

Cambridge Centre
for Housing &
Planning Research

**Evaluation of the Women's Design
Group Project for the Women's
Design Service**

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1) Introduction

The Women's Design Service (WDS) is a registered charity that believes that the diverse communities of women who live in towns and cities should enjoy a quality environment that is well designed, accessible, environmentally sustainable, affordable and safe, and to that end seeks to work with women to improve the urban environment. The WDS works with women and with statutory, voluntary and academic organisations to incorporate women's needs into the design of buildings, transport systems and open spaces. The Women's Design Service is a resource for consultancy, training, information, advice and research on issues related to women and the design of urban environments¹.

Women's Design Groups

The Women's Design Service was funded to run a project by London Councils (2008-2011) to set up Women's Design Groups (WDG) across twelve London Boroughs. The aim of the Groups was "to increase community engagement and participation in local and regional planning and policy development". The remit of the Women's Design Groups was to comment on local and regional (London) major planning applications and policy proposals from a gender perspective, using women's experience of the built environment and to try to remove barriers to women that may be built into new developments.

Rationale for the project

Most communities still experience persistent and entrenched gender inequalities. There are many gendered patterns in the use of space and the physical environment (Burgess, 2008), but planning policy tends to ignore how men and women use space differently (Greed, 2005). Women are less likely to be involved in community engagement in planning processes, they are under-represented in the senior levels of the planning profession, on planning committees, on project groups for local strategic partnerships, strategic planning, partnership boards, regeneration boards, city centre liaison groups and transport strategy groups (RTPI, 2007). It has been argued that this has resulted in built environments that can disadvantage women in particular and do not meet their needs and that the integration of gender into spatial-policy-making would result in a more sustainable, equal and accessible built environment for all members of society (Greed, 2005).

Aims and objectives of the WDG project

Women's Design Groups "aim to perform for gender what Access Groups delivered for disability and to 'women proof' local plans, policies and major planning applications". The aim was for WDGs to include both women who are professionally involved in planning and the built environment, and women from the community who have an interest in becoming more knowledgeable and engaged with issues affecting their neighbourhoods.

The Groups' membership was intended to include as diverse a range of women as possible from different age, disability, ethnicity, sexuality and caring backgrounds. Groups have been set up across London and the WDS also have a well established group in Manchester. The original intention in the funding agreement was that the Groups would be established by the WDS but would become self-sustaining, but it was evident early in the project that this would not be possible or appropriate, as discussed later in the report. The WDS were approached by women's organisations

¹ <http://www.wds.org.uk/>

in other towns who wanted to set up similar groups in their own communities. These were independent of the WDS but built on the same model as the WDS groups.

The outcomes intended to be achieved by the project, as specified in the funding agreement with London Councils, were as follows:

- Outcome 1: Increased community engagement and input into the development of regional and local plans and policies.
- Outcome 2: Increased participation in local planning and policies by individuals and community groups.
- Outcome 3: Increased knowledge and awareness of the planning system among individuals and community groups.
- Outcome 4: Increased provision of advice and support on planning matters.
- Outcome 5: Actively promote equality for disadvantaged groups through the service delivery, marketing, evaluation and management of the proposed service.

The evaluation

The Women's Design Service commissioned Dr Gemma Burgess at the University of Cambridge to conduct an evaluation of the Women's Design Group project. The evaluation was conducted May to July 2011. The methods included analysis of the detailed monitoring information the WDS was required to collect and report to London Councils measuring progress against the target outcomes. All members of the Women's Design Groups were emailed to engage them in the evaluation. A sample of WDG members were interviewed to discuss their experience of being involved in the project. Interviews were also conducted with WDS trustees and members, the current and former WDG project managers and planners from the relevant London Boroughs.

2) Activities of the WDG Project

Partnership working

Outcomes 2 and 3

The WDS developed informal partnership working with Planning Aid for London to develop training and to signpost people between services and to key seminars and events. They also worked with the London Civic Forum's Just Space Network which was a source of information and learning. The WDS worked with the Women's Environmental Network in developing and providing environment and social sustainability training. They developed a working relationship with Inclusion London and signposted members to training and events.

