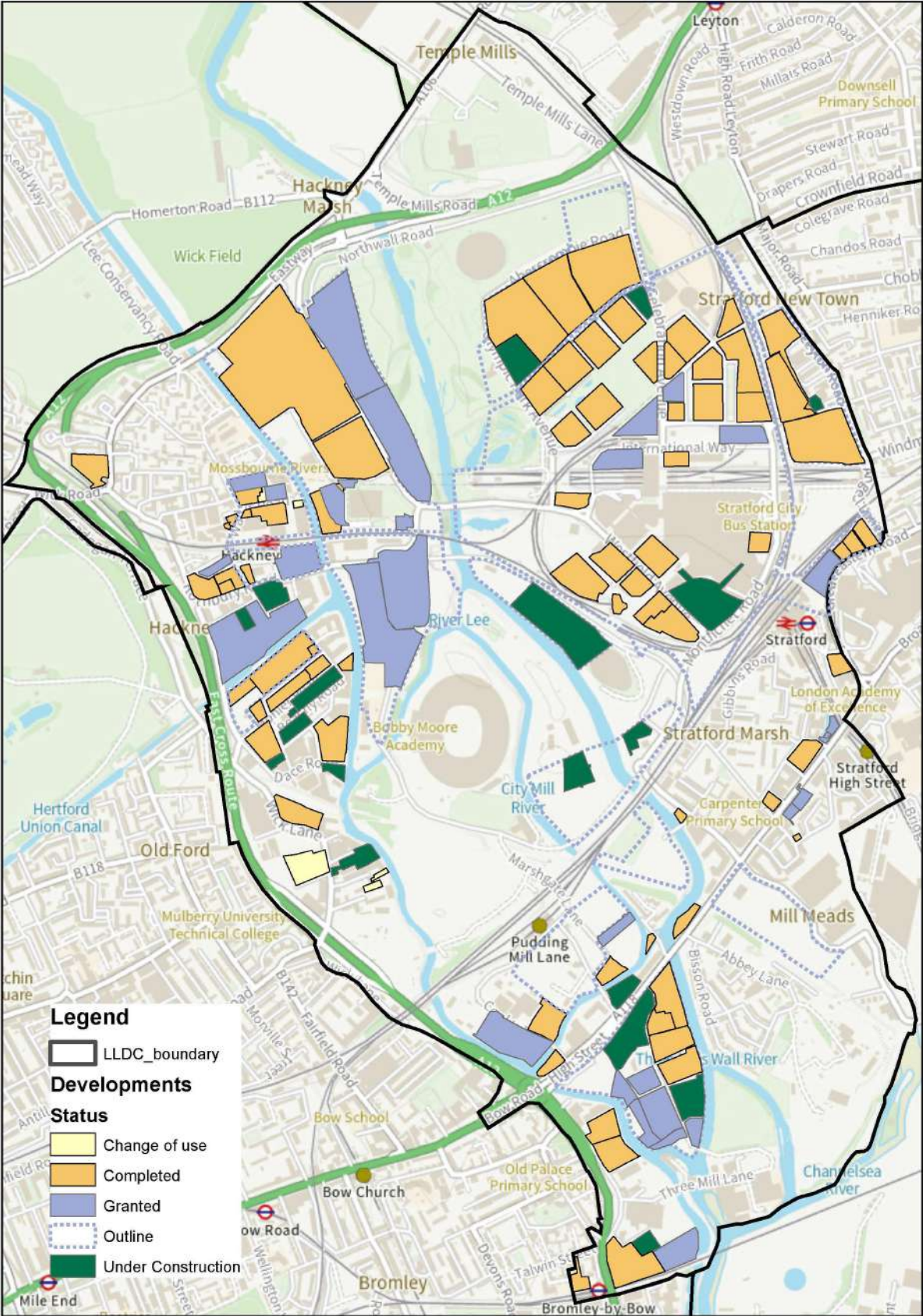


Figure 3: Development status across the Legacy Corporation area.

1.8 Ecology

The Legacy Corporation area includes around 6.5km of waterways, and a number of key areas for biodiversity that are covered by the Legacy Corporation Biodiversity Action Plan¹⁴.

Policy BN.3 in the Legacy Corporation Local Plan (2020) sets out that developments in the area will be required to (among other items):

- Maximise opportunities to protect and enhance biodiversity
- Provide net gain in habitats
- Conserve relevant Site of Importance for Nature.

According to the 2019-2024 Biodiversity Action Plan¹⁵ (BAP), the site provides 48.97ha of permanent BAP habitat. Resources are provided to support wetland plants, birds, bats, and otters. The north area of the Park provides wetlands, woodlands and wildflower meadows, and the River Lea passes through the space. The south area of the Park contains gardens and meadows. The rivers across the Park are vital blue infrastructure and form corridors that connect habitats together. The rivers are themselves habitats for fish and eels. The key takeaway for this project is that lighting conditions – central to women’s perception of safety, according to the consultation feedback – must be considered and balanced against the ecological needs of the site. This does not mean that one must be sacrificed to support the other; mutually beneficial design solutions can be developed. See Section 6.1.6 for more information.

1.9 Context and use of key ‘hotspots’

From the consultation feedback, the Legacy Corporation has identified particular clusters or ‘hotspots’ to group analysis. The hotspots are:

1. Queen Elizabeth Olympic Park – north: north area of the main Park, north of Carpenter’s Road and including the Velodrome and velopark
2. Queen Elizabeth Olympic Park – south: south area of the main park, south of Carpenter’s Road and including the London Stadium
3. East Village: largely residential area to the east of the Park with some active retail / leisure frontage and several smaller parks and green spaces³
4. Stratford International / Westfield: area to the east of the Park, covering the roads immediately around Westfield Shopping Centre, and Stratford International station
5. The Greenway: the full extent of the Greenway route running east-west across the site
6. Pudding Mill Lane: area south of the Greenway, including Pudding Mill Lane station⁴

³ Note that recommendations relating to the public realm design of East Village may relate to areas managed by the LB of Newham and will need to be co-ordinated with the borough.

⁴ Note that recommendations relating to the public realm design around Pudding Mill Lane may relate to areas managed by the LB of Newham and will need to be co-ordinated with the borough.

7. Canals and waterways⁵: responses located in close proximity to canals and waterways, principally to the west of the Park in Hackney Wick. Some canal and waterway comments that fall within other hotspots (e.g., within the Olympic Park) are not included in this group and are considered separately.

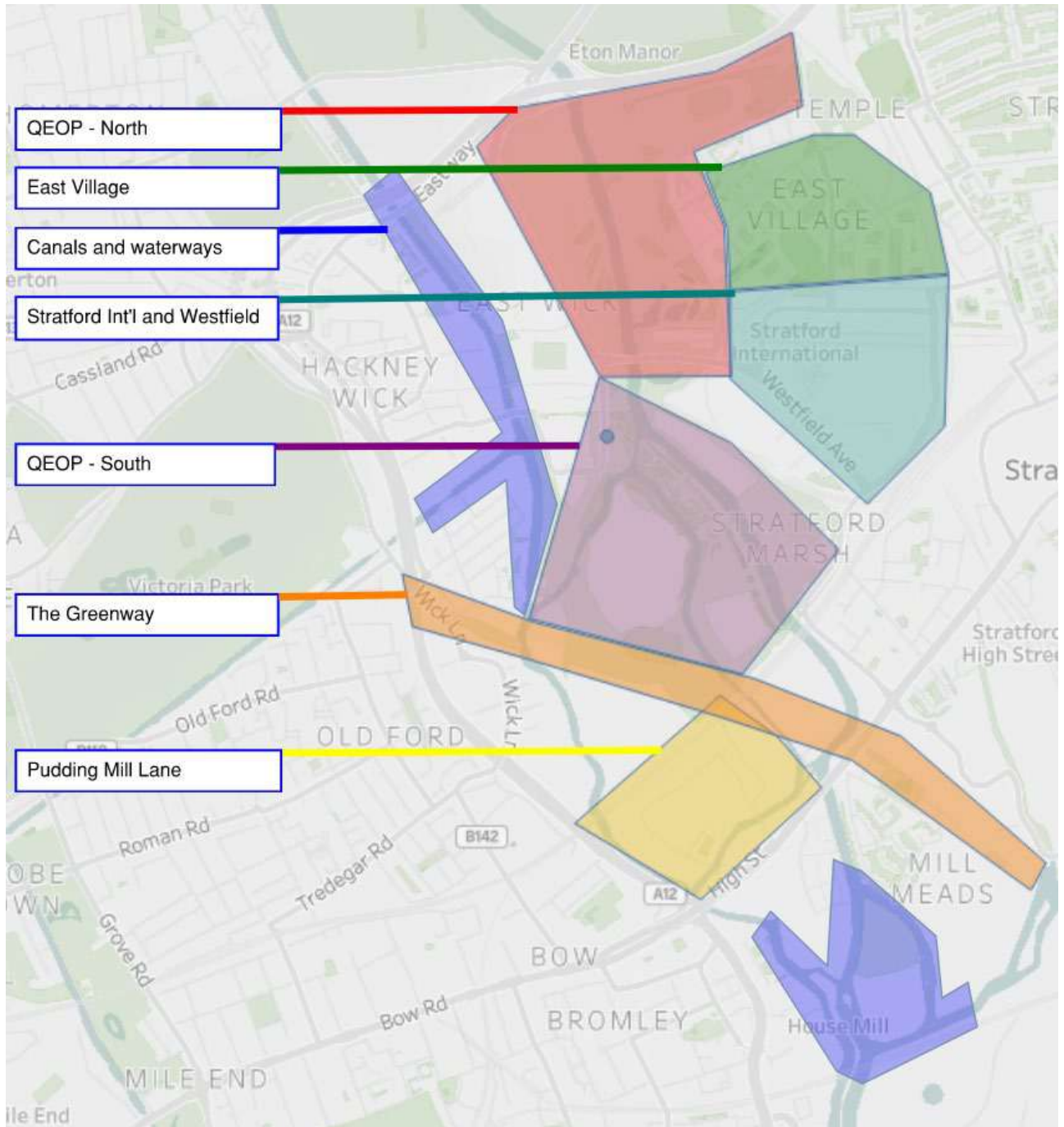


Figure 4: Map showing key hotspot areas.

⁵ Note that all recommendations in relation to canals and waterways will largely relate to areas managed by the Canals and Rivers Trust, and will require co-ordination with relevant stakeholders at the Trust to enact.

2. Literature review

This section contains the findings of a literature review into women and girls' safety, considering the impact of intersecting identities and key themes and issues arising from the literature. It should be noted that the key themes identified here were not drawn directly from the consultation findings, but from common findings in literature and research; however, the findings in this section are directly correlated with the outcome of the consultation, suggesting that issues affecting women and girls in the Legacy Development area follow similar lines as experiences of women and girls more widely in built space.

2.1 Defining 'women' and 'girls'

There is not, and there never could be, a static definition of 'women' and 'girls'. The Oxford English Dictionary¹⁶ definition of a woman, 'adult female human being' excludes gender fluid, transgender, and non-binary individuals. Whilst the global anti-gender ideology movement insists on gender being a destructive fiction, we cannot ignore that the classification of women can and does change¹⁷. In order to secure equitable environments for women and girls, we must rethink the category of 'women' to include an inclusive range of gender identities.

In this report, our definition of women and girls is trans-inclusive, and additionally includes those who are gender fluid, or prefer to self-describe.

2.2 Defining intersectionality

Rooted in Critical Race Theory and feminist ideologies, intersectionality was coined by American civil rights activist, Kimberlé Crenshaw, in 1989¹⁸. The term was initially introduced to address the marginalisation of Black women within antidiscrimination law and feminist politics. In 2017, Crenshaw redefined intersectionality as "a lens, a prism, for seeing the way in which various forms of inequality often operate together and exacerbate each other"¹⁹.

Inequalities in terms of race, sexuality, and gender are often reviewed in isolation, disregarding the experiences of those individuals who are disadvantaged by them all. A Black woman, for example, does not share the same experiences as a Black, disabled woman, and a Black, disabled woman does not share the same experiences as a Black, disabled, lesbian woman. The list could continue. Here, it becomes clear that by declining to consider intersectionality, we cannot sufficiently address the subordination of marginalised groups.

Intersectionality, and the experiences of all women, should be considered when designing built environments for, and with, women. This includes, but is not exclusive to, racialised, and ageing, LGBTQIA+, and disabled women. It also includes women with different employment statuses and who are living in or at risk of deprivation.

In this report, intersectionality in the consultation response has been evaluated against demographic response questions on gender and employment status. Respondents were also given an opportunity to identify if a particular aspect of identity – such as race or sexuality – might cause someone to feel particularly unsafe in an area. These responses have been evaluated against the wider survey response to look for key themes and differences.

Our literature review has also identified key issues and potential solutions that may apply to specific groups or intersections of identity.

2.3 Key issues

This section considers key issues facing women and girls in the built environment, and possible solutions and actions to address them. The issues were identified via a literature review, which was completed through secondary global research, looking at journal articles, news reports, and inclusive design guidance which directly related to the safety and equality of women in public spaces.

Women and girls in the built environment

The 'built environment' refers to all human-made and human-designed spaces in which people live, work, travel, act and spend their time. It includes buildings as well as external spaces, human-designed green and blue spaces such as parks and waterways, and transport infrastructure.

Actions to enhance the safety of women and girls need to consider not just what makes women feel unsafe, but also how space is used. The aim should be to create a built environment that welcomes everyone, and facilitates people to use space as they need and want to.

To achieve this, we need to acknowledge how women and girls use public spaces. Women and girls are a varied group and use of public space will change over the course of a lifetime: young girls may need inclusive spaces for play, working-aged women may travel to work, parents with young children need spaces that can accommodate their families and pushchairs. Women of all ages may attend events or entertainments that require use of public space at night. Disabled women, pregnant women, and older women who use mobility aids will have specific physical and access needs from external space.

Women travelling alone or at night will have distinct perceptions of their personal safety. Coined by Liz Kelly, Director of London Met's Child and Woman Abuse Studies Unit, 'safety work' describes the habitual strategies that women develop in response to their experiences in public²⁰. Safety work refers to the range of modifications, adaptations, decisions that women take often habitually in order to maintain a sense of safety in public spaces. It occupies time, requires energy and effort – all of which could be used for more rewarding activities. Safety work can become an autonomous reflex, especially when in public space alone as a woman.

Experiences of safety, and the need for 'safety work', may change drastically across the course of a day. A study by Woman Friendly Leeds found that 36% of women felt unsafe walking in their local area at night, compared to 13% of men²¹. The 2018 Crime Survey for England and Wales estimate that more than half of violent crime occurs in the evening or at night, and 44% occurred at the weekend²² (despite this constituting only 29% of the week).

Safety at night relates to lighting, but not only: spaces are used differently at night, for different purposes, and people may have specific associations with night and evening that lead them to feel more unsafe than they otherwise would.

The consultation and this report consider women and girls in the built environment in a number of ways – respondents were asked why they visit particular locations (e.g., For work, for active travel), and whether they would feel unsafe alone or at particular times of day.

Safety of women and girls in public and external space

This section summarises the key thematic findings from the literature review, identifying specific aspects of external space that have impact on women's perceptions of safety. As in the section above, it also considers the types of spaces and routes that women and girls may take in public space.

These themes are developed and addressed further to suggest key findings and actions in Section 7.

2.3.1 Inadequate lighting

The Free to Be campaign found that lighting was the most important built environment design factor in influencing people's perceptions of safety in public places²³. This finding is mirrored in the outcomes of the Legacy Corporation consultation.

People's perception and feelings of safety in a night-time environment often differ substantially from actual risks. Generally speaking, lit places are safer than dark areas. In fact, overly lit nightscapes can reduce the eyes' ability to adapt to darkness and spot danger, especially in areas with varying light levels across adjacent spaces and could subjectively be associated to unsafe places. When considering Jane Jacobs' urban theory on the importance of 'eyes on the street'²⁴, the ability of more lighting to make spaces safer can be further questioned: rather than seeing lighting as a direct enabler for safety, enhanced illumination should be seen as a means to attract more people to a space, thus creating safety through presence and activity. This highlights that effective lighting for safety requires more than a simple illumination of space²⁵.

The quality of the light output is more important than pure lux levels when illumination is low. The ability to distinguish a bush from a person, or the colours someone is wearing, is as important to feeling safe as the ability to see the face of an approaching person²⁶.

2.3.2 Anti-social behaviour, crime and the perception of crime

Antisocial behaviour is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person'²⁷. This typically includes substance misuse, graffiti, hate crimes, and vandalism²⁸. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance.

In the consultation responses, a wide range of long-answer comments referred to specific aspects of anti-social behaviour. Some aspects of these responses – such as theft and drug dealing – constitute actual criminal behaviour. Others, including drinking, smoking and playing loud music, are not always prohibited in public spaces. In other words, a behaviour that is perceived as anti-social by one person may be a social behaviour for another.

Anti-social behaviours can make women feel at greater risk of other crimes, such as harassment or assault, if they perceive groups of people to be a danger towards them. Research also indicates that women may feel more impacted by aspects of public antisocial behaviour (such as noise) than men²⁹. However, recommendations around anti-

social behaviour need to be considered carefully to avoid criminalising particular groups of people – such as young people – and to allow people to use the public realm freely.

Research in US neighbourhoods indicates that trust in policing and security surveillance are lower for racialised groups³⁰, partially as a result of historical inequities in the justice system reflected in disparities in Black and Latinx arrests, excessive police surveillance of Black and Latinx neighbourhoods, mass incarceration, and racial bias in convictions. This study draws attention to the fact that, for some groups, enhanced security surveillance and police patrolling can add to feelings of exclusion rather than creating a more welcoming and secure environment. This finding is mirrored in UK research – data from the Crime Survey for England and Wales found that in every year from 2013 to 2020, a lower percentage of Black Caribbean and Mixed ethnicity people had confidence in their local police than White British people³¹.

As a result, recommendations in this report vary according to context-specific locations. Where the anti-social behaviour reported is due to groups of people gathering, a design intervention may be to provide spaces for people to congregate that are separate from a choice of alternative, well-lit routes, so that lone women (for example) are able to avoid walking in close proximity to large groups if they feel unsafe.

It should be noted that action against anti-social behaviour and crime also comes through social services, education, community services and policing; although these factors are vital, the Legacy Corporation does not have scope to intervene in these aspects of the issue beyond interventions in built space and physical design.

2.3.3 Intimidation, harassment, and groups of men

This theme encompasses a wide variety of behaviours and experiences in public space, ranging from physical assaults and catcalling to more insidious behaviours such as being followed and being stared at. According to a 2021 UN Women Yougov survey, 71% of all women in the UK have experienced sexual harassment in a public space, rising to 86% of 18–24-year-olds³².

The relationship of sexual harassment experiences to perceptions of safety is not entirely straightforward. Previous experiences of harassment can decrease the overall perception of safety for women now and in the future³³, a hypothesis validated in this consultation by the fact that the lowest average safety rating for the site came from women with a previous experience of crime or assault in the area.

As in Section 2.3.2 above, it is important to remember that behaviours that may increase women's fear of harassment – such as groups of men gathering – are not in themselves 'wrong' behaviours that should be prohibited. Nevertheless, it is important to recognise that many women report groups of men gathering and a sense of intimidation as reasons to feel unsafe. Some research indicates that men have a tendency to occupy more space in public settings, crowd pavements more when in groups, and be willing to stand closer to other people, including women, in busy spaces³⁴.

Design interventions should aim to create environments and travel routes that allow people to feel safe, but that do not disrupt or prevent the use of public space by everyone.

In the long-term, the goal must be to intervene in and address intimidating behaviours such as harassment and catcalling through a step-change in male attitudes and awareness, and gender relations more generally.

This report makes reference to a range of interventions, location- and context-specific, that consider how women and girl's safety can be supported. This includes initiatives to provide spaces designed by and for women and girls, increasing natural surveillance, visibility and passive guardianship to help people feel that they are not alone or isolated when using the Legacy Development area, and engaging directly with some groups – such as construction workers and event stewards – to help them consider and address women's safety.

As in Section 2.3.2, it should be noted that action against harassment also comes through social services, education, community services and policing; although these factors are vital, the Legacy Corporation does not have scope to intervene in these aspects of the issue beyond interventions in built space and physical design. These items can be communicated back to key stakeholders who do have the capacity to take action in these areas.

2.3.4 Isolation and fear

Isolation, being alone, and the feeling that there is nobody around to assist can increase a sense of fear in people using external space. This is particularly central to the Legacy Development area as it includes numerous open areas that are not heavily trafficked or overlooked: within parks and green space, beside developments still under construction or site awaiting redevelopment, and along active travel routes and 'Quiet ways' across the site.

A 2021 study by the ONS found that, after dark, while 50% of women feel unsafe walking alone near their home, 80% feel unsafe walking alone in parks or open space. This indicates it is more than the fact of being alone that generates fear: it is the physical quality and use of the space you are alone in³⁵.

In addition, darker areas of the site such as the north side of the Park are crossed by active travel routes. Actions to ensure the safety and security of women are not always consistent with typical interventions to encourage active travel in external space.

Quiet, isolated areas are preferred by some cyclists, who expressed that being able to use quiet local roads as cycle routes mitigates concerns over collisions with vehicles.³⁶ However, isolated areas are noted by women as feeling particularly vulnerable and feel unsafe, both during the day and at night, and try to avoid these spaces³⁷. Additionally, a lack of bystanders removes a possible source of help typically available in higher activity areas.

It should be noted that the perception and fear of crime is not necessarily correlated to the incidence of crime. Research into Low Traffic Neighbourhoods in Waltham Forest found that the introduction of physical interventions to reduce vehicle traffic actually reduced the overall crime rate by 10%, and to an even greater degree for violent and sexual offences³⁸. This does not mean that the perception of unsafety has no impact on women and girls, however; regardless of the actual risk, people feel less welcome and comfortable using spaces if they are afraid of crime occurring.

2.3.5 Additional items

This section contains additional items noted in the literature review which may not have been identified by high proportions of women responding to the consultation, but are considered in research to have an impact on people's overall experience of public space and how welcoming and accessible it is. These items – such as transport infrastructure and toilets – may not be first in people's minds when they consider fear and safety in the built environment. However, they contribute to assumptions about who public space is designed for, which in turn impacts the overall quality and experience of users.

Sanitary facilities

Providing safe, inclusive, well-designed public toilets benefits all users, but has a particular impact on women. The provision of public sanitary facilities disproportionately impacts pregnant and breastfeeding people.^{39, 40, 41} Disabled women and people who need accessible toilets may also have their time out of the home limited by their ability to access usable facilities.