Establishment of the Groups

Outcomes 1, 2, 3, 4 and 5

Groups were established in Barnet, Enfield, Redbridge & Westminster (Year One) and in Croydon, Southwark, Bromley, Lambeth and Wandsworth (Year Two). Groups were in the early stages of development in Brent, Ealing and Hillingdon (Year Three). Launch events for the Women's Design Groups were held in most Boroughs.

The WDGs established relationships with planning officers in most of the Boroughs. The WDG project manager met with the planning managers in the Boroughs and each WDG was placed on consultation databases for major planning applications and policy document consultations. WDG representatives attended monthly meetings of the London Access Forum at City Hall attended by disability representatives, Greater London Authority planning and access officers.

Training

Outcomes 3 and 4

A range of training events were held to comply with the funding agreement. Some training was delivered in partnership with Planning Aid for London and the Women's Environmental Network. A range of training sessions were provided on issues such as planning and environmental and social sustainability; personal development, public speaking, report writing and IT; and how the planning system works, how to read drawings and how to respond to consultations.

The aim was for 12 women to attend each training session directly delivered by the project. This was difficult to achieve in Year One, but by Year Two was more successful as the number of women involved in the project increased and knowledge and interest in the aims of the project grew. The WDS also improved publicity through the use of flyers, website and Facebook circulation. The rates of service user participation in training overall were improved. In Year Three, the training was mainly focused pan-London rather than Borough focused to reflect the changing approach to try and ensure sustainability of a core pan-London group at the end of the project. This was intended to enable members from different Groups to begin to work together. Several training events were held on relatively broad issues such as an 'inquiry by design' workshop; a gender and the built environment discussion panel; an event exploring access to places of worship and seminar on the influence women have had on kitchen design.

WDG members were also signposted by the project worker to other relevant training

such as a Planning Aid for London/LSVC London Plan consultation event, a PAL Introduction to Planning and an 'Inclusion London' London Plan Consultation event.

Planning departments in some of the London Boroughs received gender equality training sessions targeted at built environment professionals.

Diversity of Group members and outreach activities

Outcomes 1 and 5

The aim was for the WDGs to be representative in terms of ethnicity, age, disability, sexual orientation and where certain groups are underrepresented, to undertake outreach activities.

Outreach activities were used to build the diversity of representation in the Groups e.g. speaking at a Saheli Women's Drop-in in Enfield; holding a stall at an Asian Women's Fair in Redbridge; speaking at the University of the 3rd Age in Redbridge; speaking at a Refugee Forum meeting in Barnet; holding a stall at the Barnet Multi-cultural fair; speaking at an older people's event in Bromley; speaking at a Mum's group in Wandsworth and by contacting a diverse range of local groups and organisations.

The WDS also focused meetings/outreach activities in accessible venues in diverse areas of London with significant deprivation, aiming to enable a wide range of women from different backgrounds to take part in major planning and regeneration activity e.g. the Church Street neighbourhood in Westminster; speaking at a community meeting on the Colindale estate in Barnet; speaking at and chairing a planning meeting organised by the Wyndham and Comber Tenants and Residents Association in Southwark.

The project held focus groups for Ethnicity (Muslim women) and Age (older women) to achieve a greater understanding of the issues facing women from these backgrounds but also to invite women to participate actively in the WDGs to widen the diversity in the project. The WDS combined their Disability focus group with an Inclusion London event. The WDS consulted with parents for their views by holding an activity stall at a local festival in Westminster.

The WDS held outreach activities and events in all Boroughs with Groups established. Outreach activities included talks to meetings of local groups/organisations/local women's networks, holding stalls at local community events/markets and networking at community consultation events/meetings. Local women from the Barnet, Enfield, Redbridge, Lambeth, Southwark, Croydon and Wandsworth WDGs also represented and promoted the Groups at local and regional meetings.

Knowledge of the planning system and input into plans

Outcomes 1, 2, 3 and 4

The WDS aimed for planning policies and proposals to reflect the requirements of all social groups and asked the planning departments in the Boroughs to report on examples of how they have included the needs of all equalities groups in their plans and policies.

Representatives from the WDGs made suggestions to Borough planning officers regarding their approach to evaluating the impact of policy and consultation decisions and how Equalities Impact Assessments could be better timed in the process to

enable policy outcomes to be influenced (e.g. the Gender Checklist used by Lewisham Council to strengthen local employment policies/evaluation at an early stage in the process).