A design solution is not as simple as providing more toilets; toilets that have low usage, are poorly maintained, or insecure can become a focal point for anti-social behaviour. Other factors mentioned in this review that impact on safety – including lighting, isolation, connection to infrastructure, and maintenance, should be considered in the implementation of public toilets.

Public toilets that are designed sensitively can also benefit trans and non-binary users (for example, providing gender-neutral options, and reducing fear of harassment or violence in public toilets). A study by the US National Center for Transgender Equality found that 12% of trans people reported being verbally harassed in bathrooms⁴², with a further 1% reporting physical and sexual assault.

Transport infrastructure

Good connections to transport infrastructure can limit the amount of time that people need to spend in public space after dark, particularly when alone. Travel by public transport is highly gendered - in 2017 across England, a third more women than men travelled by bus and a third more men than women travelled by rail^{43, 44, 45}. Children are also more reliant on public transport, as they cannot drive, and local public transport is free⁴⁶.

The experience of women travelling to, from, and across the site will not start and end when they leave public transport: journeys should be considered holistically. Public transport use is also intrinsically linked to walking and cycling. The first and last part of most public transport journeys are walked or cycled⁴⁷, and public transport allows for longer journeys by bus or rail that are sustainable.

3. Consultation method and approach

3.1 Key methods of data gathering

3.1.1 Commonplace consultation (online consultation platform)

An interactive on-line consultation platform was used as a main method of collecting and collating comments. This helped the consultation process to be more effective, providing a modern and innovative means of capturing thoughts and opinions. The consultation was created by the Legacy Corporation and distributed by Commonplace.

The consultation provided a heatmap of the Legacy Corporation area, as shown in Figure 5 below. This allowed respondents to pinpoint any specific areas where they do or do not feel safe. A set of structured questions were developed by the Legacy Corporation to facilitate the response and gather views on specific matters that have been identified by the Legacy Corporation as some of the key factors that can impact the feeling of safety of different groups, including girls and women, in a public space. The questionnaire was carefully designed in collaboration with the UN Women experts.

Link: <https://saferspacesthe Legacy Corporationmap.commonplace.is>

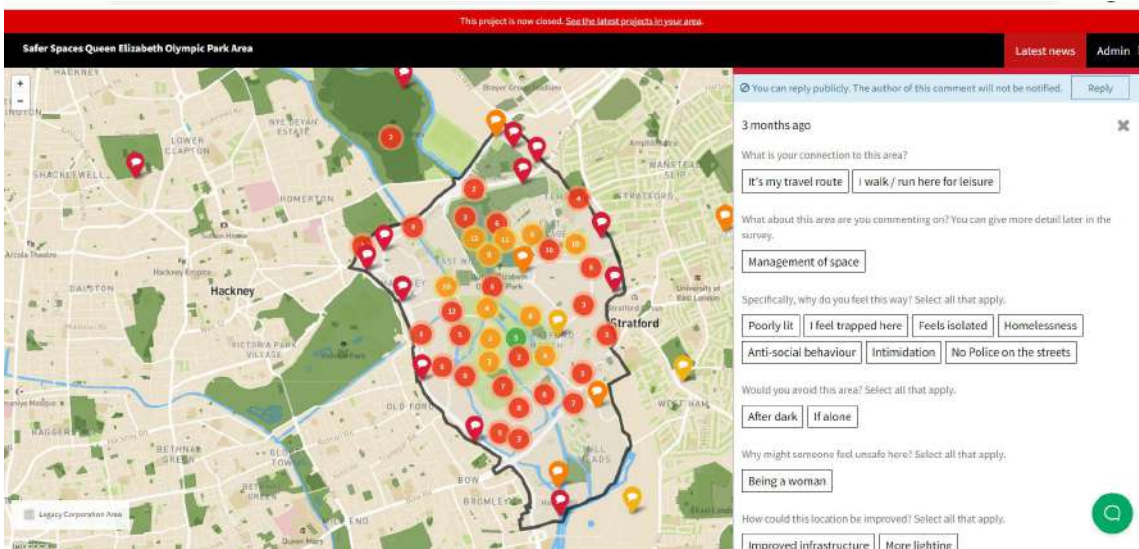


Figure 5. All comments made across site.

The platform was kept open for 11 weeks, from 26 September 2021 to 13 December 2021. During this period, there were 4,445 visitors' views, 318 of whom contributed providing a total of 266 comments. Figure 6 shows the total number of visitors and comments made over the entire period of consultation.

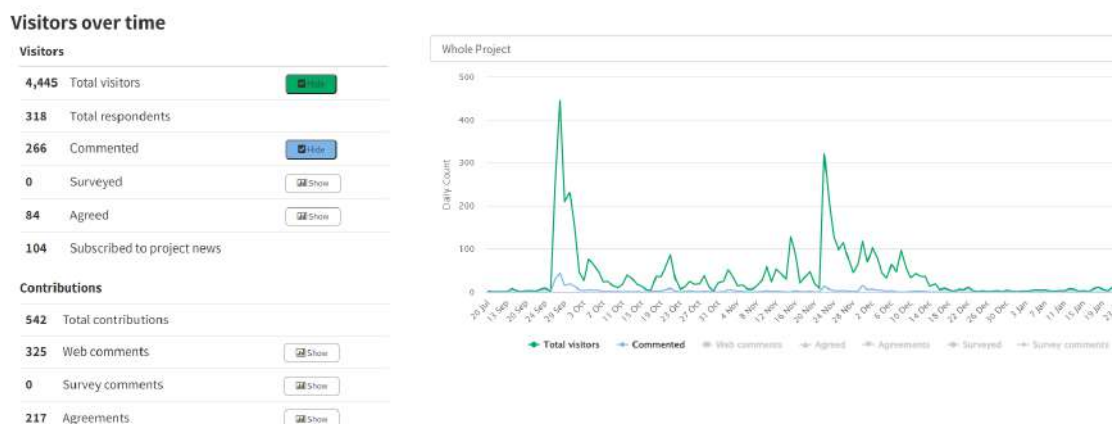


Figure 6. The total number of visitors during the consultation period

3.1.2 Online consultation methodology

Commonplace was contracted by the Legacy Corporation to host a project mapping women and girls’ safety around the Legacy Corporation area. This was hosted using Commonplace’s heatmap tool (link to [heatmap tool](#)). The project ran from 26 September 2021 to 13 December 2021.

Respondents were asked to drop a pin on a map of the area – the maps used by Commonplace are open, so while the Legacy Corporation area was highlighted on the map, respondents were also able to drop pins outside of the area – however responses outside the area have not been considered in hotspot analysis. Respondents were then asked to answer the following questions:

- What location are you commenting on?
- What is your connection to this area?
- How safe do you feel here?
- What about this area are you commenting on? You can give more detail later in the survey.
- Specifically, why do you feel this way? Select all that apply.
- Would you avoid this area? Select all that apply.
- Why might someone feel unsafe here? Select all that apply.
- How could this location be improved? Select all that apply.
- Lighting is a major factor in feeling safe. How would you describe the lighting in this location? Please choose one.
- Are there new issues here since the coronavirus pandemic? Please explain briefly
- Do you have any other comments on crime and community safety in this area?

All questions were optional with the exception of ‘How safe do you feel here?’. For multiple-choice responses, respondents were also able to provide an ‘Other’ option, writing in additional thoughts.

Respondents were then directed to the ‘demographics’ page and asked to provide the following information (note that these questions were not mandatory, and participants could choose whether to respond):

- What is your age group?

- What gender do you identify as?
- What is your working status?
- Is English your first language? What Language do you speak?
- Which of the following best describes your occupation? I am:
- What is your sexual orientation? (Special category data, or SCD)
- If you selected 'prefer to self-describe' in the previous question, please add details below: (SCD)
- What is your ethnic group? (SCD)
- Which of these best describes your household status? (SCD)
- Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last at least 12 months? (SCD)
- Please indicate the health condition or disability that applies to you? (SCD)

Data privacy and analysis

Respondents were asked to provide an email address - all comments are collected into the project database, but are only shown publicly on the Commonplace website once this email address has been confirmed by clicking a confirmation link. All comments are included in Commonplace's analysis and for the purpose of this report, regardless of whether or not the email address was confirmed.

The responses to the questions asked on the demographics page are accessible to project administrators but are not shown publicly. All questions on the demographics page were optional. The questions marked (SCD) were classified as special category data and were therefore collected in an aggregated form only and cannot be associated with an individual respondent/comment, either by project administrators or by Commonplace.

Commonplace was furthermore commissioned to produce data analysis based on this project. The raw project data was fed into Tableau data visualisation software and processed manually, without analysis automations. Comments from outside the Legacy Corporation area marked on the heatmap were excluded from the analysis.

3.1.3 Bespoke consultations

To complement the online survey, particularly where the respondent's demographic data showed gaps in responses from certain groups, a focus group was run to engage them. See Appendix A for more information on how these groups were identified. Data gathered using a focus group method is not directly comparable to the questions asked in the structured online questionnaire, however it provides valuable information to complement the findings of the survey.

3.2 Consultation Promotion and Engagement Methods

Although non-exclusive, the consultation was primarily focused on engaging with girls and women who live, work, study and/or socialise in Queen Elizabeth Olympic Park and in the wider Legacy Corporation area. The Legacy Corporation is committed to ensuring that all interested parties are identified and engaged through the consultation process; that community involvement is broadly representative of the population of the area, making sure Seldom heard groups are identified and given the opportunity to be involved in the process. The Legacy Corporation made extensive efforts to engage as many women and

girls and particularly to give Seldom heard groups an equal opportunity to contribute to the consultation as described in Appendix A in detail.

In addition to gathering feedback from members of the public, the Legacy Corporation has also engaged with key stakeholders to promote the consultation and share the consultation findings and best practice, including local borough representatives, police and the Canals and Rivers Trust. It has been recognised that the issue of safety of women and girls goes well beyond the responsibility of one authority or institution as it spans across many different sectors such as education, social services, town planning, environmental services, the construction industry and policing. Therefore, guiding any approach to improving safety and perception of safety of women and girls in public spaces should be the recognition that this issue has multiple layers and complexities, thus requiring an integrated and coordinated approach across different sectors.

With this in mind, the Legacy Corporation engaged with a number of stakeholders and will continue to work with many of them on an on-going basis to ensure that issues raised through the consultation are shared across relevant authorities and organisations. This ongoing collaboration also provides the opportunity to take a more integrated and coordinated response. This will help ensure that all aspects that contribute to creating safer public spaces are appropriately considered and that a gap in communication between different parties is bridged. This is particularly important as the Legacy Corporation, as a Mayoral Development Corporation, has limited power and responsibilities and areas such as training, policing, environmental services, and providing support to victims are outside of its remit. This collaboration ensures that, where feedback from the consultation highlights areas outside of its control, the Legacy Corporation can feed back to the relevant authorities (e.g. The local boroughs, police and Canal and Rivers Trust) so that these can be considered by the appropriate parties. During this process, the Legacy Corporation engaged with the following groups, individuals and organisations:

- **The Greater London Authority (GLA):** The Mayor of London has pledged to make London the safest and most welcoming city in the world. The GLA is leading on a number of initiatives to ensure this ambition is met with a particular focus on safety of marginalised groups, for example through the Mayor's Women's Night Safety Charter. The Charter is helping to provide a supportive environment for those working, travelling or enjoying spaces at night. With various research and initiatives, the GLA has a significant depth and berth of knowledge in this area. The GLA has been acting as a 'critical friend' providing valuable feedback and guidance from an early stage of the consultation process.
- **The Safety of Women and Girls Stakeholder Group:** The Legacy Corporation has established a Safety of Women and Girls Stakeholder Group that brings the together relevant key stakeholders as listed:
 - Here East
 - Westfield Stratford
 - GLL
 - Transport for London
 - London Stadium
 - London Borough of Hackney
 - London Borough of Newham

- London Borough of Tower Hamlets
- East Village - Get Living
- MACE
- Canal and Rivers Trust
- Metropolitan Police
- Endeavour Square – Lendlease
- Lee Valley Regional Park

The group is meeting monthly on an on-going basis to share lessons learned from the consultation and the findings, and coordinate responses as well to share best practice.

- **MACE: Mace** is the Legacy Corporation’s key construction partner, having worked with the Corporation since its inception to deliver key venues and infrastructure, and is currently managing construction of key major sites in the area including the East Bank. The potential for construction sites to significantly impact the feeling of safety in a public space (as referred to in paragraph 1.7 of the introduction) is the subject of particular scrutiny at Mace, who have made safe and inclusive spaces a priority in their DE&I agenda. This entails a new approach, where the construction sector would as a matter of course engage with developers and stakeholders to influence better outcomes for the safety of communities when creating the spaces within which people work and live.
- The Legacy Corporation has engaged with Mace to fully understand and proactively address concerns relating to the finding of this consultation. Given that the Legacy Corporation is an opportunity area and is expected to continue to grow and accommodate larger scale developments, with on average more than 2,000 new homes being delivered per year and a comparably large quantum of non-residential floorspace, it is essential that this phase of urban development, although temporary in nature, is not overlooked.”
- **Community organisations and researchers:** The Legacy Corporation also engaged with a variety of other community organisations and researchers who are pioneering work around inclusive public spaces focusing on safety of girls and women in urban environment, such as Make Space for Girls, a local community organisation Catalyst in Communities, and the leading researcher on this topic from the London School of Economics.

3.2.1 Consultation with Youth Groups

The Legacy Corporation is committed to ensuring that everyone is included in the consultation process and has made specific efforts to engage with Seldom heard groups, including young people.

The Legacy Youth Voice (formerly the Legacy Youth Panel) is a panel of young, diverse people, between the ages of 13 and 21, from across the four boroughs helping to shape the future of the Park and the surrounding area. The group is managed by Kaizen Partnerships (KP), an organisation specialised in community engagement and management of youth projects. The regeneration team has been working closely with KP to make sure that the group is meaningfully engaged by creating a workshop that is relevant, creative and dynamic. The consultation was held in December 2021, engaging over 30 young people aged between 13 and 15.

The group was guided to discuss the following topics:

- How safe do you feel in the park?
- What would make the park a safer space for women and girls?
- What are the things about the park that make you feel safe and unsafe?
- The themes that have come out from the initial consultation are:
 - Lighting
 - Antisocial behaviours and crime (outside of Queen Elizabeth Olympic Park)
 - Surveillance
 - Management of space
- What do you think of these and what else should be added to that list?
- If you were creating a public space for women and girls what would be your key priorities?

3.3 Engagement and reach

See Appendix A for a full summary of a number of consultation methods and activities that were used to facilitate effective and efficient engagement throughout the consultation process.

During the consultation period a wide range of materials were utilised to promote the consultation. Figure 7 shows an example of a paid-for social media advertisement used to promote the consultation. Bespoke consultation events were also organised to reach certain underrepresented demographics. The methods are discussed in subsequent sub sections in detail and can be summarised as follows:

- Bespoke communications sent to key stakeholders identified by various Legacy Corporation directorates
 - Promoting the consultation within regular stakeholder newsletters
- Promotion at the community events
- Posters with QR codes directing people to the consultation were placed around venues on the Park.

A full summary of the avenues for engagement and reach can be found in Appendix A.

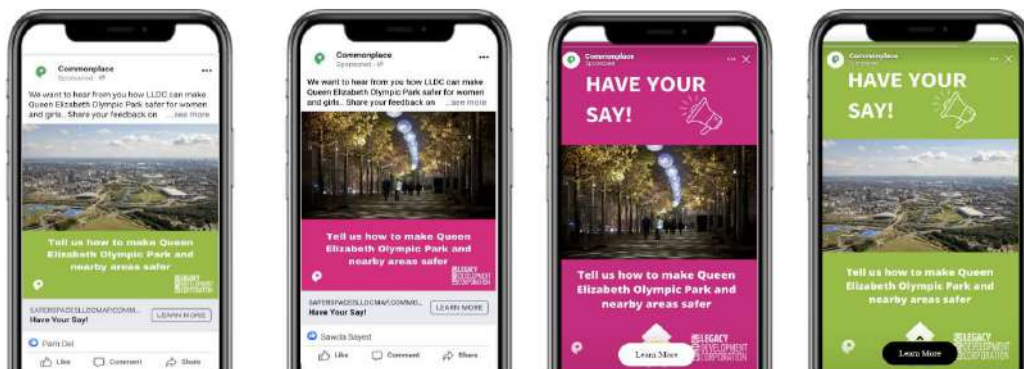


Figure 7. Paid for social media advertisement

- In response to the low level of responses received within the Carpenter's Estate area, leaflets promoting the consultation were distributed to the local community centre (Carpenters & Dockland Centre). The leaflets were also handed to the landowner who disseminated them directly to residents during the consultation. Following this action, it was noted that 6 additional sets of comments related to the Carpenter's Estate were received.

4. Consultation findings: Intersectionality and demographic response

This section considers the diverse and intersectional identities of consultation respondents and users of the public realm in general. It sets out in brief some of the key issues facing people with particular identities and personal circumstances in the public realm.

Following the extensive consultation and engagement process set out above, the achieved consultation sample has been reviewed to identify gaps. Age, gender and employment status have been considered in this review. The demographic response has been reviewed against local demographic data for the surrounding boroughs of Hackney, Waltham Forest, Newham and Tower Hamlets, obtained from the GLA Population Estimate 2017 tool.

Certain demographic features, including race, ethnicity, religion, disability and sexuality, constitute sensitive personal data and have not been reviewed against the wider survey response in the same way.

To account for this, rather than collecting specific personal data about respondents, respondents were asked to report why someone might feel unsafe in an area. These responses covered intersectional aspects of identity – gender, race, ethnicity, religious affiliation, and sexuality.

Only one respondent reported 'being less physically able' as a reason. Three respondents responded 'in childhood / youth' as a reason someone might feel unsafe.

It should be noted under the headings below that each characteristic will intersect with other characteristics and aspects of identity, and they should not be viewed in isolation. See Section 2.2 above for more detail.

4.1 Safety rating

Respondents were asked to rank 'How safe do you feel here?' on a scale 0-100 for the specific location they selected. Scores have been grouped by Commonplace as follows:

- 0-20: Very unsafe
- 20-40: Somewhat unsafe
- 40-60: Neither safe nor unsafe
- 60-80: Somewhat safe
- 80-100: Very safe

Figure 8 shows the percentage of all respondents who reported in each safety rating category.

The individual scores have also been analysed to generate average ratings for particular areas and hotspots.

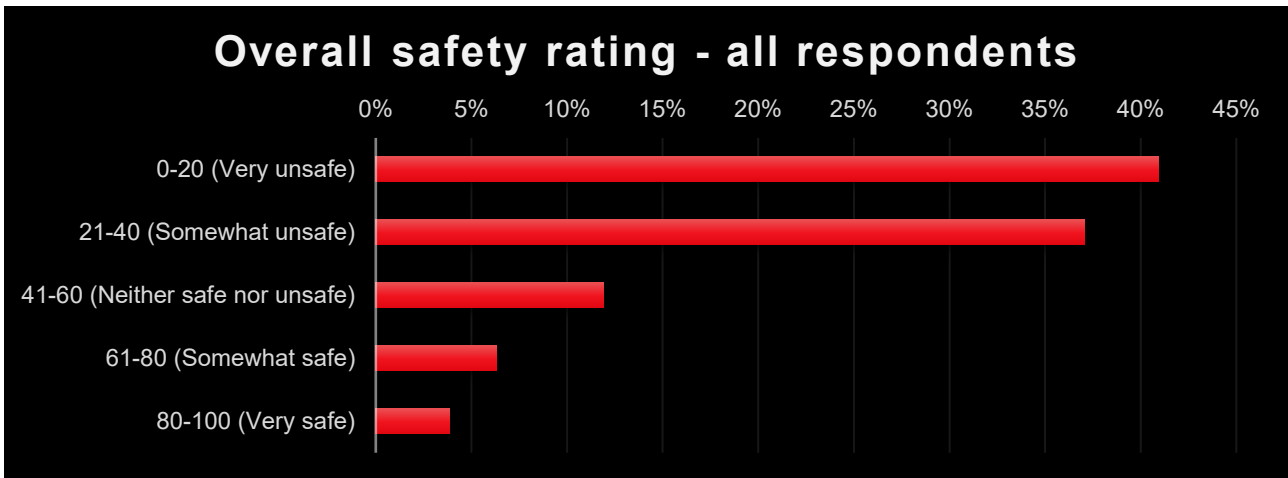


Figure 8. Overall safety rating for all respondents.

4.2 Gender

The survey received a disproportionately large percentage of female respondents – 85% of the total sample. The gender split across London is approximately 49.9% women, 50.1% men⁴⁸. Due to the aims of the consultation, this is an expected disparity as the consultation was targeted at women and girls.

Figure 9 breaks down the gender response by the safety ranking that participants gave in their response. Safety ratings were relatively similar across genders, however there were some minor distinctions:

- Female respondents were 3% more likely than male to rate an area as 'Very unsafe', and 4% more likely to rate it as 'Somewhat unsafe'.
- Male respondents were 1.5% more likely to rate an area as 'Somewhat safe', and 6% more likely to rate it as 'Neither safe nor unsafe'
- All non-binary or self-entry gender responses rated the area as either 'Very unsafe' or 'Somewhat unsafe'.

Although these responses indicate that, on average, women and non-binary respondents were slightly more likely to rank an area as unsafe, these results should not be considered as an indication of how safe different genders feel relative to each other in general. The consultation was targeted at women and girls and received a disproportionately large response from women, so the sample is not representative in terms of gender difference.

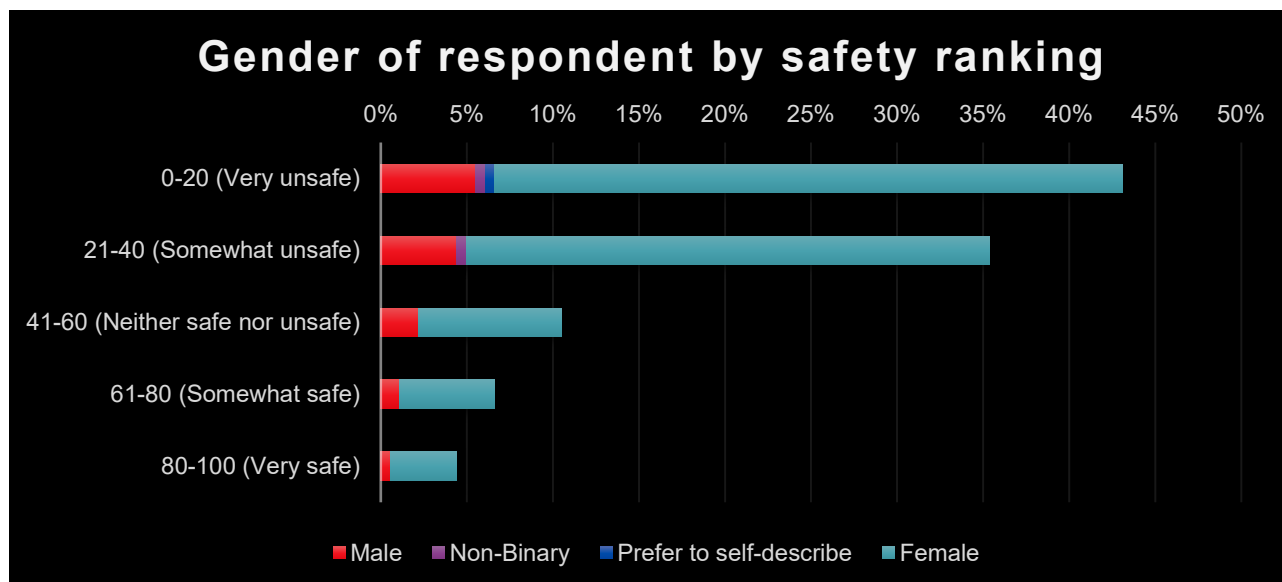


Figure 9. Gender of respondent by safety ranking.

4.3 Non-cis, trans, and non-binary gender identities

The definition of ‘women’ used in this report is trans-inclusive, as set out in Section 2.1 above. However, responses relating to trans and non-binary gender identities have also been considered in their own right. These groups can face distinct issues in the public realm.

A 2019 survey showed that 50% of the British public recognise that trans and non-binary people generally modify how they present in public space to avoid being targeted⁴⁹. Less well-known is that some trans people in particular, avoid whole areas altogether⁵⁰. In the year preceding the survey, in which 6,579 took park, more than half of all trans respondents (54 %), compared with 47% of all LGBT⁶ respondents, felt personally discriminated against or harassed because they were perceived as trans.

1.1% of respondents reported as non-binary, and 0.6% preferred to self-describe gender. Limited data on the prevalence of non-cis and non-binary gender identities is available in the UK. The achieved sample is slightly higher than current estimates (such as 0.4%, the number of people who did not give a binary response to sex in the 2011 Census⁵¹). There is insufficient data to establish whether the proportion of non-binary or non-cis respondents is representative of the London population or not.

⁶ Note that elsewhere in the report, the acronym LGBTQ+ is used; the usage of LGBT here reflects the acronym used in this specific research.

21% of responses identified being trans/non-binary as a reason why someone may feel unsafe in a particular location. The most common issues for this group were: Poorly lit (67%), feels isolated (43%), anti-social behaviour (34%).

4.4 Being LGBTQIA+

LGBTQIA+ is used to designate people who are lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual or otherwise gender or sexual orientation non-conforming⁵². LGBTQIA+ women face widespread sexism and homophobia but are also hypersexualised for the male gaze⁵³.

Transgender women specifically face routine gender discrimination, sexism, homophobia, and transphobia in public and private spaces. This has regularly been encouraged by global media which promotes narratives that depict transgender women as predators and a threat to cisgender women⁵⁴. At present, binarized design biases in public spaces mean they face a heightened risk of public harassment, assault, and murder.

Women belonging to this community are typically forced to conceal their identities in public spaces or avoid them all together. As a result, safe spaces for LGBTQIA+ women are often private ones, spaces specifically designated for queer use, and rarely external⁵⁵. Whilst the emergence of queer enclaves, or 'gaybourhoods', have offered a safe and inclusive space for many, they have often prioritised the spatial expressions of (white) gay male culture and obscured the experiences of women⁵⁶. There is a need to rethink the built environment to encompass, rather than segregate, spaces for LGBTQIA+ communities.

25% of all responses identified 'Being LGBTQ+' as a reason someone might feel unsafe in the location they selected. Within these responses, the most common issues were: Poorly lit (66%), feels isolated (45%), and anti-social behaviour (36%).

4.5 Age

The ageing of the global population will be one of the defining megatrends of this century⁵⁷. According to the World Health Organisation, older women are those aged 50+⁵⁸. Ageing women refers to the same chronological group but recognises that ageing is a process that occurs at varying rates. This concept is integral in abandoning the idea that older people are one homogenous group. The experience of many older and ageing women in public spaces is largely different to that of other women, in part due to levels of movement, independence, and basic infrastructure.

Age discrimination is intersectional. Older women typically experience age discrimination at earlier ages (age 49–51) than older men, who often do not show indicators of age discrimination until 64-66, and women experience it at a higher intensity⁵⁹.

Age is not just a question of older populations. A 2019 survey by the Girl Guides notes that more than 40% of girls aged 11 to 21 said they feel unsafe outdoors⁶⁰. Younger people and children also use outdoor space differently - parental concerns about neighbourhood crime, bullying and stranger danger are most likely to influence and restrict children's independent mobility.^{61,62} In contrast, issues also exist around permission for children to use public space. For example, children playing outside can be seen as 'anti-social behaviour' and many shops request that no school children should enter unaccompanied⁶³.

In the UK, the Marmot Review⁶⁴ showed the dramatically higher death rates among children walking or wheeling from lower socio-economic groups. Children’s visual limitations in assessing speed and distance may be a key factor contributing to such incidents. Studies suggest children may not be able to detect vehicles approaching at speeds greater than of 20 mph⁶⁵. Sustrans in 2019 reported that children on foot or cycle are more than three times as likely to be involved in a traffic collision in the 20% most deprived areas in Scotland than in the 20% least deprived areas⁶⁶.

The key age range not represented in the consultation response is the 0-15 age group (children). This is to be expected, particularly for younger children who are unlikely to have access to phones/computers to complete the survey, and who may not have capacity or permission to provide responses. This group represents 20.7-22.7% of the population of local boroughs adjacent to the Legacy Corporation site (see Figure 2). To address this, consultation with the Legacy Youth Group (14 to 18 years old) has been included in this report to include lived experience of young people and girls.

The proportion of older respondents (over 65) was also lower than the surrounding average, at 2%, where adjacent local boroughs maintain between 6-10.3% (see Figure 10). This may be due to the online platform used. Further in-person consultation is ongoing and may aid in addressing this gap.

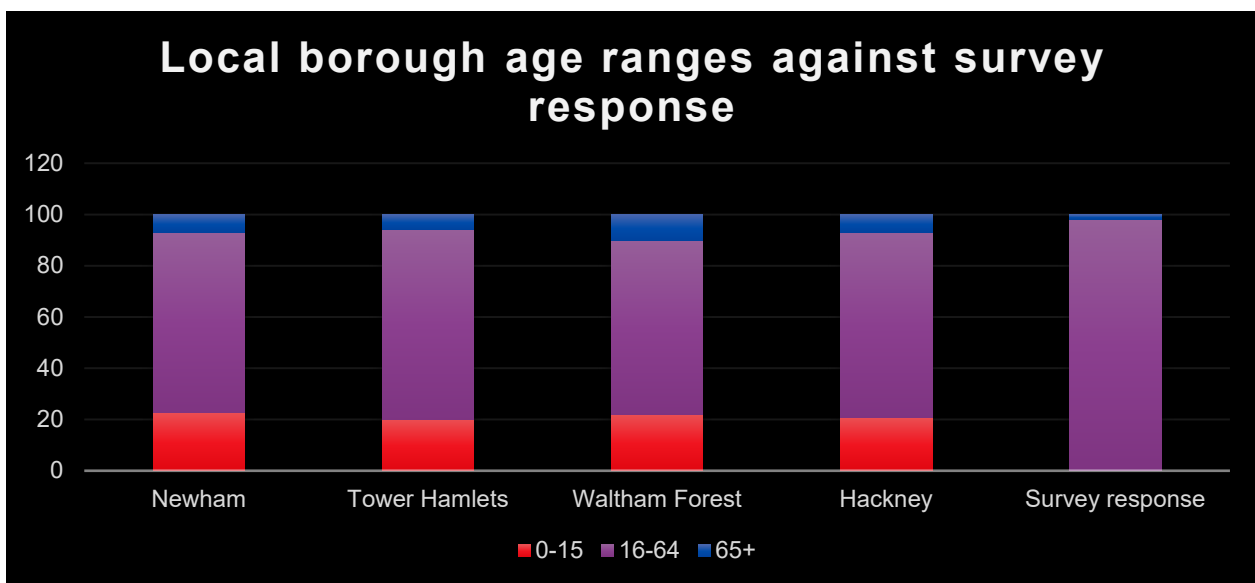


Figure 10. Age distribution of adjacent boroughs against the consultation response.

4.5.1 Age and perception of safety

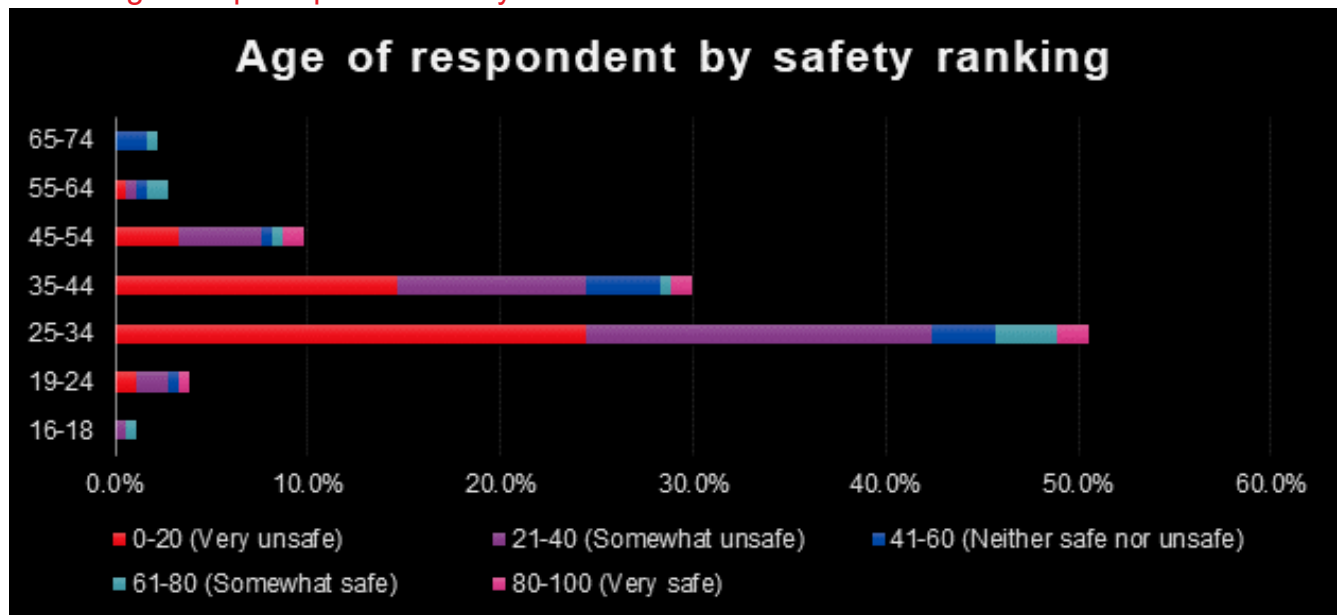


Figure 11: Graph showing safety rating distribution by age of respondents.

Figure 11 shows the safety rankings given by respondents in different age bands. The data indicates that respondents in the 25-34 and 35-44 age groups are relatively more likely to give a 'Very unsafe' safety rating.

Older age bands (55-64, 65-74), and the youngest age band (16-18) were relatively more likely to give more neutral responses ('Somewhat unsafe', 'Neither safe nor unsafe', or 'Somewhat safe'). Further consideration and consultation are recommended to understand the specific needs of these groups, given the small sample sizes involved. The differing responses may be due to:

- Different uses of the area by age band – for example, adult women of working age may be more likely to move in public space after dark, or alone.
- People of different ages may use different areas.

4.6 Employment rate

81% of survey respondents were in full-time employment. This can be compared to borough employment rates ranging between 66.2 - 73.1%, significantly lower. This indicates that there may be a data gap in relation to the experiences of unemployed populations. The Local Plan for the Legacy Corporation area indicates that unemployment figures are significantly lower than the average for the boroughs, with 2% of people unemployed as of 2017⁶⁷. As a result, the data gap is less significant – however the proportion of respondents in full-time employment is still significantly greater than the Legacy Corporation area, at 81% vs 57%.

A lack of data from unemployed people and people not in full-time work may have an impact on the representation of other groups in the sample – unemployment rates are also correlated with particular ethnic groups and socioeconomic status according to the Office for National Statistics⁶⁸.

There was not a significant difference in response of safety rating identifiable by employment status, as the number of people who were not in full-time employment was

relatively small. Further consideration and consultation with unemployed populations and across a range of socioeconomic groups is recommended.

4.7 Race, ethnicity and visible religious affiliation

Racialised women are those who experience the simultaneous effects of race and gender. In this report, we are using this term above 'women of colour', which attempts to tame one's racial identity⁶⁹, and 'BAME or BME women', which homogenises all ethnic minorities and is not widely understood⁷⁰.

Racialised women experience the unique concept of racialised sexism, where they are targeted for both their gender and their race simultaneously⁷¹. Here, experiences of racism can be denied on the basis of gender, and vice versa. This can invalidate racialised women and withholds their concerns from being addressed by movements which should be seeking to include them⁷². The related concept of sexualised racism further evokes that racialised women are physically and sexually dangerous. This facilitates the fetishisation, and sexual objectification of racialised women, limiting their safety and wellbeing in public and private spaces.

Both concepts ultimately serve to entrench and validate white male power⁷³, and ensure that racialised women experience public spaces differently to other women.

Visible religious affiliation can be related to racialisation but is a unique and specific issue. Data from the Crime Survey for England and Wales suggests that 8% of all hate crime recorded in 2018-19 was deemed to be religiously motivated⁷⁴. These crimes and harassment are also racialised: the same data indicates that adults with an Asian ethnic group were more than 5 times as likely to be victims of religiously motivated hate crime than White adults (gender disaggregated data for this figure was not available).

Women have a unique experience of Islamophobia. The 2016 report 'Forgotten Women', from the European Network Against Racism, found that 50% of UK respondents who wore a hijab felt they had experienced discrimination in relation to work progression due to their hijab, and that Muslim women were more likely to be recipients of off-line threats and verbal abuse than men (54% of all respondents)⁷⁵.

Religious and cultural background have impacts on the experience of public space beyond discrimination and harassment. For example, Arup's Walking for Everyone study found that some Muslim people view dogs as impure and must wash or change clothes if a dog sniffs or licks them⁷⁶. This means many Muslims do not feel safe or welcome in public spaces with dogs. A lack of awareness of cultural difference contributes to a sense of being unwelcome in public space, or that spaces were not designed for you.

In relation to the Legacy Corporation survey, race, ethnicity, and religious affiliation constitute sensitive personal data and have not been reviewed against the wider survey response. However, it should be noted that responses that highlighted that someone may feel unsafe due to race or visible religious affiliation were particularly prevalent in the Stratford International and Pudding Mill Lane hotspots. 21% of all responses in Pudding Mill Lane cited racial / religious affiliation as a reason for feeling unsafe, and 15% of responses in Stratford – as compared to 9% in the Olympic Park South area.

In general, these responses identified similar concerns to the average for the group – there is insufficient data at this stage to identify any particular trends with specific items.

4.8 Disability

Disabled women and girls (in particular, relating to mobility and learning disabilities) experience an acute imbalance of power and level of discrimination⁷⁷. The vulnerability rooted in their intersectional identity means they are disproportionately at risk from all forms of violence and abuse and are less likely to access support following an incident⁷⁸. Deaf and hard of hearing women, for example, are not able to hear approaching dangers, whilst those with mobility access requirements may not be able to move away quickly for protection. This is further aggravated by the lack of accessible, legible, and safe public spaces. As a result, they are often easy targets for predators.

Approximately 80% of women and 30% of men with a learning disability have been sexually assaulted - half of these women have been assaulted more than 10 times⁷⁹. Research suggests that 83% of disabled women are likely to be sexually assaulted in their lives⁸⁰. 50% of girls who are Deaf have been sexually abused compared to 25% of girls who are not Deaf or hard of hearing⁸¹.

A 2021 study by the ONS found that, across all settings surveyed, including busy spaces, residential streets and parks, disabled women felt significantly less safe than non-disabled women⁸².

Women's movements have neglected to successfully include disabled women in their fight. Negative attitudes and stigmas towards disability, coupled with a lack of knowledge of inclusion has exacerbated the situation⁸³. This has made it more difficult for disabled women, particularly disabled Black and ethnic minority women, to be placed on design, judicial, and political agendas.

Respondents were asked to report if 'being less physically able' may make someone feel unsafe in an area. Only one respondent chose this option, so it is not possible to draw general conclusions about the safety of disabled people across the space.

It is recommended to conduct further consultation specifically targeting disabled women. As there was limited engagement from disabled women in the initial consultation, it would be recommended to speak to local organisations who engage with disabled women in the local community, to understand their needs.

5. Consultation findings: Perceptions of safety

This section evaluates the sitewide responses to key questions about safety that were included in the consultation, particularly:

- How safe do you feel here?
- Specifically, why do you feel this way?
- How could this location be improved?

The aim of this section is to understand the most common issues and suggestions arising from the consultation response. These common issues have been carried through the report and evaluated against the various 'hotspot' locations to identify trends that could improve perception of safety across the whole area.

5.1 Trends across the site

5.1.1 Safety rating

Figure 12 shows the location and safety ratings across the site, with a red (unsafe) to green (safe) colour rating.

39% of all responses rated their location as 'Very unsafe', and 37% as 'Somewhat unsafe'. Only 3.5% of responses rated the area as 'Very safe', with 7.6% rating it as 'Somewhat safe'.

In all areas, the average response was either 'Very unsafe', 'Somewhat unsafe', or 'Neither safe nor unsafe'. Some areas had a more positive overall average safety rating than others. As Figure 12 indicates, the most positive comments can be seen in the London Stadium / Stratford Marsh area, with high concentrations of negative responses along the Greenway and towards the south of the area. These differences are discussed in more detail in Section 'Hotspot' areas below.

The consultation response indicates that, in general, women and girls do not feel safe at a number of specific locations in the Legacy Corporation area, and intervention should be made to increase the overall perception of safety across the area.

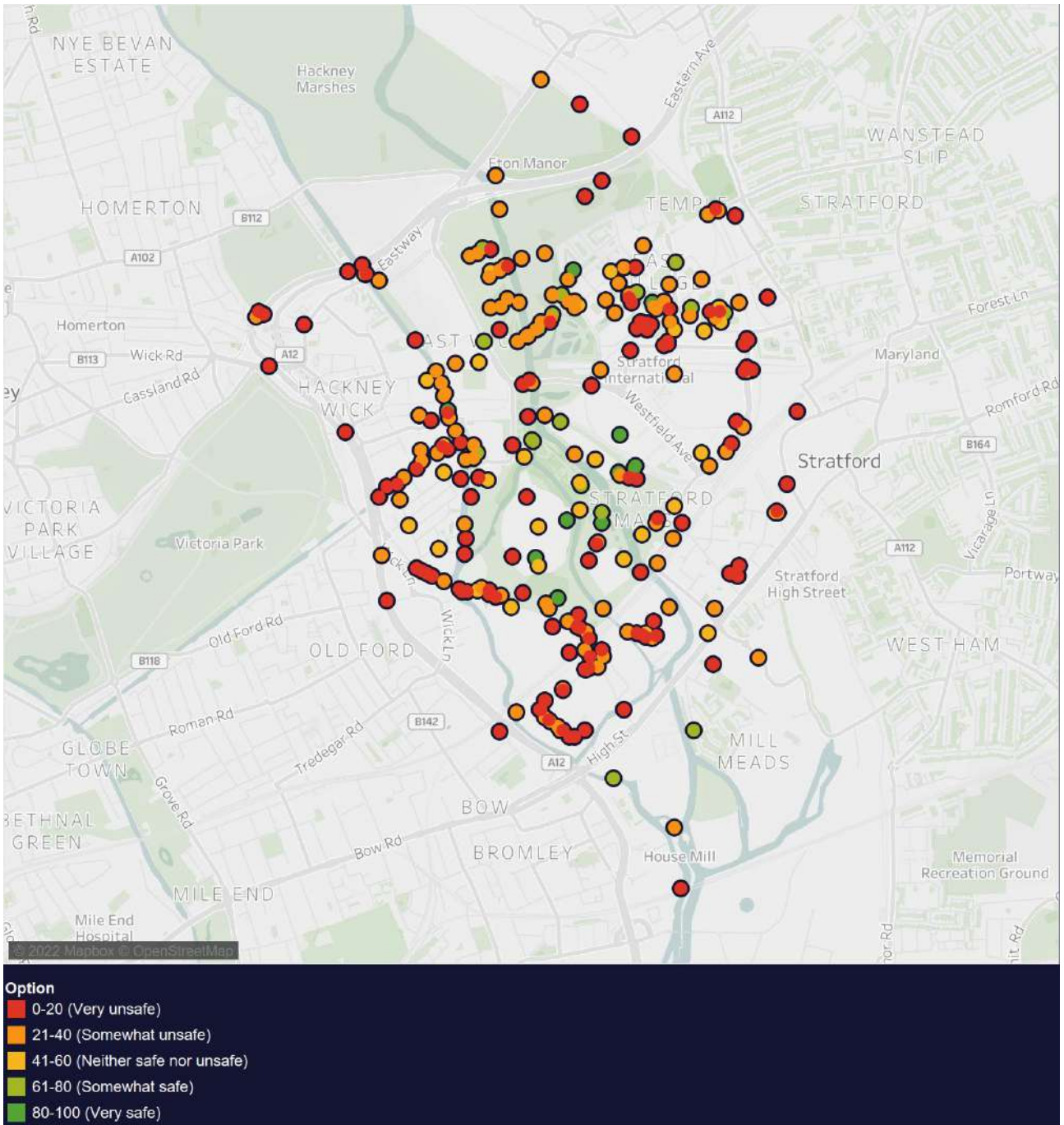


Figure 12: Map showing the location of all comments, with a safety rating from Very unsafe (red) to Very safe (green).

5.1.2 Key findings and issues

Respondents were asked to report specifically **why** they felt safe or unsafe in a space, and to suggest how locations could be improved.

Key themes have been identified according to the most common issues and solutions reported across the board. The themes and issues differed across the various 'hotspot' locations, indicating that the responses are specific to a particular location and cannot be generalised across the board.

In addition, each possible response option has been reviewed to identify if there are common trends where fewer respondents identified an issue generally. For example, although only three respondents identified 'racial tensions in the area' as a particular reason to feel unsafe, all three reports occurred in the Victory Park area (in the East Village hotspot), indicating a specific issue to be addressed.

Figure 13 shows the percentage of all respondents who reported each barrier. Figure 14 shows the percentage who reported each possible option for improvement.