Several written responses to planning consultations were produced on behalf of the Groups. The WDS project manager worked with members of the WDGs and Planning Aid for London volunteers to produce these. The project manager also signposted members to PAL volunteers and worked alongside them in supporting WDG participation at consultation meetings.

3) Successes

The evaluation identified many successful aspects of the project.

Achievements against target outcomes

The description of the project activities above shows that the project has been successful at delivering against the outcomes agreed with London Councils. Through the project the WDS was able to increase local community engagement and input into the development of regional and local plans and policies. The project facilitated participation in local planning and policies by individuals and community groups. It increased knowledge and awareness of the planning system among individuals and community groups and increased provision of advice and support on planning matters. The WDG project also worked hard to promote equality for disadvantaged groups through the service delivery, marketing, evaluation and management of the project.

Impact on the built environment and planning

There is evidence of direct impact of the Groups on the local built environment. For example, in Barnet some members met with an architect for a pre-planning application discussion about a proposed major library, children's health and disability centre in the local area. The plans were changed and improvements made to the ramped access to the building as a result of the meeting.

A Lambeth Women's Design Group member reported that a WDG meeting resulted in action locally:

“The meeting that I did attend did result in some local partnership work with an Adventure Playground and young people exploring the environment.”
(WDG member)

The Groups also submitted formal written responses to Borough and London-wide planning consultations. They also attended public consultation exhibitions, some examples follow.

The Barnet Group submitted a planning application response to a major new development at Brent Cross for a new shopping centre and neighbourhood. The Group requested to be part of an 'Inclusive Design Forum' which would oversee the detailed aspects of the planning application.

Barnet Group members met with planning officers for a briefing on the Core Strategy and Colindale Supplementary Planning Document. The group followed up with a written response.

In Croydon several members attended the Croydon Core Strategy public consultation exhibition and produced their written response, working with Planning Aid for London.

In Southwark, women attended a planning officer briefing and discussion about the Core Strategy organised by the Wyndham and Comber Tenants and Residents Association in Camberwell. The women went on to submit a formal response and participate in the Examination in Public.

In Wandsworth, women engaged in proposals for major development at Vauxhall/Nine Elms.

WDS also submitted a formal response to the draft replacement London Plan consultation and on this basis were invited to speak at the Examination in Public.

“We worked with Just Space Network on the draft replacement London Plan consultation and attended lots of meetings with other voluntary sector organisations which was good for networking and information. Our own WDS response was informed by the work of the Women’s Design Groups. WDS was invited to speak at the Examination in Public. We highlighted the need for inclusive design policy to address the needs of all equalities groups”. (WDG project manager)

For some planners the views of the WDG were very useful as it gave them a perspective they had not considered before. For example, one planner described how useful the Group’s input had been in developing their Core Strategy:

“It was good as it gave us a different perspective from the normal usual suspects who are nearly all middle aged, middle class white males. It was also good as it was only a small group of about four so we could be informal in the discussion which worked well as they could ask us questions. They highlighted aspects of how policy would impact on women, particularly from a design aspect in terms of town centres and the night time economy. We have a Disability Access Group but a member was part of the WDG. We met them and local resident’s groups but the WDG did stand out”. (Local authority planner)

Knowledge, skills and confidence about engaging with the planning system

Members of the Groups gained more knowledge and confidence about how the planning system works and felt able to engage in local planning issues. Some of the members had no previous engagement with the planning system whilst others already had a good understanding of planning, but were still able to learn from participating in the project:

“Although I was only involved in a small way, I can say that I’m certainly no longer as anxious or as worried about approaching planning issues as before becoming involved with the Women’s Design Group. Armed with more self-confidence and knowledge that it is not just for others to question these issues, I would have no hesitation now in questioning any aspect of the planning stages if I felt it was appropriate.” (WDG member)

“I work on the policy side but not with planning applications. I thought it would be a good learning experience for me to talk to people and find out what their needs are and explain to other women what I know. For me it was about knowledge sharing”. (WDG member)

“It gave me some good experience of understanding gender issues. It is not just about women but about their children’s needs. It was good for me to engage and I did learn something”. (WDG member)

“It makes you more aware of what is going on locally. I am involved in objecting to a building going up. My connection to the WDS has made me more conscious of these things”. (WDG member)