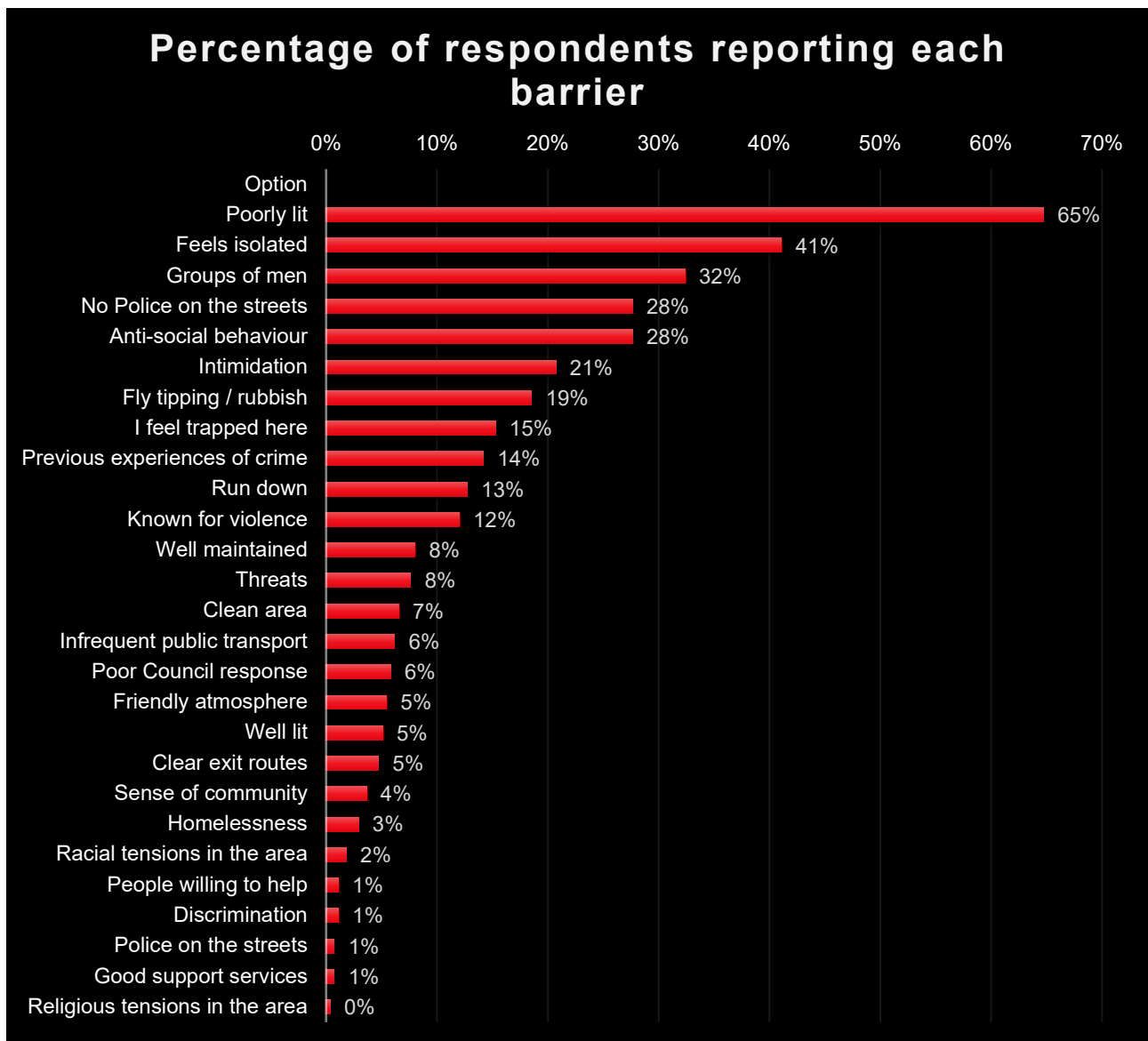


Figure 13: Percentage of respondents reporting each item as a reason for feeling safe or unsafe.

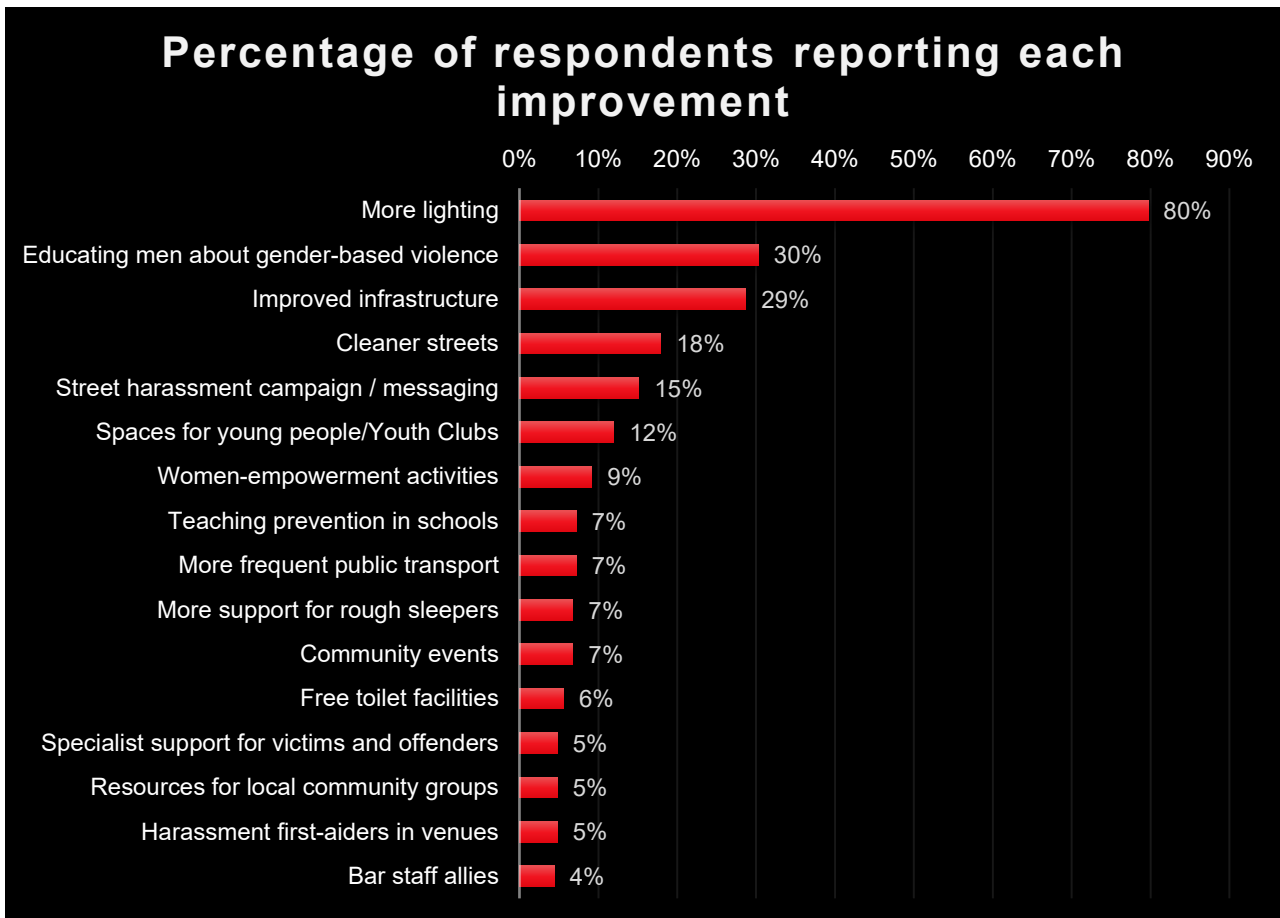


Figure 14: Graph showing percentage of respondents suggesting each improvement option.

Reasons for feeling safe / unsafe

Figure 13 above shows the percentage of all respondents who reported each reason for feeling safe or unsafe in a space.

Lighting



“The lighting is very patchy and lots of places for people to hide along. I’ve seen many groups of men hanging out in the shadows along this route. I now don’t use this route to go home once it’s dark.”⁷

The data clearly indicates that **lighting** is a major concern for respondents. 65% of respondents reported feeling unsafe due to poor lighting; 80% reported that it would improve areas. Concerns about poor lighting occurred in conjunction with all of the themes set out below.

⁷ Comment location: the Greenway adjacent to Pudding Mill Lane DLR.



Lighting

Low light levels along the canal path were reported as making people feel unsafe.

Where there is lighting at a road level, this can create high contrast between the bright light and dark path. Figures become indistinct, heightening the sense of insecurity.

Providing consistent light that avoids dark shadows, even if light levels are low and do not overspill into the canal, may help people feel safer and improve visibility along the path.

Other key reasons for feeling unsafe fall into several themes:

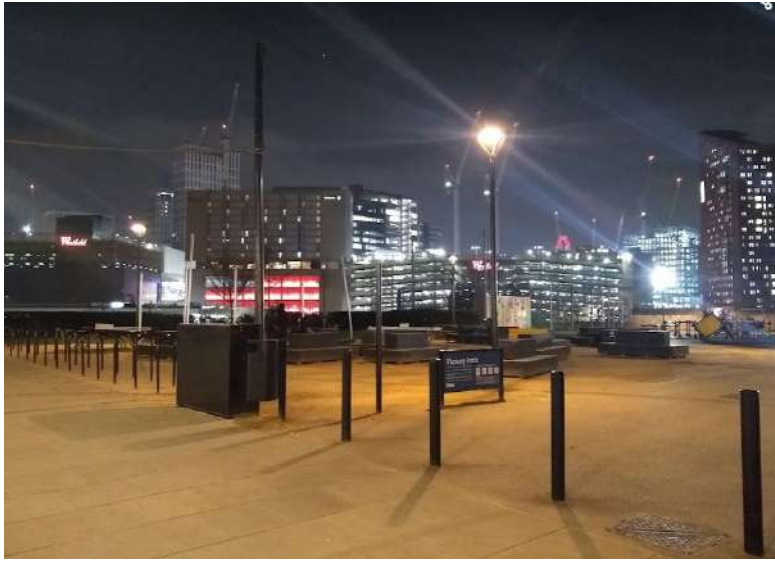
Intimidation, harassment, and groups of men



“Too many groups of men / teenagers hanging out in the area shouting harassment at women. At times, even just large group gatherings can be intimidating even if they're not doing anything. There should be rules against loitering in these kinds of residential areas.”⁸

These responses relate to a feeling of intimidation, or actual past experiences of harassment, as a result of other people in the area – typically reported as groups of men or young people.

⁸ Comment location: Logan Close, East Village.



Intimidation and groups of men

Groups of men were reported at the approach to Victory Park. This area is designed for multi-generational use with seating and a gym area, and does provide lighting.

Providing more physical separation, a different lighting quality, or a different seating arrangement may allow people to socialise while reducing attention to lone pedestrians.

Design gathering areas in consultation with women and girls to encourage usage by a wider range of people.

Isolation and feeling trapped

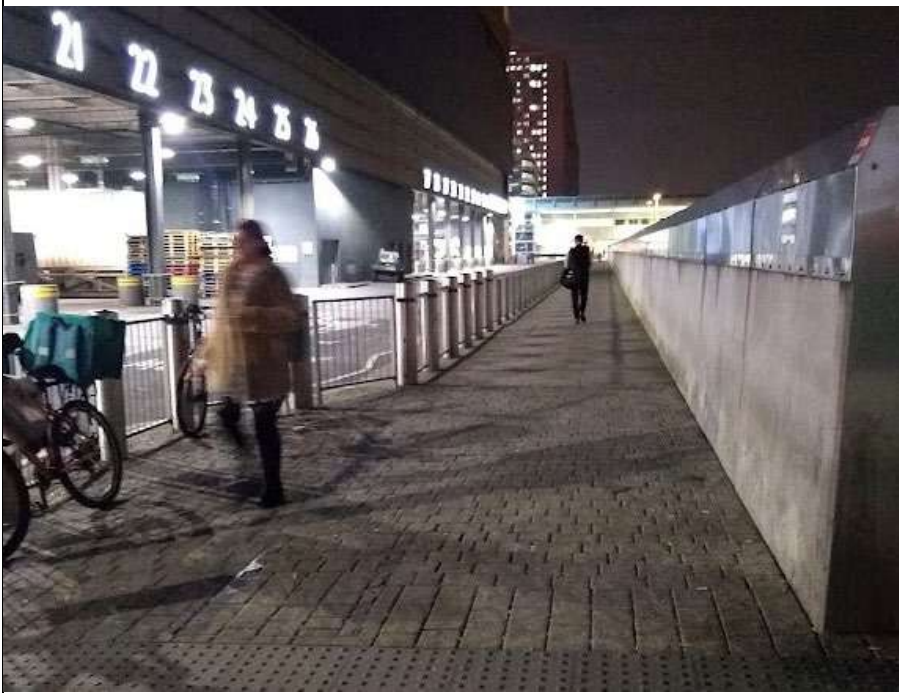


“It feels very isolated, particularly the walk along the greenway. I’ve felt trapped and very scared at this place multiple times.”⁹

These responses relate to areas where people felt isolated or trapped

Responses were often sited in areas where there were long linear walking routes with limited options to leave, or areas which are not overlooked by buildings or busy public areas (such as the Greenway).

⁹ Comment location: Pudding Mill Lane DLR / Marshgate Lane



Isolation

Long linear routes, such as the walkway behind Westfield loading area, can feel unsafe as they do not offer opportunities to leave.

Providing softer lighting at a human scale, and clear signage indicating the length of the route, may help people to feel more secure.

Anti-social behaviour and crime



“It’s an area a lot of young people park to take Nitrous Oxide, they park in their cars and sit there all evening. It can be intimidating as a woman walking past there as it would be easy for someone to get dragged into a car. There’s no lighting or cameras.”¹⁰

These responses referenced a perception of anti-social behaviour or crime in an area. Long-answer responses frequently referred to an area being ‘known for crime’ or having heard about crimes in the location. Gatherings of people were also referenced.

¹⁰ Comment location: Beachy Road



Anti-social behaviour and crime

Several respondents reported previous experiences of crime along Montfichet Road and adjacent to Stratford International station.

This road is lit, but at a vehicle level, has limited exit routes and is not overlooked, particularly when Westfield is closed, making it feel isolated. Design or security interventions, or wayfinding to help people find alternate routes, could help to address the fear of crime.

Maintenance, litter and management



“There is a huge cleanliness and fly tipping issue, with bags of rubbish often scattered about, including broken glass which is dangerous for cyclists - this is such a shame as the surrounding areas are kept relatively clean.”¹¹

In some locations, responses focused on a sense that the area was run-down, littered, or poorly maintained. These responses tend to be focused or clustered on specific locations.

¹¹ Comment location: underpass beneath Eastway, north of Here East.



Maintenance, litter and management

Fly-tipping and rubbish can make an area feel neglected and unmanaged, which in turn can encourage anti-social behaviour.

This intersection of the Greenway and Marshgate Lane received comments for anti-social behaviour, intimidation and groups of men in addition to litter – addressing one issue can help to address others.

5.1.3 Outliers and additional items

No police on the streets

One item that received significant response was 'No police on the streets' (mentioned in 28% of all responses). It is recommended to consider this item separately as it is not clear what respondents were trying to convey:

- Some respondents gave comment to areas with 'No police on the streets' a high safety rating, while others a low safety rating. This suggests that some women feel safer with visible police presence, while others feel less safe.
- There was no option for respondents to suggest 'More police on the streets' as an improvement, so it is not possible to judge whether respondents desire a higher police presence.

Further consultation and engagement with relevant policing bodies along with users is recommended to establish the best course of action.

5.1.4 Suggestions to improve an area

This section summarises key themes arising from respondent answers to the question 'How could this area be improved?'. Some themes are consistent with the themes identified above under why people feel unsafe in a space – for example, many respondents reported feeling unsafe due to not enough lighting, and many reported that more lighting would be an improvement. Other themes are distinct, such as programmes of education and awareness.

Figure 14 above shows the percentage of all respondents who recommended each improvement to an area.

Lighting

By far the most common suggestion to improve a location was ‘More lighting’, reported in 80% of all responses. This suggestion has been carried through the actions and recommendations in Section 7.

It should be noted that Arup’s Perception of Safety in Cities research indicates that more lighting is not always the solution to improve perception of safety – the quality, type and consistency of lighting all contribute to how safe people feel in a space⁸⁴.

Recommendations around lighting are specific to the location context. Lighting interventions should also be co-ordinated with the ecological needs of different species in specific locations.

Infrastructure

29% of respondents suggested that improved infrastructure could improve a location. This is a broad suggestion but suggests that physical interventions in built space are desired by respondents. This report considers various infrastructure interventions as possible actions, from large-scale (increased choice in routes and bridges across the site) to small-scale (additional street furniture or lighting), depending on the needs of a specific location. Free public sanitary facilities would also be considered an infrastructure intervention.

Maintenance, litter, and management

Respondents noted that some areas could be improved through cleaner streets.

Programmes of education, awareness and training

30% of respondents suggested that educating men about gender-based violence would help to improve a space. Harassment campaigns (15%) and teaching prevention in schools (7%) were also recommended. These responses have been grouped under a single category. Such schemes may require implementation on a larger scale across the whole site, and their impact would be felt more generally.

Initiatives and spaces to support women’s safety

Respondents also favoured schemes to provide activities, support, or community resources. Spaces for young people (12%), women-empowerment activities (9%) and support for rough sleepers (7%) fall into this category. Again, rather than built-environment interventions these may be desirable to implement on a wider scale.

5.2 Connection to the area

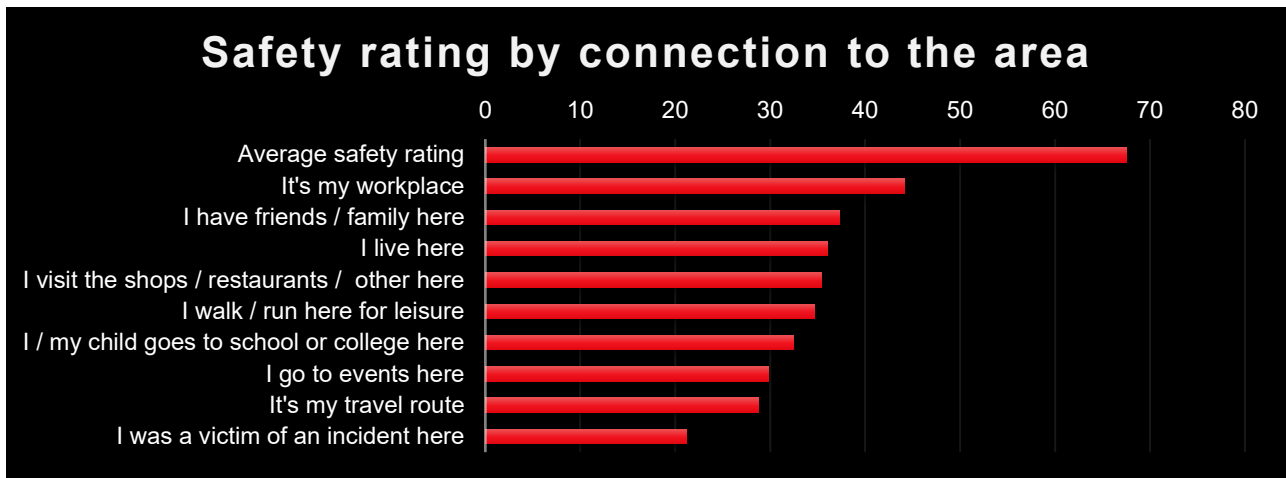


Figure 155. Graph showing average safety rating by respondent's connection to the area.

Respondents were asked to report their connection to the area. For each option selected, the safety rating given by the respondents has been averaged, to understand if the reason for visiting has an overall impact on how safe people feel.

Several key items emerged from these responses:

- The reason for visiting has an impact on the overall safety rating. Respondents who work on the site are more likely to give a higher rating, averaging 44, or 'Neither safe nor unsafe'. Respondents who had experienced an incident gave the lowest safety rating, averaging 21, at the borderline of 'Very unsafe' and 'Somewhat unsafe'.
- People who travel across the site gave a slightly lower average rating (29, 'Somewhat unsafe') than people who visit for active leisure travel (34, 'Somewhat unsafe'), although the difference was not substantial, and both are categorised as 'Somewhat unsafe'. This may be a result of people visiting for active leisure travel tending to visit areas with a higher overall safety rating (such as the Park area and green space), while people who use it as a travel route may have less choice about the spaces they visit.
- People who live or know people on the site tended to give a higher safety rating averaging 36/37, although still classed as 'Somewhat unsafe'.

Key actions emerging from this information include:

Active travel routes

Although people were not asked about active travel routes specifically when reporting reasons for feeling unsafe, 116 responses used the site as a travel route and 98 walk or run there for leisure. Certain travel routes such as the Greenway were identified as hotspots for poor perception of safety. Recommendations focused on routes and journeys across the site, including design interventions along a route and wayfinding possibilities, have been included in this report.

Events

Respondents who attend events on the site (23 in total) gave relatively low safety ratings. In addition, some long-answer responses reported busy times around events as a

particular issue for safety. See Section 1.4.1 for more detail on the type of events held on the site. It is recommended to consider sitewide policies and training for events and event staff as actions arising from this report.

6. Key actions and recommendations

6.1 General actions and recommendations

6.1.1 Sitewide recommendations – summary

Table 1. Summary of sitewide recommendations.

Sitewide recommendation	Action
Create consistent and well-lit routes across site	<ul style="list-style-type: none"> • Lighting and vulnerability assessment • Site-wide lighting strategy • Stakeholders to collaborate to implement and maintain lighting conditions along routes • Alternative routes identified and signposted
Identify safe routes	<ul style="list-style-type: none"> • Site-wide wayfinding strategy that consistently identifies routes that are well-lit or less isolated
Safety considered during development, construction and temporary works	<ul style="list-style-type: none"> • Guidance for developers • Developers to commit to ‘best-in-class’ approach • Ongoing consultation with residents and communities
Additional strategies to supplement, support and include women’s safety considerations	<ul style="list-style-type: none"> • Include women and girls in governance, consultation and design • Security masterplanning to consider consultation outcomes • Co-ordination in approaches across multiple developments • Site-wide biodiversity strategy to identify opportunities to improve lighting conditions

6.1.2 Lighting

Lighting has emerged from the consultation response as central to people’s experience of safety. However, research indicates that more lighting is not always the solution. The quality, tone, location and design of lighting, as well as how lighting works across a space, all have impact on how safe people feel.

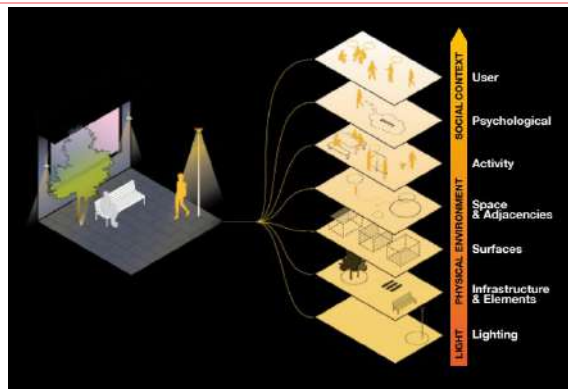
- A key principle is to establish visibility and visual connectivity along routes
- Consistent lighting across lit routes reducing dark and blind spots, and avoiding rapid transitions between light and dark, which can be disorienting and make people feel unsafe

- Streets and paths should be well maintained, including cutting back dense, low-level, or overhanging vegetation where possible. This is important to improve visibility and eliminate the dark areas created by vegetation and small pools of light.
- Lighting at a 'human scale' can create feelings of safety and comfort more effectively than lighting at a large or vehicular scale (such as that offered by streetlights and floodlights). This lighting can make a space feel more intentional and managed and is more consistent than intermittent lighting intended for vehicles.
- One tool that could be used to more consistently assess walking and cycling routes is the Night-time Vulnerability Assessment (NVA) – a tool developed by Arup in partnership with Monash University's XYX Lab and PLAN International, as part of research to better understand how lighting affects perceptions of safety in Melbourne for women and girls.⁸⁵ This tool has been developed to apply to any type of space (including town centres, commercial or residential areas, and green space), and to apply to more global contexts, including the UK.

Understanding how to light spaces to improve the perception of safety is an emerging field. Arup's Perception of Safety in Cities research took measurements about the level and quality of lighting and compared them with over 900 qualitative feedback comments from women. Some key findings from the research include:

- Consistent and layered lighting (multiple different light sources, and surfaces with different reflective values)
- Reducing 'floodlit effects' – a sharp drop-off in light beyond paths and routes, which creates a perception of exposure
- Reducing bright lights and glare, which can blind and disorient, and maintaining consistent levels along routes to prevent disorientation when moving between spaces with different light levels
- ARUP's research shows the human visual spectrum reacts better to warm light, and the data from young women showed how sensitive they are to cool white light with regard to feeling safe in cities. Spaces with warmer colour temperatures are perceived as safer places.
- Good colour rendering is helpful. Yellow sodium luminaires, for example, had the lowest colour rendering in the research. Women preferred a high-quality LED light that enabled them to distinguish shapes and colour, helping to create a sense of safety.

These case studies highlight some exemplary projects and good practice in relation to lighting, particularly lighting for safety at night.



Darebin, Melbourne

Night-time Vulnerability Assessment

Arup was engaged to use light to improve perceptions of safety and revitalise a main street in the City of Darebin, Melbourne. Using the LVA before commencing any design, we were able to identify vulnerable areas and understand how the existing site conditions contributed to perceptions of safety at night. The visual outputs from the LVA of the site allowed us to effectively communicate the night time issues with key stakeholders, the client and isolate key areas to address in community engagement workshops.



Leicester Square, London

Leicester Square Garden, London

Arup recently collaborated with Burns and Nice to regenerate the lighting and urban design of Leicester Square Garden in London. New lighting features were installed throughout the garden to increase visibility along pathways, create visual excitement, and improve inclusivity. A comparison of pre- and post-redesign analysis highlighted a more evenly spread occupancy of the space, improved patterns of movement throughout the square, and greater use of space after darkⁱⁱ.



Plaza de Glories, Barcelona

Bruum Ruum, Barcelona

BruumRuum, created by artec3 Studio and David Torrents, is an interactive lighting installation at the Plaza de Glories in Barcelona. Sensors in the lights respond to ambient noise and nearby pedestrians by changing colour. The lighting installation transforms a dark and isolated space into an engaging night-time environmentⁱⁱⁱ.



City Centre, Bradford

City Park, Bradford

City Park in Bradford has been transformed into a high-quality public realm space that is entertaining and engaging for both residents and visitors.. The lighting has been carefully balanced to create a fun space, whilst maintaining the functional requirements for a city centre. Water features and tree lights aid in navigation, emphasising key routes and decision points. Lighting improvements have improved flexibility of use after dark^{vii}

6.1.3 Anti-social behaviour and crime

As discussed in more detail in Section 2.3.2, there should be a distinction drawn between actions intended to reduce crime, and actions and interventions to make women and girls feel safer in relation to the perception of crime or anti-social behaviour.

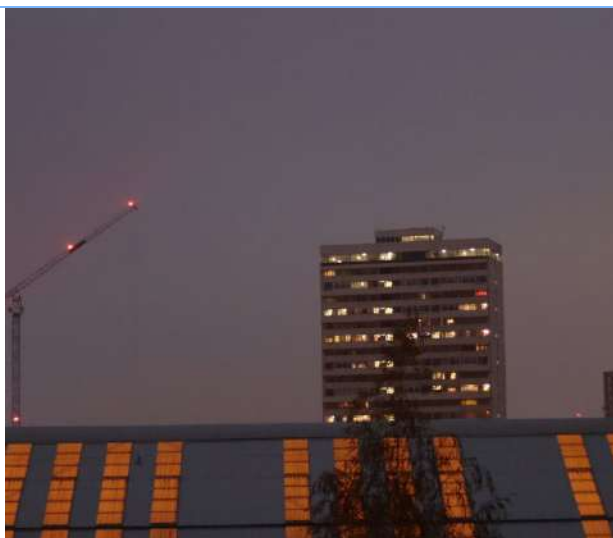
Actions to increase security and reduce crime:

- Ensure that design guidance and development across the area follows 'Secure by Design' principles to design out opportunities for criminal behaviour and consider expanding Secure by Design principles to include greater consideration of women's and girls' safety.
- Areas reported in the consultation to be areas known for crime were typically isolated routes, with limited through-traffic. Interventions could either aim to divert pedestrians away from these areas, to make them feel less isolated, or to activate them and increase pedestrian through-traffic, for example by:
 - Increasing natural surveillance by cutting back vegetation and reducing physical barriers to create visual connectivity with occupied buildings. See also notes on 'Hoarding' below for development sites. Consider any changes to vegetation in relation to the BAP habitat objectives.
 - Increasing actual security patrols in key areas, whether by police or by community wardens. It should be noted that increased securitisation and police presence may have a disproportionate negative impact on some groups (see Section 2.3.6), so community-led guardians and initiatives may be preferable.
 - Prominent security cameras do not appear to have a significant impact on perceptions of safety at this stage, however this will be evaluated more fully using observations from the March 2022 site visit and included in the final updated report.
 - Outreach programmes that are developed with and for 'seldom heard' young people, giving them a safe space to interact and engage, which may limit opportunities for criminal interaction

Actions to enhance perception of safety by creating safe routes that avoid anti-social behaviours:

- Position areas for social gathering – such as benches in public squares, or playparks that may be visited by groups when unoccupied at night – away from lit pedestrian routes to ensure that people are able to gather, but that lone pedestrians can pass through without coming into close proximity and observation from large groups. This should help to create a sense of natural separation and physical space between walkers and socialising groups.
- Providing clear information to visitors about routes and offering alternative route options wherever possible. For example:
 - Signage indicating well-lit routes with an indication of length and time.
 - App-based solutions to inform people about safer, busier, or better-lit routes.
 - Providing choice on a small scale along all routes – such as allowing people to choose between walking under a dark subway bridge or walking up and over a footbridge.

These case studies highlight some exemplary projects and good practice in relation to combatting anti-social behaviour and crime in parks and public space.



Clapham Business District, London

This Is Clapham – Clapham Business Improvement District⁸⁶

This Is Clapham raises funds to improve Clapham as a place to work and live. Various projects, including an 'evening warden' service on Fridays and Saturdays and a safe haven staffed by ambulance personnel (The Hub). These initiatives are aimed at tackling low-level crime and providing medical supervision. Licensed premises have bought in to the programme and attend briefings on Fridays. Anti-social behaviour has fallen by 22% in Clapham since 2014 and the partnership has been recognised by the Met Police Problem Oriented Partnership Awards.



Lincoln, Lincolnshire

Women's Safety App utilising CCTV^{viii}

Lincolnshire Police and Crime commissioner has developed a new mobile phone app, which allows women and other individuals who may feel more unsafe in urban environments to ask CCTV operators in a city to monitor their journey if they feel unsafe. The city is also expanding their CCTV coverage to monitor a wider area. The app and CCTV provision are part of a £400,000 project in Lincoln to improve street safety in the wake of a number of attacks on women across the UK.



Boston, Massachusetts

Rose Kennedy Greenway Conservancy^{xv}

In 2014, Rose Kennedy Greenway, Boston, in partnership with Boston Police Department, launched the Greenway Park Rangers Program to ensure the park could be a safe and welcoming space for all. The team covers various shifts throughout the parks opening hours, looking out for safety concerns. The team also works to support the homeless community. In 2015, the park rangers checked on the health of approximately 700 homeless individuals and provided 89 with referrals. A resources list has been created and displayed in the park, highlighting local shelters, and specialised assistance for pregnant women, women from marginalised groups, teenagers, and children.

6.1.4 Intimidation, harassment and groups of men

The use of public space by large groups can represent a success in urban design, as the space is active and in community use. It is not recommended to criminalise these spaces or discourage people from gathering in all locations in the public realm. However, action is needed to support women and girls to feel safe when encountering large groups and minimise the risk of harassment and catcalling.

This could be through design interventions in space, such as:

- Rearrangement of seating and street furniture to cluster inwards rather than face outwards, to allow people to gather in groups while allowing pedestrians to pass with less observation – this may reduce the perception of being stared at for lone pedestrians.
- Some respondents reported a fear that people would jump at them from the bushes or push them into waterways. To address these concerns, lighting patterns should be considered to light areas adjacent to routes – for example, providing low-level sensitive lighting in bushes at the side of paths. This creates the impression of a well-lit area and reduces the feeling of being highlighted and exposed on a lit route.
- For daytime interventions, providing public space that will encourage use by a range of demographics, to limit perceptions that somewhere is a ‘male-only’ space – such as balancing outdoor leisure and exercise space with community gardens, allotments, or play space.
 - o A range of exercise facilities should be provided to be gender-inclusive such as providing outdoor gyms that encourage gymnastics (low level bars) rather than upper body strength (chin up bars), arranged in sociable clusters. Platforms for performance work well for more active dance/exercise.
 - o Engaging community groups including women and girls in the design of these spaces is vital to encourage usage by a range of different people

Harassment should also be addressed through awareness and training initiatives, by specialists, including:

- Supporting provision of training to transport and planning professionals to help reduce harassment in public places, including bystander training. This should include what harassment can look like for different groups and how to intervene in an appropriate way.
- Supporting provision of training programmes for groups who will be on site, including construction workers and event stewards.
- Support initiatives in schools to raise awareness and educate young people about harassment and safety in public space.

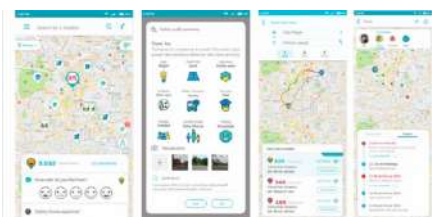
These case studies highlight some exemplary projects and good practice to help prevent and address harassment in public spaces.



Malmö, Sweden

Rosens Roda Mattax^{ix}

Malmö, Sweden, is home to Europe's only park designed by, with, and for girls: Rosens Roda Mattax. The park was designed collaboratively with girls aged 16-24 from the local, disadvantaged suburb of Rosengård. Together, they created an urban activity park, featuring a series of small activity spaces to avoid domination by one group. Provisions included a climbing wall, a stage for both organised and impromptu performances, and a set of gymnastics bars. The girls, having found the engagement to be meaningful, formed a permanent advocacy group, Engaged in Malmö, to help other girls and women become involved in urban planning.



Safetipin^{xix}^{xx}^{xxi}^{xxii}^{xxiii}^{xxiv}

Safetipin is a social organisation who, along with urban governments, are working to make public spaces safer and more inclusive for women. They have created three mobile phone applications (My Safetipin, which is available on the app store and play store; Safetipin Nite and Safetipin Site) which collect data about the experiences of women in public spaces. This data is then used to analyse and score locations based on physical and social infrastructure parameters. Scores are available to view in the My Safetipin application for users to make safe and informed decisions about their mobility. Data is also presented to relevant stakeholders with recommendations on how and where to improve safety for women and girls. In Dehli, India, for example, Safetipin audited over 75,000 points across the city, with results presented to the Dehli Government. In response, existing streetlights were fixed, additional lighting was provided in areas of high risk, and the local police redesigned their patrolling routes.



Right To Be – Bystander Intervention Training^{xvi}

Right To Be, founded as Hollaback! in 2010, is a non-profit organisation striving to eradicate street harassment across global cities through education and awareness. They provide free, tailored Bystander Intervention Training to enable the general public, businesses, organisations, schools, and colleges to stand up against street harassment. The training covers the 5Ds of bystander intervention, including distract, delegate, document, delay, and direct. These tactics, which are taught through video examples, aim to empower, and prepare individuals to make a change through effective action.

6.1.5 Isolation and fear

Feelings of isolation and fear were typically identified by respondents along long, linear routes, often routes that are enclosed (creating a feeling of being trapped) or are not overlooked by buildings or busy streets or vehicle routes. Design interventions in this space have been classified by the type of route / apparent issue: active travel routes, routes along major development sites, and footbridges.

Active travel routes

Long, quiet ways (quiet cycle ways) across the site, particularly the Greenway, have been identified as feeling unsafe and isolated by consultation respondents.

- Along quiet routes, provide alternative exit points at frequent intervals to enable another path to be taken, away from any quiet, isolated areas that are not overlooked.
- Light and signpost exit routes clearly.
- Provide visual landmarks and increased visibility to destinations, to minimise the feeling of being on a long, isolated route of uncertain length.

Hoarding

Observation of areas where isolation was a concern on site, and on Google Streetview, indicate that construction hoarding can contribute to feelings of isolation and being 'trapped'. Hoardings can block sightlines and, as they tend to be placed on the site boundary, prevent any 'overlooking' or passive security from adjacent buildings.

- Develop sitewide guidance and initiative for developers to encourage considerate design and activation of hoardings. This could include:
 - o Lighting and greening on hoardings to create a more welcoming space with better visibility. Long, linear routes with pools of light and shade create an amplified sense of fear, as there is one way in and one way out.
 - o 'Meanwhile uses', or temporary installations or activities to activate spaces in the time before developments are completed, for hoardings and streets with hoardings, perhaps including artwork, graffiti, or temporary active frontage. This can increase footfall to minimise a sense of isolation. Within the Legacy Corporation area, there are many land parcels awaiting redevelopment within the longer term, as well as unoccupied small, retail or business units. Derelict sites and buildings can impact negatively on the perception of the safety and visual quality of the public realm. Interim uses have potential to bring positive impacts through character and footfall, promoting economic prosperity. For these reasons, interim uses are supported by Local Plan policy in particular where they create vitality and viability to streets, are developed in partnership with the community, create or improve public realm and create active frontages, as well as 'green' proposals such as community allotments and gardens.
 - o Alternate hoarding designs, perhaps incorporating clear panels or raised platforms, increasing visibility of construction sites and developing points of interest and opportunities for engagement or rest. See for example Case Study on Sayer Street and the Meadow below.

Some guidance on the design of hoardings as set out above is included in various pieces of London local planning guidance. For example, Westminster's Code of Construction

Practice⁸⁷ which encourages green hoarding, with climbing plants cut back to allow for light and safety signage, incorporation of artwork and viewing windows, and hoardings to be lit from half an hour after sunset to half an hour before sunrise. However, it should be noted that limited guidance more specific than this is available, and guidance that is available is not specific to the safety of women and girls. Further research and consultation would be recommended to determine if these are the best and most effective measures to improve perception of safety.

Bridges and footbridges

Bridges and footbridges are key linkage points across the Legacy Corporation area, providing essential pedestrian routes. The consultation respondents frequently reported footbridges as particular points of unsafety, poorly lit and creating a feeling of isolation. The sense of being trapped, and being on a straight linear route with no entry/exit points along the way, can increase the perception of threat and intimidation.

Simple design interventions can help to make bridges and footbridges more welcoming and inclusive. A key aspect of this is making designs feel intentional, rather than an afterthought.

- Developers should be incentivised to design bridges thoughtfully and well, with awareness of the impact that locations perceived as unsafe can have on resident's views of a whole development.
- Providing lighting at a human scale, rather than geared towards vehicles, can create a more consistently lit and welcoming atmosphere.
- Providing greening and green linkage can support biodiversity goals while also improving user wellbeing. Greenery should be well-maintained to avoid overgrown spaces, creating dense bushes beside pathways, and to avoid greenery blocking lines of natural surveillance.
- Careful design of barriers and walls to allow clear sightlines can provide natural surveillance from surrounding buildings, and allow better visibility of the route ahead, again helping to stop people feel trapped.

The case studies below highlight some exemplary projects and good practice in relation to design of key features including signage, meanwhile space, construction hoardings and bridges.



Southwark, London

Sayer Street and the Meadow

Sayer Street is a public realm scheme making use of 'meanwhile space' to transform the area opposite construction works with temporary hoardings. The project, designed by B|D Landscape Architects, created a range of colourful food and drink locations on the opposite street, encouraging pedestrian through traffic and creating a unique sense of place. The site is only 4m wide but incorporates planting and street furniture into a scaffold structure.

The Meadow is a temporary park project that introduces greenspace, natural play areas and rest areas along the pedestrian transport link to the new development site.

Encouraging positive uses of temporary spaces by a variety of demographics can help to prevent feelings of isolation and fear in the built environment, offering safer and more welcoming walking routes adjacent to construction sites.

Image © Jack Hobhouse



Irvine, California

Candence Park – Signage and Wayfinding^{xi}

Candence Park, located in Irvine, California, is artfully created for all members of the community, incorporating areas for rest, play, and cultural events. With the area growing in popularity, RSM Design crafted modern signage and wayfinding elements throughout the park to improve legibility and safety. All of the features are brightly coloured, and many have polished surfaces to reflect the surroundings, creating movement and enhancing visibility. To give the park users a clear way of differentiating the many amenities, building identities were established and showcased through clear, recognisable signage.



Las Vegas, Nevada

Las Vegas Bus Stops and Solar Lighting

The Regional Transportation Commission of Southern Nevada (RTC) have upgraded lighting at approximately 1,400 transit bus stops in Las Vegasⁱ. The project was motivated by public concerns regarding safety at waiting points across the city due to a lack of lighting. In response, robust lighting systems were installed at approximately 1,100 bus shelters throughout the valley, and 300 standalone solar lights were mounted in spaces lacking shelter or streetlights. The solar lights can remain illuminated throughout the entire night. This creates a safe and secure environment at otherwise dark bus stops, and also increases visibility and natural surveillance.



Umeå, Sweden

Intelligent Streetscape Design^{xxiv}

The “Lev” (Live) tunnel, an 80-metre-long pedestrian and bicycle passage in Umeå, Sweden, is one demonstration of the city’s transfer toward gender-inclusive urban planning. The tunnel was designed to be a safe space for all city residents. For large groups and parents with children or strollers, the tunnel entrances are wide and welcoming. Varying gradients, rounded corners, and natural lighting improve sight lines within the tunnel, enhancing visual awareness and perceptions of safety. The tunnel features artwork and calm soundscapes to relieve feelings of threat. The tunnel is now one of the city’s main attractions, and its popularity creates natural surveillance and a comforting atmosphere. The Lev authority understands that the tunnel cannot end gendered violence, but that it can provide a safe and accommodating space for all users.

6.1.6 Canals and waterways

Canals and waterways are important ecological protection routes for bats, birds, fish and eels. However, canal paths are reported as feeling dark, narrow and unsafe. Consider the purpose and intention of these spaces: is it preferable to activate the space with night-time economic activity, or direct users to busier routes and maintain quieter, darker paths?

Impactful solutions should balance both considerations, for example by:

- Providing directional lighting that illuminates paths but does not spill into waterways, helping pedestrians without disrupting wildlife.
- Lighting canal underpasses – the light installation on WaterWorks river beneath Sidings Street (see Figure 16) is one good example of this.

- Ensure a meaningful choice of routes for users: to get from Point A and Point B, it should be possible to take a canal path or to cross the canal via frequent and well-lit footbridges.
- Increasing the physical accessibility of canal paths, removing obstacles and providing level routes, can help to encourage use by a wider range of users and demographics.
- Water-based proposals or those affecting the waterways should take account of the 'Under Lock and Quay', the Canal and River Trust's good practice guidance for designing out crime from waterside environments, as required in the Night Time Economy SPD.



Figure 16. Lighting / art installation on canal underpass.

6.1.7 Connectivity and biodiversity

To increase the perception of safety on site-wide routes, it is recommended to develop an integrated strategy and guidance for developers that encompasses women's safety considerations, lighting, biodiversity and design interventions such as seating and information boards.

This will help to ensure that every development contributes to activating routes like the Greenway and making them safer, without compromising the ecological needs of the space. It will also create greater consistency and connectivity across the site.

There should not be a trade-off between ecology and safety; instead promote designs and initiatives that achieve the best of both, such as:



- Planting that increases visibility and permeability (such as trees rather than bushes). The exact height and clearance will depend on the specific location and sightlines – where natural surveillance could be provided from adjacent paths, clearance at a human height (e.g., to 2 m) would be desirable. Where surveillance could come from windows of buildings, consider lower height planting.
- , and that is positioned at a low level rather than uplit. This will help people to see into the surrounding area and feel more secure, without disrupting wildlife routes in the tree canopy.
- Biodiversity interventions that generate interest, such as wildflower meadows in place of grass at route borders. This encourages visitation by pedestrians, and can make the space in generally feel more intentional and managed, increasing the perception of safety.
- Encourage permeability wherever possible. Developments should not ‘back onto’ green routes, creating blank space, but should actively engage them and create new routes onto and off travel paths. Multiple entrance and exit points reduce the sense of isolation and being trapped, and give more opportunities for people to choose different routes if preferred and at different points on their journey.