Interest in planning

The Groups worked best when there was a dedicated group of women keen to engage in planning issues and where there was a Planning Aid volunteer to support

the group. For example, having a Planning Aid volunteer in Croydon meant that she was able to put together their response to the local Core Strategy planning consultation and in Southwark helped to put in their response to the Core Strategy and supported participation in the Examination in Public

Raising awareness of gender issues

Many of the women involved in the project had more awareness of gender inequality and the relationship between gender and the built environment after participating in the project. For some this changed their personal view of the built environment from a gender perspective:

“The training was interesting as I had never thought about looking at how women in particular were affected. It has changed how I think. I look about a bit more and think how would you do this if you did have certain frailties?” (WDG member)

“I never studied feminism so I was not aware of the extent of the gender impact of issues. It was a learning process. I was aware of some gender inequalities such as in employment and work but I was not aware of the depth of gender issues. I had never seen it. I had seen it from a people perspective but never from a gender perspective. It made me more aware of the difference between genders”. (WDG member)

“I had thought about it but the group brought it to the front of my mind. It makes you more aware. It is obvious when it is pointed out to you but you never thought about it before.” (WDG member)

For some members this understanding contributed to their professional work:

“What I have done has been good and has contributed to the work we do in our office on student and social housing from a woman’s perspective. For example, when the bins and bicycle sheds are planned somewhere secluded or with a locked door and far away from the main buildings and women would be scared to use them. I spoke to a planner who said ‘I had never thought of that’. This awareness came from the WDS”. (WDG member)

The project not only raised awareness for individual Group members, but some also discussed what they had learnt with other women:

“I discussed it at the women’s TUC meeting in Manchester and spoke about the WDS. Talking about it made the women more aware and I hope they will go back and challenge their local councillors and planners”. (WDG member)

Empowerment of Group members

There is evidence of how individual Group members were personally empowered through their participation in the project. For some it was about personal development:

“I wanted to develop some extra-curricular activities as I was not getting enough fulfilment from my career and wanted an outlet for my skills. For me it was about personal fulfilment. I wanted to work on real issues that impact on peoples’ lives. So I joined the Brent group as I wanted to get involved in local campaigning, on issues that matter locally”. (WDG member)

Some members felt confident in becoming involved individually in local planning issues after participating in Group activities:

“The training was about planning for community development and how to read architectural plans. Since then I have been involved as an individual as an objector in public enquiries. I have been to planning meetings about a local site. I met X [another member] and we are in touch and have been to things together, she’s very involved in the library protest”. (WDG member)

Voice and representation

The project gave a voice in local planning issues to a population sector that is under-represented at all levels of the planning process.

“It is all about representation for me, making sure women, families and older people can represent themselves in a male dominated environment”. (WDG member)

Diversity and outreach work

Although 70% of the actual Group members were white, 30% of members were from different ethnic groups. Just under 15% of the Group members reported having a disability or health problem. Group members covered a wide age range from 18 to over 65. The outreach activities carried out during the project enabled the WDS to engage with a diverse group of people.

“It was a great mix of women. Some were young and came when their children were at school and some were retired so it was a good balance”. (WDG member)

London wide planning agenda

The project has increased awareness of women’s engagement in planning across London amongst both Group members and professionals:

“We have put it on the agenda London wide and in all the Boroughs where we’ve been active. We have championed the issue and put it in the minds of planners and women. Some women did not attend all meetings but they are on the email list, went to the WDS events etc. It is an extensive list of over a hundred women”. (WDG project manager)

It would be challenging to sustain groups focused only on gender and planning, but it is probable that the women whose awareness was increased through participation in this project will go on to participate in other projects related to planning and regeneration and will champion the issues they engaged with through the WDG project in other fora. The project enabled women to gain new knowledge and skills and to have the confidence to take these forward in other planning related projects.

4) Challenges

The evaluation found that the project had encountered a number of challenges.

Time and resource constraints for project

One issue was insufficient time and resources for the project. Despite the time and effort put in by the project staff, there was not sufficient time included within the funding to devote as much time to engage with the most under-represented women as the WDS would have liked. Related to this was that it took much longer to establish some Groups than was hoped and relied on a support worker engaging intensively with existing Groups whilst also trying to set up new ones.

Time and resource constraints for group members

Members of the Groups had different levels of engagement. Some women who were interested in getting involved in the Groups faced limitations as a result of work, caring and personal commitments.