Additional good practice guidance should be referred to as follows:

- Light levels as low as 3.6 lux can impact on bat behaviour, and consistently lit routes pose a barrier to movement. See the Bat Conservation Trust’s Guidance note on artificial lighting⁸⁸
- The Bath Bats & Lighting guide⁸⁹ recommends the following for waterside development:
 - o Consider using barriers to light: light intensity can be reduced in some locations by creating a light barrier to restrict the amount of light spill reaching sensitive area. Barriers can be in the form of walls, bunds or fences.
 - o Where lighting is unavoidable, seek to reduce light intensity and numbers of luminaires, and ensure the use of the most directional and focussed luminaires available. For example, one-sided bollard luminaires with screens to prevent upward light spill are preferable to traditional 360° un-focussed bollards. Careful specification of optics and light shielding/shaping accessories fitted to luminaires as specified by a lighting professional can further reduce light spill.
 - o Aim to ensure that the Upward Light Ratio (ULR) of the installation is limited to 5% in order to stop poorly aimed luminaires reduce glare.
 - o Mounting heights should be minimised to reduce the distance light can spill. Along the riverside mounting heights of amenity/street lighting should not exceed 4m.
 - o Light sources with low blue and low UV content should be employed. Warm colour temperature light sources to be employed preferably at 3000Kelvin. Red or orange lamps with minimal blue component may be appropriate. In preference modern LEDs should be selected as these emit significantly less or no UV light so are less disruptive to both insects and bats (South Hams SAC Advice Note 6).

This guidance and items should be considered but only as part of a holistic lighting strategy across the area that considers also the needs of women and girls.

These case studies highlight some exemplary projects and good practice in relation to green and biodiverse space that is activated and engages communities.

	<p><u>Ripple Greenway⁹⁰</u></p> <p>The scheme involved creating a brand new path for people on foot and bicycle, linking the Thames View community with its nearby Nature Reserve and River Thames footpath. Pre scheme light monitoring was conducted by Ecologists to demonstrate the existing light levels on the proposed site and identify any areas particularly sensitive to lighting.</p> <p>Good practice items included:</p> <ul style="list-style-type: none">• Light must be focused on the pedestrian zone, to improve public access and safety, tightly directed to prevent minimise light spill onto the watercourse, identified wildlife habitats and adjoining properties.• Lighting level on the watercourse to be kept below 1 lux across the majority of the calculation.• The upward light ratio to be 0%
<p>Dagenham, London</p> 	<p><u>What's Growing on the Greenway?</u></p> <p>What's Growing on the Greenway? Was a project designed to start a conversation between members of the local community and the landscape architects of the Connswater Community Greenway in East Belfast. Members of the community were encouraged to photograph and suggest plants for use on the Greenway, which were then photographed and distributed through community social media channels and used to create connections to local history and events.</p> <p>By encouraging local communities to engage with greenspace and care about biodiversity and planting, we can increase active usage and change the reputation of green spaces from a place of fear to one of enjoyment.</p>

6.1.8 Management, upkeep, and litter

Spaces that do not appear intentionally designed and well-managed can feel neglected and unsafe, and in turn can encourage anti-social behaviour to continue in these spaces.

This is reflected in the consultation response: 19% of all respondents reported ‘fly-tipping / litter’ as a reason for feeling unsafe in a location.

Providing suitable bins and litter management throughout can help to maintain spaces. Litter is just one obvious aspect of well-maintained, intentional design, however.

Creating spaces that the local community engages with, use and take pride in will over time transform the look and feel of a space. Providing positive reasons for local people to interact with a space also creates clear indication that spaces are managed and used even when empty. For example:

- Providing information boards and varied planting on key habitat routes can avoid a perception that they are just unkempt or overgrown. Mown edges to grass and meadow areas can assist with this.
- Public art installations, or community art initiatives to encourage graffiti, will feel more intentional than isolated pieces of graffiti used to vandalise areas.
- Maintaining lighting, and replacing faulty lights, are central to providing enough light but also help to reduce the sense that the area is forgotten or neglected.



Waterloo, London

Leake Street Graffiti Tunnel

Located under Waterloo Station, Leake Street Tunnel was a dark through-route that was transformed into an unofficial graffiti art gallery in 2008 after being selected by Banksy as the site for the ‘Cans’ festival.

The addition of community-driven art has activated the tunnel space and given it a renewed look and feel, while ensuring a consistent foot traffic of pedestrians, visitors and artists. Initiatives such as this can gain community interest and renew isolated spaces.

6.1.9 Transport infrastructure

Public transport infrastructure is essential to women and girls’ experience of public space and can define whether people are able to reach spaces at all. Providing good quality, accessible transport links across sites and at the beginning and end of active travel journeys enhances safety and experience across an entire route.

- Ensure access to and from public transport is fully inclusive for everyone, especially those with young children and buggies.
- Transport infrastructure should be approached holistically, with routes interlinked for easy access. For example, consider the walking routes between different transport interchanges (such as Stratford station and the DLR) at night: can wayfinding encourage people to leave via the right exit to avoid taking a dark route? Public

transport that interfaces in safe, accessible ways with active travel routes is also essential to encourage active travel: most public transport journeys will begin with a walk, run or cycle.

- Use guidance documents and examples of best practice throughout the decision making process, such as the recently updated Inclusive Mobility Guide⁹¹ and Manual for Streets.⁹² The Healthy Streets Framework⁹³ is also a helpful framework to better embed public health in transport, public realm, and planning.
- Prioritise improvement schemes for areas where the provision of local services and public transport is poorer, especially where this coincides with multiple deprivation.



Xiamen, China

Sustainable Bicycle Skyway in Xiamen, China^{xxviii}

Danish architecture firm, Dissing and Weitling, have completed a 7.6-kilometre-long elevated cycleway in Xiamen, China.

The cycle path has eleven entry and exit points, and covers five major residential areas, three business centres, and multiple public transport stations across the city. This provides residents with a safe and well-populated active travel route to and from key destinations.

In terms of design, the route is 4.8 metres wide, allowing multiple cyclists to travel side-by-side, and features a bright green floor.

7. Key findings and actions: Hotspot areas

7.1 Responsibilities for 'hotspot' areas

From the consultation response, the Legacy Corporation has identified key 'hotspots':

Queen Elizabeth Olympic Park – north: north area of the main Park, north of Carpenter's Road but excluding the Velodrome and velopark, which is the responsibility of Lee Valley Regional Park Authority

- This area is largely managed by the Legacy Corporation, with the exception of some waterways on the site which are the responsibility of the Canals and Rivers Trust and the area of parkland and waterways that fall within the responsibility of Get Living and some of the roads for which London Borough of Newham is responsible.

Queen Elizabeth Olympic Park – south: south area of the main Park, south of Carpenter's Road and including the London Stadium

- This area is managed by the Legacy Corporation, with the exception of some waterways on the site which are the responsibility of the Canals and Rivers Trust

East Village: largely residential area to the east of the Park with some active retail / leisure frontage and several smaller parks and green spaces

- Responsibility for this area is split between Get Living (main landlord and manager of the residential properties and open spaces), and the London Borough of Newham for certain roads.

Stratford International / Westfield: area to the east of the Park, covering the roads immediately around Westfield Shopping Centre, and Stratford International Station

- Responsibility for this area is split between Westfield (who manage the shopping centre area), TfL for areas in the immediate vicinity of the transport hubs and the London Borough of Newham for the roads

The Greenway: the full extent of the Greenway route running east-west across the site

- Responsibility for this area is split between the London Borough of Newham Thames Water and the Legacy Corporation

Pudding Mill Lane: area south of the Greenway, including Pudding Mill Lane station

- Responsibility for this area is split between TfL for areas in the immediate vicinity of the Pudding Mill Lane DLR station, London Borough of Newham and the Legacy Corporation.
- The development sites around Pudding Mill Lane are managed by Bellway, London Square, Anthology and the Legacy Corporation.

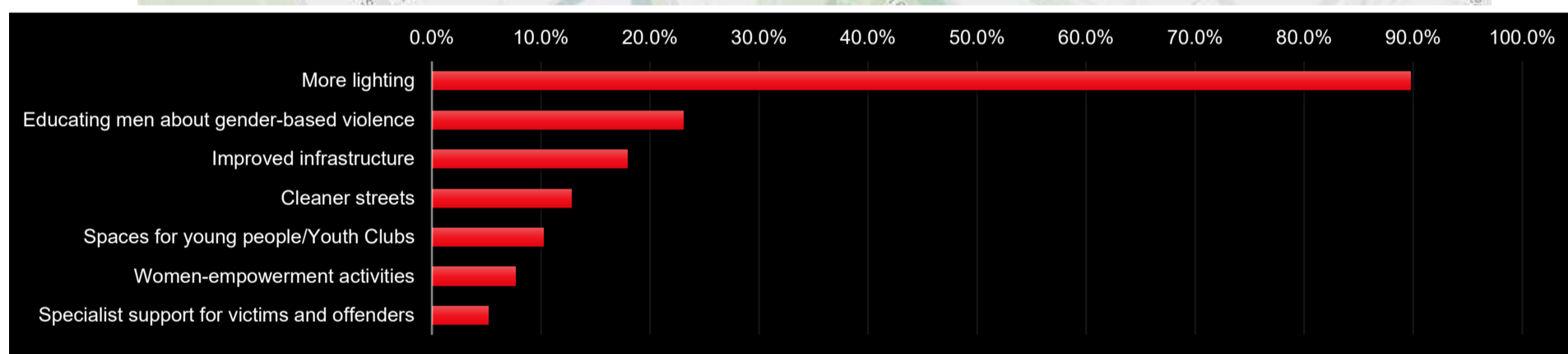
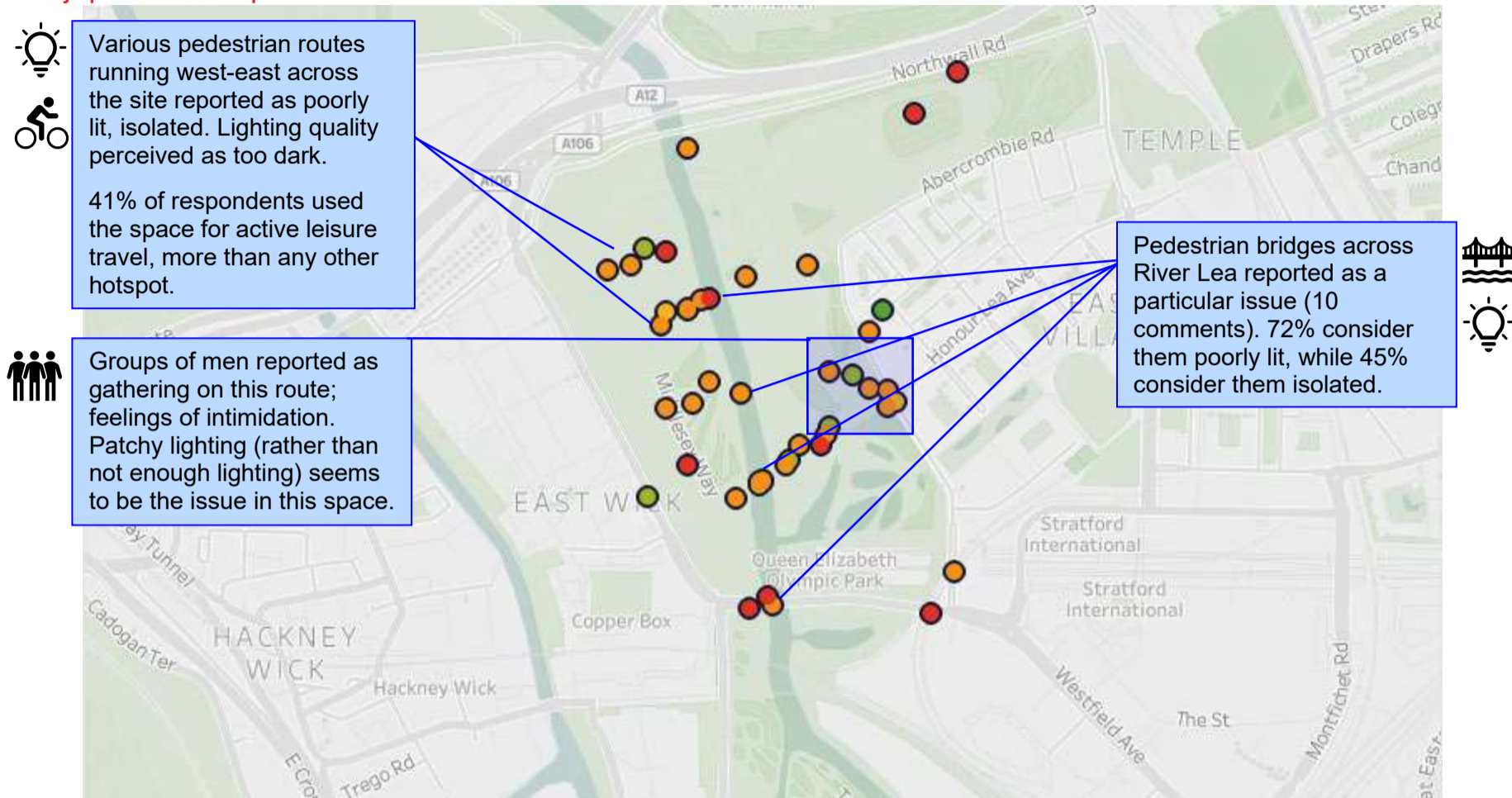
Canals and waterways: responses located in close proximity to canals and waterways, principally to the west of the Park in Hackney Wick. Some canal and waterway comments that fall within other hotspots (e.g. Within the Park) are not included in this group and are considered separately

- The Canals and Rivers Trust are responsible for the implementation of items directly along the waterways – however some aspects (such as signage to waterways) may be located in areas managed by the Legacy Corporation and the London boroughs of Hackney and Tower Hamlets.

This section of the report examines each hotspot to identify what key themes arise across the area, and to highlight particular clusters and locations where specific interventions could be made. More context to each theme and recommendation is provided.

Queen Elizabeth Olympic Park - North
Responses located to the north of the Olympic Park,

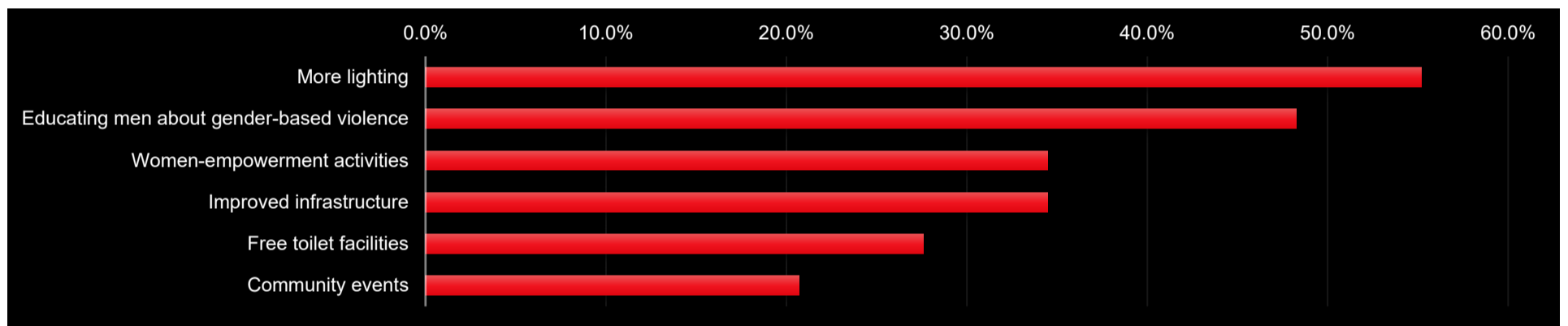
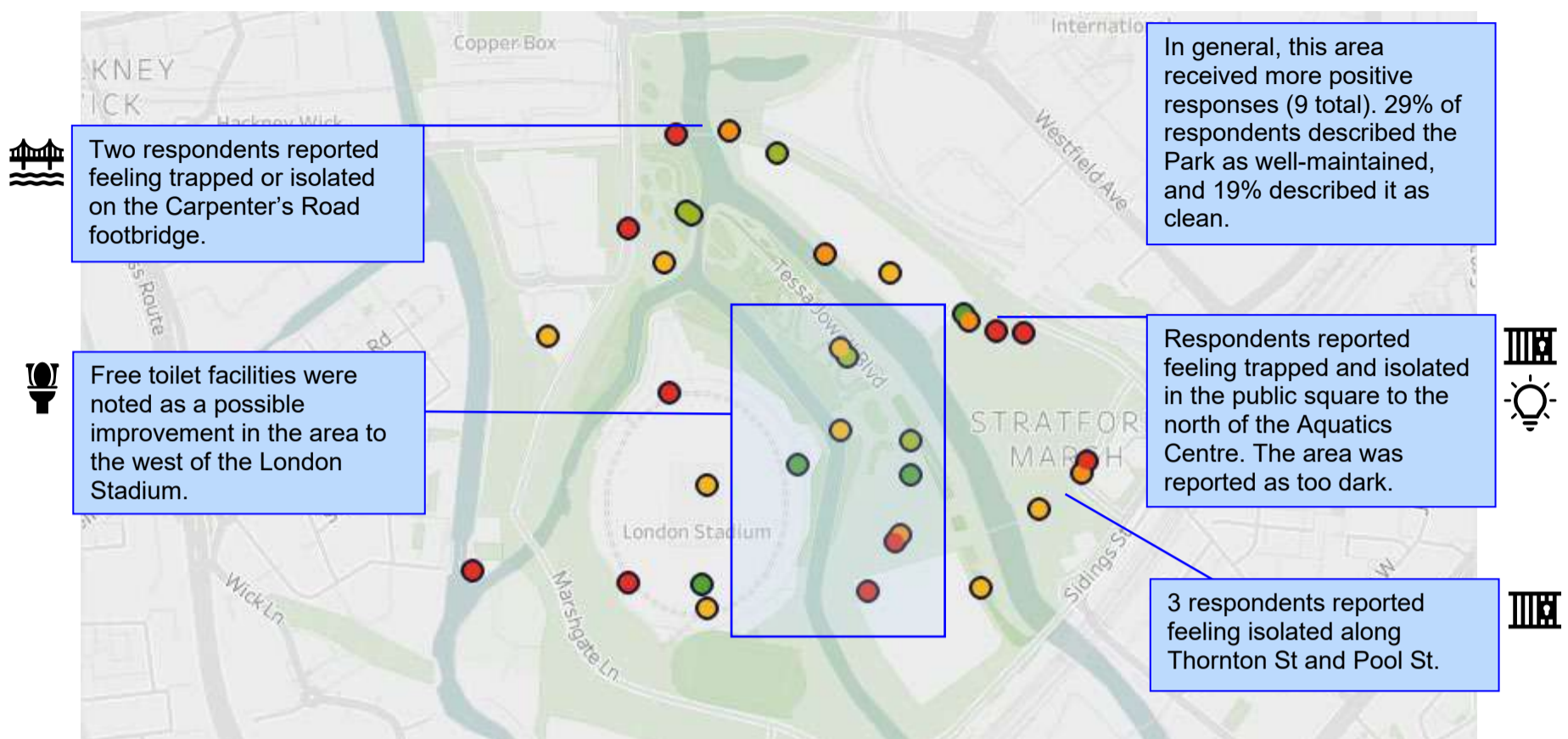
Figure 16: Olympic Park North responses.






Theme	Issue	Recommendation
	<p>Lighting</p> <p>On footbridges and on active travel routes running east-west across the site, lighting was perceived to be too dark.</p> <p>Around the London Blossom Garden, patchy lighting was perceived to be an issue.</p>	<ul style="list-style-type: none"> - Complete lighting audit of the space. - Evaluate lighting quality, consistency and brightness. - Identify who has responsibility for lighting different routes, and co-ordinate lighting of routes to ensure consistency. - Identify dark routes and lit routes – where dark corridors must be maintained, signpost people to lit routes.
	<p>Harassment, intimidation and groups of men</p> <p>The major site for comments about isolation, intimidation and groups of men was the route from Eastcross Bridge linking to Honour Lea Avenue. This space is lined with construction hoardings / security barriers, and presents a long, linear route with limited opportunity to leave.</p>	<ul style="list-style-type: none"> - Activate security barriers, hoardings, and isolated routes. - Provide guidance to developers, and co-ordinate across developments, to help achieve this. - Provide clear wayfinding and signage to indicate which routes are lit. - Take action to discourage anti-social behaviour through design interventions.
	<p>Bridges and footbridges</p> <p>Footbridges across the river in the centre of the Park are reported as dark and insufficiently lit.</p> <p>Footbridges present particular issues for perception of safety, as they have a single entrance and exit point, and can be underlit and narrow. People do not tend to congregate on footbridges, which can generate a sense of isolation and fear.</p>	<ul style="list-style-type: none"> - Address issues in the current design – provide sightlines, widen pedestrian routes where possible, provide human-scale lighting. - Create planning guidance for bridges that explicitly addresses women's safety needs.

Queen Elizabeth Olympic Park - South
Responses located to the south of the Olympic Park,

Figure 17: Olympic Park South responses.

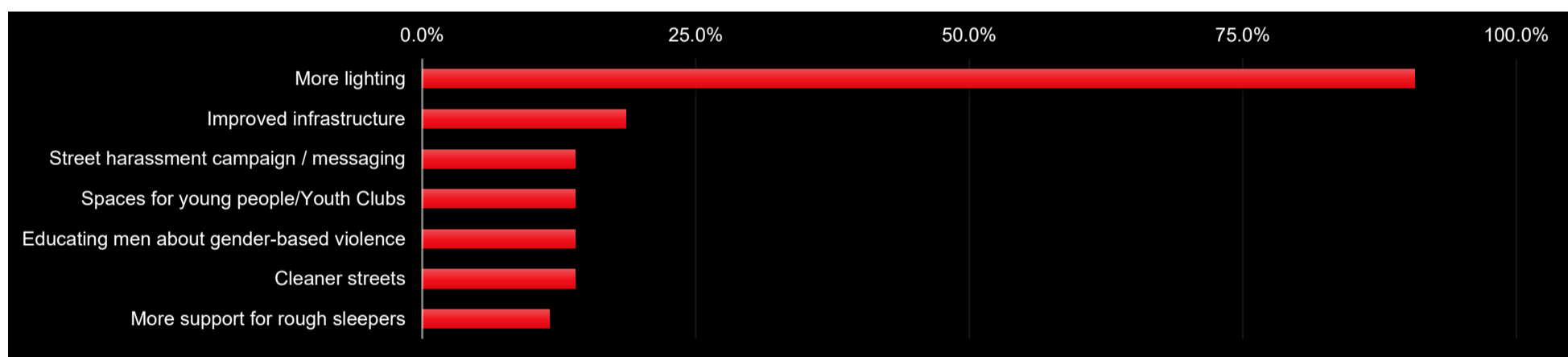
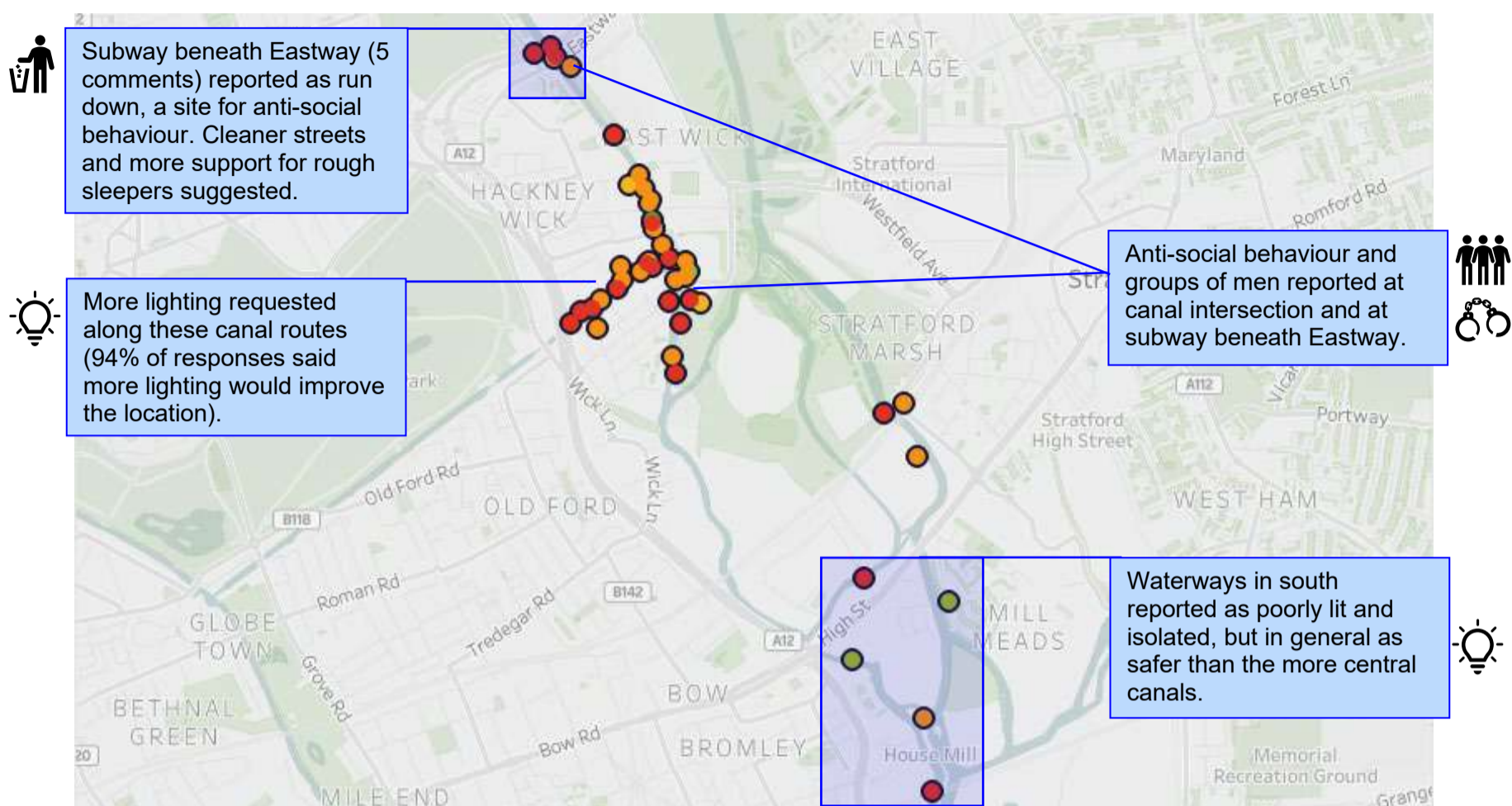


Theme	Issue	Recommendation
	<p>Lighting</p> <p>Providing more consistent lighting could help to increase visibility across the space.</p> <p>Lighting along the waterways adjacent to Carpenter's Road Lock was also requested, although this should note biodiversity considerations.</p>	<ul style="list-style-type: none"> - Complete lighting audit of the space. - Evaluate lighting quality, consistency and brightness. - Identify who has responsibility for lighting different routes, and coordinate lighting of routes to ensure consistency. - Agree how to approach lighting the Carpenter's Road Lock area – light consistently, or signpost alternatives.
	<p>Isolation and feeling trapped</p> <p>The south area of the Olympic Park offers several wide, open pedestrian routes including at Thornton St, Pool St, and to the east and north of the London Stadium. Respondents reported feeling isolated in these locations. This may be a result of a lack of activation and amenities in these areas – little street furniture, wide expanses of grass and paved streets. This should be addressed as part of a redevelopment of this space.</p> <p>Footbridges present particular issues for perception of safety, as they have a single entrance and exit point, and can be underlit and narrow. The Carpenter's Road bridge received two comments.</p>	<ul style="list-style-type: none"> - Activate night-time economies and encourage usage throughout the day. - Provide landmarks, beacons or points of interest along long linear routes.
	<p>Sanitary facilities</p> <p>27% of respondents in this area reported that free toilet facilities would improve the space. These responses occurred around the London Stadium itself and in the Park area to the east. This may be related to the fact that some public toilets are already provided in this area. Refer also to Policy S6 in the London Plan⁹⁴</p>	<ul style="list-style-type: none"> - Provide a wide range of inclusive facilities. - Consider when these can be accessed, and how to facilitate safe access at night / in dark.

Canals and Waterways

Responses located close to canals and waterway routes across the site

Figure 18: Canals and waterways responses.

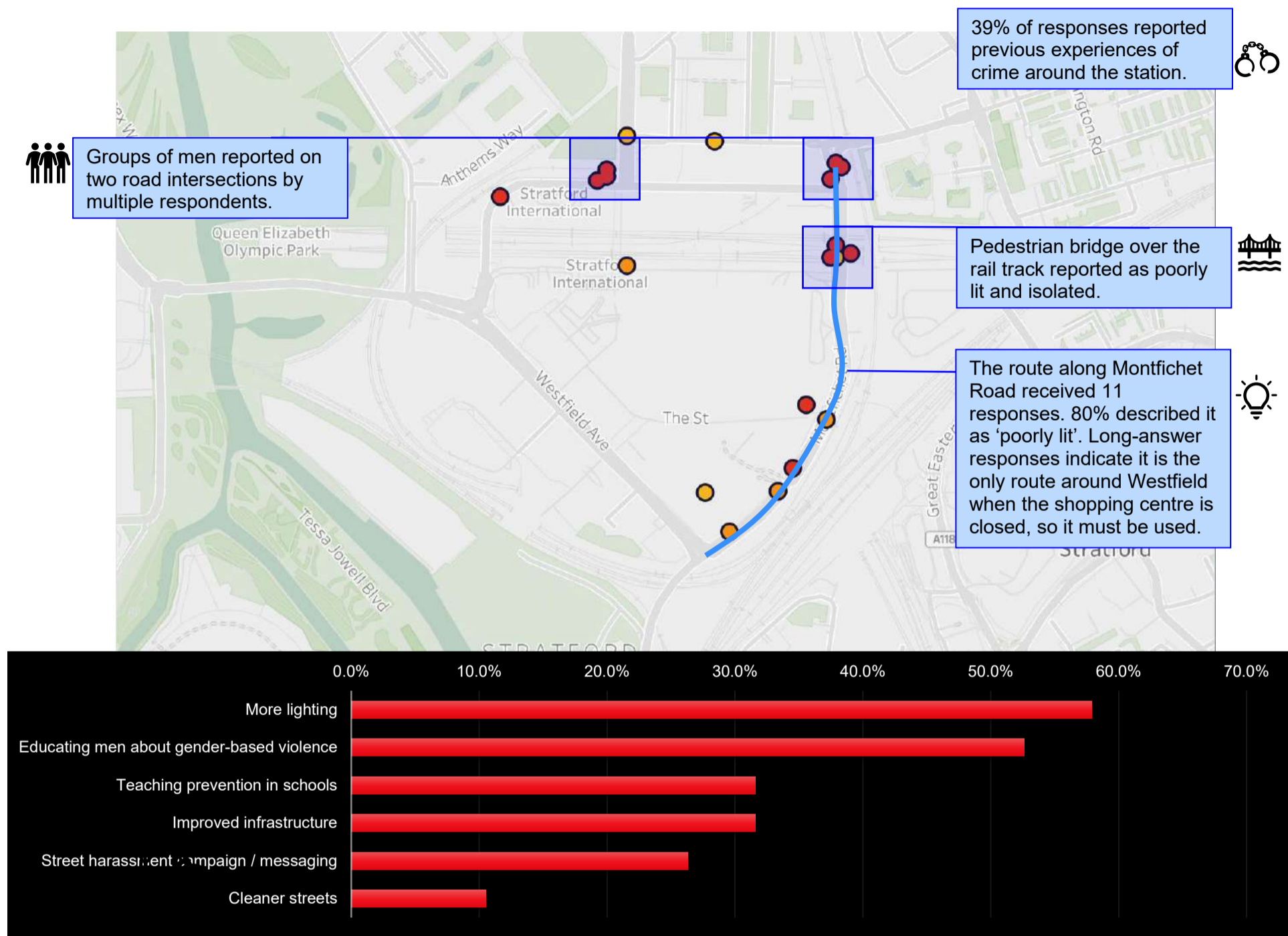


Theme	Issue	Recommendation
Lighting	Lighting was the principal issue along the waterways. 97% of responses said they would avoid this area after dark, while only 3% indicated they would avoid it at any time, indicating that the night-time environment is the chief cause of concern.	<p>Assess lighting levels along canal routes. Routes should be lit consistently, reducing dark and blind spots.</p> <p>Consider design solutions that can light paths without overspill into waterways (e.g. Ground-level lighting, lighting integrated into barriers / guard rails, lighting in underpasses).</p> <p>Where lighting is not possible, consider alternative routes and co-ordinate wayfinding across routes.</p>
Harassment, intimidation and groups of men	<p>Long, linear routes with limited 'escape points' can make users feel trapped and enhance a sense of isolation and fear.</p> <p>In busy areas, narrow routes force pedestrians into close proximity with group gatherings.</p>	<p>Provide clear information about alternate routes at night if routes have low light levels / light levels will drop along routes.</p> <p>Provide a meaningful choice of routes, allowing users to avoid underpasses or take exit points from the canal route.</p> <p>Position seating and gathering areas away from narrow pedestrian routes where possible.</p>
Upkeep, littering and management	A run-down appearance was reported as an issue at the canal intersection and beneath Eastway	<p>Improved litter management could help to improve look and feel and the perception of safety.</p> <p>At the Eastway Subway site, initiatives to make the space look more intentional and welcoming would be recommended, such as encouraging community art and street art.</p>

Stratford International / Westfield area

Responses located around Westfield Shopping Centre and adjacent to Stratford International Station.

Figure 19: Stratford International / Westfield responses.

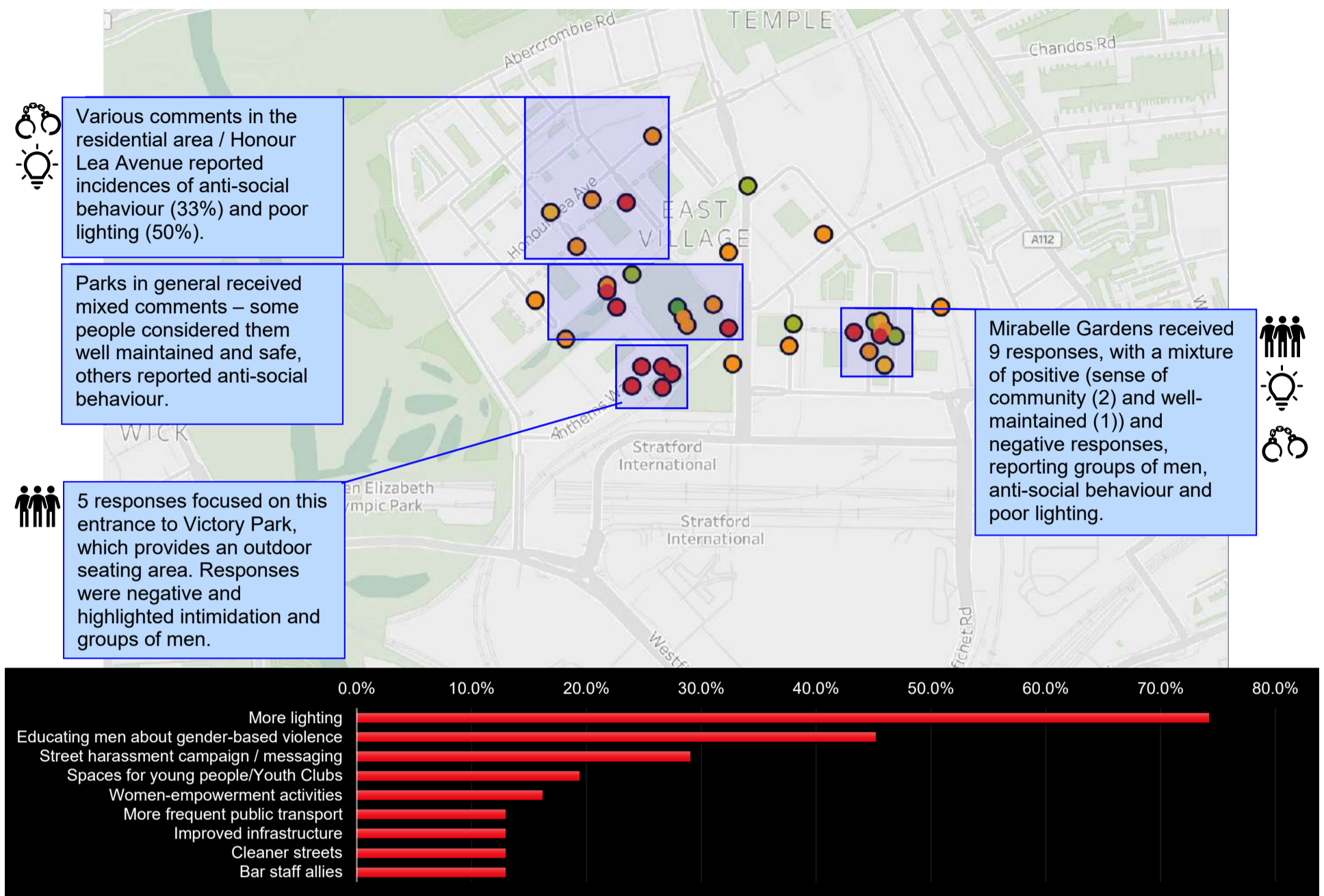


Theme	Issue	Recommendation
	<p>Lighting</p> <p>Poor lighting was reported on pedestrian routes around the border of Stratford International and Westfield Shopping Centre.</p> <p>Long answer responses indicated that the route on Montfichet Road is an issue, as it must be used when the shopping centre is closed at night. The route between the station and DLR was likewise reported as dark and unsafe.</p>	<ul style="list-style-type: none"> - Provide lighting at a human scale along vehicle routes (e.g. Montfichet Rd). - Complete lighting audit of the space. Evaluate lighting quality, consistency and brightness. - Identify who has responsibility for lighting different routes, and co-ordinate lighting of routes to ensure consistency. - More lighting of a high quality is recommended along the back of Westfield, or an alternative route to access the DLR at night.
	<p>Harassment, intimidation and groups of men</p> <p>56% of all responses in this area reported groups of men, and 28% reported intimidation. These responses were clustered around specific road intersection along Int'l Way in particular, and around the station.</p>	<ul style="list-style-type: none"> - Consider specific interventions to activate the route and encourage night-time usage by a wider range of people, reducing feelings of isolation. - If possible, provide an alternate route at night that does not require pedestrians to use the exposed road. The wide and isolated principally vehicular route is likely to cause issues for lone pedestrians.
	<p>Anti-social behaviour and crime</p> <p>39% of respondents reported previous experiences of crime around the station area.</p>	<ul style="list-style-type: none"> - Providing passive surveillance or passive guardianship by encouraging other people to use the area, or a security presence (e.g. Through a hotline, or wardens present).

East Village

Responses located around the east village area, east of the Park and north of Stratford Int'l.

Figure 20: East Village responses.

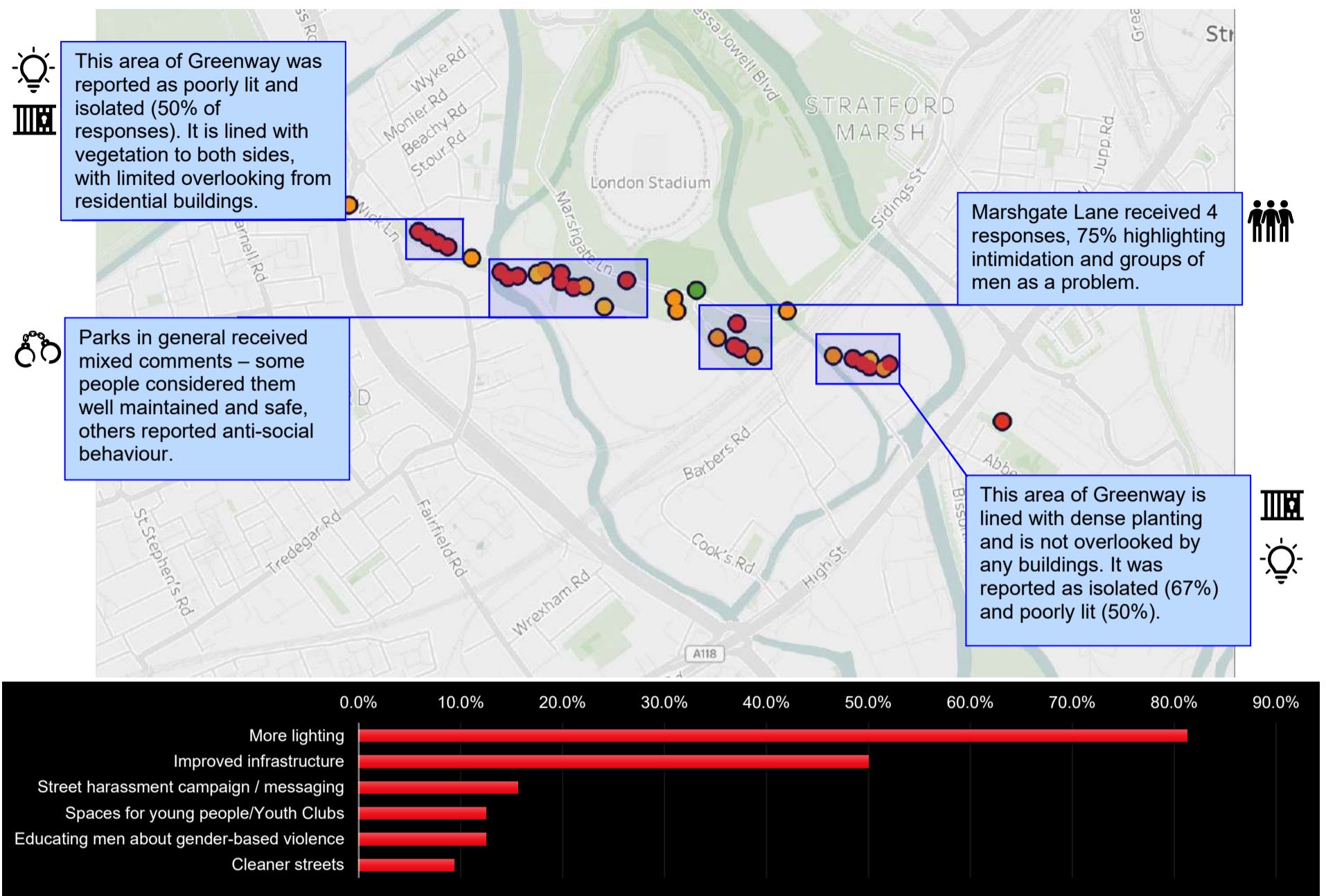





Theme	Issue	Recommendation
Lighting	<p>42% reported the area as too dark, particularly Mirabelle Gardens (5 responses) and the entrance to Victory Park (3 responses).</p> <p>Low light levels in parks and residential areas can provide spaces for people (e.g. Groups of young people) to congregate and create quieter streets. This can be beneficial; however it is recommended to always provide a choice of routes.</p>	<p>Low light levels in parks and residential areas can provide spaces for people (e.g. Groups of young people) to congregate and create quieter streets. This can be beneficial; however it is recommended to always provide a choice of routes.</p> <ul style="list-style-type: none"> - Provide a choice of routes including some well-lit routes that are positioned away from areas where large groups congregate. This could be on a small scale – e.g. Positioning some street furniture set back from pedestrian walkways. - Providing information at the outset of routes can help to discourage pedestrian through-traffic from passing through quiet residential streets.
Harassment, intimidation and groups of men	<p>The most reported site for groups of men is the approach to Victory Park. This area was rated as 'Very unsafe'.</p> <p>Groups of men were also reported in other park spaces in the area, although mixed with some positive responses.</p>	<p>It is not necessarily desirable to discourage people from congregating in the public realm.</p> <ul style="list-style-type: none"> - Maintain some darker spaces for congregation, set back from well-lit pedestrian walkways. Place street furniture so groups are inward-looking, rather than outward-looking. - Increase night-time activation with businesses, food and drink provision, or community activities. - Create spaces for multi-gender gathering and socialising.
Anti-social behaviour and crime	<p>Crime and anti-social behaviour were reported in similar locations to reports of intimidation and groups of men.</p>	<ul style="list-style-type: none"> - Provide spaces for people, particularly young people, to socialise and gather indoors or in specific locations can increase engagement and reduce rates of crime and anti-social behaviour. - Encourage usage of parks / gathering space by a wider variety of demographics.

The Greenway

Responses located around the Greenway route across the site.

Figure 21: East Village responses.