“I wanted to go to other WDS events but I have a full time job. I had to take half a day off work to do the stall at the market. There are time constraints. It is difficult, especially if you have a full time job.” (WDG member)

Need for women to be interested in planning

The Groups were most effective in meeting the objectives of the project when there was a dedicated group of women keen to engage in planning issues and where there was a Planning Aid volunteer to support the Group. However, many women were not interested specifically in planning but in more general issues such as access to public toilets. The project manager found it difficult to engage members specifically in planning:

“When I ran coffee meetings on toilets/safety/parks/public spaces about 12 women turned up but at the planning meeting only one came. It is hard to engage people in planning. I tried to provide links to both between women’s interests and planning issues. But it takes time and you need to start with the basics”. (WDG project manager)

There was also no opportunity within the commissioning process to develop formal partnerships with other similar London Councils funded projects engaging in planning, which could have added value in terms of parallel support with professional volunteers, allied training and engagement with diverse groups. The Group members did not on the whole feel confident to write and submit their own planning responses, and more formal links with professional planning volunteers would have greatly assisted in supporting the existing Groups whilst enabling the project manager to establish new Groups.

Balance of the training

It was difficult to get the balance of the training right for all members. The Planning Aid training was essential content but perceived as too advanced by some women. It was felt they needed more basic training, using ‘planning for real’ techniques etc, but this takes time. A basic grounding was needed in engaging with the built environment without planning jargon to be accessible to wider groups. It was a challenge within the project to get women to engage particularly in planning. It would have been better to have been able to have offered initial training on understanding the built environment and to then have followed it with training specifically on planning, but the funding did not allow for this depth of engagement. The Project had strong diversity

related objectives and the WDS targeted local women from under-represented backgrounds, many of whom had not encountered the planning system before participating in the Project.

Difficulties of coordinating with other initiatives

There was insufficient opportunity within the commissioning process to coordinate the WDG with other similar London Councils funded initiatives and better facilitate joint working which may have strengthened the project. For example, it would have been good if it had been possible to write into the funding bids that the WDG, the Planning Aid for London and Black Regeneration and Renewal Network projects would work to the same list of Boroughs with a presumption in favour of working as far as possible in parallel, this would have enabled much greater synergies. In the case of the Barnet group, the WDS worked more closely with PAL and BNRRN in the early stages which worked well, but this was not sustained. The WDG was a Borough-focused project whilst the Planning Aid project was London-wide, although they did work together to deliver training and signposting to events.

Challenge of becoming self-sustaining

The original intention in the funding agreement was that the Groups would be established by the WDS but would become self-sustaining but it was evident early in the project that this would not be possible or appropriate for a number of reasons. One was concern about the political sensitivity of the project during its early stages. The WDS recognised that the messages and outputs by the Groups would also be politically sensitive and would need to be managed. Autonomous Groups using the WDS branding would have needed close management to monitor their outputs e.g. press releases, but there was not sufficient resourcing for this within the budget. The WDS also recognised that the funding climate was changing and that independent Groups would have struggled to secure funding.

There were also concerns about the length of time and the resources allocated in the project for the Groups to have been set up and developed sufficiently to allow for active, involved and knowledgeable members to take the Groups forward on their own. With only one 0.5 FTE project worker time and resources were constrained. The project worker had to balance the need to work intensively with the Groups at the beginning against the need to move on and establish new Groups. The Groups depended heavily upon a project worker to assist them. Groups often rely on one or two dedicated individuals whose ability to commit depends on their personal circumstances, without any resourcing or officer support.

Lack of formality

The Groups lacked a degree of formality, for example, there was no appointed Chair. This put pressure on the project manager to organise the meetings, chair them, take notes and take points of action forward. The project manager did consider creating a set of Terms of Reference and description of roles for the Groups to encourage them to be more independent, but it was felt that expecting women to take formal roles during the early stages of the Groups would have discouraged them from being involved when it was expected that a support worker would always be present. A further issue was the uncertainty as to how much to encourage the Groups to be independent. They were all part of the parent charity and the project was politically sensitive in the early stages so there was concern that too much independence could lead to views being aired publicly to the media or local authorities that did not represent the WDS.

Particularly with outreach activities, informal coffee and chat sessions were popular and worked well. But the funding agreement had a requirement for a formal training

programme on planning and to demonstrate impact by formalising written input into plans. But many women who were involved wanted to address issues through campaigning and lobbying and to consider broader issues than just planning, such as home-working, safety and toilets.