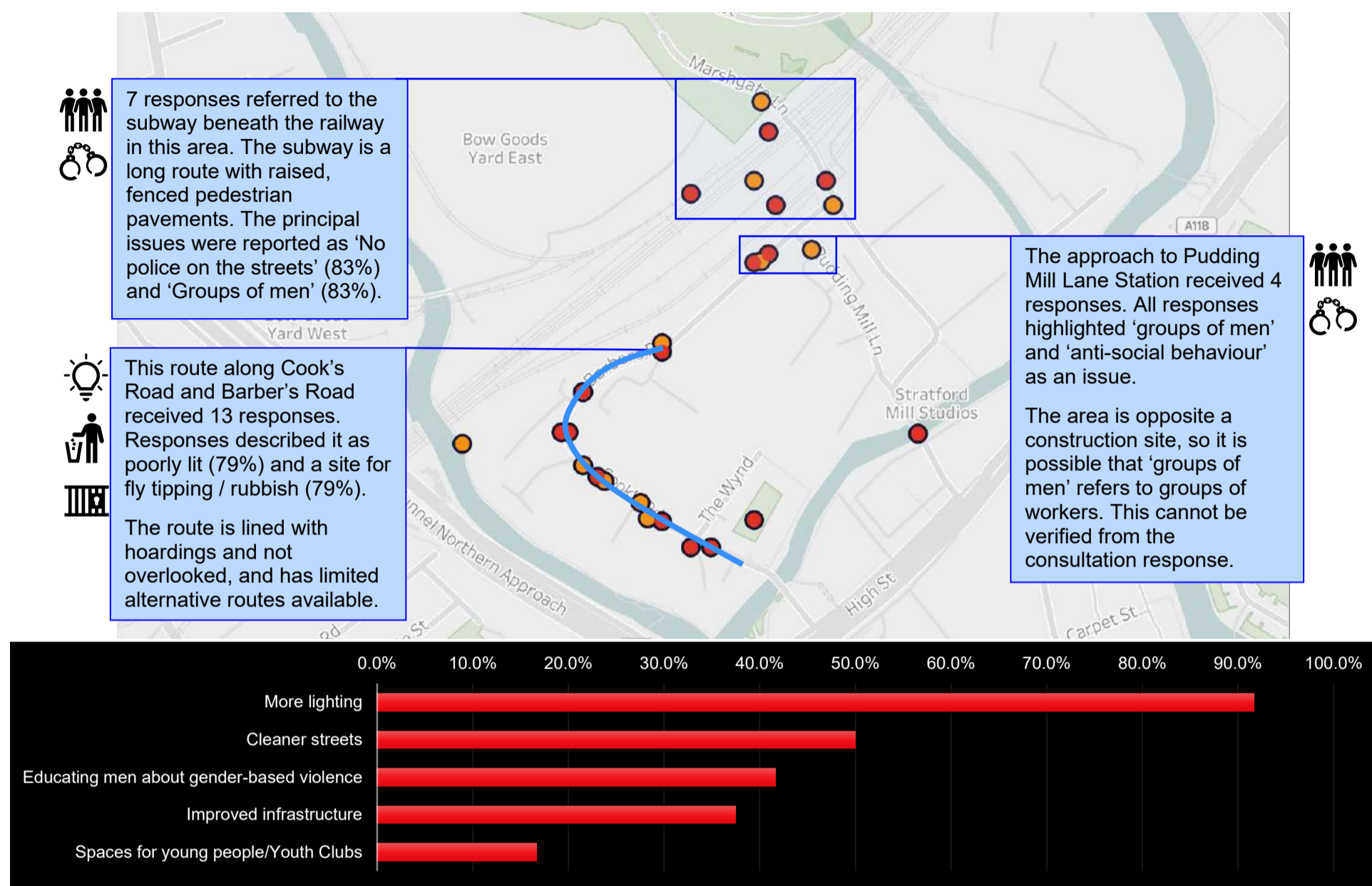






Theme	Issue	Recommendation
	Lighting The Greenway is intended to be a relatively low-lit and nature-oriented route across the site. Current lighting via intermittent streetlights may create patches of dark and shade. Dark bushes and trees of the path can feel unsafe and limit overspill lighting from any buildings along the route.	Various options to light the Greenway could be considered, including: <ul style="list-style-type: none"> - Motion-detection lighting which moves with people as they travel along the route. - Reducing density of vegetation and providing low-level, human-scale lighting to the side of routes, or sensitive lighting to vegetation itself, to reduce the feeling of being trapped. - More consistent, diffused lighting along the route, which could be incorporated into physical separation from dark vegetation – such as a lit handrail / low-level barrier along sections of the path. - Light 'beacons' to provide a sense of destination along the route and increase engagement, particularly if these can act as a form of public art at night.
	Isolation and feeling trapped The Greenway is a long, linear route with limited opportunities to exit. It is lined with dense planting along much of the route that limits visibility from adjacent buildings – and in some locations there are no proximate buildings.	<ul style="list-style-type: none"> - Consider policies / strategies to target and decrease harassment. - Provide more exit points, clear signage, and consistent lighting. Increase natural surveillance of the path.
	Intimidation and groups of men The Greenway itself received relatively few comments about intimidation; however Marshgate Lane did report groups of men. The pedestrian subways along Marshgate Lane may be perceived as dark and unsafe.	<ul style="list-style-type: none"> - Increase traffic along the Greenway by providing points of interest and engagement – seating and rest areas, information boards, and cut-through routes encouraging people to visit other points of interest. - Set planting back from pathways, and cut it back to provide better sightlines. - Provide more, well-signed, well-lit exit routes from the Greenway.

Puttying Mill area

Responses located on and around Puttying Mill Lane, River, and Station

Figure 22: Puttying Mill area responses.



Theme	Issue	Recommendation
	<p>Lighting</p> <p>Barber's Road and Cook's Road were reported as 'too dark', with patchy lighting at the intersection. The road is lined with intermittent streetlights. The subway and station area were likewise considered 'too dark'.</p> <p>Pools of light and shade along the road, and parked cars, may enhance the sense of threat.</p>	<ul style="list-style-type: none"> - Along Barber's Road and Cook's Road, integrate lighting into hoardings. It may be advisable to direct pedestrians away from this route, towards well-lit alternatives, while development is ongoing. - Provide more consistent, high-quality lighting at the station and underpass area.
	<p>Intimidation, harassment, and groups of men</p> <p>The major site for comments about isolation, intimidation and groups of men was the route along Cook's Road and the subway area. Cook's Road is lined with construction hoardings / security barriers, and presents a long, linear route with limited opportunity to leave. Similarly, long subway routes can cause people to feel trapped and alone.</p>	<ul style="list-style-type: none"> - Providing clear visual destinations, e.g. Through light beacons or landmarks, can help to break up routes. - Provide clear information to users about the availability of safe alternative routes. This could be through signage and wayfinding indicating alternative route length and time, or app-based systems. - Activate underpasses, security barriers and hoardings can help to increase traffic and discourage loitering. - Increase passive surveillance outside the station.
	<p>Crime and anti-social behaviour</p> <p>Anti-social behaviour was reported around the station and adjacent streets. In long-answer responses, people reported the area as a site for crime and drug dealing, with cars loitering.</p>	<ul style="list-style-type: none"> - Increasing passive surveillance in specific locations, such as outside the station, may assist. In general, activating and lighting the space, encouraging the local community to use it at night, can help to discourage criminal and anti-social behaviour. The opening of the ABBA arena in summer 2022 will have an impact on the activity level here as well.
	<p>Management, litter and maintenance</p> <p>Cook's Road and Barber's Road were reported as sites for litter and fly tipping. Spaces which are not frequently in use, or which feel like a design afterthought, can discourage upkeep and pride from the community.</p>	<ul style="list-style-type: none"> - Provide more facilities for rubbish disposal or cleaning / maintenance. - However, activating the space and making it look and feel like a positive place to be will also help to encourage people to treat it better.

Case studies

This section contains case studies highlighting current actions, initiatives and collaborations relevant to women's safety taking place in the Legacy Development area.

Case study 1: MACE

Mace and London Legacy Development Corporation have been working together in close partnership for over a decade to deliver on the promise of transforming and integrating a large area of East London into world-leading and sustainable neighbourhoods. Mace has delivered multiple construction projects during this period including Legacy Transformation, Stadium Transformation, and many smaller capital works projects on the site, as well as consultancy and management services spanning across the four engines of the Mace business - 'Develop', 'Construct', 'Consult', and 'Operate' - with the goal of bringing to life shared visions and aims for this part of London.

Inclusivity is at the heart of what Mace does. Mace believes that achieving gender equality and empowering women fuels the thriving economies that are being created, and is a key route to achieving sustainable, productive communities, where everyone can reach their full potential. As leaders of the development and building industry, Mace people see their role as creators and curators of the built environment - and embrace this responsibility within the organisation, on their building sites and in the places they make.

Whilst legislation exists to require that the built environment is accessible for all, there is no approach or common framework as a blueprint for creating safe and inclusive spaces for women and girls. The challenges of this agenda are many and varied. Mace has six mature employee network groups promoting inclusivity and awareness of safety and inclusivity both inside and outside of the Mace business. The 'Woman At Mace' group spearheads work on the challenge of creating safe and inclusive spaces for women and girls. It is widely understood that solving this for women and girls has the added benefit of addressing inclusivity issues for other groups that experience challenges in accessing the built environment and public realm, and as such serves the intersectional agenda.

During the past year Women at Mace has hosted a series of internal events around the theme of 'Breaking the Silence' to explore Mace's influence in developing, building, and operating spaces and buildings to better understand the issues faced by women in accessing safe and inclusive spaces. Audiences listened to those with lived experience of micro and macro aggressions, discrimination, and violence, listened to allies express their disbelief and support of the issues raised, discussed the evidence for more gender inclusive spaces, and how this can work in practice. Women at Mace utilised these events as practical sessions to share expertise across the business and consider the opportunities that pioneering safe and inclusive spaces brings. They continue to utilise this internal platform to share knowledge and this year are focussing on developing case studies on Mace's projects and with partners in the industry.

Mace believe that setting the tone within the culture of organisations is key to addressing issues in the workplace as well as on projects. They are invested in their internal behavioural framework "Behaviours for Success" which supports and communicates best-practice inclusive, collaborative behaviour for everyone to follow, imbibe and share. Women at Mace have supported this framework with tools such as an Allies Charter to enable women's allies to visibly demonstrate their support and challenge senior leaders to walk this talk.

At a practical level Mace are tackling the barriers to women accessing employment in the construction industry and actively promoting gender inclusivity and safety within site level assessments of Health, Safety and Wellbeing. This includes personal and site risk assessments that consider all aspects of someone's experience including for example journeys to and from construction sites and other places of work, as well as the experience once people arrive at a place. Mace has launched a taskforce to investigate sourcing appropriate PPE designed for women's bodies, and are rolling-out our 'Respect is...' inclusivity poster campaign starting with our East Marshgate site in Stratford this month.

There is no single solution to achieving safe and inclusive spaces, especially in the context of a historical lack of recognition of the issue for so long both in the industry and in society. Investment of time and application of effort will start to change the dial on this. Mace continues to evolve and grow their influence in this area and work with other partners and stakeholders in the built environment to address this agenda; leveraging their influence to make tangible, real change for all women and girls for the benefit of all.

Case study 2: Women's Safety GLA initiatives

The Mayor of London has pledged to make London the safest and most welcoming city in the world. The Greater London Authority (GLA) is leading on a number of initiatives to ensure this ambition is met with a particular focus on safety of marginalised groups, including girls and women.

The Mayor launched the Women's Night Safety Charter to make London a city where all women feel confident and welcome at night, whatever they're doing. The charter is part of the Mayor's Tackling Violence Against Women and Girls Strategy and London's commitment to the UN Women Safe Cities and Safe Public Spaces global initiative. The Charter has been very successful and currently has 750 venues, businesses, organisations and boroughs across London signed up. This includes all major event and sports venues within Queen Elizabeth Olympic Park. A range of new resources are being developed to boost the impact of the Charter and equip signatories with tools to inform their work to meet the pledges. A number of cities across the UK are looking to adopt their own charter in response to the success of the Mayor's work.

Furthermore, the GLA regeneration team is commissioning a phased series of research in order to create design guidance to support the built environment sector to design safe public realm for women and girls. The GLA is looking to engage the Mayors Design Advocates (MDAs) in shaping public realm projects through action research using live case studies. It is anticipated that the MDAs will support the case study projects to explore how to use the design process to improve participation, design, occupation and evaluation of spaces through this lens. The aspiration is to continue to looking to collaborate on some longer term research and design guidance with TFL to support design and delivery of safe public realm.

8. Conclusion and next steps

This report has summarised the findings of the Consultation into the Safety of Women and Girls.

Arup have used the consultation findings, a literature review of relevant research, and input from a range of expert multidisciplinary perspectives to provide an array of key recommendations that could enhance and improve women's and girls' safety across the Legacy Development area.

In addition to the key findings and actions set out above, it is recommended to:

- Continue engagement with users through a variety of methods, to maintain an accurate and inclusive understanding of safety on the site.
- Revisit and retest recommendations once action is taken to understand if it has made an impact on women and girl's experience and perceptions of safety.
- Implement the items in the Women's Safety Action Plan, and integrate the interventions recommended in this report as part of the plan.

Appendix A: Consultation engagement and outreach methods

This Appendix contains a full summary of the engagement channels and outreach methods used to obtain a response to the consultation.

Consultation database

The Legacy Corporation's planning policy and regeneration teams maintain an extensive consultation database that includes local residents and businesses, as well as those who have presented an interest in the area and wish to be kept informed through registration on the consultation database. The databases however do not include any personal information on demographic information and it is therefore not possible to disaggregate this information. Both databases contain some 1,000 contacts. The Database has been used throughout the consultation process to keep consultees up-to-date with key information about the consultation. This ensured that the community outreach was effective and efficient and that the resources allocated to the consultation were sensible.

The Legacy Corporation Newsletter

The consultation was also promoted through the Legacy Corporation's B2C e-newsletter – led by Marketing – and sent to over 45,000 contacts including local businesses, residents, visitors and stakeholders. Details of the consultation were also included in two newsletters sent to the stakeholder database – led by the External Affairs team - that counts c650 key stakeholder contacts including Park partners and elected representatives.

At the Park, we take our visitors' safety very seriously. Despite the low level of crime that occurs here, we want to ensure that everyone feels safe during their visit. We have created a free personal safety booklet, which visitors can pick up from different points around the Park or [download](#) from our website. Pick one up on your next visit.

Women and girls that use the Park are also being asked to participate in an online consultation until the 6th of December to share any safety concerns they have, as well as suggestions for how we can improve their experience when visiting. The online consultation can be found [here](#).



Figure 23 Extract from e-newsletter sent to the B2C database

Direct emails were sent to key partners to make them aware of the consultation but also individually invite them to share the consultation with their community and contacts. Emails were sent to the groups, organisations and stakeholders listed below. Many of them featured the information about the consultation on their website and/or promoted the consultation by sending emails directly to their database.

- Hackney Wick Community Interest Group
- Hackney Wick Community Development Trust
- Stratford Original Business Improvement District (Stratford BID)

- Get Living
- Stakeholder Database – This group received a direct email when the consultation launched, and then received two further updates as part of the usual B2B newsletter (as above).



Figure 24. The Legacy Corporation Women's safety Consultation featured on the Stratford BID website

Local Community Events

An extensive effort was to ensure communication with the local community, local businesses and community groups to enhance their opportunity to provide comments on the consultation. The regeneration officer attended a variety of community meetings to promote the consultation. During the consultation period, the Legacy Corporation attended a total of 3 community meetings, the full list of the meeting attended is shown below:

- Park Panel – 8th November 2021
- Legacy Youth Voice – 7th January 2022
- Your neighbourhood talks – 19th October 2021

At each event copies of a poster featuring the consultation were available to take away.

Personal Safety Guide and consultation posters

In October 2021 the Legacy Corporation published a Personal Safety Guide⁹⁵ in both a digital and physical format. This guide collates all relevant information on how the Legacy Corporation is working to keep Queen Elizabeth Olympic Park safe, as well as useful information to have to hand should anyone who visits the Park be concerned about their

safety. The digital version of the Guide included information about the Consultation during the consultation period.

A digital version is hosted on the website, and was promoted through the stakeholder newsletter and on social media. Physical copies were also placed in the Park's Information Point at the IQL Pavilion, and in other key points including London Stadium, London Aquatics Centre, ArcelorMittal Orbit, The Last Drop, Hackney Bridge and the Good Growth Hub. A consultation poster was also prepared and copies were placed at these venues.

Dedicated email address

A dedicated email address for all correspondence relating to the safety of women and girls consultation was created and promoted in key areas of the on-line consultation webpage. People were encouraged to contact the Legacy Corporation using these details should they wish to raise any questions or provide comments with regard to the consultation.

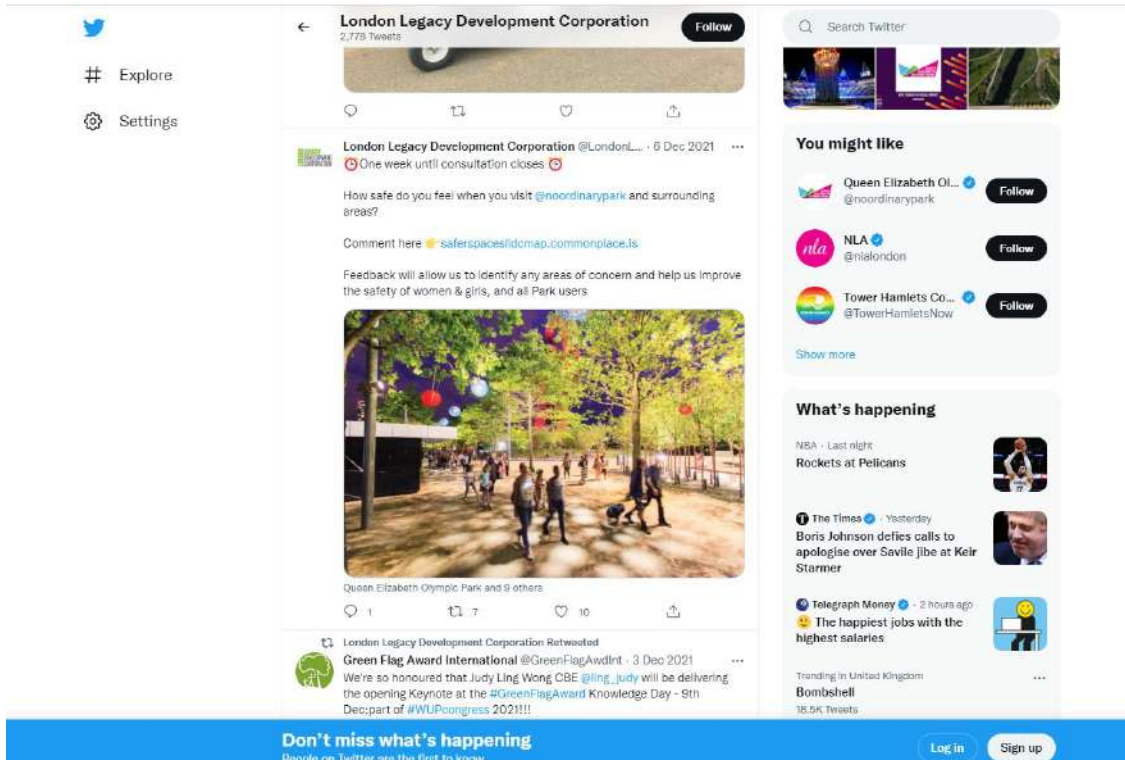
Press release

A press release was made early in the consultation process to attract the attention of a wider audience. Its aim was to increase awareness of the consultation period, how to get involved and to encourage participation. The story was picked up by the Hackney Gazette.

The Legacy Corporation's CEO Lyn Garner also used her regular opinion column in the Newham Recorder paper copy and online edition to publicise consultation activities. The Newham Recorder has an approximate circulation of 20,000. This was then repurposed into a blog which was posted on the Queen Elizabeth Olympic Park website and pushed out to stakeholders via social media (more below). An article about the Consultation was also featured in The Wick newspaper, reaching Hackney Wick and Fish Island residents.

Social media

The Legacy Corporation's social media feeds were used to publicise the launch of the consultation period inviting people to provide their feedback. The @londonlegacy Twitter account counts around 4.4k followers. This, alongside the Queen Elizabeth Olympic Park LinkedIn channel (6.6k followers) were the main channels on which a regular drumbeat of communication around the consultation were provided. The consultation was also shared on the @noordinarypark Twitter account (25k followers) as well as the London Stadium account (13.9k followers) and their respective LinkedIn channels.



Internal Promotion

The Legacy Corporation also used various internal channels to encourage their own staff to engage with the consultation, and to share it with their own personal and professional networks. A dedicated email was circulated to all staff when the consultation launched, and reminders were placed in the CEO's weekly email, the weekly 'Making it Happen' e-newsletter, and through word-of-mouth via an All Staff Briefing.

The London Stadium team also shared details of the consultation with their contractors – Vinci, G4S and Delaware - as well as specific teams within the West Ham United organisation e.g. Supporter services.

Seldom heard Groups

The Legacy Corporation is committed to giving equality of opportunity for everyone who lives, works in or visits the area. The Legacy Corporation covers an area with a diverse population that continues to grow and change, and it will therefore continue taking action to achieve inclusive representation in all consultations. The following measures were taken to ensure that the women whose voices are seldom heard had equal opportunities to participate in the process:

- The needs of the audience were assessed at an early stage of consultation preparation.
- Consultation materials and communications strategies were designed to take account of diversity in the community, ensuring that all consultation material was designed in an accessible format and using the appropriate terminology.
- A mix of consultation methods were used, such as press releases, printed posters and more innovative approaches such as an online consultation platform and social media.

- The consultation was also promoted via contacts who work with local community networks to help communicate and encourage participation from typically underrepresented groups. Both Regeneration and Policy databases contain a variety of community organisations who give support to young or older people, disabled people, marginalised ethnic or faith groups and similar.

The on-line consultation platform allowed for active monitoring of the demographics of the respondents through gathering the data via the anonymised equality monitoring form. This ensured that the engagement is representative and that any gaps could be identified early on and addressed. A series of reports on the demographics of survey respondents were made during the consultation, which allowed the Legacy Corporation to target the engagement more effectively and ensure a representative spread of respondents. For example, early results showed a very low engagement of Black ethnic groups; also, no responses were received from younger age groups, 13 to 18 years old; and only 3% of all respondents were within the age group 19 to 24 years old. In terms of the geographical coverage, there were several gaps identified, including within the Carpenters Estate, a well-established local community to the south of the Legacy Corporation area.

It was also factored in that the demographic data was optional which resulted in around 32% of respondent not providing details on all demographic questions. As a result, the representative nature of the sample may not fully reflect the actual demographics of the respondents – however, it is not possible to establish what impact this may have had on the results overall.

As a response to these identified issues, the Legacy Corporation extended the consultation for a week, from 6 December to 13 December 2021 to allow more time for undertaking remedial actions, as described below:

- A very low level of responses was received from younger age groups. In response to this, a bespoke focus group with the Legacy Corporation Youth Group was organised during the extended consultation period.
- To reach underrepresented demographics, paid-for social media advertisement was published on Instagram and Facebook. The advertisement was specifically focused on reaching the following groups across the Legacy Corporation area: racialised people, age groups 16-24 and 45+, and local student populations. The details of results of the social media promotion campaign is outlined below:
 - The overall number of people reached was 16,092. The goal was to reach new users by adding the new graphics and designs, which did show positive results with an increase in reach and impressions in the BAME community campaign.
 - Overall, 21 contributions could be attributed directly to the campaign.
 - The majority of responses came from the 16-24 year old audience within 1km of the Park.

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