Local political resistance

The project encountered some political resistance and struggled to secure the necessary letters of support from a couple of London Boroughs in the early stages of the project. Even in cases where planning officers were supportive, there was resistance from some elected members which meant the group could not be established in one case.

Political and economic climate

The change in the political and economic climate was a challenge for the project. The huge changes to voluntary sector funding left the WDS in the difficult position of not being sure when the funding for the project would end which impacted upon practical activities and strategic decisions.

Viable exit strategy

The most significant change to the aim of the project was that maintaining 12 Groups was not sustainable. With great uncertainty over when the funding for the project would end, the WDS struggled to develop the exit strategy they had hoped for. It was evident relatively early in the project that all the WDGs would not be self-sustaining so the WDS then aimed to finish the project with one pan-London group to take forward to become a statutory consultee and to be regularly engaged in London planning issues. However, without funding this was not possible. Instead the WDS jointly hosted a closing event with the London Access Forum Planning sub-group, supported by planning staff at City Hall. Women who are part of the WDG project can join this group in order to maintain their interest in planning issues and their participation will broaden the remit of the Access Forum.

“Women participants can then stay in touch and keep engaged. We held a closing event with City Hall and introduced members to the London Access Forum so they can join that group if they wish. We have also invited the women to join a new WDS Women’s design London email forum, to stay in touch and continue to engage in London planning”. (WDG project manager)

5) Conclusions

The project has been successful in that it has raised knowledge, confidence and engagement in planning issues amongst a relatively large group of diverse women. Many of these women had no previous knowledge of planning issues or of gender related issues. Planning professionals have also reported that the Project has added something new to the issues they address.

However, the project has faced many challenges. Establishing and sustaining Groups where all women were interested and engaged in formal planning issues has not been easy within the resources available as new Groups had to be established by the project manager, whilst supporting existing Groups.

Understanding the links between gender and planning requires a quite sophisticated understanding of what is a complex theoretical issue to relate gender equality to the built environment. This is a core understanding of WDS but for the group members this was unfamiliar. Few Group members had any previous knowledge of planning, but in such a short time frame it was difficult to increase their knowledge and confidence to enable them to comment on plans independently.

There are many challenges posed by the new political and economic climate. The voluntary sector is facing heavy funding cuts and organisations supporting equalities groups to engage are vulnerable. There will be many competing priorities for local people to engage with which will shape the degree of interest in built environment issues. The drive towards individual equality duties focused on specific inequalities such as gender and race led to initiatives such as WDGs and Disability Access Groups. However, there have rapidly been further legislative shifts towards single equality legislation. The focus specifically on women and gender inequality is politically less acceptable under the single equalities focus. The WDS have developed an exit strategy for the project to take account of this shift with the link being developed with the London Access Forum, working towards a more inclusive London-wide approach.

The WDS is well placed with the knowledge and expertise to address relevant issues arising from localism, Big Society, inclusive design and the single equalities framework. But the change in the political, legislative and economic context means that projects focused on gender and the built environment or women's projects are politically and economically vulnerable.

In recent decades, the dominant planning discourse has undergone a change from a top-down approach towards collaborative and communicative planning in which planners are increasingly expected to pay attention to the voices of the citizens. Under the new Coalition Government, the turn to localism places even more emphasis on local participation. Announced in the Queen's Speech on the 25 May 2010, the Decentralisation and Localism Bill covers the new Coalition Government's proposals for a wide range of planning and related legislation. The Bill will 'devolve greater powers to councils and neighbourhoods' and 'give local communities control over housing and planning decisions', applying to England and Wales. This places greater emphasis on community participation in planning for new developments. The WDS has the expertise and experience to engage with these agendas in a theoretically rigorous way combined perhaps with the input of the most active WDG members. Many practitioners have detailed knowledge of disability issues, but less knowledge of how other equality issues such as gender and faith are related to the built environment and the WDS have the knowledge and expertise to provide training

and awareness raising to this sector. There will also be a need for training and support for 'the local community' which is expected to engage in the new localist planning agenda. In reality, many members of 'the community' do not have a working knowledge of the planning process and need support to be able engage effectively, which the WDS is well placed to provide.

6) Contacts

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